

**OCCUPATIONAL STRESS AND JOB SATISFACTION AMONG EMPLOYEES: A  
CASE STUDY IN MINISTRY OF AGRICULTURE AND AGRO-BASED  
INDUSTRY MALAYSIA**

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**OCCUPATIONAL STRESS AND JOB SATISFACTION AMONG EMPLOYEES:  
A CASE STUDY IN MINISTRY OF AGRICULTURE AND AGRO-BASED  
INDUSTRY MALAYSIA**

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**By**

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## ABSTRAK

Tekanan di tempat kerja adalah salah satu isu yang telah dibincangkan dan dibahas secara menyeluruh. Selain itu, pada masa yang sama juga kepuasan dalam pekerjaan juga telah dianggap sebagai salah satu punca yang boleh mendatangkan tekanan kepada pekerja. Kajian ini tertumpu kepada perhubungan antara punca tekanan di tempat kerja dan kepuasan bekerja secara menyeluruh termasuk juga perbezaan di antara jantina di kalangan pegawai kumpulan Pengurusan dan Professional di MOA. Punca yang telah dikenalpasti telah dihadkan kepada beban kerja, konflik peranan dan persekitaran fizikal di tempat kerja. Kajian menggunakan reka bentuk penyelidikan kuantitatif yang mana data yang telah dikumpulkan melalui soal selidik. Soalan-soalan yang digunakan dalam soal selidik menggunakan “USDAW Stress Questionnaires” (untuk beban kerja dan persekitaran fizikal ditempat kerja), “NIOSH Generic Job Stress Questionnaires” (untuk konflik peranan) dan “Minnesota Job Satisfaction Questionnaires” (untuk kepuasan bekerja). Selain itu, didapati bahawa semua punca-punca tekanan di tempat kerja adalah berkait rapat dengan kepuasan bekerja secara keseluruhan, namun hanya konflik peranan yang mempunyai perhubungan yang positif. Sebaliknya, tiada perbezaan yang ketara ditemui di antara pegawai-pegawai lelaki dan perempuan dari segi kepuasan kerja secara keseluruhan. Pendek kata, kelaziman perhubungan antara punca-punca tekanan dan kepuasan kerja wujud dan didapati sama dengan kajian yang telah dilaksanakan sebelumnya. Walau bagaimanapun, varians diantara jantina dan kepuasan bekerja secara keseluruhan di MOA adalah tidak signifikan dan selaras dengan majoriti kajian awal. Melanjutkan kajian adalah sangat disyorkan bagi mengkaji perhubungan diantara konflik peranan dan kepuasan bekerja, kerana terdapat perbezaan antara hasil kajian ini dengan kajian yang terdahulu.

## ABSTRACT

Occupational stress is one of the workplace issues that is widely discussed and recognised. In the mean time, job satisfaction is considered as one of the possible effects of the stress suffered by the employees. This study has focused on the discovery of association between causes of occupational stress and overall job satisfaction, as well as the gender differences on overall job satisfaction among the managerial and professional officers in MOA. The causes examined are limited to workload, role conflict and physical work environment. This study employed a quantitative research design, whereby the data were collected through questionnaires. The questions in the questionnaire use USDAW Stress Questionnaires (for workload and physical work environment), NIOSH Generic Job Stress Questionnaire (for role conflict) and Minnesota Job Satisfaction Questionnaire (short form) (for job satisfaction). It is found that all the causes of occupational stress are correlated with overall job satisfaction, with only role conflict having a positive relationship. In contrast, no significant difference has been found between male and female officers in terms of overall job satisfaction. In short, the prevalence of association between causes of stress and job satisfaction existed, similar to the previous studies. However, the variance between gender and overall satisfaction in MOA is not significant inconsistent with majority of earlier studies. Further studies are highly recommended on the association between role conflict and job satisfaction, since there is a difference between the findings of this study with the others.

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## CHAPTER ONE

### INTRODUCTION

Stress is one of the major health hazards in the modern world. It triggers anywhere, at any moment to anybody. It is natural epidemic for every human, in order to assess their strength and wisdom. Moreover, it is not a new issue in the working world. It is one of the popular topics to be discussed and studied in the twenty-first century.

Gibson, Ivancevich, Donnelly and Konopaske (2006) define stress as “feeling tense, anxious and worry”. Occupational stress is a condition where a person (or an employee) experiences a constraint, an opportunity or an excessive physical or psychological demand (Champoux, 2003). It also means “the harmful physical and emotional response that occurs when the requirement of the job do not match the capabilities, resources or needs of the worker” (Gabriel and Liimatainen, 2000). Clark, Chandler and Berry (2000) argue that stress has been appeared to be increased in the changing “flexible” conditions of work with its business cost; concerned with absenteeism, litigation and compensation claim. Here, occupational stress is also interrelated with an organization’s business, of which it will provide effects on the cost of the organization and directly will affect its productivity and production. Nonetheless, occupational stress is not necessarily viewed negatively. It depends on one’s perception and response. If a person perceives a situation as bad, the imbalance between the stimulus (i.e. perceived demand) and the perceived ability to meet that demand will occur. In this condition, he or she will feel the distress and pressure.

Eustress works in the other way, where the employees will experience healthy and positive consequences from any stressful events (McShane and Von Glinow, 2008).

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