

**THE EFFECTS OF GENDER AND WORKING HOURS AND LENGTH OF
SERVICE ON OCCUPATIONAL STRESS IN FOUR STARS HOTELS
IN LEMBAH KLANG DISTRICT**

By

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**THESIS SUBMITTED TO THE COLLEGE OF BUSINESS
IN FULFILLMENT OF THE REQUIREMENT FOR THE MASTER SCIENCE
MANAGEMENT (BY COURSE WORK)**

UNIVERSITI UTARA MALAYSIA



KOLEJ PERNIAGAAN
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ABSTRAK

Kajian ini bertujuan untuk menentukan faktor dan faktor stres dominan di antara para pekerja hotel di daerah Lembah Klang. Tiga hotel di daerah Lembah Klang yang dipilih secara rawak adalah dari Swiss Garden Hotel and Residences Kuala Lumpur, The Royale Bintang Hotel Kuala Lumpur, and Concorde Hotel Kuala Lumpur. Setiap hotel ini terdiri daripada 4 bintang hotel. 120 pekerja di gunakan untuk kajian hanya 95 pekerja dari hotel-hotel yang dipilih akan menyertai dalam kajian. Borang soal selidik digunakan untuk menentukan latar belakang sosial-demografi, maklumat kerja dan faktor stres. Terdapat tiga penemuan hipotesis dalam kajian ini hipotesis1: Pekerja yang berkerja 46 jam atau lebih dalam seminggu akan mengalami tekanan stres berbanding dengan pekerja yang berkerja kurang dari 46 jam seminggu. Hipotesis2: Pekerja wanita akan mengalami tekanan stres yang tinggi berbanding pekerja lelaki and Hipotesis 3: Pekerja yang lama dalam perhidmatan akan mengalami kurang tekanan stres berbanding mereka yang baru berkhidmat. Factor utama bagi tekanan stres bagi pekerja sector hotel ialah bilangan jam bekerja. Kajian ini membuat kesimpulan bahawa bilangan jam berkerja

ABSTRACT

This study seeks to determine the effect of occupational stress, gender, and working hour on productivity among employees in hotel industries around Lembah Klang District. The three hotels that have been chosen to be survey are Swiss Garden Hotel and Residences Kuala Lumpur, The Royale Bintang Hotel Kuala Lumpur, and Concorde Hotel Kuala Lumpur. Each Hotel is known with 4 stars Hotels. There where 120 questionnaires have been distributed but only 95 questionnaires can be uses in this survey due to some were not fully answered. The questionnaire was used to determine socio-demographic background, working information and stress factors. There were three finding/ hypothesis need to be search which is on Hypothesis 1: Those individuals that work 46 hours or more per week will have significantly higher occupational stress than those that work less than 46 hours per week. Hypothesis 2: Women will have significantly higher levels of occupational stress than men and Hypothesis 3: Long service staff tends to experience less number of occupational stress compared to short/new serving staff.

The most dominant factors of occupational stress among Hotels employees are hours of work. It shows that hours of works is the main factor in causing occupational stress among the Hotel employees

ACKNOWLEDGEMENT

In the name of ALLAH, Most Gracious and Most Merciful Alhamdulillah, praised to ALLAH S.W.T. for the completion of this thesis. I would like to express my gratitude and appreciation to those who helped, supported and encouraged me, and made this accomplishment possible.

I would like to give a very special gratitude and appreciation to my main supervisor, Dr. Fais Bin Ahmad for his professional commitments, guidance and invaluable help

Thazali B. Din, my examiner for his constructive ideas and valuable suggestions.

To the General Manager of Swiss Garden and Residences Hotel Kuala Lumpur, The Royale Bukit Bintang Hotel Kuala Lumpur and Concorde Hotel Kuala Lumpur for giving

To all three hotels employees that took time to answer the questionnaire with patient. I extend my sincere thanks. Without their involvement, the study would not have been

DEDICATIONS

This piece of work is especially dedicated to:

My beloved parents

Shaharuddin Bin Tahir

Jamiah Binti Abdullah

My Loving Husband

Ainul Ridzuan Bin Ahmad

My beloved siblings

Mohd Shazwan Bin Shaharuddin

Mohd Shazmir Bin Shaharuddin

Not forgotten

My Sister-in-law

Nur Jannah Binti Hamzah

All my friends

THANKS A LOT

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CHAPTER 1

INTRODUCTION

1.0 Background of the Study

Swiss-Garden Hotel & Residences Kuala Lumpur is strategically located in the heart of Kuala Lumpur between bustling the Bukit Bintang and Chinatown. The hotel was recently refurbished offering business and leisure travellers a refined experience with 310 guest rooms in warm earth tones, equipped with modern amenities for the ultimate ambience. A variety of accommodation is available, ranging from the Deluxe Rooms, Premier Deluxe, and Premier Executive to the Family Rooms. A unique dining experience awaits diners at the Flavors Restaurants and Green Treats Café or alternatively if you prefer something outdoors the Pool Bar is superb for refreshments and snacks. The Blue Chip Lounge is a cocktail of style and elegance, ideal to relax and unwind while the stylish lounge located on the 11th floor is perfect for the executives. For a rejuvenating experience, indulge in the ancient art of Indonesian Balinese massage and experience highly effective tropical spa treatment at our Samsara Spa.

The Royale Bukit Bintang Hotel Kuala Lumpur in the heart of Kuala Lumpur's Golden Triangle is The Royale Bintang. The location is within a short walking distance to the monorail station and major shopping centers including Sungai Wang Plaza, Times Square, Lot 10, Starhill Gallery, Pavilion and the entertainment hub along the famous Bukit Bintang Walk. With a choice of Superior or Deluxe rooms, Executive Suites and the Royale Suites, each guest room has individual controlled air conditioning, telephone

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