

ANALYSIS OF WORK STRESS AMONG BANK EMPLOYEES :

A CASE STUDY OF BANK RAKYAT

By

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ABSTRACT

The purpose of this study is to determine factors of work stress among the Bank Rakyat's employees. This study also aims to determine whether there were any statistically significant differences in the respondents' level of work stress by demographic factors (gender, status, education qualification, job position and length of service).

The survey was carried out at 12 branches of Bank Rakyat at Northern Zone. A total of 154 bank employees participated in this study. Data was collected through 40 items questionnaires on a five-point Likert Scale. Both descriptive and inferential statistics were used to analyze the data using the SPSS version 15.0. Correlation analyses were conducted to test the relationship between levels of work stress with personal factors, organizational factors and environmental factors; whereas descriptive analysis was conducted to analyze demographic characteristics of respondents. Besides that, T-test, ANOVA and regression were also used in this study.

The findings of this study showed that there was no statistically significant difference in the level of work stress by demographic factors (gender, status, education qualification, job position and length of service). However, the findings showed that only organizational factors have significant relationship with work stress level. Findings of this study also resulted in the overall level of work stress among respondent is moderate.

ABSTRAK

Tujuan kajian ini adalah untuk mengenalpasti faktor-faktor tekanan kerja di kalangan pekerja-pekerja Bank Rakyat. Kajian ini juga bertujuan bagi mengenalpasti sama ada terdapatnya perbezaan statistik yang signifikan pada tahap tekanan kerja responden-responden berdasarkan faktor demografi (jantina, status perkahwinan, pencapaian akademik, kedudukan pekerjaan dan tempoh perkhidmatan).

Kajian ini telah dijalankan di 12 cawangan Bank Rakyat di Wilayah Utara. Seramai 154 para pekerja bank telah mengambil bahagian dalam kajian ini. Data dipungut berdasarkan 40 item soal selidik yang dibina berasaskan 5 skala Likert. Data yang diperolehi telah dianalisis menggunakan kaedah statistik deskriptif dan statistik inferensi dengan menggunakan SPSS versi 15.0. Analisis korelasi dijalankan untuk mengukur hubungan antara tahap tekanan kerja dengan faktor peribadi, faktor organisasi dan -faktor persekitaran; manakala analisis deskriptif dijalankan untuk menganalisis faktor demografi responden-responden. Selain itu, T-test, ANOVA dan regresi juga digunakan dalam kajian ini.

Hasil kajian menunjukkan bahawa tiada perbezaan statistik yang signifikan pada tahap tekanan kerja dari segi faktor demografi (jantina, status perkahwinan, pencapaian akademik, kedudukan pekerjaan dan tempoh perkhidmatan). Bagaimanapun, hasil kajian menunjukkan faktor organisasi mempunyai perhubungan signifikan dengan tahap tekanan kerja. Hasil kajian ini juga menunjukkan tahap tekanan kerja yang dialami oleh responden adalah pada paras index yang sederhana.

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF STUDY

Over the last century, stress as an interdisciplinary concept become a region of nice interest and has been researched extensively. As cited by Baskaran (2004), stress has become therefore common in both developed as well as developing countries that individuals have referred to as it ‘the third wave plague’ (Sutherland & Cooper, 1990). This problem has become a serious issue, however the word “stress” is utilized by totally different people, in several contexts and for various purposes.

According to Stoppler (2011), generally stress is said to contain external and internal factors. External factors comprise the physical atmosphere such as challenges, difficulties, and expectations that confronted by people on a day-to-day basis. Internal factors confirm body's ability to retort to, and cope with, the external stress-inducing factors. Internal factors that influence the power to handle stress consist of nutritional standing, overall health and fitness levels, emotional well-being, and also the quantity of sleep and rest that a person get.

The earliest studies on stress were largely physiological. Selye (1956) had developed psychological model where it established a link between stressors and illness in his model of general adaptation syndrome. The attempt to grasp psychological stress did not solely involve the link between stress and illness; different human characteristics like emotion, motivation and performance were linked to anxiety. The realm of stress

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