

CHAPTER 5

DISCUSSION, RECOMMENDATIONS AND CONCLUSIONS

5.1 Introduction

The chapter will summarise a key determinant in the relationship between personality traits and job satisfaction among Narcotic Personnel in IPK Selangor. This chapter is highlighted in several sections based on the different independent variables used in this study. First, section 5.2 will describe the relationship between personality traits and job satisfaction, followed by section 5.3 about the study's implication. The following section, section 5.4, will discuss the limitations of this study and recommendations for future research, and lastly, section 5.5 will provide conclusions.

5.2 The Relationship Between Personality Traits on Job Satisfaction

This section summarizes the findings based on the objectives of the study. This study focuses on the relationship between personality traits and job satisfaction among Narcotic Personnel in IPK Selangor. Narcotics is a relatively less-known department but has the same challenging task as other departments in the RMP. Also, the Narcotic Department as well somewhat less attention was paid by previous researchers related to job satisfaction and the factors that affect it. Therefore, this study was conducted to identify the personality traits of the Narcotics personnel that lead to their job satisfaction.

RMP consists of 113,336 officers and personnel. This membership reflects the various assignments carried out by RMP, from General Duties. They carry out traditional policing duties and are always side by side with the people, up to the Narcotic Team, which carries out tasks such as combating illegal drug use and distribution (source: page RMP official website). This study involves 217 Narcotic personnel who are senior police officers and junior police officers at IPK, Selangor. The selection of respondents is through multi-stage sampling, and the Narcotic Department determines the list of respondents. The RMP Narcotics Criminal Investigation Department was established to combat drug trafficking and abuse. The main goal of the Narcotics Department is to achieve efficient and excellent services in tackling the country's drug problem. The functions of the Narcotic Department are:

1. Enforce drug abuse and drug trafficking laws
2. Collect, study, assess and disseminate drug-related information
3. Investigate the activities of drug dealers and drug trafficking syndicates
4. Combating drug smuggling, including chemicals used to process drugs
5. Implement prevention programs related to drug abuse
6. Exchange information with foreign and domestic drug enforcement agencies
7. Keeping records and statistics related to the distribution and matters related to drugs

8. Supervise the activities of those who have been arrested for being involved in crimes and drug trafficking syndicate activities
9. Provide training to officers/members of the Narcotics Criminal Investigation Department both at home and abroad
10. Attend meetings and seminars related to drugs both locally and abroad

5.2.1 Objective 1

The first objective of this study is to describe the respondents' background, such as gender, age, marital status, academic achievement, race, religion, rank, length of service, and monthly income. The study's respondents comprised 217 people; a total of 171 were male (78.8%) compared to women, only 46 people (21.2%). The absolute difference of the significant gender is due to the task characteristics in the narcotics department, which requires agility, as well as operational tasks that involve a long period that is less suitable for female members.

For the distribution of the total monthly income of the respondents, the majority earn between RM2100 to RM5000. In terms of marital status, the majority of respondents are married, 83.4 (%), 11.5 (%) are single, and 5.1 (%) are divorced (widowers and widows).

Based on the findings of this study, it was found that the majority of respondents have the SPM education level of 52.1 (%),

followed by a bachelor's degree at 21.2 (%), a diploma at 17.5 (%), a master respectively at 6.5 (%), and PhD is 0.5 (%). Therefore, it can be seen that although the current qualification for this career application is SPM, members who have STPM and a Bachelor's Degree still choose a career in RMP. In addition, some members strive to improve their level of education while working in the team by studying part-time.

5.2.2 Objective 2

The study's second objective is determining narcotic personnel's personality traits and job satisfaction. Most respondents' personalities are marked by high agreeableness, openness, extraversion, and neuroticism. However, the majority of respondents have characteristics with low scores for conscientiousness. Table 4.22 further demonstrates that agreeableness, openness, and extraversion contribute significantly to job satisfaction, with values of 0.254, 0.191, and 0.186, respectively. The study's findings also show that narcotic people have employee traits and values, such as not finding fault with others, having the impulse to forgive others, being kind, kind, helpful, selfless, and employees who are loyal and hardworking in carrying out responsibilities.

5.2.3 Objective 3

The third objective of the study is to determine the differences in the level of job satisfaction based on the length of service of the respondents. Based on the four groups of service periods that have been divided, namely five years and below, 6 to 10 years, 11 to 30 years and 31 years and above, the group with the highest level of satisfaction in the group with a service period of 31 years and above. Meanwhile, the service period group between 11 to 30 years has the lowest level of satisfaction. It indicates that the respondents' job satisfaction level varies according to the length of service. The results showed that the longer the service period of the respondents, which is in line with increasing age, the higher their level of job satisfaction. The results of this study are consistent with studies conducted by Haslah (2005) and Aida (2008). However, this study is not in line with the findings of an investigation by Lee and Wilbur (1985), who showed no difference in job satisfaction according to the length of service.

This situation occurs because members who have served for a long time are likely to have experience working in other departments in PDRM and feel they have the opportunity to receive higher rewards compared to members with less experience.

5.2.4 Objective 4

The fourth objective of the study is to determine the relationship between personality traits and job satisfaction. In terms of personality qualities, there is a significant relationship between agreeableness, openness, extraversion, neuroticism, conscientiousness, and job satisfaction. The positive relationship shows that the Narcotic Department's task differs from the general assignment of other units in RMP, such as the Criminal Investigation Department, Traffic Investigation and Enforcement Department, Special Branch, Criminal Investigation Department and others.

Narcotic personnel characterized by agreeableness, which is being honest, trusting and helping each other, are more suitable to carry out the task in the narcotic unit because their level of job satisfaction is higher. In addition, narcotics officers always regard typical occurrences as serious since they want to ensure the community's safety and the country's peace from any threat. Therefore, the higher the agreeableness feature, the higher the narcotic member's job satisfaction level.

5.2.5 Objective 5

The fifth objective is to determine the predictor factors of job satisfaction of Narcotic personnel. This study uses regression analysis, showing that personality traits are the best predictor of job satisfaction. Predictive models for job satisfaction include focusing

on personality traits. An agreeableness personality trait is the most significant predictor of job satisfaction. This variable shows a large contributor to variance in job satisfaction. Overall, personality was a significant predictor of job satisfaction among Narcotic members.

5.3 Implication of the Study

From the study results, it is found that some implications can be used beneficially and be a guide to the management and administration of the Narcotic Department. The study results can also provide a better understanding of the management on the aspects that need to be emphasized in achieving personnel's job satisfaction at the maximum level. The administration should also hold programs that can strengthen relationships among personnel, supervisors, and superiors, such as weekly recreational activities in sports, sports competitions, and arranging welfare visits for personnel and family members who are sick or involved in an accident.

In addition, organizations also need to pay serious attention to a small number of personnel with low job satisfaction levels. This matter, if taken lightly, will lead to even bigger problems. Therefore, organizations can use these findings to design and implement programs suitable for the personnel involved. Overall, the study found personality factors had a significant relationship with job satisfaction among Narcotic members. This significant relationship can confirm the theoretical framework discussed in Chapter 1.

5.4 Limitation and Future Research

There are a couple of limitations to completing the study. First, regarding the location, this study used an example of one state of Malaysia that includes 653 Narcotic personnel. Hence the study covers the Narcotic Department at IPK, Selangor and is inadequate to generalize the finding for the entire country. Other than that, different states are not selected in this study as the diverse levels of development of safety. These distinctions may, by one means or another, lead to different results.

Next, the outcome acquired from this study cannot be summed up for the entire Malaysia since there is just one state included and taken after by a predetermined number of respondents. Consequently, it is significant for future exploration to incorporate other conditions involving the whole region of Malaysia so that the results can be used to represent Narcotic personnel in general.

Third, this study is conducted in Selangor only. A few respondents are reluctant to answer the questionnaire because they do not respond to the email sent. Apart from that, the researcher was unable to see the respondent directly. Therefore, it affects the number of respondents, which supposedly could be higher.

Fourth, the present study concentrates principally on the job satisfaction point of view. It will be more beneficial if future researchers could extend the studies to different areas. Future researchers can also explore the mediating role of job attitudes like job involvement and performance. It is also recommended that the RMP management conduct a personality test for each person who wants to be absorbed into the Narcotic Department so that those selected are suitable personnel.

In addition, the assignment of Narcotic personnel in one place should not be too long because it will cause boredom and result in reduced job satisfaction and performance due to doing the same task every day. Improving a good work environment will increase staff job satisfaction.

5.5 Conclusion

This study concludes that most of the respondents involved are Narcotic members aged between 36 and 50. Most of those polled in this survey were friendly, open, extraverted, neurotic, yet unconscientious. This study also has identified five essential personality traits that have a relationship to job satisfaction which are Openness (O), Conscientiousness (C), Extraversion (E), Agreeableness (A) and Neuroticism (N). The result shows that the effect of variables such as Openness (O), Conscientiousness (C), Extraversion (E), Agreeableness (A) and Neuroticism (N) are tested to have a positive relationship with job satisfaction among Narcotic personnel. Among them, 'Agreeableness' is shown to have the most vital relationship with job satisfaction among Narcotic personnel.

The result from this study has found the answer to all research questions in the previous chapter: that personality traits are the main factor in determining job satisfaction among Narcotic personnel. Furthermore, the respondents who participated in this study were Narcotic personnel of different races, ages, religions and educational backgrounds. This study shows that the background of Narcotic personnel consists of various types of multiracial cultures, religions and ages. Based on the study, we know that other than agreeableness personality, some factors of job satisfaction such as recognition, income, promotion and benefit are

significant predictors of RMP employee satisfaction. Such character is closely related to religious beliefs and individual moral values. Therefore, a spiritual approach is also needed to increase job satisfaction among police officers.

In addition, supervisors and human resource management in RMP should increase appreciation for police officers who have served at every level, whether at the federal, district contingent or station level, to increase morale and job satisfaction among police officers. The management also needs to give promotion opportunities to officers who have shown efforts to improve themselves and improve their skills and educational standards. Therefore, this study provides a better understanding between personality traits and job satisfaction. Besides, this study has shown that it is an essential requirement to enhance the levels of job satisfaction to provide better delivery service to the nation. The recent findings provide a direction for the top management of the RMP to focus on developing and implementing new strategies to improve job satisfaction and commitment among police officers. With that, it is hoped that this study could trigger more similar studies and cover other relevant areas to give a more holistic understanding of personality traits and job satisfaction.