



INTERNATIONAL JOURNAL OF ACADEMIC RESEARCH IN BUSINESS & SOCIAL SCIENCES



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To Link this Article: <http://dx.doi.org/10.6007/IJARBSS/v13-i4/16778>

DOI:10.6007/IJARBSS/v13-i4/16778

Received: 04 February 2023, **Revised:** 06 March 2023, **Accepted:** 29 March 2023

Published Online: 13 April 2023

In-Text Citation: (Sarbini et al., 2023)

To Cite this Article: Sarbini, F., Baniamin, R. M. R., & Zahari, A. S. M. (2023). Stress Measurement among Malaysian Police Officers at Hulu Terengganu Police District Headquarters. *International Journal of Academic Research in Business and Social Sciences*, 13(4), 1012 – 1031.

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Vol. 13, No. 4, 2023, Pg. 1012 – 1031

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www.hrmar.com

ISSN: 2222-6990

Stress Measurement among Malaysian Police Officers at Hulu Terengganu Police District Headquarters

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Abstract

Police Officers have been diagnosed with a variety of stress-related health disorders throughout the past three decades. Because of the stressful nature of their jobs, police officers are at an increased risk of developing a variety of environmental health concerns. The association between high-stress employment and environmental health has been extensively studied, but researchers have not yet done enough research into the relationship between police officers' job stress and their overall performance. The purpose of this study is to examine the links between police officers' stress and its related issues that's come around. Therefore, by finding the factors affecting stress, this research seeks to identify intervention strategies, which can promote a healthy workforce and police performance. Such interventions, in addition, may improve police performance through improved well-being. In the context of hypothesis testing, this focuses on the nature of a certain group relationship or on the independence elements present in a situation. A statistical analysis has been performed to determine whether there is a significant relationship between the variables. A total of 108 respondents from the Hulu Terengganu, Terengganu District Police Headquarters were chosen using stratified random sampling amongst the officers of the force. According to the findings of the study, work-related concerns and social issues are the most significant and the important factors that contributing to stress among police officers in the Hulu Terengganu Police District Headquarters. Further research is recommended in various areas, including a realistic evaluation of what may be expected to benefit from the extension and further testing of the theory that has already been produced.

Keywords: Stress, Social Related Issue, Work Related Issues, Reward System, Mental Health

Introduction

Crime can be defined as unlawful behavior that eventually will be punish and judge by the country local authority. As it escalated toward many categories and level. In the end, crime cannot be extinguished and eliminated easily by law enforcement forces all around the world. Recent study reported that, the burden of handling the crimes especially violent crime and

organized crime put a great stress and health related issues towards law enforcement forces (Baek, Choi, & Seepersad, 2021). Furthermore, stress and health related issues can eventually interfere with the daily task of law enforcement force especially their mental wellbeing condition. Mental wellbeing at the working environment has ended up very concerning due to the costs of sadness, uneasiness, burnout, and indeed suicide, which is extremely high among police officers (Queirós et al., 2020).

Police officers all around the world have a great responsibility to fight crimes and ensured the safety of society (Queirós et al., 2020). Baek et al (2021) also stated that Police officers force were among the most stressful occupation in the world. Hence, policing occupations has caught the consideration of most researchers and policing occupations is broadly recognized as a requesting and challenging occupation that posture negative and harming influences on the person itself and the policing organizations in common (Hadziroh et al., 2017). Despite holding a tall stretch work, police officers are regularly hesitant to access psychological bolster. Police officers are anticipated to be issue solvers and not “problem havers” (Berg et al., 2006). Perceived stigma around getting to back, related with a career restricting potential and with a misfortune of peer notoriety, has moreover been regularly cited as a preventing calculate. This issue has no exception toward Royal Malaysian Police (RMP) Officers that also having the pressure while they are on duty. Police officers who are pushed or have stress-related mental ailment may gotten to be a chance to the community (Irniza & Saliluddin, 2015). This concern is outlined by the case of a Malaysian police officer who released his gun 58 times without a substantial reason. The police officer was afterward analyzed with a stress-related mental sickness and was conceded to a psychiatric clinic for treatment. Knowing their mental status is principal for choice making pointed for accomplishing ideal wellbeing of the Malaysian police officers. (Irniza & Saliluddin, 2015). Thus, it is crucial to measure the stress level for every Royal Malaysian Police Officers as it will prevent the misused of police authority.

Policing can be considered the most stressful job in every developing country. It depends on how the police officer would counter the stress they are facing. The more stressful their working environment the more likely it would lead them to having the burnout cases. It is a severe emotional disease that most of the officer scares for instead of having the bad mental wellbeing. Study reported that policing could be a stressful occupation which this stretch contains a negative effect on police officers’ mental and physical wellbeing, execution, and interactions with citizens (Queirós et al., 2020). Baek et al (2021) reported that in UK it indicated that 17 to 22% of officers had substantial mental health problems related to working environment. On the other hand, recent study on factors affecting police stress revealed that closed to 20% among 402 police office have a burden of stress because of nature of work in police department (Mann, 2021).

According to this numbers, it reflected heavily by the words most stressful occupational job comparing to other government servants law enforcement officers. Furthermore, according to recent Covid 19 Pandemic, police officers all around the world responsible with the new challenges that lead to additional strains such as stress, risk of infection and coping with the authorities’ new strategies (Frenkel et al., 2021). Frenkel et al (2021) found that majority of police officers were caught unprepared for the potential mental stress that they would experience from new challenges resulting majority of them having a higher level of stress and work burnout.

Besides that, according to previous study, it was found that other than new or novel challenge that police officer face during current working environment, existing management

issues also can become the causes of stress among police officers. It was reported that, due to unequal promotion prospects and strained relationships with their superiors especially majority of female police officers were reported stressed (Ceka & Ermasova, 2020). It can be argued that female police officers are less likely than male officers to seek Employee Assistance Program (EAP) services to help them cope with stress. Furthermore, in context of Malaysia cases, recently it was reported that one of police officer of Pekan Muar, Johor died with the gunshot wounds around the neck inside a car. The causes of case were reported that the officer inflicted with the high level of stress and personal issues (Nur, 2021). Similarly, Chairman of the Safe Community Bond, Tan Sri Lee Lam Thye stated that the case involved a policeman with the rank of corporal believed to have shot dead his seven years old son before shooting himself in the incident at Jalan Widuri 1, Taman Sentosa Jaya in Seremban (Rosalwani, 2021).

From these two cases, it shown that Malaysia police officers can highly be inflicted with mental health issues mainly the causes itself were from stress that eventually led to mental issues such as unable to think rationally. In addition, Baker and Hazril (2018) reported that because of failure to control high levels of work stress among Malaysia Police Officers, the possibility to increase their tendency for temptation suicide, the occurrence of divorce household, depression, abuse drugs and alcohol are high. They also found that deep stress among public servants which 43.1% of public servants often experience feelings irritable, gloomy, and sad emotions. 33.1% of public servants frequent loss of control, 15.9% had effects of internal stress. Besides, the results of the study also found as many as 12.1% of public servants have the thoughts and feel as if they want to hit or hurt people which had hurts their feelings (Baker & Hazril, 2018). According to the result and report from previous study, it encourages the researcher to find what are the most important factor that can lead to stress among police officer at Hulu Terengganu Police District Headquarters. Thus, it also important to find is there any relationship between social related issues, work related issues and reward system with level of stress among police officer at Hulu Terengganu Police District Headquarters.

Literature Review

Stress

The word "stress" comes from the Latin word "strictere," which means "to pull tight" (Cooper & Dewe, 2004). According to Jit (1995), Stress is a mental condition that is reflected in specific physiological processes in the human body and is characterized by feelings of worry, tension, and despair. It is triggered by external or internal demands that are insufficient to meet the person's resources. Abualrub and Al-Zaru (2008) describe that stress is the essential components which has a positive significant link with high turnover and turnover intentions, absenteeism, and serious health problems. However Kumari, et al (2009) said that stress is the body's reaction to a demand which may be brought on by both positive and negative situations. It also can be describing as any consequence of a change in the surrounding environment on a living being that causes that living being's homeostasis (internal balance) to be disrupted can also called as stress (Shahsavarani, et al., 2015). As a result, stress can affect people of all ages, genders, races, and situations, resulting in both physical and psychological health issues.

Stress and Police Officer

According to Dr Han's Selye, Selye's General Adaption Syndrome (GAS) can be divided into three phases of total response from stress, which is alarm reaction, the stage of

resistance and the stage of exhaustion. When people are subjected to a stressor, they are taken a back at first, then try to preserve homeostasis by fighting the shift, and then succumb to tiredness because of the stressor. Situations or surroundings that appear to generate stress include, in general called stressors (Newstrom & Davis, 2002). "Stressors" are long-term environmental dangers that Dr. Hans Selye addresses in his famous work, *The Stress of Life*, which examines the effects of such threats. Heart disease, high blood pressure, ulcers, digestive issues, and migraines, according to Dr. Selye, are all consequences of the unrelieved attempt to cope with pressures. These are the four types of stressors that police officers experience:

- a. Stress is an unavoidable part of police officers.
- b. Stresses that arise inside the police department because of procedures and policies.
- c. External stressors include those resulting from the criminal justice system and the broader community.
- d. Individual officers are subjected to a variety of internal pressures.

The law enforcement profession was regarded as one of the top five most stressful vocations in the world by (Dantzker, 1987), and this ranking holds true today. This stressors term refers to expectations placed on a person that serve as an incentive to elicit a response such as fury, anxiousness, or stress. External or internal sources of stress are also possible. An external stressor, such as a person's employment as a police officer or coworkers, can generate stress, as can an internal stressor, such as ambition to be promoted to a higher position or competitiveness. One stressor might generate a major stress, but stressors usually accumulate to exert pressure on an individual in several ways, ultimately leading to the development of stress (Newstrom & Davis, 2002). Extensive research on police stress has demonstrated that multiple types of police stress occur. For more than two decades, the emphasis of police stress analysis has been driven by curiosity in the advancement of police stress theory, contributing to the creation of police stress models.

There are four elements of police-related stressors that are stress extrinsic to the department, job/task-related workplace stress, personal stress, and operational stress. In all four classifications, the main culprit of tension is organizational stress. In the occupational literature, it has been well established that the essence of police work is traumatic and causes of tension have been broadly classified in policing (Shahsavarani et al., 2015). Any researchers think that one of the most difficult professions is police work. Although operational considerations such as workplace proximity to body fluids and the need to participate in crucial events to avert aggression are obviously traumatic, study has shown that organizational factors are substantially moderated upwards by these stressors. Multiple studies in a variety of nations found that stressors in law enforcement relate to psychiatric illness, physiological sickness, and behavioural difficulties in both officers and civilians (Burke & Mikkelsen, 2004; Gershon, et al., 2002).

According to the findings of previous research, stresses in policing are associated with feelings of exhaustion, loss of personal satisfaction, increased hunger, difficulty focusing, restlessness, sleep difficulties, and other stress-related disorders. In addition, prior research in other countries have discovered that job-related diseases are associated with an increase in the number of days missed from work. Natural stress occurs at a high frequency in some situations whereas other stress occurs at a low frequency. Some high frequency stresses, such as the problems of everyday living, are less severe than low frequency stresses, such as a

sudden increase in job load, assistance in social situations, or financial difficulties (Dalgard et al., 1995). As a result, it is possible to assert that stress is always present in the human being and that it can arise from any situation in one's life, including marital life, the daily hassles of family life, dissatisfaction with one's marriage, poor academic performance, job dissatisfaction, and disturbed love affairs, among other things. One thing that must be overlooked is that the sources of stress differ from individual to person.

Social-related Issues

In aspect of any environment, society nowadays have many medium to keep connected with each other whether at home, workplace, or public places all around the world. However, the issues arise from the social connection turn to be more. Previous study highlighted that even in sport environment, there were cases that sexual harassment, athletes violent, and discipline behaviour turn to be alarming issues when athletes want to commit with their responsibility. Most of the issues from the social relationship always have a significant relationship with the social location and eventually involving social background. In any places or environment, most of the time term social hierarchies cannot be avoided by majority of the society. With the same standing, most people able to find comfort to keep connecting with each other (Penfold & Polka, 2020). Recent studies also reported that most of social issues have a connection with social environment that majority of society try to adapt to (Malvestio et al., 2018). Majority of researchers tend to find the social problem with society from many points of view. On the other hand, organization nowadays tend to adopt many managements model to solve the social issues among their employees. Capizzo (2020) proposed Social License to Operate (SLO) and Community Engagement (CE) to create a solution for any employees who had a social issue within their workplace environment. It was found that this model able to help ease the burden for employees to avoid any social issues arise.

In year 2020, society nowadays face with the serious mother nature disaster which are series of Covid 19 Pandemic. Recent study reported that there are majority of society inflicted with social issues, psychological issues, and health related issues (Oyebode et al., 2021). The negative impact of the Covid 19 Pandemic turns to put burden on lots of people all over the world. Oyebode et al (2021) found that the issues arise drastically within these recent years because of the changes of society social environment. Besides that, management or any higher authority person within the organization need to alert more with their employee status and emotional wellbeing because the social issues can be prevented early when the management have a good measure or idea to protects their employees (Coombs & Holladay, 2002). For the people who already faced with another disease and not capable to have a good working condition turn to be harsher in accepting the reality that they need to face in their life. Reflecting with this study, social issues in workplace environment eventually can resulting the stress, emotionally unstable or even worst mental breakdown and depression . Thus, it is important to explore the relationship between the social related issues with the emotional condition of society by in this current challenging world.

Social-related Issues and Stress

Many of the most desirable organizational behaviors and results may be directly impacted by the context of social pressures (Ajzen, 2020). As a result, our buffering resources (or our capacity to withstand stress) are depleted by social pressures. Social stresses have been proven to have a negative impact on work satisfaction, turnover, feelings of failure, productivity losses, and decreased altruism and organizational civic behavior. This is based on

several studies. both the impression of effort and cognitive performance declines were correlated with physiological arousal measurements. Stress-induced memory impairment is most often studied by memory researchers under conditions of anxiety. Working memory suffers because of this stress, which has long been shown. Anxious people are slower and more thoughtful in their processing of mathematical functions in general. Various studies have shown that performance suffers when people are pressed for time in different areas of their brain. Judgment and decision-making, visual search behavior, alertness and concentration processes, memory recall tactics, concessions and integrative agreements, and the subject's self-rating of performance are some of the performance domains that have been observed to decline under time constraint. This implies a decreased capacity for labor, as well as changes in attention, perception, decision-making, and skill performance because of being fatigued. Perhaps the most straightforward definition of tiredness is that it refers to being weary, drowsy, or worn out.

Recent studies found that, most of mental issues of society mostly when they have a problem with social issues (Oyebode et al., 2021). The cases of employees feel stress or emotionally exhausted most of the time related with the management issues (Capizzo, 2020). In context of this study, most of the previous study explain the importance of the social issues and what are the connection with the emotion status of society especially stress. Thus, it is crucial to find the relationship between social related issues with stress level of employees.

Work-related Issues

Work nowadays considered to be the most important part of their current state of living (Harnois & Gabriel, 2000). Workers spend around one-third of their waking hours at work, and they do not necessarily leave the job behind when they leave the work site, according to the Bureau of Labor Statistics. Providing a sense of personal identity and the opportunity to make a significant contribution to communal life are all aspects of the programme (Harnois & Gabriel, 2000). Well- documented research has shown that work overload and other characteristics of the workplace may be significant sources of stress and tension. According to recent research findings, the overlap between a person's work and personal lives has become a popular research topic, reflecting the recognition that a person's work and personal lives are not separate entities, but are instead intertwined domains that have reciprocal effects on one another. For example, work-related stress mixed with the stress of everyday life can result in negative physical and emotional effects due to the excessive physical and mental demands imposed on the human body and mind due to the excess physical and mental demands placed on the human body and mind (Cooper & Cartwright, 1994).

The health and well-being of employees should also be given greater consideration. Concerns have been raised because of a rising knowledge that various aspects of the workplace offer threats to employees. For example, workplace features ranging from organizational health and safety standards to work design difficulties related with fundamental ergonomics can have significant effects for employees. Employee health and well-being outcomes have been linked to the nature of the working relationship between subordinates and their managers (Cooper & Cartwright, 1994), as have supervisors' Type A behavioral tendencies (Cooper & Cartwright, 1994).

Work Related Issue and Stress

Police officers, regardless of the sector or function in which they operate, are susceptible to experiencing work stress (Wijayanti & Fauzi, 2020). Work stress in law

enforcement situations, according to Houdmont, (2017), has been studied "both in terms of the risky or traumatic parts of police employment, as well as the mundane components of police work." According to them, "encounters with violent persons, the potential of being assaulted with a lethal weapon, and the prospect of being gravely harmed, if not killed" are frequently viewed as the most significant source of stress. Because of the tremendous social and economic transitions taking place in developing markets, Irene, work-related stress, and its ramifications are becoming a greater concern (Kaiseler et al., 2014)

Cummings and Cooper (1998) argued that it is difficult to construct a unified theory of stress because of the wide range of research approaches and disciplines that have examined this topic. Low productivity, increased absenteeism, and a slew of other employee issues including alcoholism, drug misuse, hypertension, and a plethora of cardiovascular diseases are all a consequence of workplace stress, making it a burden for employers (Frone, 2008). It's impossible to avoid stress in the workplace, but it may be lessened by improving working conditions and the quality of organizational perks.

Reward System

A specific monetary return, object, or event that an employee receives in compensation for his or her work or for having done something successfully can be characterized as a reward (Schultz & Wehmeier, 2010). In order to recruit and keep brilliant personnel, they must first encourage them and then identify those who are a better match for the business. Organizations' expense side of the financial statement is directly affected by their reward systems (which are, in the majority of instances, their most significant influence). Strategic in that they have an impact on people's attitudes, behaviors, and overall performance (Gomez-Mejia et al., 2010). It is implied from the above definition of incentives that when a reward is provided after a behavior happens, the likelihood of that behavior occurring again rises. It should be noted that there is a second idea of rewards that is related to subjective sensations of liking, pleasure, or satisfaction (also known as the hedonic function of rewards (Schultz & Wehmeier, 2010). An employee does a task because it is satisfying and causes a nice sensation in them. A reward may be classified into two categories: extrinsic rewards and intrinsic rewards. Extrinsic incentives are those that are received outside of the organization, whilst intrinsic rewards come from within the organization (Deci and Ryan, 2002). Both sorts of incentives attract and keep different types of people, and they have different effects on employee motivation.

In order to affect motivation for a long period of time, corporations depended heavily on extrinsic incentives as their primary strategy. Due to the belief that intrinsic rewards are psychological events that are unique to the individual, intrinsic rewards were not explicitly recognized in reward policies and practices until recently (the organization could only influence them indirectly through other HR practices). Employees learn new skills as they gain experience on the job. If a business recognizes and rewards these new skills, employees are more satisfied with their work and less motivated, which may lead to problems like poor job satisfaction. typically, these awards are seen as external and funded by the organization (Khera & Gulati, 2012). It is important to have a sense of work satisfaction in order for a company to succeed.

While waiting for the results of their study, Nasurdin et al (2015) pointed out that monetary incentives are extremely important for hotel workers because these positions are typically linked with low earnings and inadequate benefits. Furthermore, Wu et al (2013) asserted that when employees believe their pay are fair, they are more likely to strive to

continue to give suitable services to their customers. Employees will be greatly impacted by a lack of recognition, which will lead to a strong desire to abandon their jobs. As a result, compensation is one of the primary motivators for employees to stay on the job and can significantly increase their level of job satisfaction. As a result, compensation is one of the primary motivators for employees to stay on the job and may also help to raise their level of job satisfaction. As a result, incentives can be a motivator in the achievement of organizational objectives and can impact the motivation to leave low-wage employment (De Gieter & Hofmans, 2015).

Reward Systems and Stress

External variables such as pay, advancement, management, work environment, and co-workers were identified as the most significant influencers on employee happiness at their jobs. Many problems have arisen due to a lack of attention to work satisfaction; thus, it is critical to identify and improve the aspects that contribute to job happiness. It indicates that effective and good attitudes among employees are a kind of complete work satisfaction, which is created by a variety of circumstances. A large social structure like an organization should support its human resources and take into account their visible presence in order to accomplish its goals. Social related issues, work related issues and reward systems with stress among Royal Malaysian Police Officers were tediously chosen.

In addition, the salary factor and compensation benefits are also very important to attract employees in self-involvement, motivation and increase productivity. Fair budgeting is an obligation that needs to be fulfilled to guarantee job satisfaction and high motivation for employees towards increased productivity (Effendyet al., 2020). According to Rotea et al (2019), productivity can be increased through a suitable reward system and motivate them. While the study that has been conducted by Laseinde et al (2019) on the other hand saw the effect of lack of allocation, insufficient training and the decline of motivation among employees will hinder the productivity increase of an organization. Employees will exhibit high motivation towards work when employers can meet the needs of employees in terms of a conducive environment, remuneration commensurate with work and guaranteed career development. Therefore, employers should improve a more ergonomic and good work environment to ensure that employees are more comfortable in performing their duties.

Methodology

The research design chosen for the research is the quantitative method. The quantitative approach is selected for this research as it allows the researcher to measure the participant's stress level. A cross-sectional design was chosen to identify the relationship between stress and health among Malaysian police officers. The reason for selecting a cross-sectional design is the researcher can collect the data at the same time. HRMIS platform used by researcher to list up the names of Royal Malaysian Police (RMP) officers at Hulu Terengganu Police District Headquarters. The respondents' numbers and departments based on the list in the HRMIS.

The total population of regular Police Officers in Hulu Terengganu Police District Headquarters are 150 people. This population differs by other district due to demographic area and having the lowest criminal case rather than other police district in Terengganu. Some of them got a position at Hulu Terengganu Police District Headquarters but need to support Bukit Aman Police Headquarters.

The population of this study consists of 150 Royal Malaysian Police (RMP) officers at Hulu Terengganu Police District Headquarters. Using the sampling size table established by Krejcie and Morgan (1970), the total number of samples is 108, which is the appropriate sample size for this study.

There are two types in sampling techniques which is Probability Sampling Techniques and of Sampling and Non-Probability Sampling. A probability sampling technique is one in which one can specify for each element of population, the probability of its being included in the sample. Thus, probability samples are characteristic by the fact that the probability of selection of each unit is known. The Major Forms of Probability Sampling Methods are Simple random sampling method, and stratified random sampling method

Stratified sampling was used in this study because in this sampling method, first, the community is divided into subsets (or strata) that all share a common function. It is used where the interest calculation can fairly be assumed to differ between the numerous subgroups, and we'd like to make distinctions from all the subsets. Calculation formula for stratified sampling technique used as below (Zhao et al., 2019).

Total Sample Size (S) X Hulu Terengganu Royal Malaysian Police Officers Total Population (N)

Table 3.1

Stratified Random Sampling Method

No.	Department	Population (Staff)	Sample
1	Admin	10	8
2	Logistic	28	18
3	Commercial Crime	21	16
4	Crime Prevention	20	14
5	Crime Investigation	25	17
6	Internal Security	6	5
7	Integrity	10	8
8	Narcotics	9	7
9	Special Branch	21	15
		Total P: 150	Total n: 108

Data Collection Procedures

The data for this research was collected from the distribution of questionnaires using Google form among the respondents Royal Malaysian Police (RMP) officers at Hulu Terengganu Police District Headquarters. The researcher asked for the respondents' agreement to carry out the study and therefore provide the questionnaires before distributed the questionnaires. Overall, 108 respondents from the sample size received the questionnaires for this study. The data is analysed using SPSS Statistics Version 25.

Data Analysis and Findings

Reliability Test of The Analysis ($n = 100$)

Table 4.2

Reliability result of the Analysis

Variables	Number of items	Cronbach's Alpha
Stress	5	0.860
Social related issues	5	0.720
Work related issues	5	0.747
Reward system	5	0.808

Table 4.2 shows the reliability analysis using Cronbach's Alpha for each variable with the sample of 100 respondents. For the independent variable, which is stress, the value is 0.860 which is rated as excellent. For the independent variables, social related issues ($\alpha = 0.720$), work related issues ($\alpha = 0.747$) and reward system ($\alpha = 0.808$) is equally good value which is reliable in this analysis.

Descriptive Analysis

Table 4.7

Mean and Standard Deviation of Descriptive Analysis ($n=100$)

Variable	Descriptive Statistics	
	Mean	Std. Deviation
Social Related Issues	4.01	0.919
Work Related Issues	3.70	0.781
Reward System	3.75	0.849
Stress	3.48	0.983

This section indicates that the descriptive analysis for Social Related Issues, Work Related Issues, Reward System and Stress. In determining the highest frequency of engagement among respondents toward each of variables. The fundamental characteristics of the data in research are described using descriptive statistics. They comprise short summaries of the sample and the actions. Table 4.7 list the detail Mean and Standard Deviation of descriptive analysis.

With a mean of 4.01 and a standard deviation of 0.919, Social Related Issues was the highest of all the variables. Furthermore, the mean for variable of Reward System was 3.75 which the second highest and has standard deviation of 0.849. In addition, Work Related Issues had the mean of 3.75 and standard deviation is 0.983. Finally, the lowest mean 3.48 was stress with standard deviation of 0.983. Based on this data, it can be concluded that Social Related Issues was the highest average activities that Hulu Terengganu Police District Headquarters dwellers engage.

Pearson Correlation Analysis

The test statistic that assesses the statistical link or association between two continuous variables is called the Pearson's correlation coefficient. It provides information on the amount and direction of the correlation, or link.

Table 4.8

Pearson Correlation between Independent Variables and Dependent Variables

Variable		Social related issues	Work related issues	Reward systems
Stress	1			
Social related issues	0.623**	1		
Work related issues	0.553**	0.583**	1	
Reward systems	-0.030**	0.033**	-0.130**	1

** . Correlation is significant at the 0.01 level (2-tailed).

The first variables were analyzed by using Pearson Correlation on stress and social related issue. The result is $r(100) = 0.623$, $p < 0.01$, 2 tailed. The result shows statistically significant linear relationship ($r = .623$, $p < .001$). The second variables were analyzed by using Pearson Correlation on stress and work-related issue. The result is $r(100) = 0.553$, $p < 0.01$, 2 tailed. The result shows statistically significant linear relationship ($r = .553$, $p < .001$). The second variables were analyzed by using Pearson Correlation on stress and reward systems. The result is $r(100) = -0.03$, $p < 0.01$, 2 tailed. The result shows the is no statistically significant linear relationship ($r = -.03$, $p > .001$).

Regression Analysis

An analysis of the connection between one dependent variable and several independent variables may be done using the statistical approach of multiple regression. Multiple regression analysis aims to predict the value of a single dependent variable by using the values of known independent variables.

Table 4.9

Regression Analysis

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.666 ^a	0.443	0.426	0.6971

a. Predictors: (Constant), Social related issues, work related issues, rewards system

The "R" column represents the value of R , the *multiple correlation coefficient*. R can be one measure of the quality of the prediction of the dependent variable. A value of 0.666, in this indicates a good level of prediction. The "R Square" column represents the R^2 value (also called the coefficient of determination), which is the proportion of variance in the dependent

variable that can be explained by the independent variables (technically, it is the proportion of variation accounted for by the regression model above and beyond the mean model). You can see from our value of 0.443 that our independent variables explain 44.4% of the variability of dependent variable.

Coefficients Results

Table 4.11

Coefficient Results

	Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	Stress	0.891	0.455		1.957	0.053
	Social related issue	0.538	0.111	0.457	4.831	0.000
	Work-related issue	0.309	0.103	0.286	2.994	0.003
	Reward system	-0.008	0.072	-.008	-.0105	0.916
a. Dependent Variable: Stress						

In the output in Table 4.11, we can see that the predictor variable social related issue is significant because of its p-values are 0.000. However, the p-value for reward system (0.916) is greater than the common alpha level of 0.05, which indicates that it is not statistically significant. On the other hand, p-value (0.03) of work-related issue is significant.

Discussion

There is significant relationship between factors that can lead to stress among Royal Malaysian Police (RMP) officers at Hulu Terengganu Police District Headquarters. Stressed-out employees are more likely to be unmotivated, unsafe on the job, physically unwell, and underproductive as a result. Furthermore, these companies are less likely to prosper when competing against others. Workplace stress may come in many forms, each with their own unique effects on the individuals who experience it. Scholars have found a link between stress at work and health problems among those preparing to join the military. They also discovered that the two most important factors in determining workplace stress are a lack of control over one's work and a lack of job stability. Blue-collar employees and supervisors were studied to see whether there was a link between work-related stress and job performance. According to this definition, stress is the consequence of an employee's perception of an unsafe working environment. The Occupational Stress Indicator's psychometric features reveal stressors in the workplace (OSI). Six categories may be used to classify these sources: job-related variables, management factors, employee connections, career and accomplishment factors, home-work-interface elements, and organizational structure and climate factors.

Stress in the military sector has been studied by experts who found that it may be both individual and organizational in nature. In the individual level, stress can lead to disappointment or decreased morale, physiological diseases like high blood pressure or cholesterol, and psychological diseases like depression or aggression; and in the organizational level, stress can result in poor morale of workers, low-quality products, and poor relationships with clients. As a result, employers should concentrate on creating a positive work environment and reducing stress. To reduce the impact of stress of employees, management must address the stressors identified in this study.

Social related issues significantly influence stress level of Royal Malaysian Police (RMP) officers at Hulu Terengganu Police District Headquarters. In the battle against crime and in ensuring the safety of the nation, police officers encounter several difficulties. Working as a police officer was notoriously taxing on the body and mind. Employees may experience detrimental physical and emotional reactions known as "workplace stress" when there is a mismatch between the demands of their jobs and their ability to satisfy those expectations. Workplace stress is exacerbated by a heavy workload. There is a lot of pressure on a traffic police officer when he or she is on duty 24 hours a day, seven days a week. Increased workloads at work deplete valuable resources including time, energy, and emotions, all of which are needed to meet family responsibilities. Unexpected escorts are a common part of the police duty, necessitating that officer remain on call 24 hours a day, seven days a week, until no more assistance is required (Omar, 2020). This is significant with the current research that had conducted among RMP officers at Hulu Terengganu District Headquarters

Work related issues significantly influence stress level of Royal Malaysian Police (RMP) officers at Hulu Terengganu Police District Headquarters. In order to prevent physical and mental health problems in the workforce, managers and representatives must fulfil the majority of their responsibilities and learn how to manage stress and anxiety effectively and efficiently. It is the duty of the administrator to provide training to those with authority and authority to use force. Regardless of whether or not employees feel anxious or stressed, managers should provide guidance and support to help them perform better in their jobs. Many academics have studied anxiety, and they've come to the conclusion that it affects a wide range of people, depending on the population at large and the surrounding circumstances. A man's anxiousness may be seen as good if he has completed a task to the best of his ability, despite his illness, or as negative if he is concerned about his health. Everyone is urged to deal with the tension that is generated by a boost. However, if a man is able to tolerate the situation, his anxiety will be limited in comparison to that of the other person, whose inability to satisfy his/her demands with tenacity causes an enormous amount of tension.

Anxiety may get out of hand if it isn't dealt with early on. A worker's status in the workplace is determined by their ability to satisfy a variety of different obligations. The more responsibilities a person has, the greater the degree of stress they feel at work. Men and women will feel different levels of stress at work depending on their sexual orientation. Specialists who aren't able to adapt to their profession might also suffer from work exhaustion. The working environment or the delegate's inability to do the task may be to blame. Because of variances in job position and gender, each worker's stress will be unique. This is due to the influence of commitment, exercise, and changes on each worker (Chienwattanasook, 2019). This is significant and support the mentioned hypothesis. It is the duty of the superintendent to provide training to those with authority and authority to use force. Regardless of whether or not employees feel anxious or stressed, managers should

provide guidance and support to help them perform better in their jobs. Reward Status significantly influences stress level of Royal Malaysian Police (RMP) officers at Hulu Terengganu Police District Headquarters.

Workers' stress levels were shown to have a small but statistically significant correlation with their reward system. Reward systems in any company may spur workers to greater effort, but they have little impact on lowering stress levels. The way employees see the compensation system has an impact on how they approach their job. This research relied on a large number of respondents who stated a disparity in their compensation compared to that of their colleagues in other businesses. The incentive structure in place had a considerable impact on work satisfaction, but not on stress reduction. Several respondents also indicated discontent with the amount of compensation they get compared to their peers in other organizations. Employee commitment was shown to be significantly impacted by incentive schemes as well. According to the conclusions of this research, workers' stress levels will not contribute to a good attitude toward work and a better degree of dedication. A good incentive system, on the other hand, encourages workers to be more productive but does nothing to alleviate their stress.

Job burnout is a special type of job stress a state of physical mental or emotional exhaustion combined doubt about their competence and the value of their work as they were feeling of nothing left. Having the job stress is not have the burnout. But there is no burnout without first having job stress. Job burnouts start with stress that leads to burnout. Looking at work related issues that can contribute to the lack of control, unclear job expectations, dysfunctional workplace dynamic mismatch, job fit and work life balance. The relationship between stress and wellbeing which alludes to both physical wellbeing and mental well-being has gotten much consideration over a long time, with analysts illustrating a steady affiliation between them. that's, the more push individual involvement, the poorer their physical and mental wellbeing. Individuals with higher stress levels report

Altogether lower by and large wellbeing and well-being, report the nearness of altogether more unfavorable wellbeing side effects such as having expanded blood weight, rest unsettling influences are at more prominent chance for long-term wellbeing issues such as hypertension, coronary course infection, auto-immune clutters, diabetes which are at more prominent hazard for untimely mortality, are more likely to encounter indications of misery, generalized uneasiness, post-traumatic push clutter, and other mental afflictions particularly substance mishandle and they utilize altogether more wellbeing care assets such as doctors, clinics, wiped out days.

Burnout symptom spending time on dull tasks, procrastination of duties, withdrawal from people and responsibilities and feeling hopeless. There are also lifestyle issues that can contribute to job burnout. They tend to leave their problem at home but doesn't always work and at the end they become stressed out, it can breed more stress family of marital problems pre-existing, condition like alcoholism, drug dependency, anxiety, or depression. Lack of healthy diet and exercise or not getting enough sleep and finally there are personality traits that can contribute to burnout which is perfectionist tendencies, negative view of self or world and high achieving personality type A. Burnout is severe than job stress.

Using the instrument that allow stress to be measure. Therefore, calculation isa critical requirement before designing programs of action f or resilience, stress management, and Burnout or avoidance of suicide. For police officers as a professional group, those measurement must be selected carefully, considering the specificity of their policing tasks to recognize the rebellious utilized to degree burnout and stress among RMP officers, the

Operational Police Stress Questionnaire was conducted for Hulu Terengganu Police Headquarters officers.

An individual experiences stress when there is a mismatch between their personal characteristics and the work environment. Stress is more likely to be experienced when there is a greater disparity between what is expected of a person and what they are capable of meeting those expectations. Studies have shown a link between poor job performance and high levels of workplace stress. Stress has a significant influence on the performance and activities of employees in a business. Organizational efficiency is directly influenced by the actions of managers, employees, and customers while they are in particular mental states. Organizations are damaged as a result of the physical repercussions of stress.

The organization's human resources are destroyed by acute stress and the organization's goals are thwarted. In today's fast-paced and ever-changing environment, stress is a crucial component of mental wellness. Complex interactions between persons and their surroundings have long been considered to be the primary source of stress. It's a circumstance in which a person's psychological or physiological state causes them to stray from their typical functioning. Employee absenteeism and turnover may also be caused by this aspect, which can have a negative impact on organizational effectiveness (Ramanujam, 2018).

Individuals may accept pressure and use it to stay attentive, motivated, and even learn new things. It is entirely contingent upon the resources at hand as well as the unique traits of the individual. These sorts of pressure, however, might lead to stress if they become too much. Unfortunately, the demands of today's modern workplace mean that stress in the office can never be avoided. Employees' health and productivity might suffer when they are under a lot of stress. Because of the widespread misunderstanding, unethical management practices are rationalized by citing "pressure" or "stress." Employees' perceptions of lack of support from superiors and coworkers, as well as their lack of control over work processes, all contribute to increased levels of stress (Rita, 2018). If they are rewarded, the staff will be motivated and will perform well.

An employee's compensation is directly linked to his or her work performance. Performance will rise if staff are rewarded. Employees feel appreciated when they are treated in this manner. The use of reward systems may encourage the desired behavior and results in the workplace. As a result, workers will adopt the kind of behaviors that will lead to higher results and incentives. Consequently, the workers will begin. Employees desire more than just money; they also want to feel appreciated by their bosses. Employee morale will be boosted as a result. Employees will be more motivated if their contributions are acknowledged by their managers. To value and care for the efforts of one's workers is to use the term "recognition." Recognizing and rewarding staff is a must for all businesses.

Other research shows that recognizing workers rather than providing incentives is preferable. Both monetary and non-monetary initiatives may be used to show appreciation for employees. Employees may be recognized by having their names published in the business newsletter, receiving letters of congratulations, receiving more vacation time, and receiving vocal gratitude. This is a way to show your staff that you care and appreciate them. In my opinion, the non-monetary prizes are more inspiring than the monetary ones. Employees feel appreciated when they are treated in this manner (Durrab, 2019).

Research Contribution and Conclusion

From this study it was noticed that total independent factors which is stated via the abovementioned respondents has effect on stress. The institute's employees are deeply

concerned about their own job security. The institution is experiencing a medium amount of stress, as seen by the declining values of each indicator. Stress at a medium level is mostly caused by variables such as job insecurity, workload, deadlines, and interpersonal relationships. These challenges need to be addressed by Royal Malaysian Police Officer to understand the interactions of people and other aspects of a system, and the profession that uses theory, principles, data and methodologies to design in order to enhance human well-being and overall system performance. As a result of their dual responsibilities as breadwinners and caretakers at home, women tend to experience greater levels of stress. Stress may be managed more effectively if proper solutions are devised that take into account working flexible hours, building strong interpersonal relationships, and including the employees in stress management activities.

Stress has become a modern concern, as well as a professional danger, and it must be treated as soon as possible. There is no "one-size-fits-all" answer to stress management since the person retains control over their lifestyle, ideas, emotions, and how they cope with situations. One should strive to change the stressful environment and find some time to go away from it all for rest and relaxation. The first step is to identify the real causes of stress. Reaching out to a coworker, volunteer projects, having lunch or coffee with a friend, accompanying someone to the movies or a live show, calling or emailing an old friend, weekly dinners, and meeting new people through social engagements are some of the quickest and most efficient ways to reduce stress and avoid jumping to conclusions to internal or external events that you perceive as endangering. Nothing calms your nervous system more than conversing with another human being who makes you feel comfortable and understood. This sense of security, as interpreted by your neurological system, is the outcome of nonverbal clues that you hear, see, and feel. By recognizing and keeping to one's limitations, one might avoid undue stress by saying "no" to irrelevant activities. Distinguish between "should" and "musts," and say "no" to taking on too much. Avoid those who cause you tension and take charge of your surroundings. If you are unable to escape a stressful situation, attempt to change it. Changing the way you interact and work in your everyday life is often required. Instead of suppressing your emotions, express them. If something or someone is troubling you, be more forceful and openly and respectfully express your concerns. Be willing to make concessions.

The organization's management should also take responsibility for employee stress by implementing stress management and coping programs at the institution level. Employee incentive programs, yoga, and meditation should be implemented by the company. If employees are given control over the jobs they do, there will be job satisfaction and high quality of work since the employee makes his own judgments and arranges his work to the best of his ability. Better communication tactics, as well as good supervision that offers enough advice and motivates employees, may help to reduce stress. Having infant care facilities on the premises would be a big comfort to the female employees, resulting in less stress. Flexible working hours, job redesign, suitable training on new technology, decentralized decision making, and frequent health examinations would undoubtedly aid in overcoming the stress issue. Some options include getting more sleep and eating healthier, as well as finding a more suited employment. Because stress is individualized, the person must create coping methods and modify his or her lifestyle and eating patterns (KDV Prasad, 2015)

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