

Conceptualizing the relationship between stress, job satisfaction and job performance using the job demand control support theory: The case of firefighters in Malaysia

ABSTRACT

Malaysia's Fire and Rescue Department is the country's primary rescue organisation. However, in recent years, severe issues of stress affecting firefighters' job performance have been exposed in the media. The study aims to delve deeper into this topic by conceptualizing the impact of stress on job satisfaction and performance. The issue is conceptualized employing Karasek et al. (1988)'s Job Demand Control Support theory, which anticipated that the consequences of work stress or psychiatric illness are caused by the combination of job demand and job control. In terms of theoretical contributions, the study has enriched knowledge of JDCS theory in the context of firefighters in Malaysia. Meanwhile, in terms of human resource management contributions, this conceptualization will assist the Malaysian Fire and Rescue Department in better understanding the effects of stress on job performance and satisfaction, contributing to the emergence of efficient human resource policies to improve employee retention.