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Pengkalan Chepa Prison Officers Performance In Relation To The Work Life Balance of The Staff

by

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Pengkalan Chepa Prison Officers Performance In Relation To The Work Life Balance Of The Staff

ABSTRACT

The purpose of the study was to find the effect stress of staff at Penjara Pengkalan Chepa Kelantan. Three specific research objectives which guided the study were to study on the relevancy of workload amongs the Pengkalan Chepa's prison staffs; To study on the performance of staff officer at Pengkalan Chepa prison and to evaluate the relationship between workload of staff and staff officer performance. The study was conducted at Penjara Pengkalan Chepa Kelantan. The methods used during data collection were, documentary review and interviews. This study shows that the workload and difficulty for the holidays is the effect of contributing to the performance of an employee in Pengkalan Chepa prison. The research was conducted through interviews and observations. A total of 8 respondents who were interviewed during this study. This review is the limit on the Pengkalan Chepa prison only From the findings, it is recommended that the various parties responsible for prison staff to help deal with the problem.

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Prestasi Pegawai Penjara Berkait Dengan Keseimbangan Kehidupan Perkerja

ABSTRAK

Tujuan kajian ini adalah untuk mencari kesan tekanan kakitangan di Penjara Pengkalan Chepa Kelantan. Tiga objektif penyelidikan tertentu yang berpandukan kajian ini adalah untuk mengkaji perkaitan beban kerja diantara para kakitangan penjara Pengkalan Chepa itu; Mengkaji mengenai prestasi pegawai penjara Pengkalan Chepa dan menilai hubungan antara beban kerja kakitangan dan prestasi pegawai penjara. Kajian ini telah dijalankan di Penjara Pengkalan Chepa Kelantan. Kaedah yang digunakan semasa pengumpulan data adalah, kajian dokumentari dan temu bual. Kajian ini menunjukkan bahawa beban kerja dan kesukaran untuk cuti adalah kesan menyumbang kepada prestasi pekerja dalam penjara Pengkalan Chepa. Kajian yang dijalankan adalah melalui proses interview dan pemerhatian. Seramai 8 responden yang telah ditemubual sepanjang menjalankan kajian ini. Kajian ini adalah had di penjara pengkalan chepa sahaja. Dari hasil kajian, ia adalah disyorkan bahawa pelbagai pihak yang bertanggungjawab bagi kakitangan penjara untuk membantu menangani masalah tersebut.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

The task of prison officers is increasing and challenging. The primary task of the prison officer is to ensure that prisoners undergo incentives for incarceration safely and are given due diligence to ensure that they make changes in life after being released. But today, with the increase in the number of prisoners in crowded areas, the areas of duty imposed by prison officials are increasing. This is in addition to the inadequate capacity of the members to ensure that the care of the prisoners can be implemented properly. The lack of members in charge has caused the difficulty of members to leave. In addition to the increasingly challenging task and other side assignments, it has caused pressure among members. This pressure has caused them to feel the taste and work without any pleasure working. Working is just like carrying out the responsibility that has been entrusted. If this situation persists, it will result in disciplinary problems among staff. Hence, most prison personnel have decided to stop early to avoid having more pressure.

1.2 Organization overview

Pengkalan Chepa Prison is located approximately 8 kilometers from the Kota Bharu. The prison was opened on August 17, 1950. The prison covers 10.2 hectares have been developed and can accommodate as many as 1,000 prisoners. Whereas by

16:25 hectares are quarters and playing fields. At the beginning of its establishment, it is known as an open prison.

The prison is divided into two parts consisting of the prison block of men and women. Prisoners arrested consist of Old Prisoner Punishment, Short Sentence Prisoners, Prisoners of the High Court, Sessions Court Detention, Detention Court Magistrate, Prisoners and Detainees Trade Immigration.

When prisoners serving sentences, they are given training to provide skills to them upon their release. Some of the skills available to them is rattan workshops, sewing, dyeing, building construction, electrical vegetable garden and others. They are also provided with religious education consisted of prayers and religious talks. They were also given guidance and counseling to help them recover from the mistakes that have been made. In addition, they are also given the opportunity to engage in sports programs in the afternoon. This is to eliminate the tedium and create a spirit of sportsmanship among their.

1.3 Background of study

Stress is considered a part of things that have to be faced in life and some say the pressure is the spice of life nowadays. The impact pressure can be viewed from two aspects, namely on the individual and the organization. From the aspect of the individual, stress effects may occur on the physical, behavioral, or mental. The physical effect is like a serious illness such as heart disease, high blood pressure or digestive system disorders.

The impact of mental disorders is such feelings, emotions and sentiments. In terms of organization, the most obvious effect is such as enhancement of employee

turnover, absenteeism without reason, unhappiness on the job, and decreased work performance.

Over the years, stress in the workplace has been a growing phenomenon in an organization. It has caused an adverse effect on a person's work performance. According to Imtiaz Ahmad, 2009, the pressure is universal elements that affect workers worldwide. Many factors will affect the performance of employees in the workplace

According by Shah and Hasna, (2013) states that the pressure is common in an organization and in the present work become more complicated, which causes a high negative impact on employees than a positive effect. Stress among workers is alarming than ever. Next affects the overall performance of employees.

Stress in the working environment is an enthusiastic and physical response that happens at the point when there is a contention between the necessities of the occupations to laborers and capacities worker meets the necessities and desires. By and large, blends Vocation appeal and low control number of the specific circumstance can bring about anxiety.

Stress and life are closely related to lifestyle, a person's character, family factors, urbanization and the development of a culture shock modernization of the sudden. Stress is a disease that is often associated mental health and often attack people today. Health mental as defined by the World Health Organization (WHO).

Stress is not something new for the people of this country. Stress will experience by all humans when in a state that does not fun. Selye in the 1950s became a pioneer in the running. The study of psychological stress. Stress is a phenomenon inherent perception from a comparison between the instructions provided with the ability to perform the command successfully. Stress is a dynamic condition in any individual

having an opportunity, constraint, or demand related with what is required in which the results received and it is not certain not important (Robbins and Stephen, 2000).

The effect of work stress faced by employees of the organization or industry as well is great. The stress experienced by workers can cause a lot of impact negatively to an organization or industry. Employees who cope with stress the high will be less motivation to work, often cast work, refused to cooperate, refusing tolerant, hard to adapt, have a negative attitude, always sick and others which ultimately results in decreased performance.

Next, organization or industry will experience a decrease in productivity and substantial losses. Thus, we have found that the organization and the industry is very concerned about preferably workers' welfare. They organize courses stress management and others to help reduce and manage stress pressure on their workers. Although stress is often associated with evil, but humans need some pressure in life. Pressure is the driving force in the creating an action towards the determination of personal effectiveness. Life independent of pressure will make a person lazy and not moving front. The pressure that is too low will make an executive's work without challenge because there is no driving force for him to move forward. But too much pressure will be a problem and would lead to harm individual. No one objective way to measure stress levels appropriate for. The individual must determine its own optimal level for himself and they themselves know whether the level of stress experienced by them want or not.

Krantz, Forsman, & Lundberg, (2004) mentioned on the simple concept performance as follow:

“ Stress is generally referred to as a physical, emotional, or mental response to an external stimulus.”

According to Greenberg, Carr and Summers (2002) mentioned on the reactivity as

“ psychological stress is caused by “real or perceived challenges to an organism’s ability to meet its real or perceived needs”

A report from the American Psychological Association (2008) mentioned as follow;

“...indicates that the main causes of stress at work are low salaries, heavy work loads, lack of opportunities for growth, and job insecurity”

1.4 Problem statement

Pressure of work has become a matter or priority areas that need to be attention because their impact. The impact of stress can be seen from two aspects on the individual and the organization. From the aspect of the individual, the effects of stress may occur on the physical, behavioral, or mental. The physical effect is such as a serious illness such as heart disease, high blood pressure or aggravation digestive system. The impact of mental disorders is such feelings, emotions and sentiment. In terms of organization, the most obvious effect is such as enhancement employee turnover, absenteeism without reason, unhappiness on the job, and a decrease in job performance.

Today, the symptoms of stress among prison officers have increased. According to a survey, found the stress of prison officers is in second place after the police department. It is very worrying because it has led to employee performance decreases. If this situation is not controlled and contained, feared would result in unhealthy to prison officers and the department.

Prison officials reacted negatively on their work. This is because they feel a burden in carrying out their daily tasks. They no longer feel that they revel in the success of their work. And this at a time causes stress in them.

The rate of sick leave also increased. This condition is caused by because they have to work because of a lack of personnel for duty. Sometimes though they were on vacation, but had to go to work as required to perform the task. This has caused them to feel burdened and no fun in doing their jobs. This also led to their performance will decrease and in turn affects the performance of the department.

Now, the number of prisoners being put in prison is too high. The increase is increasing year by year. The increasing incidence of prisoners is not the number of existing members. This causes the population of prisoners with regulated members to be inappropriate. At the prison of chepa prison, the number of prisoners in the range of 1500 people alone. However, the number has reached approximately 2500 people. This situation has resulted in congestion in the prison which could pose complications to prison members to control them.

When there is an increase in the field of work, this will result in an increase in working time. Hence, the allocated leave is also less. This will cause the members not to be on vacation because the leave is not approved. This causes the dissatisfaction of the liver and causes the occurrence of pressure among members.

1.5 Research question

- a. How to study on the relevancy of workload amongs the Pengkalan Chepa,s prison staff?
- b. How to study on the performance of Pengkalan Chepa prison?
- c. How to evaluate the relationship between workload of staff and prisons performance?

1.6 Research objectives

This research will investigate the of work stress influence the job performance. The objective is to find of the work stress influence job performance of employees. The objective for choosing this topic is employees are asset of an organization so when they having stress in the workplace, it will bring negative effect to the organization performance. The research objectives are as follows:

- a. To study on the relevancy of workload amongs the Pengkalan Chepa's prison staffs;
- b. To study on the performance of staff officers
- c. To evaluate the relationship between workload of staff and staff officer performance.

The reason for this part is to express the survey of related writing from the past review that did by different creators with respect to this theme and the both calculated also, exact reviews identified with the exploration factors will be assessed in this

segment. The review incorporates the theoretical characterize of the factors in the exploration and brief view about the work weight at work execution will begin in this part.

1.7 Scope

This study is to see and share with the community related to work stress, factors that cause stress and whether it affects a person's work performance. In addition, this study aims to develop a framework that deals with the effects of work stress in the workplace. Through this study, it is hoped that the discovery of evidence of the relationship between the cause of the working pressure (working pressure, role ambiguity, and role conflict and job control), social support and job performance. There are many studies are focusing on the performance of employees in the workplace.

This study will include officers who are employees working in prison. Participants were selected from among the members who served in Kelantan Pengkalan Chepa prison. Through this study, the researchers can know or see the factors contributing to stress that influence employee performance among prison staff. And see if the main factor contributing to the high working pressure. Future studies may also examine the causes of the same to improve the consistency of the results of the investigation and also other stress factors work to expand knowledge on this topic. Beside this, the methods used in assessing or view job stress factors need to explore and so on because it is not easy to measure the effect of work stress on work performance.

1.8 Limitation

Kombo, et al,(2006) on limitation for research,mention as :

“limitation of the study are those factor or condition which hinder the researcher from smooth access to the required data or respondent or place restrictions on the conclusion of the study.”

The research was limited by a number of factors including: There are several limitations in this study. First, respondents were selected not involve all prison officers but researchers only choose some respondents for each survey. Both of these findings will only be generalized to prison officers in jail bases Kelantan cheap only because of the influence of stress and job satisfaction levels vary among individuals, and location. Third, this study will also depend on the honesty and sincerity of respondents when answering the questions posed. Therefore, researchers assume all information to be provided by the respondents is accurate. Validity and reliability study also is dependent on this assumption.

1.9 Significance of the study

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ambiguity, and role conflict and job control), social support and job performance. There are many studies are focusing on the performance of employees in the workplace.

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CHAPTER 2

LITERATURE REVIEW

2.1 Workload

Brief, Schuler & Van Sell (1981) suggests stress is an individual response to things that occur in the work environment, in which he threatened that individual. These individuals cannot adapt to the work environment.

Next Brief et. al (1981) considers stress as a situation arising from the interaction between individuals with career and is characterized by a variable in the individual who forced him to deviate from functioning normally or normal. This definition can be understood when taking into account that the human body and mind are in balance at the start of a work experience, but as a result of work-related incident, a balance was disrupted. In an attempt to recover from disruption or imbalance, one that will function differently than usual. Salvendy and Smith (1988) suggests the concept of job stress can be dealt with through some corners.

- i. The pressure resulting from workplace conditions. Example noisy conditions and poor ventilation. This will reduce the motivation of a person.
- ii. Second, the pressure resulting from two factors, namely the organization's involvement in the project and support organization.

Working pressure is a condition that arises from the interaction of humans with their work. It is characterized by changes in humans that causes them to change from functioning normally to an abnormal (Rohany and Eda, 2001).

Can be inferred that all of these definitions linking work stress existence of various factors, whether the work environment, from a psychological standpoint, individuals themselves and others.

It has been found that prison officers have suffered a lot of workloads. In addition to performing essential tasks, they have to perform the side tasks assigned by the management. They have to face various areas of duty that require much commitment and responsibility.

2.2 Participants

Selection of study participants made among individuals who are able to supply the information rich and deep and are willing to give their full cooperation to the researchers (Bogden & Biklen, 2007; Maxwell, 2005). Selection of study participants also made based on certain criteria (Merriam, 2001) which is composed of individuals who comprise them are given various ancillary positions, as well as diversity and differences in terms of educational background or training and experience. In addition, all participants were chosen among those who have different experiences. This includes differences from aspects such as work experience, exposure and involvement in a variety of positions held side.

In conducting this study, I have selected 8 officers consisting of various positions, age, and side posts held. This selection is done randomly and those selected are comprised of those who hold various posts. They have provided good cooperation and provide accurate information to answer the questions raised.

2.3 Stress

Stress or stress often occurs in life and is closely related to lifestyle, behavior, family problems, urbanization process and cultural shock to rapid modernization. Workplace pressure occurs when work requirements are not compatible with the capabilities, resources and needs of workers which affect the human psychology and physiology (Jamaludin et al., 2012). Experience in stress at work is often a great research and interest in the topic does not show a shrinking sign.

Conley and Woosley (2000) state that stress studies are very important and need to be done in understanding the impact of contemporary environments on individuals. The term stress began to be used around the 50's when some initial studies were initiated by researchers interested in stress or stress.

Stress or "stress" comes from the Greek word "strigere" meaning intense or tense (Cox, 1978). According to Beehr and Newman (1978) pressure is defined as an unstable internal problem due to several factors such as conflict, disappointment and change in ones and abstinence impression on one's self. Job stress often happens regardless of age, gender, position, type of work and so on. The working environment can create stress when the working environment threatens individuals. This form of threat occurs when one is unable to meet the demands and requirements of the working environment (Caplan and French, 1978).

According to the Board Dictionary (1999) the pressure is a push or force that a person receives. The term working pressure has the meaning of meaning according to the flow of school of thought. Some refer to working pressure from a social point of view that responds to behavior from one individual to another. There is also a clear view that working pressure is more psychological. Most of the literature states that

when the worker is not capable of fulfilling the duty of the directed task then there will be a pressure on him.

Prolonged or severe stress will negatively affect a person's mental disorders and physical health (Health and Safety Executive, 2001; Cooper et al., 2001). Generally, the task of a teacher is a very stressful job and the previous research supports this fact (Travers and Cooper, 1993). According to Zafir and Fazilah (2006) persistent stress will cause individuals to show long depression and workers fail to make good decisions, easily feel overwhelmed, scared and irritated and suffers their work performance and organizational productivity.

Prisoners have been charged with the ancillary duties assigned to them. They have suffered a lot of pressure either from management or prisoners. The pressure they faced has actually led them to work in a bad mood. They felt that the side assignments were given too much that they had to use the rest to complete the given assignment. This results in a high level of pressure experienced by them and they are burdened with their tasks.

2.4 Work life balance

Work-life balance is an important factor for every worker, so that employees have a balanced quality of life in relation to their families and well-balanced in the work.

According to Robbins and Coulter (2012) the work-life balance program includes resources on parental and child care, treatment, health and well-being of employees, and relocation and others. Where many companies offer family-friendly benefits programs that workers need to balance lives and jobs, including flextime, job sharing, telecommunicating and more.

According to Lockwood (2003) the work-life balance is a balanced state of the two claims where the work and life of an individual are the same. Where work-life balance in the employee's view is the option of managing the work and personal obligations or responsibilities of the family. While in the work-life balance of the company is the challenge of establishing a supportive culture in companies where employees can focus on their work while at work.

Family-friendly benefits according to Lockwood (2003) are benefits offered to employees to address personal problems and commitments to the family and at the same time not at the expense of their job responsibilities.

According to the State Service Commission (2005) work-life balance is creating a productive work culture where potential tensions between jobs and other parts of individuals are reduced. According to Preeti Singh and Parul Khanna (2011), work-life balance is a broad concept involving setting the right priorities between "work" (career and ideals) on the one hand and "life" (happiness, leisure, Spiritual) on the other side.

Based on the above understanding, work-life balance is a balance of life that is leisure, family, religion and work, that career and ambition in an individual should be equally balanced to reduce the tension between worker and employee's life. Where companies help employees to balance workers' lives and work by creating a family friendly benefit program that supports the well-being of its employees so employees do not sacrifice their responsibilities.

Greenhaus, Collins and Shaw (2003) define the work life balance as a stage where a person is bound to be balanced between his job responsibilities and his / her family / life responsibilities, and he is satisfied with it. Thus, workers with good work life balance are those who demonstrate a balanced commitment between work and life domains (Virick, Lily and Casper, 2007: 465). Thus, it can be explained that the

understanding of the concept of work life balance is the ability of a person to effectively administer the work performed in a career with all other important activities to that person. Examples include self health care, family development, community activities, leisure time, recreation and so on. Work Life Balance is an increasingly important issue in the context of organizations across various types of jobs and workers.

Dundas (2008: 7) describes that work life balance is a significant issue in an organization today because its role in determining whether a worker is happy to continue working and demonstrating a satisfactory work commitment. According to Broers (2005), based on previous studies found that the ability to balance career claims and personal life needs is challenging, yet at the same time able to provide satisfaction in both of these key scopes, namely work and life. Heraty, Morley and Cleveland (2008) point out that the relationship between work and life is complex and should be the focus of research by various parties in determining the best way to balance these two important elements. The two main issues in describing the work and policy of work life balance within an organization are as identified by Guest (2002): issues concerning development in work that may be the source of imbalance between work and life, or related developments in the life of being the cause of imbalance between work and life.

For example, studies by Forsyth and Polzer-Debruyne (2007) against 23 New Zealand organizations found that one third of respondents said their organization was not serious in implementing and supporting work life balance policies and this lowered their level of job satisfaction. Studies by McDonald, Guthrie, Bradley and Shakespeare-Finch (2005) show that organization that are not serious in handling the work life balance policies at work place potentially creating anxieties and pressures on workers. Their findings further illustrate that the poor work life balance policy in the long run will affect the behavior of workers towards disciplinary problems, job satisfaction,

commitment to the organization as well as the intention or intention to stop / move to another organization (intention to leave).

Because of the burden of the assignment, sometimes prison officials had to use their time off to complete the assignment. This has caused their time to spend with their families. When time with family can not be used properly, it will cause family ties to tear apart. This will cause problems to the workers themselves. If this situation persists, there may be conflicts or lack of love and affection between family members.

2.5 Work achievements

According to Campbell (1970), the decision is basically work in Mana level an individual can free Helping organizations achieve organizational objectives. While according Motowildo, hormones, Schmit (1997) is a work decision is The Evaluation Association's On Organization Through the Individual behaviors string Over time different tertentu. According to Freeman (2005), when we can liberate Between feelings associate with a job is a decision, then we can free viewing the association is a decision workers and climate organization. Highlights of the work found affinity between achievement employees in the organization can free illustrated in Miscellaneous the different perspectives. Some writers believe that when employees are given freedom. To opinion doing the work, like the work Acha and cause Acha Like Being there and trying to stay helps organizations acha to avoid missed assets worth (Aranoff, Barlas, Figgie, Kirk, Leitner and Wilfer, 2005).

2.6 Performance measurement

Lawler (1968) states that there are three types of performance measurement. The first measurement is to measure the "output" of work, the number of sales over time particular, the production group and so on. The second measurement is a performance measure by someone else and the third measurement nor is performance measured by herself. Therefore, the use of measurement performance by yourself is the best technique to promote worker participate in setting their own goals. Rate employer can be influenced by personality factors that are not based on performance the actual connection, such as decent work, including the proud with the work, achievements, honesty and helping other colleagues (Meglino, Ravlin and Adkins, 1992). Generally votes by employers more authentic compared with counterparts although both lead to more objectives with different data (Arvey and Murphy, 1998; Viswesvaran, 1996).

Apart from this measurement, evaluation objectives and the self-employed measure employee absenteeism, accidents, behavior that is not productive and detailed employee performance used (Salgado, 2002 Lysaker, Bell, Kaplan and G, 1998; Dunn, Mount, Barrick and Ones, 1995; Johns, 1994). Performance can also measured using a self-assessment that measured in two dimensions, namely dimensional quality and productivity (Yousef, 2000). Based on the opinion (Lal, et.al 1995) there are eight dimensions in terms of performance measurement that is made planning (planning), investigation (investigation), the coordination tasks (coordination), initiative (initiative), supervision(supervising), employment(staffing), consulting(Negotiating) and represented (representing).

2.7 Job performance

An organization or a company needs workers who together contribute in ensuring that organizational goals can be achieved. The development of an organization is dependent on the goals to be achieved by the leadership. Each leader has a distinctive character or the way in the development of their organizations. At the same time, the organization's objectives will be achieved when the performance of an employee increases. Therefore, in an organization all play an important role.

Jewell & Siegall (1990) mentioned on the simple concept job performance as follow:

“...stated that the achievement is the result of the extent to which members of the organization has done the work in order to satisfy his organization.”

Giga and Hoel (2003) mentioned on the simple concept job performance as follow:

“....stated that job performance is a measurement of a person that how he or she perform in the job assigned, the job performance will be better if the organization give rewards to the employee who perform well in their job so the rewards able to create high job satisfaction to the employee in the workplace.”

Robbins & Coulter (1996) mentioned on the simple concept job performance as follow:

“.... as accomplishments of employees and output, that acknowledged by organization in employee works adoption.

2.8 Job stress

The pressure of work is a reaction caused by or involving employment. Negative pressure, to a person both in terms of mental, physical or emotional, is an important factor that can threaten the harmony of a person's quality of life of workers. This field has begun to be studied by researchers for more than 100 years ago. According to one study, almost 35 percent of workers say their work say their emotions and health, 42 percent while also concluded that the pressure of work into their personal problems.

Stress is a negative reaction to the stimulation of human social, employment conditions, inadequate remuneration, lifestyle too demanding and so on. There was also a positive pressure also known as eustres, which means sustained moderate pressure and be able to motivate individuals to achieve and succeed in the efforts undertaken.

Jamal, 1999; Xie, (1996) mentioned on the simple concept job stress as follow:

“...It has been argued that almost all job stress research and theories were developed and empirically tested in Western industrialized countries ”

Taylor, Lerner, Sage, Lehman and Seeman, (2004) mentioned on the simple concept stress as follow:

“...stress as a familiar complaint of the employees worldwide. ”

Mead (2000) mentioned on the simple concept job stress as follow:

“...job stress should identify in the early stage because most of the absence of an employee is because of the occupational stress experience with them in their workplace discouraging them to perform well as their organization.”

Kazmi et al., 2008).on the simple concept job stress as follow:

“The job stress becomes a big problem in organization and challenge for the employer to handle with which cause low productivity, performance, an increase in absenteeism and collection to another problem like hypertension, cardiovascular problems.”

CHAPTER 3

METHODOLOGY

3.1 Introduction

In this chapter, the author discusses the related methodology to be used for the project. Generally, any methodology selected will represent a different approach to assess. Therefore, many of the approaches used just reflects the fact that no one in the best methods. It will also elaborate and detailed than the idea of how research carried out in terms of objectives, approach, data analysis, sample selection and data collection. Discussions under this chapter will provide information and guidelines on how the research will be carried out to meet the objectives as discussed in the previous chapter.

The study design is a procedure to collect and process data based on specific and systematic planning which involves a series of variables in a study (Chua Yan Piaw 2006).

3.2 Qualitative

Qualitative approaches emphasize much contribution in the field of research. This approach also gives a clear conviction of legality, decision and fact. The qualitative researcher's job is to prove the conversation and the human act as a result of their interpretation of their complexity. Qualitative investigators also need to understand the events and perspectives of the respondents. The respondents' world of life covers the area of research and investigation. Truth in this context is subject to humanistic

uncertainty. Eisher (1979) explains, the qualitative method emphasizes the resulting and overall process that is structured rather than an intentional independent variable rather than behavioral statistics. Qualitative methods are more interested in the context-based conclusions that have the potential to create new policies and educational decisions. So is the qualitative investigation. In contrast to most traditional methods of educational experience testing, qualitative research is classified through methodological selection, independent orientation of the hypothesis and implicit acceptance of natural events for all events. Researchers gain insight into the inner person's perspective due to the need to establish and maintain close relationships with respondents and respondent's activities. This close relationship allows researchers to look and document the social qualities and educational interactions that are often left by researchers using positive research methods.

3.2.1 Why choose qualitative

- i. A qualitative approach can explain the real situation through the study is inductive, humanistic, holistic and conscious view of the study participants (Taylor & Bodgan), and this approach allows researchers discovered variables means, producing a variety of conclusions of the study because the approach is not based on theory, generalization and hypothesis ,
- ii. Preliminary data obtained by researchers can change the focus and research questions. This method has the potential to apply the data related to the context of a full and in-depth study (Glens & Peshkin 1992).
- iii. Collection of data through observation, interviews and documentary evidence enabling triangulation process is done. With triangulation process data retrieval will be more accurate and convincing as it stems from a variety of information (Yin, 1994).

- iv. A qualitative approach can unload and give an understanding of what goes on behind any phenomena that are less known (Strauss & Corbin, 1990)

3.2.1.1 Interview

The instrument use the interview method is a method that can be said is important and has a high validity. This is because researchers can obtain information and information directly from survey respondents.

Therefore, in this investigation, the interviews become among the methods used by researchers as a way to get data and information from the respondents. Interviews were conducted on the background of the respondents.

Previous researchers met with the respondents, which is made up of two prison officers on duty at the Pengkalan Chepa Prison, the researchers first prepare the questions that will be used during the interview.

This is to ensure that the questions you want asked questions can be answered by respondents during this interview. In addition, the information desired by the researchers can be obtained through the questions prepared by researchers in this interview session. Further information is used as data for inclusion in the study by these researchers.

In reality, these instruments (interview) have its own specialty. Among them, this method allows researchers to explain if there are questions that are obscure. In addition, respondents were also able to give further information on the questions that are important.

Limitation of time is not an issue in this interview session. It is because, the researchers nor the respondent had ample time and space to give any opinion or

statement. In addition the method is viewed somewhat relaxed, indirectly, it can enhance the ties between researchers and respondents in obtaining as much information as desired.

While the shortcomings were, interviews take more time than other methods. Furthermore, the presence of researchers may prevent respondents from expressing an actual opinion. Nevertheless relaxed approach can overcome them and this method is actually assisted researchers in obtaining the information required in completing the task.

3.3 Research Design

Paradigm is the confidence and trust of issues that occurred and occur around and need to approach the issue of how that happened can be studied. It is a field that includes model, perspective or a conceptual framework that will help a person to make sure someone can infer or thinking primarily in terms of thought, belief, opinion and practice in producing a research. Paradigm study is a matter of particular importance in helping a person to select appropriate research methods therewith.

Here are the kinds of paradigm:

- i. Aim to prove a hypothesis and the findings can be generalized
- ii. Scientific research and systematic (observation and record) needed to prove something.
- iii. It can be observed, measured, proved, and there is an element of causation.

- iv. Use quantitative methods, and data information in the form of numerical and statistical data analysis.

3.3.1 Paradigm interpretivism.

The goal - to understand attitudes, human behavior, compared to generalize or predict the results of a study of cause and effect. Focus depth analysis of an issue (ie. The attitude of human complex) in natural conditions and interpretation of the issue based on the respondents view. Use the method of qualitative research - the findings in the form of words than numbers and size of the respondents were small.

According by Thomas Kuhn's (1970) explained on the paradigm in the research as follow:

“Concept in the nature of Science Revolution, i.e. paradigm as the underlying assumptions and intellectual structure upon which research and development in a field of inquiry is based.”

For this research, qualitative research is more appropriate and easier to interpret the data. According to Gelo, Braakmann & Benetka (2008) mentioned about the qualitative paradigms as “qualitative paradigms, however, view reality as a multiple, socially and psychologically constructed phenomenon, where the knower and the known are inextricably connected to each other.”

In this study, it is very important to understand and know the reasons or driving forces that contribute to stress among employees. The pressure faced by the workers will provide a major impact on employee performance and also the performance of the

department. This study focuses on how serious pressure problems faced by workers. Researchers have the freedom to conduct their research, everything is in their hands. Below is the natural difference for both approaches, qualitative researchers will have control of how the final the in course of a researcher, the researcher is free to choose the methods of study to be undertaken. They have freedom and not subject to conditions or rules other researchers. Below is the natural difference for both approaches, qualitative researchers will have control over how the final result should research and compared to quantitative research in which findings should and can be subject to a procedure to carry out scientific research.

3.4 Data collection method

Data is aggregated information obtained from a study or observation; data can be icons, properties, or numbers. Data can provide a snapshot of a problem situation. Data can also be defined as a set of information or values obtained from observation (Observation) an object.

According to Webster's New World Dictionary of the meaning of data is things known or assumed, in Indonesian it means is that the data that is known or considered. Good data is data that can be trusted truth (Reliable), can cover a very wide scope, or data that can give certain problems.

This study stems from interpretivism paradigm, that is an issue, the incident is a very complex reality and to understand it can only be obtained from the sights, sounds or discharge respondents.

Internal data is the data of an organization that reflects the state of the organization. An example of the internal data is Employee, One Company, Total Capital, and others.

Data collection techniques enable us to efficiently gather data about our objects of study (individuals, articles, and wonders) and about the settings in which they happen. According to Locke, Silverman & Spirduso (2010) had mentioned that there are “three main sources of qualitative data namely interviews, observations and review of documents.”

In the qualitative research approach, it has focused on the researchers is the instrument of the investigation. The system used for the information gathering procedure will course around the scientist itself. Regularly the type of information experts to be picked up is as story information. The narrative data as indicated by the classifications as take after.

3.5 Data collection

Data collection techniques allow us to efficiently gather data about the object of study (individually, articles, and magic) and the settings in which they occur. According to Locke, Silverman & Spirduso (2010) has stated that there are "three main sources of qualitative data, namely interviews, observations and document review."

In qualitative research approach, it has focused on the researcher is the instrument probe. The system used for course information collection procedures will be around scientists themselves. Often this type of specialist information to be retrieved is the information story. Data narrative as indicated by the classification as takes after:

- i. Individual interview
- ii. Discussion group or focus group interview
- iii. Document
- iv. Stories
- v. Case study
- vi. Open-ended question
- vii. Journals logs and diaries
- viii. Observation

In view of the classes, more often than not, the determination is made to suit the need of the exploration and the capacity of the researcher to search for the data in light of the constraint connected and encompassing the research itself. For example, the most appropriate classifications of account data for this study, for example individual interview.

3.5.1 Secondary Data

Secondary data is a source of research data obtained researchers indirectly through an intermediary (obtained and recorded by others). Secondary data is generally in the form of data, historical records or reports that have been arranged in an archive (documentary data) published and unpublished.

Before the process of finding secondary data do we need to identify the requirements first. Identification can be done by making the following questions:

- 1) Do we need a secondary data in solving the problems to be studied?
- 2) The secondary data such as what do we need? The introduction of secondary

data that we need will help speed up the search and saving time and costs.

3.5.2 Primary data

The primary data source data is obtained directly from the original source (not through intermediaries). Primary data can be a view of the subject (person) individually or in groups, the observation of an object (physical), event or activity, and the results of the test. The method used to obtain primary data, namely:

i. research methods and

ii. the method of observation Primary Data Interview data collection technique was done through face to face and question and answer directly between data collectors and researchers of the source or sources of data.

In the study, the data collection is an important factor for the success of the investigation. It is concerned with how to collect the data, who is the source, and what tools to use. The type of data source from which data is obtained. Is the data obtained from direct sources (primary data) or data derived from indirect sources (secondary data). Data Collection Method is a technique or method to collect data. Method appoint such a manner that it can be shown through the use of questionnaires, interviews, observations, tests, documentation and so on.

Generally, there are a variety of methods or means that can be used in obtaining the information. Among them is through the interview method. Therefore, during the interview process, researchers will obtain the raw data obtained from focus groups. Focus of the study ranged for prison officer on duty arrested chepa for get data bases, about 8 person who have been in this interview.

3.5.3 Sampling

Allows information obtained from a part of a larger group or Get a sample of the target population. According to Mohd Sheffie Abu Bakar (1991) sampling is a process in which a small number of the total population is selected and studied to enable us to make generalizations about the population.

Cohen et al (2000) provide the definition of sampling as the:

“Sampling is a process of selecting a given of representative of the target population or the universe in such a way that they represent all attributes of the population”

According to Blackstone (2012) mentioned about the sampling have two types such as probability and non-probability.

3.6 Probability

Probability sampling is a sampling technique in which each member of the population has a chance to be selected as respondents in the study. Sampling requires a group of respondents were taken by certain characteristics to reflect the overall population to be studied. Its main principle is to explain the entire population. Individuals were sampled must have all the variation that exists in the population. Therefore, the probability sampling will be used by researchers when accurate statistics which require explanation for a large population. For example, to examine the

percentage of the unemployed population. Typically, large-scale survey research will use probability sampling methods.

3.7 Non-probability

Non-probability sampling is in social science research, there are circumstances which do not permit a researcher using probability sampling methods such as studies on slums. Probability sampling can not be used in studies on the slum because there does not exist a complete list of names for the squatters. In such a situation the researchers will use non probability. Non-probability sampling did not provide an opportunity for all elements in the population being selected. Non-probability sampling is more focused on the election easily patterned and aims. Thus, the disadvantage of this sampling is not guaranteed, samples can be representative of the population studied.

There are three noteworthy sorts of inspecting required in qualitative research, to be specific purposive, portion and snowball examining. The purposive sampling is among the acclaimed kind of testing utilized for the exploration.

However, non-probability sampling also had been explained and defined as “...sampling techniques for which a person’s (or events or researchers focus) likelihood of being selected for membership in the sample is unknown. Because we don’t know the likelihood of selection, we don’t know with nonprobability sample whether a sample represents a larger population or not. But that fine, because representing the population is not the goal with non-probability samples.”

There are three things to consider when doing research research. It must have been a destination, and snowball checks. The most widely used purposive sampling method. Usually, non-probability sampling has also been described and defined as "...

The postal technique in which a person (or event or focuser researcher) can be selected as a member of an unknown sample. The possibility of selection, we do not know whether the sample representative representative of the probability of a larger or larger population.

In this study involves the sample, having purpose and convenience. To make this work, the selected specimen consists of many tasks assigned by the employee. Therefore, sampling purposes and facilities are in the best interest of applying for this study as adequate field of respondents can be made.

3.7.1 Research Instrument

It is the instrument that contains in the research to make sure all the research is follow the objective of the study. For collection of data, which would be used in this research, the appropriate an instrument of are necessary due to involvement the various respondents from different levels the organizations involved. The common methods applied by of qualitative researchers for get primary data by using the interview. According by McQueen & Knussen (2002) mentioned on the simple concept about the interview as “...’interview’ is used here to described anything from informal chats with someone to highly structured question and answer sessions.”

Understanding the factors that cause stress among members of the Pengkalan Chepa Prison is important in conducting research. In the process of getting information, interviews were conducted with respondents involved. According to Grill, P., et al, (2008) mentioned about the interview as follows: “There are three fundamental types of interviews:

- i. structured interview: the questions involved are verbally control and administered, providing almost no variation and further questioning possibility
- ii. unstructured interview: the questions will be progressed based on the respond of the first asked question. Under this particular interview, the ability to control and manage the interview might be a challenge since there is only a little guidance on the topic that is going to talk about
- iii. semi-structured interview: sits between the structured and unstructured interview.”

The study found that the interview is to be conducted semi-structured interviews. When using interviews, research or studies produced referring to the questions that are important and the basis for the research. The questions asked will be answered by the respondents and in the meantime other questions will follow. This will result in questions that are relevant and easily understood by respondents. In their interviews, allowing the researchers to obtain more detailed and precise. The results obtained are better and achieved the objectives and requirements of the researcher.

3.8 Data Analysis

Analysis of the data can also be defined as an activity that is done to change the outcome of the study data into information that can later be used to draw conclusions.

Analysis of the data is very important, because with Analyze the data can be a useful means to study the problem. The data was collected by the researchers would be useless if not analyzed first.

Some of the goals of data analysis, among others, to describe the data that can be understood, and to infer or draw conclusions about the characteristics of the population based on data obtained from a sample, usually based on estimation and hypothesis testing.

According to Yin, 2003 provide the definition of data analysis as follow:

“..data analysis consists of examining, categorizing, tabulating, testing, or otherwise recombining both quantitative and qualitative evidence to address the initial propositions of a study...”

According to Neuman, 1997 provide the definition of data analysis as follow:

“....data analysis means a search for patterns in data...”

3.8.1 The two approaches

Description of the two approaches followed by talks about how components of the two different approaches. According Holme and Slovang (1997) explained the one of the simple concept quantitative research as “quantitative research approach uses generalizations, based on the process-based result of the investigation. Here, the research problem is described with the help of the situation as a whole, without basing it

on generalization. This approach is also characterized by the study of a few variables and large number of entities. Generally, this is done in a broad sense, so as to find answers to the research problem using surveys which have pre-set answering alternatives. Furthermore, this approach is considered especially useful when conducting a wide investigation that contains many units.”

However, “qualitative studies are based on the researcher’s own description, emotions and reactions” (Yin, 2003) and are conducted, according to Yin (1989), “when the researcher collects analyses and interprets detailed data pertaining to ideas, feelings and attitudes.” Besides that, according to Holme and Slovang (1997) mentioned on the qualitative research as “Moreover, this approach includes a great degree of closeness to the respondents or to the source from which the data is being collected. Gathering of abundant information as well as investigation of several variables from a few entities is some characteristics of qualitative approach. The most common way to gather high quality data is the use of case studies and interviews where no set answering alternatives are being offered.

Method combined or mixed methods methodology refers to a study appearing in systematic study involving quantitative and qualitative data through research or want to maintain the existing research programs. The basis for this statement is the method the combination is synergistic integration and use of more complete data than separating the data and analyze them separately. The combined method begins in the social sciences and has grown in range fields such as medical and health sciences (Wisdom & Creswell, 2013).

This procedure including adding precision research methods in addition to offering a wide range of the combined design methods, introducing a system of summary records (memo) that more systematic way to describe the design chosen to

promote communication between fields, using diagrams, notes the research questions that can be an advantage the combination of methods and provide compelling reasons to perform a study.

Thus, in the study of social development to eradicate poverty in Malaysia and Indonesia using a combination of methods, this study provides an opportunity for researchers to see the effectiveness of this method as a contributor to the best decisions for find out the impact of poverty alleviation programs in both countries.

Besides that, these two approaches also had been explained and defined by Lodico, Spaulding & Voegtle (2010) is “inductive reasoning is often referred to as a ‘bottom-up’ approach to knowing, in which the researcher uses observations to build an abstraction or to describe a picture of the phenomenon that is being studies....In contrast deductive reasoning uses a ‘top-down’ approach to knowing.....this type of research employs what is known as the hypothetic-deductive method, which begins by forming a hypothesis – a tentative explanation that can be tested by collecting data.”

Burnard et al., (2008) mentioned that there are two fundamental approaches that could be used to analyse data, as purposed by Spencer, Ritchie & O’Connor (2003). Those approaches are the inductive and deductive approaches. Spencer, Ritchie & O’Connor (2003) explained of both approaches as “inductive processes involve using evidence as the genesis of a conclusion; deductive processes use evidence in support of a conclusion.” Burney (2008) illustrated the flow of both approaches as follow:

As discussed previously, researchers using qualitative methods which use inductive research approach. This approach is known as invention inductive where it starts with observation and theory proposed at the end of the research process resulting from research observations inductive "involving the search patterns of observation and explanation of development - theory - for those patterns through a series of hypotheses."

No hypothesis or theory will be connected in an inductive study start of the study and a researcher is free in terms of changing the course of study after study begins.

This approach intends to create implication from informational or data set collection to identify relationship and pattern to fabricate theory. In any case, inductive approach does not keep the researcher from utilizing existing hypothesis figure the research question to be investigated. Inductive thinking starts with detailed observation, which moves towards more conceptual speculation and ideas. When following the inductive approach starting with topic and researcher has a tendency to create observational speculation and identify preliminary connection as researcher advances through this research, no hypothesis can be found at the hidden period of the research and the researcher doesn't about the sort and nature of the examination discoveries until the research is finished.

In this study, researchers are keen to carry or use qualitative methods. In the process of qualitative methods, the results obtained are of the interviews and observations. Therefore, researchers have used the method of interviewing members involved. The information received must be understood and examined by researchers to ensure understanding of the study is consistent with the information submitted by the respondents. In this case, researchers need to focus and intelligent in taking the information communicated to prevent dropouts or miss any important information

3.8.2 Data validation and verification

The use of secondary and primary data, in the context of different theories and literature review examining the validity of the study. According by Kothari (2004) "it is usually considered better to rely on the straight forward statistical methods with only

supplementary use of projective techniques in pre-testing and in searching for hypothesis they can be highly valuable.

Validity is on the other side, refers to “the extent to which the concept one wishes to measure is actually being measured by a particular scale or index” by Sirkin (1995). As regard to “the logic of qualitative research like this one, two methods are suggested for validation, i.e. triangulation of data and methods and respondent validation” by Silverman (1993).

According to Kothari (2004) provide the secondary and primary data as follow:

“.....it is usually considered better to rely on the straight forward statistical methods with only supplementary use of projective techniques in pre-testing and in searching for hypothesis they can be highly valuable.....”

3.8.2.2 Triangulation

According to Hussein (2009) mention about the triangulation as:

“.....data triangulation also referred as data sources triangulation depicts the use of multiple data sources in the study for validation purpose.....”

Triangulation is a reference to the subsidiary data or ensures the data collected will support the main data. Therefore, the researchers chose to use triangulation data for verification. Researchers have used the same question to the respondents and have found that they gave the same answer. In this case, it has demonstrated the validity of the information and the work carried out by researchers.

It was found that the sampling is involving investigate or review a representative sample of the entire population in the study. This method is usually adopted by all levels of researchers in the process of doing research.

This study used a qualitative research design appropriate to the purpose and research questions. The data collected is by means of the interview. In this study, the selection of respondents was done in Pengkalan Chepa prison. In addition, a total of eight participants were chosen and they were selected among prison officers who have specific criteria such as diversity and differences in terms of educational background or training and experience.



CHAPTER 4

DATA ANALYSIS

Through the questions dealt to respondent A he acknowledged that many areas of work that involves workplace. Besides carrying out their official duties as an officer of the prison, they also had various positions that have been provided by the institution. According to respondents A, he had held various positions in jail than out of their official duties. A post he held was the appointment of the institution. The increase in this position will result in additional commitment of employees to the task. Position held this requires constant attention and commitment. He held various positions have caused a bit of pressure on him.

Respondant B also agreed with respondent A . He has also given many tasks. He had served in various positions which required him to give a greater commitment to the position. He said that, there are still many officials were not given positions and reactions. They are just doing their official duties without any other assignment. Respondant B also said aggrieved by this. When thinking about a task that is too much, respondent B states that apply pressure when you start the job. This causes them to not be able to focus on their core duty when the side had to complete the task given.

The results of the interview with respondent C, he said that the arrested is a core duty of responsibility to be carried out with dedication and responsibility. But in a situation that requires a sacrifice of time, her main task had to be sacrificed. This can be seen when forced to attend a meeting or discussion. Thus, during a meeting or discussion, they had to leave their official duties on the block. This will hinder or cause programs or activities that would be carried out in the block had to be postponed to

another day. When this happens, it will add to the workload on the block. The problem today had to be brought in the next day.

Respondant D stated that he was feeling the strain with tasks in the field of natural now. Although not burdened with a heavy task, but most felt when forced to work on the block with inadequate personnel. This condition occurs when there is staff take sick leave or vacation. When this is the case, he had to take over the duties of public employees on vacation or sick leave .Sometimes sometimes had to take care of control without any replacement. This caused him to feel stressed and tired.

Respondant E,F and G also states that in carrying out its essential tasks, he was forced to suspend its duty of having to carry out tasks as directed. For example, have lent or unwilling to complete a report required immediately. In this case, he was forced to leave their official duties and had to perform the duties of his substantive at other times. This led to its essential task and can not be piled up. This condition occurs due to lack of members.

In conclusion, the results obtained from the respondents interviewed in prison Pengkalan Chepa prison officers found most dissatisfied with a lot of workload. Most of the prison officer in question said they are burdened with a variety of duties that tough. They feel that there is no excitement at the thought of working a side job given. They do not wish to state that the institution is not fair, but they feel aggrieved as provided in various positions, but some other members who were not involved.

Respondant A and B stated that he had to complete tasks assigned outside the office. They bring back the assignment to be completed at home. This is due to not enough time in prison. Furthermore infrastructure provided in prison is not sufficient. For example, computer facilities available are inadequate and are not supplied in the settlements. They had to use the computer prepared in the office of General and

controls. Besides, they have to share with other members. Therefore, he had to wait their turn to complete the assignment.

Respondant C and D indicated that he had to complete a given task while on duty. This is because since the assignment of that had to be completed as soon as possible. If not executed while on duty, then the task will not be completed as prescribed. In completing this assignment, he was forced to leave the area designated as the work area is not provided with computer facilities. Therefore, he had to ask permission to get out of duty toward the General's office to use the computer.

It was found that most respondents were interviewed stated that they had to complete the task side while on duty. In this case, it was found that most of the respondents were forced to leave their official duties while to complete tasks that must be completed side. Some even had to bring back the home assignments. This will lead to their break time at home had to be used to complete the assignment. This also leads to time with the family members had to be sacrificed and causes stress to family and members.

A respondent agree with the question asked. They state that, when the side had to complete the task, they had to be given a special task ethyl. When this occurs, the placement of a member on duty will be reduced. In this case, the level of security and monitoring of prisoners cannot be done thoroughly. This will lead to potential dropouts or checks cannot be carried out as required. This causes performance to decline prison.

Respondant B also strongly agree with this statement. When there is a program or other work that needs to be completed, will reduce members will be on duty on that day. This will make it difficult for members to block distribution. When this happens, the level of oversight and supervision of prisoners cannot be executed properly. When

this occurs, the possibility of the occurrence of unwanted items will increase. This also will cause performance to decrease prison and raised concerns of society to prison

Respondant F also agreed with this question. In carrying out the assignment, they had to use the time to complete the work on the block assignment. Sometimes had to leave the matter in the block just to complete the task. This situation will cause concern in the block had to be postponed. On the side to complete the task assigned, the assignment on the block had to be sacrificed.

Respondant H stated that it affects the performance of the prison. As we all know, the job of a prison officer is escorting prisoners and ensure they are kept under control without any problem. But due to the assignment side had to be resolved, then escorts the prisoner will be loose. This is because, they will focus more on the tasks assigned to ensure that it can be completed as soon as possible. This coupled with the lack of personnel on duty in a block greatly complicates the situation. Without good supervision, prisoners will try to find an opportunity to render the activities illegal. Therefore, when the occurrence of a problem in the prison, it will drop the performance and image of the prison department.

According to the respondents E which is the longest in prison. He said that the task of prison officers now no longer like the old days. Ancient duty prison officers are guarding and escorting prisoners. But now, all kinds of work to be done by prison officers. So much so that a side job more than their official duties. He also noted that one of the reasons older people early retirement due to workload now. They are no longer interested to continue to serve and took the decision to retire earlier than they should.

In conclusion, the result of an interview conducted indicated that most of the respondents were forced to leave their official duties for the time being to perform their

duties side. As long as they leave their official duties, they have led to control their workplace had to be left to other members. This will result in fewer personnel to supervise the prisoners. In the event of incidents beyond our control, it will lead to prison performance will drop.

Referring to interviews conducted with respondents, found most of them agreed and said that the office side is given to an employee shall be reviewed. Review and re-evaluation is essential to ensure the effective pressure on the officials who were given the task.

They also agreed and suggested that the administration review the method of distribution of ancillary tasks. Allocation and distribution as a whole to all employees without discrimination or favoritism.

Provision of a part-time job should involve all the officers there. Do not just give it to a member or officer of the same extent that many have had to take on the task. While that is not given a task side will continue to be so quiet. Fair and equitable distribution would help reduce the burden and thus reduce the pressure on elected officials.

They also stated that the provision of consolation from management will also help enhance employee performance. They will feel rewarded for their efforts and contributions made in carrying out the side. They do not ask for more, but just to show appreciation for the contribution burden and they have to deliver.

Through interviews conducted in Pengkalan Chepa prison, has found that the answers provided in relation to the burden faced especially for a side job is it affect the quality of employees. They state that the burden incurred is too much. Sometimes they had to make sacrifices in terms of time, commitment to family and the time they leave the family.

Overall respondents who admitted that they found quite overburdened and too tired when at one time they had to deal with another task-override. Do not have time to complete a task side, dating back one assignment to another. This is too burdening and exhausting them.

They also admit that, sometimes they're too stressed out by the situation experienced. But because the task entrusted to them my best to finish the task given field even if they rebelled.

According to them, when doing business in a state of extremely high pressure, the results were not as expected. This time will also affect the performance of the prison itself.

When their performance is not as expected, the performance of the prison will also fall. When this occurs, the respondents also acknowledge their moral will also fall when not being able to improve the performance of prison. It also increases the rate pressure on prison officials and so will result in them feeling frustrated and desperate.

CHAPTER 5

DISCUSSION, RECOMMENDATION AND CONCLUSION

5.1 Introduction

This chapter, will discuss in further the connection on recommendations and conclusions of the study results that have been obtained on the basis of interviews and discussions that have been made in chapter 4. Among the research questions that will be discussed is based on objective studies that have been developed in chapter 1. Through the objectives discussed by the researchers in this study refers to the relevancy of workload amongs the Pengkalan Chepa's prison staffs, to study on the performance of the Pengkalan Chepa prison, to evaluate the relationship between workload of staff and prison's officers performance. Extensive discussions and clearly will be discussed by researchers for more comprehensive. Researchers also will present some effective proposals based on the findings that have been discussed earlier. It is also hoped that further research be undertaken to better and quality. In this case, the use of qualitative methods were used, namely through the use of interviews. Respondents were drawn approximately 8 officers and members of the Pengkalan Chepa Prison in Kelantan.

5.2 Discussions of findings

In this topic, the researcher will discuss the related objectives of the study are contained in chapter 1

5.2.1 The relevancy of workload amongs the Pengkalan Chepa's prison staffs

This section discusses the relevancy of workload amongs the Pengkalan Chepa's prison staffs. In this study, have been raised a number of questions to the respondents in Pengkalan Chepa prison that involve interviews. As a result of the findings in chapter 4, was found to overall respondents interviewed have indicated that they have been burdened with the task of increasing the field. Existing official duties are not able to fully resolve, coupled with the rising side job. They also stated that, in making sure the job was done side, they had to divide the allotted time to run the true task . Sometimes they have to spend a lot of time to complete this task. The side had once made them unable to focus in carrying out tasks essential when thinking side too demanding.

Results from studies conducted have also found that they had encountered this situation piled workloads. Essential task which had to be completed in the end had to be deferred in the other side to ensure that the task can be completed. Assignment prison officers now no longer simply control the prisoners, but had to do side tasks involving the department.

5.2.2 To study on the performance officers of Pengkalan Chepa prison

This section discusses to study on the performance of the Pengkalan Chepa prison. Through the interview conducted, it was found that the impact of workload on the side, it has given impact or affect the performance of the prison. This can be seen when the total respondents interviewed stated that they had to sacrifice their official duties solely to ensure ancillary tasks can be carried out.

The results of the interviews also showed that, when officials had to leave the temporary assignment is blocked, then the inspection assignment had to be taken over by other staff. When this happens, the process of security control will not apply across the board. Security has also become loose because of power constraints of the personnel on duty. In this case, the possibility of the occurrence of the contingency involving security will be high.

The findings have also found all affairs, especially in matters involving the interests of the blocks had to be postponed to another day. For example, if a prisoner wanted to ask something, then it had to be postponed to the next day due to lack of staff to manage these things. When forced to postpone the other day, this will cause dissatisfaction among the prisoners. This item is feared will cause them to rebel and do something that is out of control.

Overall, the survey respondents found they had to sacrifice time with their official duties solely to complete the tasks assigned side. If not, they can not perform ancillary tasks such as required by the department.

5.2.3 Evaluate the relationship between workload of staff and prison's officers performance.

In this context, it will discuss the related evaluate the relationship between workload of staff and prison's officers performance. Through discussions are ongoing, have found that this task will result in excessive employee was charged with the task side will experience high stress. When this happens, it will also indirectly affect the performance of the prison, although not extensive, but the effect will be seen.

Productive workers will improve the performance of the host organization. Excellence is an employee depends on how they perform their duties in the organization. But if the organization is not able to provide satisfaction and a fun in the work, it is not possible organizational performance can be increased as required. Actual performance of an employee will help improve the performance of the prison department.

It is clear here that the performance of an organization is dependent on the performance of their employees. If the employee had not been able to improve their performance, to be sure the organization will not be able to improve their performance. Therefore, the performance of the organization is to be in line with the performance of the employee even if the employee is subordinate.

5.3 Recommendation

In the light of the study findings, analysis, discussion and conclusion drawn, the following recommendations are made.

5.3.1 Recommendation an action

The research about Pengkalan Chepa “prison’s officers performance” in relation to the work life balance of the staff. The problem studied and discussed above will actually be overcome or minimized if the administration looked and saw the back side of the scope or tasks that have been entrusted to the prison officials. If this is in view and take action, there would have problems in between assignments surplus staff should be overcome. Should what is important is the administration should look back at the

side do list that has been distributed to an officer. Distribution is right and just be able to help ease the burden and the burden experienced by some officials.

Based on interviews conducted against officials involved, found on average per employee in office side at least two positions in each field. This indicates that the assignment held side is more than essential task that should be carried by them. Therefore, there is grumbling and complaints from officers involved related assignments. The question arises from their minds, they are asked where they are officers of other officers. Do they have the privilege or otherwise.

There were respondents who said that when posed the question of why too many areas outside the duty given to him, then the answer received from the management body who is qualified to hold this job. But is it worth an officer holding the post too much even if the employee is eligible. This was supposed to be serious in view of the management. Distribute the first assignment to all employees and give them another chance to present themselves. Do not put those who are not eligible, but give credence to them to perform a given task.

With the allocation of duties to all employees is a very good step in to curb the pressure on staff. This distribution will help increase employee motivation already be burdened with their official duties. At the same time will be able to restore joy and pleasure to work among the staff involved. This will help them to more earnestly carry out their official duties without overloading. With the distribution division, they will be able to use the time you have for yourself and your family.

5.3.2 Recommendations for further study

In conclusion, this study has shown that most of the officers involved in this study burdened with tasks conferred side those involved were forced to sacrifice their time and spend much time in executing the task entrusted. Someone should bring home assignments. Following dumping tasks, they can not deliver excellent results.

In addition, the time for officials involved in the management of its essential tasks are affected as well. This matter should be taken seriously as an essential task is more important. If something unexpected happens, the employee involved will also be to blame. Despite the fact that they had to leave their official duties in order to ensure that the task could be completed as expected by the manager. It is this situation that has disease the officers involved. They are torn between their official duties and assignments were given side.

Therefore, to give justice to all parties of the officials involved nor the prison department, ongoing studies must made. Ongoing studies will be able to give justice to all. Through research conducted at the present time would be able to build human capital to come. Therefore, the administration should not be looked deserted anything raised by the officers involved. They should take appropriate measures to ensure that duplication of tasks side is no longer valid. This is to ensure the prosperity and welfare of the officers involved and to pursue excellence in the officer as required.

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