

**The Factors of Stress among Industrial Workers in  
Malaysia: A Study at Shorubber (M) Sdn. Bhd**

**A thesis submitted to the College of Business in partial  
fulfillment of the requirements for the degree of  
Masters of Human Resource Management,  
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**By:**

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## **ABSTRACT**

The purpose of this study is to determine the factors of stress among industrial workers in Malaysia. There are three independent variables in this study which are work environment, management support and employee satisfaction.

This study was done among 244 operators in Shorubber (M) Sdn. Bhd. Data were gathered through questionnaires and being analyzed by using Statistical Package for Social Science (SPSS) version 16.0. This software was used to analyze the data and test each hypothesis in this study.

The findings suggested that only work environment and employee satisfaction were supported the hypothesis in this study. Management support was not supported the hypothesis. Recommendations for future research and for the company were also discussed.

## **ABSTRAK**

Kajian ini bertujuan untuk mengetahui faktor-faktor tekanan di kalangan pekerja industri di Malaysia. Terdapat tiga pembolehubah tidak bersandar di dalam kajian ini iaitu persekitaran kerja, sokongan pihak pengurusan dan kepuasan pekerja.

Kajian ini telah dijalankan terhadap 244 operator pengeluaran di Shorubber (M) Sdn. Bhd. Data telah diperolehi melalui soalan dan telah dianalisa menggunakan Statistical Package for Social Science (SPSS) versi 16.0. Perisian ini telah digunakan untuk menganalisa data dan menguji setiap hipotesis di dalam kajian ini.

Penemuan menunjukkan bahawa hanya persekitaran kerja dan kepuasan pekerja menyokong hipotesis didalam kajian ini. Manakala, sokongan pihak pengurusan tidak menyokong hipotesis. Cadangan untuk kajian akan datang dan kepada organisasi juga turut dibincangkan.

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## CHAPTER 1

### INTRODUCTION

#### 1.1 Background of the study

Earlier studies that began in the 1930s (Haslam, 2004), shows that stress will cause physical and psychological symptoms that exist due to the difficulties experienced when individual is trying to adapt to an environment (Bennett, 1997). When stress in employees is out of control it will affect the employees of an absence which could affect the performance of the organization. Stress also affects in worker absenteeism, low employee morale, high job accidents, and the primary is a decline in labor productivity. Stress also can be act as an 'alarm' in the individual's body to act. Therefore, it is very important for individuals who have stress to regulate the stress so as not to endanger themselves and others.

There are many definitions on stress. Andre (2008) stated that stress is a state of tension experienced when one's usual modes of coping are insufficient. Some of the common stressors at work are the stress of the job itself, physical factors such as repetitive stress injuries, and conflicts between your work and tour personal life.

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