

## **The relationship between work and non-work stress towards job performance and satisfaction among firefighters in Sabah, Malaysia: a conceptualization**

### **ABSTRACT**

The Fire and Rescue Department in Malaysia is the main rescue agency in the country. The main function of this department includes to extinguish, resist, prevent, and control fires, to protect lives and property during fires and during non-fire emergencies as well as other functions as required in section 5, Fire Services Act 1988. However, in the past few years there are serious issues of stress influencing firefighters job performance highlighted is the mass medias. Therefore, the research attempts to further examine this issue by conceptualizing the relationship between work and non-work stress on job performance as well as to examine the mediating role of job satisfaction. The conceptualization of the issue is based on the Job Demand Control Support (JDCS) theory by [18]. which predicted that the effects of work stress or psychological illness result from the interaction of job demand and job control. In turn, it will have a negative impact on performance and job satisfaction. There are two main contributions of the study. In relations to theoretical contributions, the study has enriched and expanded the understanding of JDCS theory in the context of firefighters in the State of Sabah, Malaysia. Meanwhile, in terms of human resource management contributions, the results of this study will help the Fire and Rescue Department of Malaysia to better understand the consequences of work and nonwork related stress towards job performance and satisfaction, which eventually proposes efficient and sound human resource policies to improve employee desire to work, attraction, retention and motivation.