

**AN EXPLORATORY STUDY ON STRESSORS  
FACTORS AMONG STUDENTS AT MULTIMEDIA  
UNIVERSITY:  
A CASE OF MMU MALACCA CAMPUS**

**NOR FAUZIANA BT IBRAHIM**

**MASTER SCIENCE MANAGEMENT  
UNIVERSITI UTARA MALAYSIA**

**FEBRUARY 2011**

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A CASE OF MMU MALACCA CAMPUS**

**A Thesis submitted to the UUM College of Business  
In partial fulfillment of the requirement for the degree  
Master Science Management  
Universiti Utara Malaysia**

**By  
NOR FAUZIANA BT IBRAHIM**

**FEBRUARY 2011**



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## **ABSTRACT**

The purpose of this study was to determine the relationships between identified stressors factors among students at Multimedia University, Melaka Malaysia. A study of stress, especially an approach towards enhancing an understanding and knowledge of how the education system and cultural norms could affect personal and academic tasks in university and provide input for administrative to formulate strategy to combat stress. So, an attempt to study this condition, starting with normal adolescents, is the purpose of this study. This study had three main objectives. The first objective was identify the highest types of stress among students in *Centre for Diploma Programme (CDP) MMU Malacca*. The second objective was exploring the relationship between identified stressors and students successful the third objective was to assist management staff to help students find the necessary solutions (stress management programs) to ensure students successful in personal and academic development. The subjects of the study comprised of 216 students from CDP MMU Malacca campus. This study used the survey method by adapting survey questionnaire from the University Student Stress – Burge's (2009). The study showed that 89.7 percents students experienced stress, and 10.3 percent students' not experiencing stress. Using logistic regression test, the findings of the study indicates that there are many other factors influences students' stress such teaching quality/relations with lecturers, financial and environmental (campus and administrative) of the students which is can give impact in students life. Investigating the different areas where stress occurs can help students learn ways to cope with their stress.

## ABSTRAK

Kajian ini adalah bertujuan untuk mengenal pasti samaada faktor-faktor stress “tekanan” yang telah dikenal pasti berkaitan dengan stress dikalangan pelajar-pelajar Multimedia Univeristi (MMU) Melaka Malaysia. Kajian stress ini merupakan salah satu cara meningkatkan pemahaman dan pengetahuan mengenai system pendidikan dan faktor persekitaran seseorang dan hal ehwal akademik di university. Kajian ini juga bertujuan untuk member informasi kepada pihak pengurusan untuk menangani stress. Oleh hal demikian ,kajian ini dijalankan keatas golongan remaja di univeristi. Objektif pertama kajian ini adalah untuk mengetahui jenis stressor yang tertinggi yang dihadapi oleh pelajar-pelajar Centre for Diploma Programme (CDP) MMU kampus Melaka. Objektif kedua pula adalah untuk mengenalpasti hubungan antara (factor-faktor stress yang dikenalpasti) dengan pelajar dan objektif terakhir ialah untuk membantu pihak pengurusan menolong pelajar-pelajar mencari jalan penyelesaian (program menagani stress) bertujuan melahirkan pelajar-pelajar cemerlang secara personal dan akademik. Subjek untuk kajian ini adalah 216 pelajar dari CDP MMU kampus Melaka. Kajian ini menggunakan soal selidik yang diadaptasi dari University Student Stress, Burge (2009). Keputusan kajian mengenalpasti bahawa 89.7 peratus pelajar mengalami stress dan 10.3 peratus pelajar tidak mengalami stress. Penggunaan ujian *logistic regression*, keputusan kajian menunjukkan banyak faktor-faktor lain menyumbangkan stress kepada pelajar. Contohnya, pengajaran dan hubungan pelajar dan pensyarah, factor kewangan, factor persekitaran (kampus dan pengurusan) yang boleh memberi impak kepada kehidupan pelajar. Penyelidikan dari aspek berlainan seperti dinyatakan tadi dapat membantu pelajar mempelajari kaedah menangani stress.

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Nor Fauziana Ibrahim

3 February 2010.

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# **INTRODUCTION**

## **1.1 INTRODUCTION**

Stress has become an important topic in university circle as well as in our society. Many scholars in the field of behavioral science have carried out extensive research on stress and its outcomes and concluded that the topic needed more attention (Rees and Redfern, 2000; Ellison, 2004; Ongori and Agolla, 2009). Stress in academic institutions can have both positive and negative consequences if not well managed (Smith, 2002; Tweed et al., 2004; Stevenson and Harper, 2006). The adaptation to University life can bring a huge amount of stress that the students to encounter. Living away from home, meeting new friends, challenging school work assignments, finding a job, and adjusting to residence hall life can make a student feel overwhelmed (Ratanasiripong, Paul, Burkey, Heidi, Nop, 2009). Many discover themselves encountering stress and anxiety about a variety of new challenges. Their personal coping techniques may affect how they handle these stressors. Students suddenly experienced 'newfound' freedom never enjoyed before such as the lack of rigid school regulations and the absence of dress codes which can be stressful. This is because now they have to make a lot of decisions on their own (Bessie Ong& K C Cheong, 2009). As students progress through their university livelihood, they may discover the unique responsibilities of adult life becoming increasingly difficult. Challenging stimulus can lead to positive outcomes such as motivation and improved task performance while distress can result in anxiety, feelings of loneliness, nervousness depression, social dysfunction, sleeplessness and even suicidal intention.

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