

Work Quality among China Police towards Customer Satisfaction

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ABSTRACT

This study examines the relationship between extrinsic motivation, intrinsic motivation, and work quality and impact towards customer satisfaction. The study aims to determine the relationship between extrinsic motivation and intrinsic motivation towards work quality among police officers. Contributing to the outcome of the study, the police work quality is analysed the relationship on customer (public) satisfaction towards police officers. This study focuses on police officers who servers the Chinese nation. Results showed the relationship between extrinsic motivation, intrinsic motivation, work quality and customer satisfaction meet criteria of Diffusion of Innovation (DOI) Theory. Based on the findings, there is a need to motivate employees to improve their work quality towards job attitude to improve the customer satisfaction. Most importantly this particular research enhancing the "work quality" of China Police department.

Keywords: Extrinsic Motivation, Intrinsic Motivation, Working Environment, Job Performance, Work Quality, and Customer satisfaction.

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INTRODUCTION

With financial changes, polices rapidly respond to and acknowledge new thoughts and qualities. The socialist belief system, with accentuation on sacrificial administration, is blurring. Albeit proficient morals have been built up for the police, monetary changes have really realized huge changes in the police framework, with the end goal that the activity of "serving the general population entire heartedly" in ordinary practice has turned out to be fairly troublesome. In the change time, the center qualities and dug in culture of the Chinese police are changing and ending up more materialistic. Different socio-social elements impact singular polices, their essential socialization, the police association, and individual polices' specific working circumstances. The prompt workplace for the police has clearly turned out to be more marketed and materialistic. These progressions normally affect the conduct of the Chinese police (GuoZhaoyang, 2009; Bindah, 2012; Eren, 2012).

Service quality is the way to fruitful task in an association. Associations with fitting methodology supporting and expanding the work viability of their representatives have a tendency to get a decent profit for that speculation and accomplish quick, powerful, and manageable promotion. Indeed, even fast development of the economy is useful for the administration security; however, there is likewise absence of representative's viability in the police institute. Conversely, an absence of fitting strategies supporting and expanding the work viability of inside representative's results in representatives being insufficient, emotionless and unfit to accomplish the coveted work execution in police forces (Teles & Pereira, 2014). Unavoidably, these poor circumstances were specifically impacted by the representatives being not able to apply every one of their abilities to address undertakings, while in the meantime, they negatively affected the change of work frameworks inside the association which brought about moderate hierarchical improvement. This is one of the primary shortcomings where the legislature of China did not merciful their workers in police foundation in like manner. Hence, the most essential thing that the office of an association can delivers to effectively enhance the

association is to not ignore expanding the work viability of representatives as this is critical to fast change in a positive and incite way.

The promotion of a market economy is probably going to be the central point causing the decrease of voluntarism and the development of fiscal motivator in the police compel. The positive interest in the social administration conveyance found in the past depended on police voluntarism. The rise of money related prizes or other material motivators shows that the Chinese police are not sure about the volunteering perspective in social administration work and that they feel that profound support isn't sufficient to spur the police. With the developing accentuation on realism amid the change period, the Chinese police have a tendency to be down to earth and utilize monetary motivators to rouse cutting edge officers. For most polices, rewards and authorizes are relied upon to be figured as far as cash, with some being remunerated rewards for additional time or additional work. This mirrors the customary good motivating force assumes just a peripheral job. "Serving the general population wholeheartedly" is still is the embodiment of police proficient morals, however, this ideological call is by all accounts inadequately honed because of having lost its financial ground (Wong, 2007; Wong, 2017). The impact of making a communist market economy, with accentuation on "paid business and the guideline of ware trade dependent on a proportionality of significant worth" has undermined the centrality of the ideological intensity of expert morals over the police compel. The Communist ideological control is blurring rapidly, and police are battling with new good limits. Shanghai is by and large thought to be sheltered with respect to other metropolitan urban communities of practically identical size. China's high conviction rate, utilization of present-day innovation in policing, and broad law authorization nearness all through the city serve to dissuade most criminal movement. Fierce violations (manslaughters, thefts, burglaries) do happen; however, the rate is moderately low thinking about the city's extensive populace (approximately 24 million out of 2016). Trivial wrongdoings (pickpocketing, charge card misrepresentation, different monetary tricks)

happen at rates predictable with earlier years (Statistical Report Bureau of Diplomatic Security, United States Department, 2016).

While there have been a few revealed occurrences of theft by power at bars/eateries, numerous cases seem to have included a variety of a similar trick. Commonly, an unfortunate casualty is welcome to a particular area for a back rub, tea, beverages, or music, regularly by an alluring neighborhood national. Once inside, the unfortunate casualty is gone up against and compelled to turn over his/her Mastercard under the danger of savagery. The Mastercards are charged a great many dollars in undelivered administrations, and the unfortunate casualty is compelled to sign the receipt. Much of the time, exploited people are discharged safe, however not before accepting further dangers of viciousness if the police are told. This pattern has happened for quite a long while. Neighborhood police are locked in, yet little is done on the grounds that the unfortunate casualties, by and large, don't report the wrongdoing until after they have withdrawn China. Police frequently appear to be reluctant to examine violations if the complainant is absent in China. In occasions where the unfortunate casualty has announced the wrongdoing to the police quickly, there has been restricted accomplishment in recuperating lost cash or assets, and proof of culprits being arraigned is rare (Zao et al, 2014). Regardless of its notoriety for being a sheltered goal, voyagers are firmly urged to stay mindful of their environment. When in doubt, lesser-created regions in real urban communities have a higher rate of wrongdoing. Measurably, more violations of chance happen amid late night/early morning hours. People acting like casually dressed polices will debilitate to require counterfeit criminal allegations against an injured individual. A monetary answer for the issue will be immediately recommended; whenever acknowledged, the charges will vanish, and the unfortunate casualty will be discharged. There has been a marvel all through China in which private Chinese residents, not related with a political or psychological militant association, have utilized unpredictable brutality to express their discontent with the Chinese experts, sometimes bringing about damage/demise.

Police debasement is a worldwide issue. Truly, police wrongdoing has been a factor in the improvement of police organization around the world. Defilement is a best worry for the general population in China. In 2010, the Chinese government supposedly got more than one million grumbings and allegations of authority defilement from subjects. With the end goal to against defilement, The Central Commission for Discipline Inspection is a body entrusted with examining all individuals from Chinese gathering for debasement. The Chinese Communist gathering has said that it rebuffed about 300,000 authorities for defilement in 2015. Debasement in the Chinese police comprises high dangers for organizations. Organizations report that police administration is problematic in shielding them from wrongdoing and upholding the law (GCR 2015-2016). Further, 66% of business report paying for security in China (ES 2012). Maltreatment of intensity among polices was once in a while arraigned (HRR 2015). In any case, just marginally more than one-tenth of organizations report that the street police affected the dissemination of merchandise by coercing fixes. In one debasement case, in center of the year 2015, Zhou Yongkang, a previous individual from the Politburo

Standing Committee and head of the inward security mechanical assembly, was condemned to life detainment for blackmail USD 19.9 million, maltreatment of intensity and revealing national insider facts (HRR 2015). The Chinese government's enemy of debasement battle will proceed with, the police defilement is an exceptionally troublesome issue looked by the Chinese government.

Police work is a standout amongst the most distressing employment in China (Liu et al, 2018). In any case, numerous individuals are unconscious of the extent of stress that police look in the inexorably social complex condition. With the old intrigue design smashed and the better and brighter one yet to be enhanced, social intrigue irregularity has turned into a key issue in harming agreeable society amid the social change in Chinese society. In this unique circumstance, the contrast between the rich and the poor has turned out to be more extensive with the quick monetary improvement and in this way prompts some social issues, for example, bleak security circumstance, high wrongdoing rate, and eminent bunch occurrences. In this manner, contrasted and different nations, police work in China is apparently more burdensome. At first, regarding the huge populace, the police compel is genuinely understaffed, and polices are exhausted with minimal downtime.

Furthermore, in China, the police are permitted to convey firearms while on obligation just in the event that they get the requests from the bosses. At the point when the police battle against culprits, they effectively endure genuine damage, even passing in light of this strict weapon control direction on them.

Thirdly, there are a few issues in the execution procedure of People's Police Law. For instance, Article 32 controls that individuals' policemen must execute the choices and requests of their prevalent experts, yet Article 33 directs that a people's policeman will have the privilege to decline to complete the requests that go past the extent of obligation of the general population's police as given by laws and directions and will, in the meantime, report the issue to the organ at larger amounts. Indeed, the police are relied upon to comply with their bosses beyond a shadow of a doubt; fourthly, the police have turned into the delegate of the legislature according to people in general. In this way, when the polices play out their obligations as per law, particularly when they manage the instances of gathering occurrences, the conventional individuals once in a while impede and even assault the polices to vent their internal disappointment with some arrangement and express their advantage requests to the general public.

Finally, it is important that it remains a laborious errand of the policies to keep up social strength in the multinational district. The police compel is seemingly the most exhausted government workers in China. The essential level polices with the biggest number of faculty contact intimately with the overall population, so they experience the ill effects of heavier work weight in their everyday work. In any case, little consideration has been given to the pressure experienced by them, particularly by the essential level polices in the self-sufficient district of China (Wang, 2017).

Research objectives are:

1. To find the relationship between extrinsic motivation (working condition, job security, payment and promotion) and work quality (effectiveness, efficiency and productivity) in China.
- To find the relationship between working condition and effectiveness in China.

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- To find the relationship between job security and effectiveness in China.
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- To find the relationship between payment and effectiveness in China.
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- To find the relationship between promotion and effectiveness in China.
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- To find the relationship between promotion and productivity in China.
- 2. To find the relationship between intrinsic motivation (relationship with colleagues, recognition and training) and work quality (effectiveness, efficiency and productivity) in China.
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- To find the relationship between recognition and effectiveness in China.
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- To find the relationship between recognition and productivity in China.
- To find the relationship between training and effectiveness in China.
- To find the relationship between training and efficiency in China.
- To find the relationship between training and productivity in China.
- 3. To find the relationship between work quality (effectiveness, efficiency and productivity) and customer satisfaction in China.
- To find the relationship between effectiveness and customer satisfaction in China.
- To find the relationship between efficiency and customer satisfaction in China.
- To find the relationship between productivity and customer satisfaction in China.

LITERATURE REVIEW

Work quality is a state of the result of collaboration among people and occupations can make representatives more profitable and prompter employment fulfillment is a type of nature of work life. Cascio (2006) characterizes that nature of work quality is the representative's view of their psychological and physical prosperity in the working environment. Moreover, Nawawi (2001) contends the nature of working life is program that incorporates technique to enhance the personal satisfaction by making a superior employment. There are two different ways to comprehend the meaning of Work Quality as indicated by Cascio (2006). The principal, that nature of work quality is a gathering of circumstance and

practices of authoritative objectives, for example, limited time strategy, vote based work supervision frameworks, worker commitment, and security works. The second is the nature of work quality is seen with the recognition that the representatives are sheltered, extremely fulfilled, and can grow up and create as individuals. Both of these perspectives based of underscore the connection between the nature of work existence with the accessible of representative needs. Nature of Work quality implies the impotent of remuneration to worker in their work condition can change the work atmosphere with the goal that the association can actually convey representatives to a superior nature of work life. Endeavors in enhancing the nature of work quality as indicated by Cascio (2006) are: (1) the pioneer must have the capacity to ensure, (2) the transparency and trust between associates, (3) offering data between best administration to staff, (4) change to accomplish objectives. In this investigation, the markers used to gauge Quality of work quality alludes to examine directed by Lee et al. (2015), for example, wellbeing and security needs, financial necessities, self-realization needs and self-completion and regard needs, social and information needs.

Effectiveness can decide if something is being actualized accurately or not (McCabe, 2010; Goh, 2014). From Lane's (2008) supposition, the viability can quantify whether the administration is accomplishing its targets or not. In Pina's examination, Torres and Bachiller (2013) likewise demonstrate a similar thing that if an office is compelling in playing out its activities, the nature of the office will be moved forward. According to Ellinger et al (2011), representative's coordination discloses how much they function successfully together to achieve the commonly concurred target.

Agasisti and Pérez-Esparrells (2010) focus on the convenience of the investigation what's more, examination of effectiveness between colleges of various nations. Analysts, for example, Johnes and Johnes (2009), and additionally Koshal and Koshal (1999) think about the expenses on the administrations of colleges to be a basic rule for productivity in advanced education. Anyway, the establishment for best practices of national models in college training has turned into the administration of productivity through instruments of aggressiveness and motivation. Therefore Berács (2014) and Berghman et al. (2013) stretch the productivity of ventures in the territory of advanced education and the necessity to invigorate colleges for making their very own pioneering models. Especially Butcher and Rhoades (2004) toward the start of the XXI century considered those issues through the crystal of scholarly free enterprise. The finishes of researchers are centered around the dynamic job in the usage of market instruments into the arrangement of administration in colleges. In the exploration completed by Krüger et al. (2018), and Kwiek (2017) and Moodie (2014), the upsides of the enterprising way to deal with proficient college administration have been systematized. Specific consideration has been paid to the development of an effective promoting system at the market of instructive, logical and counseling administrations. Average dangers to the procedure of bureaucratization in advanced education from the perspective of M. Veber were summed up by Sedláček (2017), and Taib and Abdullah (2016).

One of the key issues that most associations confront these days is the need to enhance worker profitability. Representative profitability is an evaluation of the proficiency of a laborer or gathering of specialists. In real

terms, profitability is a part which straightforwardly influences the organization's benefits (Gummesson, 1998; Sels et al., 2006). Productivity might be assessed as far as the yield of a representative in a particular timeframe. Regularly, the productivity of a given specialist will be surveyed in respect to a normal out for representatives doing comparative work. It can likewise be surveyed by the measure of units of an item or administration that a representative handle in a characterized time allotment (Piana, 2001). As the accomplishment of an association depends basically on the Productivity of its representatives, along these lines, worker profitability has turned into a critical target for organizations (Cato & Gordon, 2009; Gummesson, 1998; Sharma & Sharma, 2014).

Extrinsic Motivation: One of the key issues that most associations confront these days is the need to enhance worker profitability. Representative profitability is an evaluation of the proficiency of a laborer or gathering of specialists. In real terms, profitability is a part which straightforwardly influences the organization's benefits (Gummesson, 1998; Sels et al., 2006).

Work condition can be anything that exists around the worker and can influence how he plays out his obligations. Alex S. Nitisemito (1992) express that work condition is both an outside and an inner condition that can impact working soul and result in a split second completed employments. As indicated by Sedarmayanti (2003), a tolerable work condition is a condition where people can carry out their employments in a perfect, secure, sound, and solace way. Along these lines, numerous examinations arrange the work condition into harmful and favorable situations (Akinyele, 2010; Chaddha, Pandey & Noida, 2011; Yusuf & Metiboba, 2012; Assaf & Alswalha, 2013). McGuire and McLaren (2007) trusts that an association's physical condition especially its format and configuration can affect representative conduct in the work environment. As demonstrated by Nitisemito (2001), a portion of the variables that impact the working environment include: tidiness, water, lighting, shading, security and music. Many work conditions ponder have demonstrated that specialists are happy with reference to particular work condition highlights.

Job security is characterized as the affirmation in a representative's activity progression because of the general monetary conditions in the nation (James, 2012). It is worried about the likelihood or likelihood of an individual keeping his/her activity (Adebayo & Lucky, 2012). It manages the odds of workers maintaining their employments in control is not jobless (Simon, 2011). Employments which are not upheld by inconclusive contract or can't be ensured for sensible period are regarded to need job security. It is likewise observed as the workers free from the dread of being rejected from his/her present business or employment misfortune. A few callings and work exercises have more prominent job security than others. Job security is a representative's affirmation or certainty that they will keep their present place of employment for a more drawn-out period as they so wish (businessdictionary.com). It is the confirmation from the organization or association that their workers will stay with them for a sensible timeframe without being wrongly expelled (Adebayo & Lucky, 2012; Simon, 2011).

Payment has been seen as the accumulation of the considerable number of remunerations that can be interpreted in financial esteem which a worker gets for

the works given for the association. Kleiman (2015) has partitioned payment into two sections; 1) coordinate remuneration for example, payment got as payment rates, motivating forces and advancements gave at customary and steady interims and 2) no direct payment i. e. leave, retirement designs, protection inclusion, youngster care designs. Hafiza et al. (2011) have characterized remuneration as the collection of remunerations that the workers get in return of their endeavors to play out the allotted work duties regarding the association; they have included incidental advantages as a major aspect of remuneration. Salmela-Aro and Nurmi (2014) has grouped payment as extraneous reward which does not produce inside the activity rather it is given by the association for playing out specific errands. Both prior and late arrangement of studies have discovered an immediate connection among remuneration and worker execution crosswise over different ventures. An examination on 165 respondents from various banks of Pakistan demonstrate that the representatives rank monetary benefits most astounding among the motivational variables, showing a positive connection among remuneration and worker execution (Qayyum, 2012).

As indicated by Gupta (2011) promotion alludes to progression of a representative to a higher post conveying more noteworthy obligations, higher status and better compensation. It is the upward development of a worker in the association's progression, to another activity ordering more prominent higher expert, higher status and better working conditions. Promotions are utilized to remunerate representatives for better execution and to spur them for more noteworthy exertion. **Intrinsic Motivation:** The motivation of more seasoned representatives to work and stay dynamic in the working environment has been inspected in a couple of studies. Exact research has regularly centered around youthful representatives (Kooij et al., 2008). Stamov-Roßnagel and Biemann (2012) clarified that the cliché convictions of more established representatives having a lower capacity, less efficiency, and less motivation at work lessen work-accommodating situations for more seasoned laborers. Such a work condition puts motivation on hold. Further, creators Stamov-Roßnagel and Biemann (2012) contended that it is essential to comprehend age-related changes in work motivation. As indicated by Stamov-Roßnagel and Hertel (2010), keeping up an abnormal state of motivation at various ages, and for more seasoned specialists specifically, is an essential for fruitful administration when managing changes in work capacities.

The effect of representative relations on authoritative execution has been distinguished by different researchers and creators to be extremely significant to an association and its viability (Oluoch, 2013; Gupta, Bostrom, & Huber, 2010; Aguinis, & Kraiger, 2009). In the light of the abovementioned, associations are along these lines urged to manufacture a solid and cheerful associations with their staff without limitations advantage in request to improve their adequacy. Great relations are required for staff to empower them progress in the direction of taking the association to its normal goal. It is against the setting of the relative significance of worker relations in connection to hierarchical execution that this investigation addresses. This investigation depends on the start that business' what's more, association's development is connected to improvement of the HR. This is because of the way that for a supportable

association, there ought to be an achievement in fulfilling request in regard of customers and staff needs. "Work recognition" is utilized in two unmistakable implications. The first alludes to money related recognition (e. g. rewards), a matter of installment or payment (Kohn, 1993; Noviello, 2000; Nelson, 2001; Brun & Dugas, 2002). The second extends this idea, defining it more as a social action: individual consideration transmitted verbally through articulations of intrigue, endorsement, and appreciation for a vocation well done (Siegrist, 1996, 2002; Stajkovic & Luthans, 2001). As per Farooq. M, and Aslam. M. K (2011), chiefs are attempting their level best to build up the representative's abilities, eventually making great workplace inside the association. For limit building administrators are engaged with building up the viable training programs for their representatives to outfit them with the wanted learning, aptitudes and capacities to accomplish hierarchical objectives. This battle by the best administration not just enhances the representative execution yet in addition makes positive picture of the firm around the world (Ahar & Shah, 2015). Viable

training programs causes workers to get colleague with the coveted new innovative headway, likewise, increasing full direction on the capabilities and abilities required to perform at s specific occupation and to void on the work blunders and slip-ups (Nabi et al., 2017). An organization wishing to make their customers happy with their administrations must recognize what makes their customers fulfilled. The absolute most essential components affecting customer loyalty will be talked about underneath. It is important that one thing that makes one customer fulfilled may leave the other unsatisfied. Customers are the focal point of each business, so for any business to be fruitful then they much be prepared to make their customers fulfilled. Organizations battling to expand their customers' fulfillment level can be remunerated with an expansion in customer's oath of mouth to other, customer reliability and the net revenue. Customer going to a business association or looking for an administration from an organization has claim desires. The customer can't be fulfilled if his desires are not met.

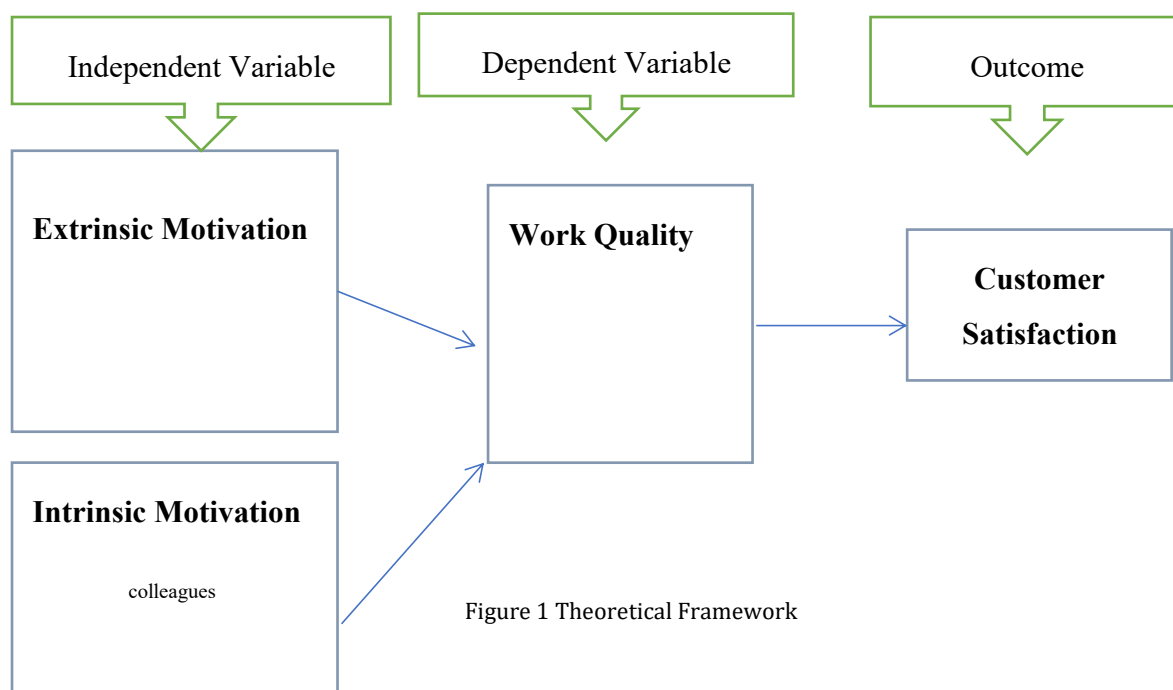


Figure 1 Theoretical Framework

Research Methodology and Findings

This study based on hypothesis testing aimed to find the relationship between extrinsic motivation and intrinsic motivation with the work quality in police department in China. Extrinsic motivation is measured by variables such as working condition, job security, payment and promotion where else intrinsic motivation is measured by relation with colleagues, recognition and training. The resolution of this correlation research is to find the relationship between the variables tested, extrinsic motivation and intrinsic motivation towards the work quality in police department. Additionally, this study intends to find the contribution of work quality towards the customer satisfaction.

The target population of the study is police (the police service provider) and customers (police service receiver) in China. They are chosen as a sample population in the study as they have experience of police service. In order to make an implication on the population, a sample measurement is chosen to apply in the research.

Therefore, the minimum number of respondents required is 220 persons (11 variables x 20 = 220). Hence, for Police' questionnaires, at least 200 employees (10 variables x 20 respondents = 200 respondents) are required as respondents for this study. Therefore, Police department in China are selected to provide sufficient number of employees. The researcher has distributed 344 set A questionnaires to the Police in China and 642 set B questionnaires to the customers of the police department to ensure that the number of respondents is appropriate for the study.

Reliability is the stage in which the measurement of a recurring test (Nunnally, 1981) and this means the measurement of the procedure should have consistent results on repeated tests. Internal consistency measurements are recommended from "Coefficient alpha" or "Cronbach" s alpha "so that it has good reliability. The "Cronbach" s alpha coefficient "value should exceed .70. However, according to Uma Sekaran (2006) the acceptable minimum level of acceptability

Work Quality among China Police towards Customer Satisfaction

is .60. Researchers in this study follow what is suggested by (Nunnally, 1981) that Cronbach "s alpha coefficient"

should exceed .70. Table 1 and 2 shows the reliability test of the variables in this study.

Table 1 Reliability test for dependent and independent variable

| No | Variables | Item No | Cronbach Alpha |
|----|----------------------|---------|----------------|
| 1 | Work Quality | | |
| | Convenient | 4 | 0.979 |
| | Efficient | 4 | 0.826 |
| | Creative | 3 | 0.759 |
| | Accountable | 3 | 0.599 |
| | Proactive | 3 | 0.595 |
| 2 | Extrinsic Motivation | | |
| | Expectation | 7 | 0.937 |
| | Working Environment | 4 | 0.825 |
| | Opportunity to Grow | 3 | 0.796 |
| | Achievement | 2 | 0.781 |
| | Job Performance | 3 | 0.695 |
| 3 | Intrinsic Motivation | | |
| | Job Skill | 2 | 0.939 |
| | Teamwork | 10 | 0.915 |
| | Practical Skill | 4 | 0.853 |

Table 2. Reliability test for Outcome

| No | Variables | Item No | Cronbach Alpha |
|----|-----------------------|---------|----------------|
| 1 | Customer satisfaction | 8 | .919 |

The above results show all variables above 0.70 which indicate that all measurements are "reliable". Initially the dimensions in the variable of Work Quality dependent were the Effectiveness, Efficiency and Productivity. After the analysis factor, in the two-dimensional work quality dimension has been added and renamed the dimension as, Convenient, efficient, Creative, Accountable and Proactive. This factor 1 covers 4 items and all of these items have a "significant loading" that includes .937 up to .985. Factor 2 has 4 items and has a

"significant loading" value from .726 to .888. Factor 3 has 3 items that have a significant loading value within .722 to .851 and this dimension is renamed as "Creative". Factor 4 has 3 items that have significant loading value within 0.656 to 0.789 and rename "Accountable". Factor 5 has 3 items that have significant loading value within 0.514 to 0.847 and rename "Proactive". Figure 2 shows a new frame of analysis that has been redesigned after factor analysis.

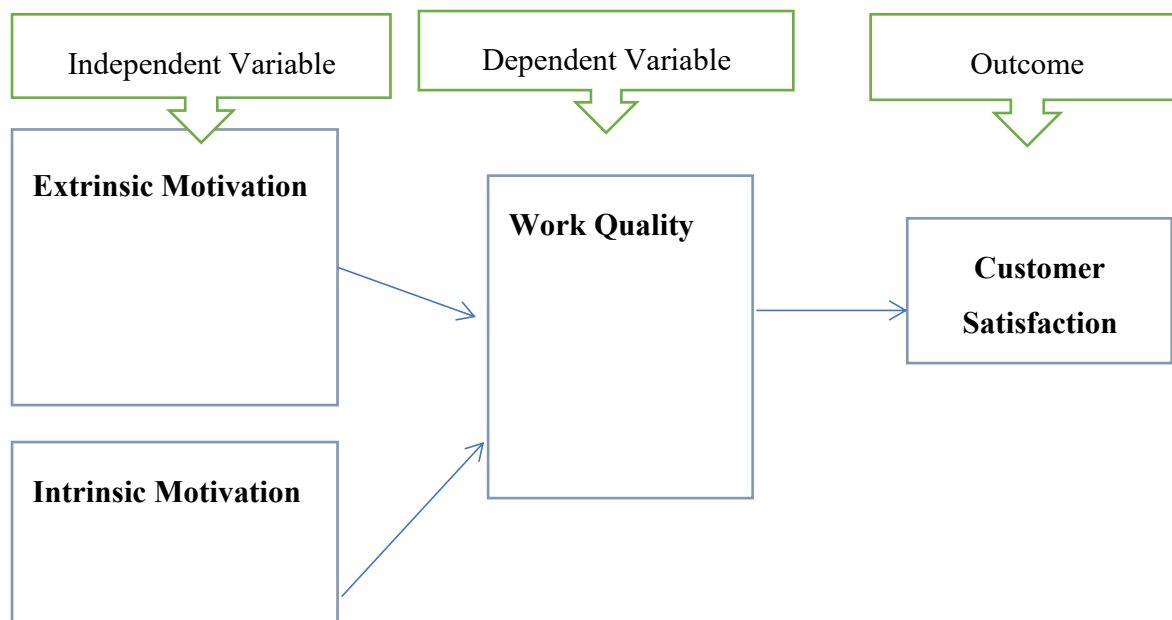


Figure 2. New framework after Factor Analysis

Overall, the mean value for these dimensions is in between 3.833 to 4.850 while, for "standard deviation", the value is between 0.556 to 0.853 as in table 4.8. The low "standard deviation" shows no variation in the way the questionnaires are answered. The results of this normality can be seen in Appendix F.

Table 3. Descriptive Analysis for Variables

| No | Variables | Mean | St. Deviation |
|----|----------------------|-------|---------------|
| 1 | Work Quality | | |
| | Convenient | 3.980 | 0.483 |
| | Efficient | 4.289 | 0.583 |
| | Creative | 4.850 | 0.556 |
| | Accountable | 4.170 | 0.559 |
| | Proactive | 3.833 | 0.853 |
| 2 | Extrinsic Motivation | | |
| | Expectation | 4.370 | 0.595 |
| | Working Environment | 4.316 | 0.634 |
| | Opportunity to Grow | 4.191 | 0.711 |
| | Job Performance | 4.300 | 0.721 |
| | Achievement | 3.962 | 0.795 |
| 3 | Intrinsic Motivation | | |
| | Teamwork | 4.238 | 0.661 |
| | Practical Skill | 4.010 | 0.786 |
| | Job Skill | 4.470 | 0.644 |

From the regression analysis, it is found that the structure of the employee's dimensions of strength that contributes to convenient is dedicated to expectation (B = .164), working environment (B = -.064), opportunity to grow (B = .062), job performance (B = -.113), achievement (B = -.007), teamwork (B = .028), practical skill (B = -.062) and job skill (B = -.062).

In addition, the value of "R Square" for efficient indicates .048 for variable dependency on extrinsic motivation. This shows that 4.8% of this extrinsic motivation will contribute to the efficient. Meanwhile, the value of "R Square" for efficiency shows .024 for intrinsic motivation. This shows that 2.4% of this intrinsic motivation will contribute to reform in the efficient.

From the regression analysis, it is found that the structure of the employee's dimensions of strength that contributes to efficient is dedicated to expectation (B = -.100), working environment (B = .014), opportunity to grow (B = -.164), job performance (B = .169), achievement (B = .137), teamwork (B = -.034), practical skill (B = .136) and job skill (B = -.137).

In addition, the value of "R Square" for Creative indicates .050 for variable dependency on extrinsic motivation. This shows that 5% of this extrinsic motivation will contribute to the creative. Meanwhile, the value of "R Square" for creative shows .036 for intrinsic motivation. This shows that 3.6% of this intrinsic motivation will contribute to reform in the creative.

From the regression analysis, it is found that the employee's dimensions of strength that contributes to creative is dedicated to expectation (B = .192), working environment (B = .063), opportunity to grow (B = -.196), job performance (B = -.076), achievement (B = .850), teamwork (B = -.019), practical skill (B = .178) and job skill (B = .046).

Table 4 shows, the value of "R Square" for accountable indicates .078 for variable dependence on extrinsic motivation. This shows that 7.8% of this intrinsic motivation will contribute to the accountable. Meanwhile, the value of "R Square" for accountable shows .095 for intrinsic motivation. This shows that only 9.5% of this intrinsic motivation will contribute to reform in the accountable

From the regression analysis, it is found that the structure of the employee's dimensions of strength that contributes to accountable is dedicated to expectation (B = .173), working environment (B = -.055), opportunity to grow (B = -.106), job performance (B = .124), achievement (B = .113), teamwork (B = .187), practical skill (B = .125) and job skill (B = .055).

The value of "R Square" for proactive indicates .019 for variable dependency on extrinsic motivation. This shows that 1.9% of this extrinsic motivation will contribute to the proactive. Meanwhile, the value of "R Square" for proactive shows .037% for intrinsic motivation. This

Work Quality among China Police towards Customer Satisfaction

shows that only 3.7% of these intrinsic motivations will contribute to reform in the proactive.

From the regression analysis, it is found that the structure of the employee's dimensions of strength that contributes to proactive is dedicated to expectation (B = .111), working environment (B = -.066), opportunity to

grow (B = .063), job performance (B = -.091), achievement (B = .014), teamwork (B = .014), practical skill (B = -.061) and job skill (B = .201).

Moreover, for testing multicollinearity, VIF value should be less than 10 and table 4 shows all value for VIF is below than 10.

Table 4. Multiple Regression analysis for dependent and independent variables

| The dependent variable (Quality Service Delivery Time) | Independent variables (dimensions) | | Coefficient Value B | Significant Value | VIF | R ² |
|--|------------------------------------|---------------------|---------------------|-------------------|-------|----------------|
| | | | | Sig. | | |
| Convenient | Extrinsic Motivation | Expectation | 0.164 | 0.003 | 1.994 | 0.025 |
| | | Working Environment | -0.064 | 0.114 | 1.055 | |
| | | Opportunity to Grow | 0.062 | 0.192 | 1.475 | |
| | | Job Performance | -0.113 | 0.026 | 1.665 | |
| | | Achievement | -0.007 | 0.860 | 1.136 | |
| | Intrinsic Motivation | Teamwork | 0.028 | 0.584 | 1.741 | 0.037 |
| | | Practical Skill | -0.062 | 0.179 | 1.418 | |
| Job Skill | | 0.194 | 0.000 | 1.512 | | |
| Efficient | Extrinsic Motivation | Expectation | -0.100 | 0.068 | 1.994 | 0.048 |
| | | Working Environment | 0.014 | 0.732 | 1.055 | |
| | | Opportunity to Grow | -0.164 | 0.001 | 1.475 | |
| | | Job Performance | 0.169 | 0.001 | 1.665 | |
| | | Achievement | 0.137 | 0.001 | 1.136 | |
| | Intrinsic Motivation | Teamwork | -0.034 | 0.512 | 1.741 | 0.024 |
| | | Practical Skill | 0.136 | 0.004 | 1.418 | |
| Job Skill | | -0.137 | 0.004 | 1.512 | | |
| Creative | Extrinsic Motivation | Expectation | 0.192 | 0.000 | 1.994 | 0.050 |
| | | Working Environment | 0.063 | 0.112 | 1.055 | |
| | | Opportunity to Grow | -0.196 | 0.000 | 1.475 | |
| | | Job Performance | -0.076 | 0.127 | 1.665 | |
| | | Achievement | 0.850 | 0.039 | 1.136 | |
| | Intrinsic Motivation | Teamwork | -0.019 | 0.704 | 1.741 | 0.036 |
| | | Practical Skill | 0.178 | 0.000 | 1.418 | |
| Job Skill | | 0.046 | 0.334 | 1.512 | | |
| Accountable | Extrinsic Motivation | Expectation | 0.173 | 0.001 | 1.994 | 0.078 |
| | | Working Environment | -0.055 | 0.163 | 1.055 | |
| | | Opportunity to Grow | -0.106 | 0.022 | 1.475 | |
| | | Job Performance | 0.124 | 0.012 | 1.665 | |
| | | Achievement | 0.113 | 0.005 | 1.136 | |
| | Intrinsic Motivation | Teamwork | 0.187 | 0.000 | 1.741 | 0.095 |
| | | Practical Skill | 0.125 | 0.006 | 1.418 | |

Work Quality among China Police towards Customer Satisfaction

| | | Job Skill | 0.055 | 0.234 | 1.512 | |
|-----------|----------------------|---------------------|--------|-------|-------|-------|
| Proactive | Extrinsic Motivation | Expectation | 0.111 | 0.045 | 1.994 | 0.019 |
| | | Working Environment | -0.066 | 0.105 | 1.055 | |
| | | Opportunity to Grow | 0.063 | 0.187 | 1.475 | |
| | | Job Performance | -0.091 | 0.073 | 1.665 | |
| | | Achievement | 0.041 | 0.323 | 1.136 | |
| | Intrinsic Motivation | Teamwork | 0.014 | 0.777 | 1.741 | 0.037 |
| | | Practical Skill | -0.061 | 0.188 | 1.418 | |
| | | Job Skill | 0.201 | 0.000 | 1.512 | |

The "R Square" value for work quality (convenient, efficient, creative, accountable and proactive) in Table 1.52 shows .190 for dependent variables is customer satisfaction in this study. This shows that 19% of customer satisfaction will contribute to the work quality variables.

For each variable, its significant value will indicate whether this variable statistically contributes to the equation. If the value is significantly less than .05, then the hypothesis is accepted. Table 5 shows the results of the hypothesis in this study. The regression analysis output is attached in Appendix J.

Table 5. Multiple Regression analysis for outcome and dependent variables.

| The dependent variable (Quality Service Delivery Time) | Independent variables (dimensions) | | Coefficient Value B | Significant Value | VIF | R ² |
|--|------------------------------------|-------------|---------------------|-------------------|-------|----------------|
| | | | | Sig. | | |
| Customer satisfaction | Work Quality | Convenient | 0.111 | 0.450 | 1.443 | 0.190 |
| | | Efficient | -0.066 | 0.105 | 1.024 | |
| | | Creative | 0.063 | 0.187 | 1.282 | |
| | | Accountable | -0.091 | 0.073 | 1.317 | |
| | | Proactive | 0.041 | 0.323 | 1.430 | |

CONCLUSION

First objective of this study is, to find the relationship between extrinsic motivation (expectation, working environment, opportunity to grow, job performance and achievement) and work quality (convenient, efficient, creative, accountable and proactive) in China.

In this study the five dimensions of work quality have positive relationship with extrinsic motivation. From analysis it shows that expectation have positive relationship with convenient, creative, accountable and proactive. Working environment has positive relationship with creative and accountable. Opportunity to grow has a positive relationship with efficient creative and proactive. Job performance has positive relationship with convenient and accountable. The fifth and last dimension of extrinsic motivation is achievement has positive relationship with creative and proactive. However, expectation has negative relationship with only efficient. Working environment has negative relationship with convenient, efficient and proactive. Opportunity to grow has negative relationship with convenient, efficient and proactive. Opportunity to grow has negative relationship with convenient and accountable. Job performance has negative relationship with efficient, creative and proactive. The last dimension of extrinsic motivation is achievement with convenient, efficient and accountable.

Second objective of this study is, to find the relationship between intrinsic motivation (teamwork, practical skills and job skills) and work quality (convenient, efficient,

creative, accountable and proactive) in China among the police.

In this study the five dimensions of work quality have positive relationship with intrinsic motivation. The analysis shows us, teamwork has positive relationship with efficient. Practical skill has positive relationship with convenient, efficient and proactive. And the last dimension of intrinsic motivation in job skill has positive relationship with convenient, efficient and proactive.

However, teamwork has negative relationship with convenient, creative, accountable and proactive. The second dimension of intrinsic motivation practical skills has negative relationship with accountable and proactive. Job skill has negative relationship with creative and accountable.

These highlights involve a solid inborn motivation to perform subjectively difficult errands and to demonstrate a solid assignment commitment. This motivation could be connected to enthusiastic outcomes that thusly could influence psychological control adjustment in various distinctive ways. For instance, following the contention observing record, the positive passionate express that people with a high accomplishment motivation envision and experience when playing out a contention errand may neutralize the contrary feelings evoked by incongruent preliminaries, in this way decreasing the felt need to start intellectual modifications (e.g., see Schuch, Zweekings, Hirsch & Koch, 2017; Van et al., 2009, 2010). This improved specific consideration is helpful for quick

right reacting on an ensuing incongruent preliminary. Nonetheless, in respect to after a consistent preliminary, which, on the off chance that anything, is related with receiving a more extensive attention window, the upgraded specific consideration is problematic for quick right reacting on a consequent harmonious preliminary (Braem et al., 2012; Schouppe et al., 2015).

Third objective of this particular research is, to find the relationship between work quality and customer satisfaction. The dependent variable of this research is work quality (convenient, efficient, creative, accountable and proactive) and the outcome is customer satisfaction. From analysis, the calculations show the five dimensions have negative relationship with customer satisfaction.

The analyst Voon et al. (2011) has estimated the connections among administration nature of administration given by the association and fulfillment of their customers. Nature of administrations seen by customer is built up to be hopefully identified with fulfillment of customers. Different analysts initiated that fulfillment of customers mediate in the effect of nature of administration on conduct expectations. Administration quality is viewed as the real determinant of fulfillment of customers. Quality administrations are useful to fulfill and help hold customers Kasim and Minai (2009) were of the view that there are numerous youthful customers who incline toward on the web and simple offices accessible in banks. Specialists set up that administration quality impact customers intend to repurchase. Voon et al. (2011) has additionally distinguished "intrigue or cost" as an element that is considered in deciding customer satisfaction. Besides, "post-buy expectations" were intensely inclined by "saw esteem"; additionally, explored job of cost in deciding customer satisfaction however did not observe it to be of huge. In any case, for youthful age who are not effectively solid as far as fund, found that "premium" is indispensable to attract their consideration regarding managing an account segment. Fulfillment of customers is solid criteria for picking up their devotion.

Limitation of this study

- a. With quantitative research as survey done with the instrument, sometimes respondent are not honest to fill up the questionnaire. It happened because of security purpose or simply biased for particular information or also don't have proper knowledge.
- b. Lack of conscientious is always is also one of the limitations of this research. Because there is no way to know about the respondent answered the questions by acknowledging the issue or not.
- c. The research concludes the respond received from police from China. Because of the security issues a lot of respondent denied responding.
- d. It was difficult to get respond from police (employee) and customer side because of both groups are busy. Police is busy to serving the customer. And customers are busy because they came to this particular office only to resolve the issue.
- e. As the research has two type of respondent, the customers have biased answer. The satisfied group of customers answered in one way and the dissatisfied customer answered in different way.
- f. As questionnaire had different parts, the respondent gets confused and it makes the respondent less interested to respond.

Employees are without a doubt a noteworthy, contributed part to the service advancement and achievement. It proposes that the motivation of policemen can be accomplished through the

strengthening of representatives. It shows the level of which the representatives are engaged with basic leadership forms, the presence of common association between the representatives and the organization, and the approval over the undertaking they are chipping away at. High representative contribution demonstrates larger amount of employee motivation and fulfillment. Consequently, captivating policemen in gatherings and dialogs and telling them that their thoughts and commitments are tuned in to and acknowledged, giving them space and chances to understanding and 44 be lined up with the corporate culture, designating them a higher obligation level for the errand they are responsible for, and the opportunity in settling on decisions and choices in regard to their particular undertakings are some approaches to expand the motivation level. Besides, having dull errands consistently is an explanation behind demotivation, fatigue, and an absence of energy. In this way, it is prescribed for organizations to actualize work revolution with the end goal to keep the representatives' advantage and fulfillment with work. Adequate preparing projects and criticism frameworks are important to be incorporated not exclusively to give representatives sufficient information and abilities to take the necessary steps yet additionally to enhance the workplace, methods, and quality. Appropriate acknowledgment of well-done work and chances to development and progress toward becoming advanced are additionally organized as a viable strategy for motivation satisfaction. At last, a usage of proper administration style and viable correspondence inside all levels of the association are too the components that add to higher motivation level of policemen. To entirety up, the motivation of policemen can be influenced by numerous elements. It is prescribed that further research should consider statistic factors. The explanation behind this is on the grounds that not every person has a similar intention in motivation. Individuals of various sexual orientation, age, distinctive instruction level, occupation, position, wage, or even religion and accepts will have diverse desires for an occupation and are impacted by various motivation factors. The outcomes gained are legitimate for the picked test gathering; in any case, the precision on a bigger scale has not yet been inspected. In this manner, it would prompt a stronger and more summed up end if different looks into supporting similar results.

This study presents only one department of China government which Police. The result of this research shows the relationship between expectation, working environment, opportunity to grow, job performance and achievement (extrinsic motivation), teamwork, practical skill and job skill (intrinsic motivation) and convenient, efficient, creative, accountable and proactive (Work Quality). It shows not only extrinsic motivation is important provision for the Police to provide the proper work quality but also the intrinsic motivation played an important role. Then again, it appears that customers can be persuaded (in any event mostly) of the nature of an item – if the nature of an item enhances, customers frequently tend to trust it has turned out to be far and away superior to contending items (paying little heed to whether or not the opposition has enhanced the nature of its product(s) too). It might appear like a smart thought to utilize promoting apparatuses to persuade customers regarding service quality, rather than getting some information about their requirements, desires and fulfillment. In any case, this procedure is extremely costly and its supportability over longer timeframes is faulty.

For enhancing the “work quality” china Government should use this research for their further implementation and refurbishment for motivating the police to provide the best service to the customers.

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