

**A STUDY ON EMPLOYEE STRESS IN MALAYSIAN
CLINICAL LABORATORIES**

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ABSTRACT

In modern life stress is a common problem. The negative effects of stress affect individuals' health and performance. As a result, individuals have their own stress perceptions and they develop different kinds of strategies in order to manage stressful situations. A study of how stressful job events and task interest are associated with quality of work life was conducted through interviews and questionnaire assessment of 37 members of the laboratories staff at Malaysian hospitals. Factors analyses of the nature of stress revealed five separable factors; one that accounted for the community, family problem, financial problem, health problem, and that identified level of satisfaction with the work context is work allocation. As predicted by a five-factor model, the number of stressful work events correlated with dissatisfactions with the work context but not with satisfaction with the work itself. Level of task interest was associated with higher ratings of satisfaction with the work itself and was uncorrelated with level of work context satisfaction.

Keywords: Employee stress, Health sector, Malaysian Clinical Laboratories.

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CHAPTER I

INTRODUCTION

1.1 INTRODUCTION

Staffing issues should be central to anyone interested in developing high-quality services for people with intellectual disabilities (Emerson, Remington, Hatton, & Hastings, 1995; Reid, Parsons, & Green, 1989; Rice & Rosen, 1991). Staff provides the interface through which national, regional, and organizational philosophies and policies are translated into practical action directly affecting the lives of people with intellectual disabilities. As staff constitute the largest slice of revenue expenditure in a service, increasing the quality of staff performance is crucial if scarce resources are to optimally benefit people with intellectual disabilities.

In recent years, an increasing amount of research has focused on the issue of staff stress in services for people with intellectual disabilities (see Hatton, in press; Rose, 1995, for reviews). As in organizational psychology generally (Arnold, Robertson, & Cooper, 1991; Cooper & Payne, 1988), high staff stress has been implicated in both poor staff performance (Rose, Mullan, & Fletcher, 1994) and other staff behaviors with negative consequences for services, such as staff absenteeism and turnover (Hatton & Emerson, 1993b; Rose, 1995). It is also clear that high staff stress is widespread in services for people with intellectual disabilities. Recent UK surveys of staff in services for people with intellectual disabilities have found that one third of staff report high

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