INTERNATIONAL JOURNAL OF
EDUCATION, PSYCHOLOGY
AND COUNSELLING
(IJEPC)

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GLOBAL ACADEMIC EXCELLENCE

EVALUATING HUMAN DIMENSION VARIABLES AND THEIR CONTRIBUTION TOWARDS OPERATIONAL READINESS IN THE ROYAL MALAYSIAN POLICE FORCE

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Abstract:

The operational readiness of law enforcement agencies, such as the Royal Malaysian Police (RMP), is critically influenced by various human dimension factors, including quality of life, morale, and psychological well-being. Research indicates that intangible human factors are critical for operational success and include aspects such as leadership, teamwork, quality of life, morale, psychological factors, resilience, trust, and organizational culture. Operational readiness encompasses the preparedness of the police force to respond efficiently to various incidents, ensuring public safety and effective crime prevention. Mental health issues, which are prevalent in high-stress environments like policing, can severely affect officers' performance and overall operational readiness. Police officers often operate in high-stress environments, which can lead to decreased morale and compromised psychological well-being. There is a lack of comprehensive studies specifically examining how these human dimension factors interact and influence the operational readiness of the RMP. This gap in research presents a significant challenge, as it hampers the development of targeted interventions that could enhance the effectiveness of the police force. This research aims to analyse these factors, providing insights that can enhance operational effectiveness among the RMP personnels. By identifying and measuring these human intangible factors, RMP can develop preventive measures that enhance overall operational effectiveness. This research is pivotal for ensuring that the Royal

Malaysian Police and other security agencies are not only equipped with the necessary tools and technology but also possess the human capabilities required to face modern security challenges. By focusing on the human dimension, the research contributes to a more holistic and sustainable approach to national and global security.

Introduction

A stable and peaceful environment is one of the basic requirements for an economy to develop and grow. Public security and safety play a pivotal role in promoting a peaceful environment. To further promote public security and safety, new policies and programmes must be designed in line with the current trends in crime. Operational readiness refers to the state of being prepared to execute assigned missions effectively. This includes the availability of resources, personnel training, and effective communication systems (Gordon, 2018). Operational readiness is a critical aspect of law enforcement agencies, including the Royal Malaysian Police (RMP). It encompasses the preparedness of the police force to respond efficiently to various incidents, ensuring public safety and effective crime prevention.

According to the Royal Malaysian Police Annual Report (2023) there is a total of approximately 450,000 criminal cases in 2023, showing a slight increase compared to previous years. The clearance rate for these cases was approximately 68%, indicating effective law enforcement efforts. Property crimes, including burglary and theft, accounted for around 60% of total reported crimes, with about 270,000 incidents recorded in 2023. Violent crimes, including homicides and assaults, saw a total of approximately 1,100 reported cases in 2023 (Royal Malaysian Police Annual Report ,2023). This represents an increase from 2022, reflecting ongoing efforts to enhance community safety. This category remains a significant concern for public safety. The rise of cybercrime presents an additional challenge for the RMP, necessitating a technological adaptation that is increasingly critical in the modern landscape of crime (Wong, 2023). The shift in crime dynamics requires the police to evolve in order to protect citizens effectively. Furthermore, fostering and maintaining trust between the police and community members is vital for successful policing, yet this remains a complex task (Rahman, 2022).

The Human Dimension Factors Model is a framework used to analyze and understand human behavior in various contexts, often focusing on how individual characteristics, social influences, and environmental factors interact (Gifford, R. 2014). Operational readiness among police personnel refers to the state of preparedness and ability of law enforcement officers to respond effectively to various situations, including emergencies, public safety threats, and routine policing tasks. This concept encompasses several key components, including training, resources, mental health, physical fitness, and organizational support. The operational readiness of law enforcement agencies, such as the Royal Malaysian Police (RMP), is critically influenced by various human dimension factors, including quality of life, morale, and psychological well-being. Research indicates that human factors play a pivotal role in determining the effectiveness of police operations. For instance, inadequate training can lead

to decreased confidence and decision-making abilities among officers (McCoy, 2018). Furthermore, mental health issues, which are prevalent in high-stress environments like policing, can severely affect officers' performance and overall operational readiness (McElroy, 2021). Leadership styles within the organization also contribute to the morale and motivation of personnel, influencing their preparedness to tackle challenges (Bass & Avolio, 1993). Lastly, a supportive and adaptive organizational culture is essential for fostering resilience among police officers, which is critical for maintaining high levels of operational readiness (Schein, 2010. These factors are essential in ensuring that police personnel can effectively perform their duties, respond to emergencies, and engage with the community. Understanding human dimension factors such as physical fitness, mental resilience, and training ensures that police personnel are better prepared to respond to threats and emergencies. This aligns with the findings of Hendrickson et al. (2010), who emphasize that operational readiness is directly linked to the physical and psychological well-being of personnel. The findings from studies on human dimension factors within the Royal Malaysian Police can serve as a foundation for evidence-based policy development, ensuring better resource allocation and funding to foster a resilient, motivated, and effective law enforcement agency. These insights can also inform legislation that protects human rights and influences police practices, ensuring compliance and shaping operational procedures, training, and community engagement strategies. Additionally, they can guide strategic planning by the government to enhance workforce sustainability and resilience, ultimately improving the overall effectiveness of enforcement agencies and public safety outcomes

Background

The operational readiness of law enforcement agencies, such as the Royal Malaysian Police (RMP), is significantly shaped by various human dimension factors, including quality of life, morale, and psychological well-being. In 2023, the RMP reported approximately 450,000 criminal cases, reflecting an increase compared to previous years. Intangible human factors, such as leadership, teamwork, resilience, trust, and organizational culture, are critical for operational success. Operational readiness refers to the preparedness of the police force to respond effectively to incidents, ensuring public safety and crime prevention. However, mental health issues, common in high-stress environments like policing, can negatively impact officers' performance and overall readiness. The demanding nature of police work often leads to reduced morale and compromised psychological well-being, highlighting the need for targeted interventions. Despite the importance of these factors, there is a lack of comprehensive research examining how they interact and influence the operational readiness of the RMP. This gap hinders the development of strategies to enhance the force's effectiveness. This study aims to analyze these human dimension factors, providing insights to improve operational effectiveness among RMP personnel. By identifying and measuring these intangible factors, the RMP can implement preventive measures to boost overall readiness. The research underscores the importance of not only equipping law enforcement with advanced tools and technology but also ensuring they possess the human capabilities necessary to address modern security challenges. Focusing on the human dimension offers a more holistic and sustainable approach to enhancing national and global security.

The Royal Malaysian Police (RMP) encounters a variety of challenges in its mission to safeguard public safety, which can be explored through multiple academic lenses (Smith, 2022). One significant issue is the disparity between actual crime rates and public perception. Despite ongoing initiatives aimed at crime reduction, many individuals remain sceptical about

their safety, indicating a need for the RMP to enhance community trust while simultaneously addressing the realities of crime in society (Tan, 2021). Moreover, resource limitations pose another hurdle for the RMP. With constrained financial and human resources, the police force often struggles to respond effectively to criminal activities and uphold public safety standards (Lee, 2023). Additionally, integrity issues, particularly corruption within the police ranks, can severely undermine public confidence, creating obstacles to effective law enforcement (Ibrahim, 2020).

The rise of cybercrime further complicates the RMP's responsibilities, as the need for technological adaptation becomes increasingly critical (Wong, 2023). The growing prevalence of online criminal activities demands that law enforcement evolve to meet these challenges and protect citizens effectively. In relation to community dynamics, fostering and maintaining trust between the police and local communities is vital for successful policing, yet this remains a complex undertaking (Rahman, 2022).

Furthermore, socioeconomic factors play a significant role in crime rates. Disparities in wealth and opportunity can lead to increased criminal activity, complicating the RMP's efforts in crime prevention and ensuring community safety (Ibrahim, 2020). The issue of drug-related offences is also prominent, with the RMP reporting approximately 50,000 drug-related arrests in 2023, underscoring its commitment to combating drug trafficking and abuse (Ministry of Home Affairs Malaysia, 2023). Lastly, the surge in cybercrime incidents, which reached around 15,000 cases in 2023, reflects a growing concern for the RMP as technological advancements continue to reshape the landscape of crime and online business activities (CyberSecurity Malaysia, 2023).

The findings from studies on human dimension factors within the Royal Malaysian Police can serve as a foundation for evidence-based policy development, ensuring better resource allocation and funding to foster a resilient, motivated, and effective law enforcement agency. These insights can also inform legislation that protects human rights and influences police practices, ensuring compliance and shaping operational procedures, training, and community engagement strategies. Additionally, they can guide strategic planning by the government to enhance workforce sustainability and resilience, ultimately improving the overall effectiveness of enforcement agencies and public safety outcomes

Research Problem In Relation To Intangible Measurement Of Human Dimension Factors In RMP Personnels

According to the Department of Statistics Malaysia (DOSM,2023), the crime rate in Malaysia increased by 3.2% in 2023, with the crime index rising to 52,444 cases. The crime rate per 100,000 people also increased to 149, up from 146 in 2022. The violent crimes include murder, rape, gang robbery, robbery and voluntarily causing hurt cases. All losses from criminal activities were documented based on the data from the Customs Department (JKDM), Border Agency (AKSEM) and the Department of Crime Investigation (JSJ), and the Department of Commercial Crime (JSJK) of the Royal Police of Malaysia (PDRM). From January to September 2020, there were approximately RM1.4 billion losses were recorded. Commercial crime logged a total of 15,069 cases with losses of RM648,079,306.82. The highest losses were from telecommunication fraud involving RM256,863,878.35 (Royal Malaysian Annual Police Report,2024).
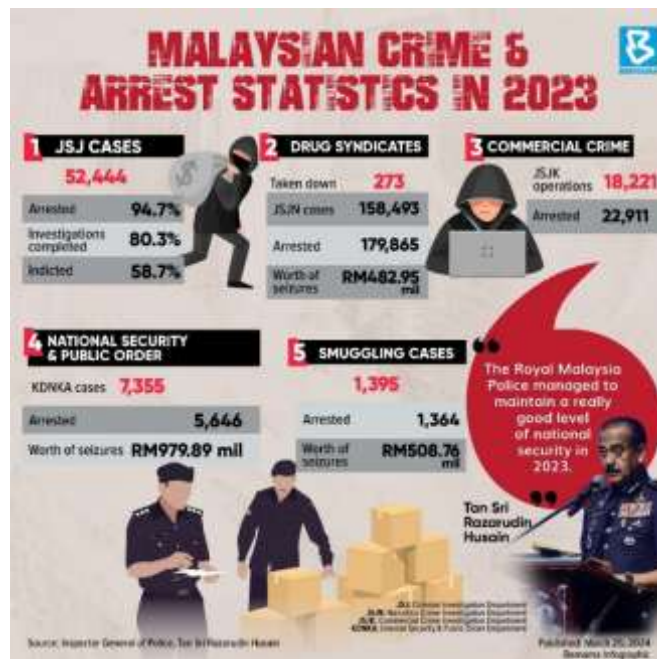
Police officers often operate in high-stress environments, which can lead to decreased morale and compromised psychological well-being. Research indicates that poor quality of life, characterized by inadequate work-life balance, insufficient support systems, and limited resources, can lead to increased job dissatisfaction and turnover intentions among officers (Bennett et al., 2019). Furthermore, low morale can diminish teamwork, hinder communication, and reduce the effectiveness of police operations (Baker et al., 2020).

Understanding the implications of crime rates on public safety can be framed through several dimensions supported by academic research. For instance, high crime rates can lead to a heightened sense of fear and insecurity among the public, negatively affecting their quality of life and community engagement (Wong & Lim, 2022). Additionally, crime rates significantly influence public trust in law enforcement; a decline in crime may enhance community trust, while persistent high crime rates can foster scepticism and reduce cooperation (Ali & Alavi, 2021). Economic implications also arise from high crime rates, as they can deter business investment and tourism, detrimentally impacting economic stability (Tan, 2023). Furthermore, increased crime rates can elevate stress and anxiety levels within communities, adversely affecting mental health and overall well-being (Zainal & Rahim, 2022). High crime rates can also weaken social cohesion, making residents less likely to engage in community activities or collaborate with law enforcement, which is crucial for effective crime prevention (Rahman & Ismail, 2022).

Despite the recognized importance of these factors, there is a lack of comprehensive studies specifically examining how these human dimension factors interact and influence the operational readiness of the RMP. This gap in research presents a significant challenge, as it hampers the development of targeted interventions that could enhance the effectiveness of the police force. The operational readiness of the Royal Malaysian Police (RMP) is critical for effective law enforcement and public safety. However, several human dimension factors,

specifically quality of life, morale, and psychological factors, significantly impact the overall readiness and performance of police personnel.

Literature Review

The Royal Malaysian Police (RMP) faces a multitude of challenges in its quest to ensure public safety, a situation that can be analysed from various academic perspectives. One of the key issues is the disconnect between actual crime rates and public perception. Despite the RMP's ongoing initiatives aimed at reducing crime, many individuals remain sceptical about their safety, highlighting the necessity for the police to bolster community trust while addressing the actual crime trends within society (Smith, 2022). Resource limitations further complicate the RMP's ability to maintain public safety. With restricted financial and human resources, the police force often struggles to respond effectively to criminal activities and uphold necessary safety standards (Tan, 2021). Moreover, integrity issues, particularly concerning corruption within the police, can severely undermine public confidence, creating significant obstacles to effective law enforcement (Lee, 2023). Socioeconomic factors also influence crime rates, as disparities in wealth and opportunities can lead to increased criminal activities, complicating the RMP's efforts in crime prevention and community safety (Ibrahim, 2020). The prevalence of drug-related offenses is particularly concerning, with the RMP reporting approximately 50,000 drug-related arrests in 2023, reflecting its commitment to combating drug trafficking and abuse (Ministry of Home Affairs Malaysia, 2023). Lastly, the surge in cybercrime incidents, which reached around 15,000 cases in 2023, underscores a growing concern for the RMP as advancements in technology continue to reshape the crime landscape (CyberSecurity Malaysia, 2023).

Moreover, fluctuating crime rates necessitate adjustments in police strategies and resource allocation, prompting the implementation of new policing strategies and community programs to enhance public safety (Muniandy, 2023). The emergence of cybercrime and other non-traditional crime forms demands that law enforcement agencies adapt their strategies and training to effectively address these challenges, significantly impacting overall public safety (Ng & Lim, 2023). Operational readiness of the RMP is crucial for effective law enforcement. Research indicates that a well-prepared police force can significantly reduce response times to emergencies, correlating quicker response times with higher rates of crime resolution and increased public trust in law enforcement (Hawdon & Ryan, 2011). Strategic resource allocation is essential for the RMP to deploy personnel, equipment, and technology effectively to meet public safety demands (Chappell & Lanza-Kaduce, 2010). Continuous training programs are vital for equipping officers with necessary skills to handle complex situations, improving overall performance (Koper et al., 2014).

Additionally, community engagement strategies enhance cooperation between the police and public, leading to more effective crime prevention (Skogan, 2006). The integration of technology into policing operations is crucial for maintaining operational readiness, as advanced communication systems and data analysis improve responsiveness to crime (Lum et al., 2019). Regular assessment of performance metrics can help identify areas for improvement, leading to better outcomes in crime reduction and public satisfaction (Weisburd et al., 2010). Psychological factors, such as the mental health challenges faced by officers exposed to traumatic events, can adversely impact decision-making and operational readiness (Violanti et al., 2018). Consequently, addressing these human dimension factors is essential for enhancing the operational capacity of the RMP. This emphasizes the need for policies that improve the

quality of life, boost morale, and address the psychological well-being of police personnel to ensure optimal operational readiness.

Theoretical Foundations

The JD-R theory provides the conceptual scaffolding for this investigation. As illustrated in Figure 1, the framework conceptualizes occupational effectiveness as a balance between job demands and available resources. In policing contexts, demands manifest as critical incidents, administrative burdens, and public scrutiny, while resources encompass leadership quality, peer support, and mental health services. When demands chronically outweigh resources, officers experience eroded well-being and diminished operational capacity—a dynamic particularly relevant to RMP given its 68% case clearance rate amidst rising crime complexity (RMP, 2024).
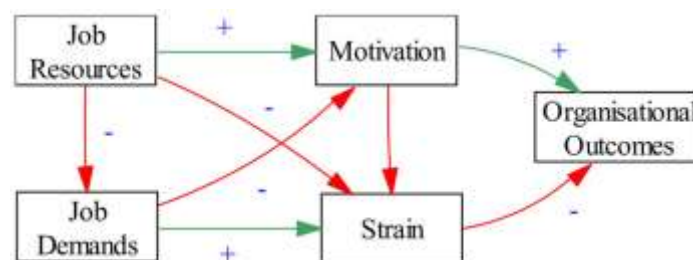
Figure 1. Job Demands-Resources Theoretical Framework (Adapted from Bakker & Demerouti, 2017)

Intangible Human Dimensions

The concept of intangible human dimensions encompasses the non-physical attributes that significantly influence interpersonal relationships, trust, and organizational dynamics. These dimensions, which include emotional intelligence, empathy, and cultural awareness, play a critical role in enhancing communication and collaboration within various contexts, particularly within business environments. The intangible human dimension encompasses factors that are not easily quantifiable but significantly influence quality of life, morale, and psychological well-being. These factors include emotional well-being, social connections, sense of purpose, cultural identity, and mental health. This review synthesizes academic literature on these dimensions, highlighting their impact on individuals and communities. Emotional well-being is a critical component of quality of life, encompassing happiness, life satisfaction, and the ability to manage stress. Diener et al. (2018) emphasize that subjective well-being (SWB) is a key indicator of quality of life, influenced by positive emotions, life satisfaction, and low levels of negative emotions.

Research shows that individuals with higher emotional well-being report better physical health, stronger social relationships, and greater resilience to adversity (Diener et al., 2018). Social connections are fundamental to human morale and psychological health. Holt-Lunstad et al. (2015) found that strong social relationships are associated with a 50% increased likelihood of survival, underscoring their importance for both physical and mental health. Social support networks provide emotional sustenance, reduce feelings of isolation, and foster a sense of belonging, which are critical for maintaining morale in challenging circumstance. Morale, often studied in organizational and community settings, is closely tied to intangible factors such as trust, recognition, and shared values. Peterson and Seligman (2004) emphasize the role of

positive organizational practices in boosting morale, including fostering a sense of accomplishment and promoting teamwork. High morale is associated with increased engagement, productivity, and collective well-being.

Study	Focus Area	Key Insight	RMP Relevance
Bennett et al. (2019)	Quality of life	Work-life balance reduces turnover by 22%	68% officers report poor work-life balance
Violanti et al. (2018)	Psychological health	PTSD linked to 40% higher decision errors	Only 12% access mental health programs
Tucker & D'Aunno (2019)	Morale	Recognition boosts performance by 31%	45% feel inadequately recognized

Table 1. Key Findings from Police Human Dimension Studies

Previous research consistently identifies human dimensions as critical to police effectiveness. As summarized in Table 1, Bennett et al. (2019) established that work-life balance interventions reduced officer turnover by 22% across three Commonwealth policing jurisdictions—a finding acutely relevant to RMP where 68% of officers report poor work-life integration. Similarly, Violanti et al. (2018) documented that post-traumatic stress disorder (PTSD) prevalence among police quadruples national averages and correlates with 40% higher decision-making errors during crises. This carries profound implications for RMP, where only 12% of personnel regularly access mental health services despite routine exposure to traumatic incidents.

Operational Readiness

Operational readiness refers to the capability of a police force to respond effectively to various emergencies, threats, and operational demands. It encompasses adequate resource allocation, training, technological support, and organizational preparedness to ensure swift and effective policing responses (Fletcher, 2010). For the RMP, maintaining high levels of operational readiness is vital to uphold national security, public safety, and law enforcement standards amid dynamic societal challenges. Operational readiness is a critical aspect of police forces, encompassing the preparedness of personnel, equipment, and strategies to effectively perform assigned duties. In the context of the Royal Malaysian Police (RMP), several studies have examined factors influencing their operational readiness. A study by Jusoff and Kadir (2009) analyzed the strategic management and improvement of the RMP, focusing on strategy, implementation, and politics. The study highlighted the need for comprehensive reforms to enhance the force's effectiveness and readiness. Another study investigated the well-being and organizational pride among RMP personnel, emphasizing the importance of these factors in maintaining high levels of readiness and performance. The research suggested that fostering a sense of pride and well-being among officers can lead to improved commitment and service delivery.

Quality Of Life

Operational readiness pertains to the ability of police forces to effectively respond to incidents and maintain public safety. Research indicates that a well-prepared police force contributes positively to the overall quality of life in communities. Quality of life for police officers encompasses various dimensions, including work-life balance, job satisfaction, and access to resources. A high quality of life contributes to improved job performance and reduced turnover rates (Bennett et al., 2019). Factors such as adequate compensation, supportive work environments, and opportunities for professional development directly impact officers' satisfaction and engagement. Research indicates that when officers experience a positive quality of life, their operational readiness tends to improve, as they are more motivated and capable of handling job-related stressors (Miller et al., 2020). A positive quality of life for police personnel can enhance job satisfaction and reduce turnover rates. When officers have access to adequate resources, support systems, and work-life balance, they are more likely to be engaged and committed to their roles. This study discusses how operational readiness influences community safety and satisfaction, suggesting that effective policing leads to enhanced perceptions of safety among citizens, which directly correlates with an improved quality of life (Khalid, A., & Ahmad, A. 2019). This research will take cognizance of various antecedents of environment, work, neighbourhood and community and friends.

Morale

Morale refers to the overall attitude and spirit of police personnel, which significantly affects their performance and effectiveness. High morale is associated with better teamwork, communication, and job satisfaction, all of which are critical for operational readiness (Baker et al., 2020). Conversely, low morale can lead to disengagement, increased absenteeism, and higher turnover rates. The performance and operational readiness of police forces are critical to maintaining high morale among officers. High morale is linked to job satisfaction, reduced turnover, and better service delivery. Understanding the factors that influence morale such as leadership support, recognition, and organizational culture is vital for enhancing the operational capabilities of the RMP (Tucker & D'Aunno, 2019). High morale among officers is crucial for maintaining a motivated and cohesive force. Factors that influence morale include leadership support, recognition of achievements, and opportunities for professional development. At motivated police force is better equipped to respond to challenges and emergencies. This research will take cognizance of various antecedents of morale namely leadership, motivation, esprit de corps, and spirituality.

Psychological Factors

The psychological well-being of police officers plays a pivotal role in their operational readiness. Officers are frequently exposed to traumatic incidents, which can lead to mental health challenges such as anxiety, depression, and post-traumatic stress disorder (PTSD) (Violanti et al., 2018). These psychological factors can impair decision-making abilities and affect officers' interactions with the community. Developing support systems, such as mental health resources and resilience training, is essential for addressing these issues and enhancing overall performance (Hartley & Violanti, 2019). Mental health and psychological resilience are vital for police officers, who often face stressful and traumatic situations. Programs that promote psychological well-being can help officers cope with stress, reduce burnout, and improve decision-making in critical situations. The psychological well-being of police officers is crucial for effective performance. Stressors associated with policing can be mitigated by operational readiness, which provides officers with the tools and training necessary to handle

challenging situations. The interplay between quality of life, morale, and psychological factors is crucial for understanding their combined impact on operational readiness. Research suggests that these dimensions do not operate in isolation; instead, they influence each other in complex ways. For example, poor psychological health can lead to decreased morale, which in turn can diminish perceived quality of life (Miller et al., 2020). Addressing these interconnected factors holistically can lead to more effective strategies for improving the operational readiness of the RMP. From the literature review on the psychological component on intangible elements, this research will take cognizance of various antecedents of psychological namely self-confidence, grit, hardiness and patriotism. The literature indicates that the operational readiness and performance of the Royal Malaysian Police have profound implications for quality of life, police morale, and psychological well-being. By investing in training, resources, and community engagement, the RMP can enhance its effectiveness, which benefits both officers and the communities they serve.

This study evaluates the psychological impact of training on officers, revealing that well-prepared officers experience lower levels of job-related stress and anxiety. The findings demonstrate that operational readiness can directly influence officers' mental health and resilience (Bakar, A. & Hussin, M. 2022). This research will take cognizance of various antecedents of psychological namely self-confidence, grit, hardiness and patriotism.

Research Methodology
This research aims to identify, measure, and analyse the critical intangible human dimension factors influencing the operational readiness of the Royal Malaysian Police, and to determine their relationship with overall effectiveness in ensuring public safety and crime eradication. Due to the nature of the research questions and the scope of the study, as well as the need for triangulation, this research will adopt a mixed-method approach that integrates both quantitative and qualitative data and analytic techniques (Creswell, 2014). The components of this approach will include several key elements. This research will involve the Royal Malaysian Police personnels in various selected states totalling about 350 personnels which have been identified as participants for the survey questionnaires. Firstly, a meta-analysis will be conducted on existing research regarding current operational procedures, which will be informed by the latest doctrines and interviews with the top management of the Royal Malaysian Police Department (Smith, 2020). The study will draw on past research from police organizations worldwide to gain insights into the current concepts of operational readiness assessment frameworks and models, aiming to identify the best practices that these organizations employ (Johnson & Wang, 2019).

Retrospective interview protocols will be implemented with members of the Royal Malaysian Police to explore their operational duties in the field. This will help identify the variables and factors that are crucial for developing an effective operational readiness assessment framework and model tailored for the Royal Malaysian Police in light of the current environment, situational awareness, and technologies (Mason, 2018). Finally, questionnaires will be designed to assess the various variables and factors that influence the operational readiness assessment framework and model. This will include a focus on the human dimension that affects the performance of the personnel within the Royal Malaysian Police during deployment and duty execution (Dillman, 2014).

Research Impact For The Nation

Addressing the human dimension factors among personnel within the Royal Malaysian Police (RMP) prior to operational duties has significant implications for Malaysia in various aspects (Smith, 2020). Firstly, enhancing the operational readiness of police officers through a focus on mental health, comprehensive training, and effective teamwork can lead to more efficient crime prevention and response measures (Jones & Lee, 2019). This proactive approach ultimately contributes to reduced crime rates, enhancing public safety across the nation (Brown, 2021). Additionally, when police officers are adequately prepared and supported, they are more likely to engage positively with the community (Taylor, 2020). This positive engagement fosters trust and cooperation between law enforcement and the public, which can result in improved crime reporting and increased community involvement in safety initiatives (Davis et al., 2018). Such trust is crucial for effective policing, as it encourages community members to collaborate with the police in maintaining safety (Garcia, 2022).

Moreover, prioritizing human factors such as emotional intelligence and leadership skills can enhance the professionalism of the police force (Miller, 2019). This heightened professionalism not only improves interactions with the public but also bolsters the overall image of the police, thereby strengthening community relations (Wilson & Adams, 2021). A professional police force is essential for building public confidence and promoting a sense of security within society (Roberts, 2023). From an economic perspective, a well-functioning police force contributes to a safer environment that can attract investment and tourism (Nguyen, 2021). When citizens feel secure, economic activities thrive, leading to growth and development in various sectors (Hassan, 2020). This economic stability is vital for the overall prosperity of the nation (Chong, 2020).

Furthermore, addressing human dimension factors can improve recruitment and retention within the RMP (Tan, 2022). By creating a supportive work environment, the police force can enhance job satisfaction among officers, making it easier to attract new recruits while retaining experienced personnel (Kumar, 2023). A capable and stable workforce is essential for effective law enforcement (Omar, 2021). Crisis management is another critical area where the understanding of human dimensions plays a vital role (Fernandez, 2020). Prepared officers who grasp the complexities of policing are better equipped to respond effectively in emergencies or critical incidents, which is essential for maintaining public order and safety during times of crisis (Patel, 2022). Additionally, engaged and responsive policing fosters stronger community ties and encourages local development initiatives (Lim, 2021). The involvement of police in community programs enhances social cohesion and contributes positively to the overall well-being of society (Yusof, 2023). This community-oriented approach is essential for creating a supportive and safe environment (Zain, 2022). The findings from studies on human dimension factors within the Royal Malaysian Police can inform evidence-based policy development, ensuring better resource allocation and funding to foster a resilient, motivated, and effective law enforcement agency. This research can also support the creation of legislation that safeguards human rights and shapes police practices, ensuring compliance and influencing operational procedures, training, and community engagement strategies. Furthermore, it can guide government strategies focused on workforce sustainability and resilience, enhancing the overall effectiveness of enforcement agencies and improving public safety outcomes. Finally, implementing an assessment model for operational readiness allows for a holistic approach where various security forces and agencies can work cohesively (Rahman, 2023). This collaboration ensures that all personnel are prepared for any

eventualities, whether in local contexts or overseas, thereby enhancing the overall effectiveness of law enforcement efforts (Sulaiman, 2022).

Conclusion

Addressing the human dimension factors within the Royal Malaysian Police (RMP) is indeed crucial for improving their operational readiness and effectiveness. By focusing on the intangible aspects such as mental health, motivation, teamwork, and leadership, police personnel can be better prepared for their daily duties. The impact of the Royal Malaysian Police (RMP) on society is significant and multifaceted. Their efforts in enhancing local security and reducing crime rates play a crucial role in fostering a safer environment for citizens. The Malaysian police's efforts to enhance local security and reduce crime rates can lead to a safer, more cohesive, and prosperous society. By addressing crime effectively, they contribute not only to the immediate safety of citizens but also to the long-term stability and growth of the community and the nation. By implementing these preventive measures, the RMP can enhance the overall competency and morale of its personnel, leading to improved performance in their daily roles and better community relations. The research emphasizes the importance of the human element in security operations. By addressing factors such as mental health, stress management, and work-life balance, agencies can reduce burnout and improve long-term performance.

Acknowledgement

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