CHAPTER 4

FINDINGS

4.1 Introduction

This section will explain the result of the study. What's more, the information of the investigation and the presentation of the outcomes is performed using the Statistical Package for Social Science (SPSS) version of 28. A few areas are made up in this part, which begins with sample characteristics in Section 4.2. Section 4.3 is a data screening for finding errors, followed by section 4.4 for the respondents' background. Next, the descriptive statistic of the variables is done under section 4.5, followed by testing the hypothesis as stated in Chapter one. Finally, the last section of the chapter summarizes the analyzed result with the support of the hypothesis.

4.2 Sample Characteristics

Three hundred questionnaires were distributed to respondents from the Narcotic Department of Selangor Contingent Police Headquarters. The stated sample of male and female police officers currently serving under the Narcotic Department in Selangor Contingent. Out of 300 questionnaires distributed, only 217 were returned for data analysis. Therefore, only 217 completed questionnaires were used for this study to represent the Narcotic personnel in Selangor.

4.3 Data Screening

Keeping in mind the end goal of setting up the information record, it is fundamental to test the data to guarantee the information set is free from errors.

Among the primary purposes for data screening and cleaning is to check whether the data picked up are entered effectively, for any missing information, for multicollinearity and any outlines. Any mistakes in the information were then distinguished and managed. Screening and cleaning of the information and data were among the procedures required for checking any errors on each of the variables and, in this manner, finding and revising any blunders in the information record (Pallant, 2013). For this, the frequency test run had shown no error in the coding and information section as all qualities fall in the scope of conceivable qualities.

4.4 Background of the Respondents

More males participated in the study compared to females. As a result, the total number of male respondents is more than that of female respondents. A total of 171 males participated in this study, which accounted for 78.8 per cent of the total respondents. While a total number of 46 females participated, making up 21.2 per cent of the total respondents. Table 4.1 shows the total number of males and females according to gender.

Table 4.1 Respondents According to Gender

	Frequency	**Per cent**
Male	171	78.8
Female	46	21.2
Total	**217**	**100.0**

In the age category, most of the respondents were aged between 36 to 50 years old, which is 45.6 per cent. Next, there are the second highest groups of age, which represent 45.2 per cent of respondents aged between 21 to 35 years, followed by 7.4 per cent of respondents aged between 51 to 60 years. And lastly, there are also four respondents aged 20 years and below, representing 1.8 per cent of the respondents.

Table 4.2 Respondents According to Age

	Frequency	**Per cent**
20 years and below	4	1.8
21-35 years	98	45.2
36-50 years	99	45.6
51-60 years	16	7.4
Total	**217**	**100.0**

Overall, several different races of respondents responded to this questionnaire comprising Malay at 88.0 per cent, Chinese at 2.3 per cent, Indian at 2.8 per cent, and 'others' at 6.9 per cent, representing respondents who are Kadazan Dusun and Iban.

Table 4.3 Respondents According to Race

	Frequency	**Per cent**
Malay	191	88.0
Chinese	5	2.3
Indian	6	2.8
Others	15	6.9
Total	**217**	**100.0**

The survey also includes the marital status level of respondents. The result from the data reveals that most respondents pursuing a higher level of marital status are married, which is as many as 181 respondents comprising 83.4 per cent. On the other hand, about 25 respondents, or 11.5 per cent, pursue single, followed by 11 respondents at 5.1 per cent as a widow. Table 4.4 shows the table of marital status.

Table 4.4 Respondents According to Marital Status

	Frequency	**Per cent**
Single	25	11.5
Married	181	83.4
Divorce	11	5.1
Total	**217**	**100.0**

The survey also includes the educational level of respondents. The result from the data reveals that most respondents are pursuing a higher level of education in secondary school, which is as many as 113 respondents comprising 52.1 per cent of surpassing other levels of education. There are precisely 46 respondents, or 21.2 per cent having bachelor's degrees and 38 respondents or 17.5 per cent, have diplomas, followed by 14 respondents with 6.5 per cent at Masters's Degree level. While five respondents, or 2.3 per cent, had a primary school. The highest educational level ever recorded in this study is the PhD level consisting of 1 respondent, representing 0.5 per cent.

Table 4.5 Respondents According to Level of Education

	Frequency	Per cent
Primary School	5	2.3
Secondary School	113	52.1
Diploma	38	17.5
Bachelor's degree	46	21.2
Master	14	6.5
PhD	1	.5
Total	**217**	**100.0**

Table 4.6 shows that most of the respondents that participated in this study were junior police officers, with some 171 respondents or 78.8 per cent of total respondents. It is followed by the senior police officer, 46 respondents or 21.2 per cent.

Table 4.6 Respondents According to Rank Levels

	Frequency	Per cent
Senior Police Officer	46	21.2
Junior Police Officer	171	78.8
Total	**217**	**100.0**

The table below shows that the majority monthly income of respondents was RM2,100-RM5,000, which is equivalent to 166 or 76.5 per cent of total respondents. It is then followed by RM5,100-RM8,000 and equivalent with some 32 or 14.7 per cent of respondents. In contrast, the number of respondents with an

income of RM2,000 and below is 14, representing 6.5 per cent. Lastly, the monthly income of RM8,100-10,000 is four, and RM10,000 and above is 1, with the percentage of 1.8 per cent and 0.5 per cent.

Table 4.7 Respondents According to Monthly Income

	Frequency	**Per cent**
RM2,000 and below	14	6.5
RM2,100-RM5,000	166	76.5
RM5,100-RM8,000	32	14.7
RM8,100-10,000	4	1.8
RM10,000 and above	1	0.5
Total	**217**	**100.0**

Most of the respondents who served in RMP between 11 years to 30 years were the highest at 116 respondents, equivalent to 53.5 per cent of the total respondents. Next, 54 respondents served in RMP between 6 to 10 years, equivalent to 24.9 per cent of total respondents. Next, the data shows that 33 respondents served five years and below, representing 15.2 per cent of total respondents. Lastly, 14 respondents served in RMP 31 years and above, with a percentage of 6.5 per cent of total respondents. Table 4.8 shows years of service in RMP.

Table 4.8 Respondents According to Years of Service in RMP

	Frequency	Per cent
Five years and below	33	15.2
6-10 years	54	24.9
11-30 years	116	53.5
31 years and above	14	6.5
Total	**217**	**100.0**

Respondents who served in Narcotics Criminal Investigation Department 5 years and above were the highest at 83, equivalent to 38.2 per cent of the total respondents. Next, 66 respondents served in RMP between 11 to 30 years, equivalent to 30.4 per cent of total respondents. Next, the data shows that 63 respondents served between 6 to 10 years, representing 29.0 per cent of total respondents. Lastly, five respondents served in RMP 31 years and above, with a percentage of 2.3 per cent of total respondents.

Table 4.9 Respondents According to Years of Service in the Narcotics Criminal Investigation Department

	Frequency	Per cent
Five years and below	83	38.2
6-10 years	63	29.0
11-30 years	66	30.4
31 years and above	5	2.3
Total	**217**	**100.0**

4.5 Descriptive Statistic of the Variables

To guarantee the information is not violating any assumptions individuals make, the supposition is tried by getting descriptive measurements on every variable. Each item's mean score and standard deviation are displayed along these lines. As should be obvious from every table, the mean and standard deviation are figured to watch the tendency of responses and reactions by respondents to variables. The tables show that the overall mean score for all variables is above 3.0. Along these lines, the respondents' consent to all variables recorded in this study impacting Job satisfaction.

Table 4.10: Means and Standard Deviation for Openness (O)

	N	Min	Max	Mean	Std. Dev
I like to learn new things at work	217	2.00	5.00	4.6037	.63798
I like to explore more things that I have known	217	1.00	5.00	4.5576	.67196
I am always excited to any changes in my life/work	217	1.00	5.00	4.2719	.86324
I prefer to try different kind of method in completing my job rather than have fixed method that I do everyday	217	2.00	5.00	4.2995	.80946
I believe I am a creative person	217	1.00	5.00	4.1521	.87131

Table 4.11: Means and Standard Deviation for Conscientiousness (C)

	N	Min	Max	Mean	Std. Dev
I am always mindset ready to work before going to the office	217	1.00	5.00	4.4332	.77364
I am always focus on my job at the office	217	1.00	5.00	4.4332	.74932
I always plan everything before I do my tasks every day at work	217	1.00	5.00	4.3963	.76351
I always make sure I complete my task before I go back from work	217	1.00	5.00	4.4562	.74484
I feel guilty if somebody does my job for me	217	1.00	5.00	4.5161	.78820

Table 4.12: Means and Standard Deviation for Extraversion (E)

	N	Min	Max	Mean	Std. Dev
I feel comfortable with all my colleagues at work	217	1.00	5.00	4.5115	.75222
I feel comfortable talking with all my colleagues	217	1.00	5.00	4.4240	.83054
I am friends with everybody in the office	217	1.00	5.00	4.5853	.77182
I prefer to go out for lunch with my colleagues rather than eat alone	217	1.00	5.00	4.1889	1.04362
I feel comfortable working in a team rather than working alone	217	1.00	5.00	4.5991	.71401

Table 4.13: Means and Standard Deviation for Agreeableness (A)

	N	Min	Max	Mean	Std. Dev
I feel comfortable to get instructions from my fellow colleagues	217	1.00	5.00	3.9862	.96934
I like to help my colleagues when they have problems	217	1.00	5.00	4.5300	.69407
I always trust my colleague's actions and decisions	217	1.00	5.00	4.0369	.97112
I rather being honest to my colleagues rather than lying to them	217	1.00	5.00	4.5115	.70783
I can easily forgive my colleagues for the mistakes they made	217	1.00	5.00	4.4055	.74633

Table 4.14: Means and Standard Deviation for Neuroticism (N)

	N	Min	Max	Mean	Std. Dev
I always feel confident about	217	1.00	5.00	4.5530	.65135
I do not easily get panic when something is wrong	217	1.00	5.00	4.3134	.78966
I can always control my emotions at work	217	1.00	5.00	4.3502	.78582
I do not easily affected by my colleagues' emotions	217	1.00	5.00	4.3502	.82041
I always make sure the positive environment at work	217	1.00	5.00	4.6083	.61503

Table 4.15: Means and Standard Deviation for Job Satisfaction

	N	Min	Max	Mean	Std. Dev
The chance to work alone on the job	217	1.00	5.00	3.9493	.96331
The chance to do different things from time to time	217	1.00	5.00	4.1475	.81446
The chance to be somebody in the community	217	1.00	5.00	4.1382	.82735
The chance to do things for other people	217	1.00	5.00	4.1290	.82884
The chance to tell people what to do	217	1.00	5.00	4.1521	.84432
The chance to try my own methods of doing the job	217	1.00	5.00	4.1106	.86961
The chance to do something that makes use of my abilities	217	2.00	5.00	4.2857	.78258
The chances for advancement on this job	217	1.00	5.00	4.3963	.79325
Being able to keep busy all the time	217	1.00	5.00	4.0645	.97443
The competence of my supervisor in making decision	217	1.0	5.0	4.106	.9244
Being able to do things that don't go against my conscience	217	1.00	5.00	4.1889	.85865
The way my job provides for steady employment	217	1.00	5.00	4.2581	.81522
The way company policies are put into practice	217	1.00	5.00	3.9724	1.04490
The way my boss handles his/her workers	217	1.00	5.00	3.9585	1.04223
The way my co-workers get along with each other	217	1.00	5.00	4.0876	.93129
My pay and the amount of work I do	217	1.00	5.00	3.8203	1.20183
The freedom to use my own judgment	217	1.00	5.00	4.0230	.96438
The working conditions	217	1.00	5.00	4.0737	1.01566
The praise I get for doing a good job	217	1.00	5.00	3.7880	1.16716
The feeling of accomplishment I get from the job	217	1.00	5.00	4.1382	.87626

4.6 Hypothesis Testing

The testing of the hypothesis is by using Pearson correlation and multiple regressions. The result will show the strength and direction of the relationship between dependent and independent variables and the most influential variables among variables listed for the study. Pallant (2013) stated that the relationship between variables could be determined by the value presented from -1 to 1. Apart from this, the value helps explain the relationship's strength. The value 1 indicates the perfect positive correlation while -1 is a perfect negative correlation between variables, and lastly, when there is no relationship, it represents 0.

Table 4.16 Interpretation of a Correlation Coefficient

Correlation (r)	The strength of the relationship
0.10 to 0.29	Weak relationship
0.30 to 0.49	Moderate relationship
0.50 to 1.0	Strong relationship

4.7 Reliability of the Study

Cronbach's alpha by SPSS 28.0 is used to test the reliability of the variables. Sekaran (2003) and Hair et al. (2006) stated that the minimum value for the variables to be reliable is 0.60. However, Cavana, Delahaye & Sekaran (2001) explained that Cronbach's alpha is regarded as good when the value is above 0.8, 0.7 is acceptable and poor if the value is below 0.6. Therefore, the result of this study is reliable because all variables were investigated, and the results revealed

that all variables were more significant than 0.6, which is considered good variable reliability.

Table 4.17 Reliability

Variables	Cronbach's Alpha	N
Openness	0.821	217
Conscientiousness	0.883	217
Extraversion	0.912	217
Agreeableness	0.828	217
Neuroticism	0.902	217
Job Satisfaction	0.953	217

4.8 Pearson Correlation

H1: Openness (O) is affecting the relationship between personality and job satisfaction among Narcotic personnel in IPK Selangor

Hypothesis 1 refers to the relationship between openness (O) and Job Satisfaction among Narcotic personnel in IPK Selangor. Table 4.17 shows that the r value or Pearson correlation is 0.661, which is significant at 1 per cent; meanwhile, the coefficient of determination is 13.55 per cent which indicates a 13.55 per cent variance or explanation of the variance in openness score on job satisfaction. It is observed that personality, which is openness, correlated significantly to job satisfaction ($r = 0.661$, $p<0.01$). Therefore, the null hypothesis is rejected.

Table 4.18 Correlation Between Openness (O) and Job Satisfaction.

		Openness	Job Satisfaction
Openness	Pearson Correlation	1	.661**
	Sig. (1-tailed)		<.001
	N	217	217
Job Satisfaction	Pearson Correlation	.661**	1
	Sig. (1-tailed)	<.001	
	N	217	217

**. Correlation is significant at the 0.01 level (1-tailed).

H2: Conscientiousness (C) is affecting the relationship between personality and job satisfaction among Narcotic personnel in IPK Selangor

Hypothesis 2 refers to the Conscientiousness (C) and job satisfaction among Narcotic personnel in IPK Selangor. The Pearson Correlation value for product features is 0.700, which is significant at 1%. It indicates that Conscientiousness (C) correlated significantly to job satisfaction among Narcotic personnel in IPK Selangor ($r = 0.700$, $p<0.01$). Therefore, the hypothesis proposed is supported by the result. Furthermore, the coefficient of the determinant is 14.17 per cent which helps explain nearly 14 per cent of the variance in scores on job satisfaction. Therefore, the null hypothesis is rejected.

Table 4.19 Correlation Between Conscientiousness (C) and Job Satisfaction.

		Conscientiousness	Job Satisfaction
Conscientiousness	Pearson Correlation	1	.700**
	Sig. (1-tailed)		<.001
	N	217	217
Job Satisfaction	Pearson Correlation	.700**	1
	Sig. (1-tailed)	<.001	
	N	217	217

**. Correlation is significant at the 0.01 level (1-tailed).

H3: Extraversion (E) is affecting the relationship between personality and job satisfaction among Narcotic personnel in IPK Selangor

Hypothesis 3 refers to Extraversion (E) and job satisfaction among Narcotic personnel in IPK Selangor. The Pearson Correlation value for product features is 0.680, which is significant at 1%. It indicates that Extraversion (E) correlated significantly to job satisfaction among Narcotic personnel in IPK Selangor ($r = 0.680$, $p<0.01$). Therefore, the hypothesis proposed is supported by the result. Furthermore, the coefficient of the determinant is 16.01 per cent which helps explain nearly 16 per cent of the variance in the Extraversion (E) score on job satisfaction. Therefore, the null hypothesis is rejected.

Table 4.20 Correlation Between Personality Extraversion (E) and Job Satisfaction.

		Extraversion	Job Satisfaction
Extraversion	Pearson Correlation	1	.680**
	Sig. (1-tailed)		<.001
	N	217	217
Job Satisfaction	Pearson Correlation	.680**	1
	Sig. (1-tailed)	<.001	
	N	217	217

**. Correlation is significant at the 0.01 level (1-tailed).

H4: Agreeableness (A) is affecting the relationship between personality and job satisfaction among Narcotic personnel in IPK Selangor

Hypothesis 4 is Agreeableness (A) and job satisfaction among Narcotic personnel in IPK Selangor. The Pearson Correlation value for Agreeableness (A) is 0.727, which is significant at 1%. It indicates that the Correlation between Agreeableness (A) correlated significantly to job satisfaction among Narcotic personnel in IPK Selangor. ($r = 0.727$, $p<0.01$). Therefore, the hypothesis proposed is supported by the result, and the null hypothesis is rejected. The coefficient of the determinant is 14.83 per cent, which helps explain nearly 15 per cent of the variance in the Agreeableness (A) score on job satisfaction.

Table 4.21 Correlation between Personality Agreeableness (A) and Job Satisfaction.

		Agreeableness	Job Satisfaction
Agreeableness	Pearson Correlation	1	.727**
	Sig. (1-tailed)		<.001
	N	217	217
Job Satisfaction	Pearson Correlation	.727**	1
	Sig. (1-tailed)	<.001	
	N	217	217

**. Correlation is significant at the 0.01 level (1-tailed).

H5: Neuroticism (N) is affecting the relationship between personality and job satisfaction among Narcotic personnel in IPK Selangor

Hypothesis 5 is Neuroticism (N) and job satisfaction among Narcotic personnel in IPK Selangor. The Pearson Correlation value for Neuroticism (N) is 0.720, which is significant at 1%. It indicates that Correlation between Neuroticism (N) correlated significantly to job satisfaction among Narcotic personnel in IPK Selangor. ($r = 0.720$, $p<0.01$). Therefore, the hypothesis proposed is supported by the result, and the null hypothesis is rejected. The coefficient of the determinant is 14.09 per cent, which helps explain nearly 14 per cent of the variance in Neuroticism (N) score on job satisfaction.

Table 4.22 Correlation Between Personality Neuroticism (N) and Job Satisfaction.

		Neuroticism	Job Satisfaction
Neuroticism	Pearson Correlation	1	.720**
	Sig. (1-tailed)		<.001
	N	217	217
Job Satisfaction	Pearson Correlation	.720**	1
	Sig. (1-tailed)	<.001	
	N	217	217

**. Correlation is significant at the 0.01 level (1-tailed).

Table 4.23 Correlation of Research Dimension.

	1	2	3	4	5	6
Openness (1)	1					
Conscientiousness (2)	.708**	1				
Extraversion (3)	.546**	.659**	1			
Agreeableness (4)	.611**	.679**	.715**	1		
Neuroticism (5)	.665**	.758**	.673**	.747**	1	
Job Satisfaction (6)	.661**	.700**	.680**	.727**	.720**	1

**. Correlation is significant at the 0.01 level (1-tailed).

4.9 Multiple Regressions Analysis

In this section, multiple relapses are utilized to investigate the relationship between variables incorporating an independent variable and various independent variables. A more convoluted technique system arranges to examine the interrelationship among variables recorded in this study. There are, by one means or another, various diverse sorts of this study. Standard multiple regression is

utilized for this study which measures the visionary force of every single independent variable. Likewise, the standard multiple regression is the most ordinarily used among every one of the three sorts of multiple regressions.

Presumptions in multiple regressions allow a more complex investigation of the interrelationship among the information data. The collinearity diagnostic is also used in the research as a request to solve multicollinearity concerns. Likewise, regression standardized residual and the scrambled plot are utilized to know the normality and conceivable anomaly.

Multiple regression explains two fundamental inquiries in this study; (1) how well all five independent variables predict job satisfaction and how much variance in job satisfaction can be explained by the scores of all those five variables; (2) which is the best predictor of job satisfaction from all five independent variables listed.

First, the values under the Tolerance and Variance Inflation Factor (VIF) test the collinearity diagnostic. Next, using Tolerance will measure how much variability of one independent that is not explained by the other independent variables listed in the study. The formula 1-R squared is the formula to calculate each variable. The VIF, with the formula of 1 divided by Tolerance, is the inverse of the Tolerance value.

The value shown is functioning to show multicollinearity if the value for Tolerance is little or below 0.10 while the VIF esteem is again above 10. As the table presents different multiple regression for collinearity measurements, the VIF

value is run from 2.215 to 3.260 whilst Tolerance quality is extended from 0.307 to 0.452, of which all qualities fall under the accepted. Therefore, it confirms that in this study that the collinearity problem does not exist.

Table 4.24 Multiple Regression Analysis and Collinearity Statistics

Model	Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
	B	Std. Error	Beta	t	Sig.	Tolerance	VIF
(Constant)	-.322	.224		-1.435	.153		
openness	.219	.069	.191	3.188	.002	.452	2.215
Conscientiousness	.150	.076	.139	1.968	.050	.324	3.084
Extraversion	.177	.059	.186	3.008	.003	.422	2.367
Agreeableness	.271	.073	.254	3.719	<.001	.346	2.889
Neuroticism	.188	.079	.173	2.379	.018	.307	3.260

The R Square value is used to measure how the listed independent variables explain the variance in the dependent variable. As shown in Table 4.23, the R Square value is 0.659, demonstrating that the independent variables used in this study help describe 65.9 per cent of the variance in job satisfaction. It answers the first question in this section of how much variance in job satisfaction can be explained by scores on the five independent variables listed.

Table 4.25 Model Summary

Model	R	R Square	Adjusted R Square	Std. The error in the Estimate	Durbin-Watson
1	.812[a]	.659	.651	.40169	2.055

a. Predictors: (Constant), Neuroticism, Openness, Extraversion, Agreeableness, Conscientiousness

b. Dependent Variable: Job Satisfaction

For the second question, which of the recorded independent variables contributes to the expectation of the dependent variable. Every independent variable will be assessed, analyzed, and compared by Beta value under the standardized coefficient table above. The most extraordinary value exhibited makes the strongest and unique contribution to clarifying the dependent variables.

The maximum value for the beta coefficient in this study, as proven by Agreeableness, is 0.254, according to Table 4.16 above. Therefore, this can be concluded that Agreeableness (A) is the most substantial contributor to job satisfaction (beta = 0.254) and followed by Openness (O) as the second strongest contributor to job satisfaction (beta = 0.191).

Extraversion (E) is the third strongest contributor (beta = 0.186). Next, Neuroticism (N) is the fourth strongest contributor (beta = 0.173) and while the Conscientiousness (C) variable contributes as much as 0.139. This result answers the research question involving which variable is the most influential factor for job satisfaction. Also, as stated in the research question, all factors affect job

satisfaction, and factors containing Agreeableness (A) surpass external factors in having a greater influence on job satisfaction.

4.10 Summary

The analysis of all dimensions shows a significant relationship between personality traits and job satisfaction among Narcotic personnel in IPK Selangor. The correlation analysis result for Openness (O), Conscientiousness (C), Extraversion (E), Agreeableness (A) and Neuroticism (N) have a positive and significant relationship with job satisfaction. Among the result, Agreeableness (A) shows the most substantial contribution in explaining job satisfaction, while Conscientiousness (C) is the lowest among all variables.