

**THE RELATIONSHIP BETWEEN PERSONALITY AND
JOB SATISFACTION AMONG ROYAL MALAYSIA
POLICE (RMP) NARCOTIC INVESTIGATION
DEPARTMENT PERSONNEL IN SELANGOR
CONTINGENT**

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UNIVERSITI SAINS ISLAM MALAYSIA

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CONTINGENT**

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Faculty Leadership and Management
UNIVERSITI SAINS ISLAM MALAYSIA
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July 2022

APPROVAL PAGE

I certify that I have supervised and read this study. In my opinion, it conforms to the acceptable standards and is fully adequate, in scope and quality, as a dissertation for the Master of Counseling (Substance Abuse) with honours.

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AUTHOR DECLARATION

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

I hereby declare that the work in this academic project is the end result of my own, except for the quotations and summaries which have been duly acknowledged.

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

“In the name of Allah, the Most Beneficent and the Most Merciful.”

Alhamdulillah, thanks to Allah, who gives strength, confidence, and patience to the author in completing this dissertation on the topic of “The Relationship Between Personality and Job Satisfaction Among Royal Malaysian Police (RMP) Narcotic Investigation Department Personnel in Selangor Contingent”. For the beloved Prophet Muhammad S.A.W who brings Islam to all humankind for all the happiness in this world and hereafter.

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Thank you.

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ABSTRAK (MALAY)

Kajian ini bertujuan untuk mengenal pasti hubungan personaliti dengan kepuasan kerja dalam kalangan pegawai dan anggota Polis Diraja Malaysia (PDRM) khususnya di Jabatan Siasatan Jenayah Narkotik, Ibu Pejabat Polis Kontinjen Selangor. Kajian ini menggunakan pendekatan kuantitatif kerana ia menekankan pentafsiran data yang dikumpul melalui soal selidik piawai menggunakan kriteria statistik. Sifat tinjauan ini adalah keratan rentas kerana data dikumpul melalui tinjauan soal selidik yang ditadbir sendiri oleh responden yang dipilih secara rawak dengan pengkaji. Ia juga diuji dalam SPSS dengan menunjukkan empat analisis utama: Analisis Deskriptif, Ujian Kebolehpercayaan, Korelasi Pearson dan Regresi Berganda. Analisis Deskriptif digunakan untuk menerangkan latar belakang responden dan mengenal pasti ciri-ciri personaliti. Manakala, Korelasi Pearson untuk menentukan hubungan antara ciri personaliti dengan kepuasan kerja dan Analisis Regresi Berganda untuk mengenal pasti faktor peramal kepuasan kerja anggota Narkotik. Responden kajian terdiri daripada 217 pegawai dan anggota polis di Jabatan Siasatan Jenayah Narkotik di Negeri Selangor dan dipilih secara rawak dari 17 daerah polis termasuk Ibu Pejabat Kontinjen Selangor. Instrumen kajian terdiri daripada soal selidik yang mengandungi maklumat demografi responden, dan dua instrumen iaitu Big Five Personality Inventory (BFI) untuk mengukur ciri personaliti dan soal selidik kepuasan Minnesota, untuk mengukur tahap kepuasan kerja. Pembolehubah yang digunakan dalam kajian ini adalah unsur-unsur dalam ciri personaliti yang merangkumi Keterbukaan, Ketelitian, Ekstraversi, Keserasian dan Neurotisme. Keputusan kajian telah menunjukkan bahawa lima ciri personaliti mempengaruhi kepuasan kerja dengan ketara, ciri personaliti keserasian adalah penyumbang paling kuat kepada kepuasan kerja. Implikasi kajian merangkumi pemahaman yang lebih baik terhadap pihak pengurusan terhadap aspek-aspek yang perlu dititik beratkan dalam mencapai kepuasan kerja kakitangan pada tahap maksimum. Pihak pentadbiran juga harus mengadakan program yang boleh mengeratkan hubungan dalam kalangan pekerja.

ABSTRACT (ENGLISH)

This study aims to identify the relationship between personality and job satisfaction among RMP officers, particularly in the Narcotics Crime Investigation Department, Selangor Police Contingent Headquarters. This study uses a quantitative approach because it emphasizes the interpretation of data collected through standardized questionnaires using statistical criteria. The nature of this study is cross-sectional as data is collected through a self-administered questionnaire survey by randomly selected respondents with the researcher. It is also tested in SPSS by showing four primary analyses: Descriptive Analysis, Reliability Test, Pearson Correlation and Multiple Regression. The descriptive analysis explains the respondent's background and identifies personality characteristics. The Pearson's Correlation to determine the relationship between personality traits and job satisfaction and Multiple Regression Analysis to identify predictors of Narcotics officers' job satisfaction. The respondents comprised 217 senior and junior police officers from the Narcotics Crime Investigation Department in the State of Selangor. They were randomly selected from 17 police districts, including the Selangor Contingent Headquarters. The research instrument consists of a questionnaire containing the respondents' demographic information and two instruments, the Neuroticism, Extraversion, Openness-Five-Factor Inventory (NEO-FFI), to measure personality characteristics and the Minnesota Satisfaction Questionnaire (MSQ), to measure the level of job satisfaction. The variables used in this study are elements of personality traits: Openness, Conscientiousness, Extraversion, Agreeableness and Neuroticism. The study's results have shown that five personality traits affect job satisfaction significantly. The Agreeableness personality trait is the most substantial contributor to job satisfaction. The study's implications include a better understanding of the management of the aspects that need to be emphasized in achieving staff job satisfaction at the maximum level. The administration should also hold programs that can strengthen relationships among employees.

AL- MULAKHKHAS (ARABIC)

تهدف هذه الدراسة إلى تحديد العلاقة بين الشخصية والرضا الوظيفي بين ضباط الشرطة العسكرية الملكية ، لا سيما في قسم التحقيق في جرائم المخدرات ، مقر وحدة شرطة سيلانجور. تستخدم هذه الدراسة نهجًا كميًا لأنها تؤكد على تفسير البيانات التي تم جمعها من خلال الاستبيانات الموحدة باستخدام المعايير الإحصائية. طبيعة هذه الدراسة مقطعية حيث يتم جمع البيانات من خلال استبيان استقصائي يتم إجراؤه ذاتيًا من قبل مستجيبين تم اختيارهم عشوائيًا مع الباحث. تم اختباره أيضًا في من خلال إظهار أربعة تحليلات رئيسية: التحليل الوصفي ، اختبار الموثوقية ، ارتباط SPSS بيرسون والانحدار المتعدد. يستخدم التحليل الوصفي لشرح خلفية المستقّي وتحديد خصائص الشخصية. وفي الوقت نفسه ، علاقة بيرسون لتحديد العلاقة بين السمات الشخصية والرضا الوظيفي وتحليل الانحدار المتعدد لتحديد المتنبئين بالرضا الوظيفي لضباط المخدرات. يتألف المجيبون من 217 من كبار ضباط الشرطة وصغارهم من إدارة التحقيق في جرائم المخدرات في ولاية سيلانجور وتم اختيارهم عشوائيًا من 17 منطقة شرطة بما في ذلك مقر وحدة سيلانجور. تتكون أداة البحث من استبيان يحتوي على المعلومات الديموغرافية للمستجيبين ، وأداتين هما العصابية ، والانبساط ، لقياس خصائص الشخصية واستبيان الرضا في (NEO-FFI) والانفتاح - خمسة عوامل الجرد ، لقياس مستوى الرضا الوظيفي. المتغيرات المستخدمة في هذه الدراسة هي (MSQ) مينيسوتا عناصر في سمات الشخصية التي تشمل الانفتاح والضمير والانبساط والقبول والعصبية. أظهرت نتائج الدراسة أن خمس سمات شخصية تؤثر بشكل كبير على الرضا الوظيفي ، وأن سمة الشخصية المرغوبة هي أقوى مساهم في الرضا الوظيفي. تتضمن الآثار المترتبة على الدراسة فهماً أفضل من جانب الإدارة للجوانب التي يجب التأكيد عليها في تحقيق الرضا الوظيفي للموظفين على المستوى الأعلى. يجب أن تعقد الإدارة أيضًا برامج يمكنها تعزيز العلاقات بين الموظفين

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Appendix 1: Questionnaire

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LIST OF SYMBOLS

r	: Correlation Pearson
m	: Mean
N	: Sample
p	: Significant
%	: Percentage

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LIST OF ABBREVIATIONS

Dr.	: Doctor
K10	: Cohort 10
NCID	: Narcotics Criminal Investigation Department
PDRM	: Polis Diraja Malaysia
PGA	: Pasukan Gerakan Am
PhD	: Doctor of Philosophy
RM	: Ringgit Malaysia
S. A. W	: Sallallahu Alaihi Wasallam
Sig.	: Significant (1-tailed)
SPADA	: Special Program for Alcohol and Drug Addiction
SPM	: Sijil Pelajaran Malaysia
SPSS	: Statistical Package for the Social Sciences
Std. Dev	: Standard Deviation
S.W. T	: Subhanahu Wata'ala
USIM	: Universiti Sains Islam Malaysia