

**ERGONOMIC PROBLEMS AND JOB STRESS: A STUDY AMONG WORKERS
AT NICHICON (M) SDN. BHD.**

By

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ABSTRACT

This research examine the ergonomic issues such as job design, process design work, working time and workload that affect the stress in the workplace. The aim of this study was to develop an understanding of the ergonomic factors that affect stress and to examine the relationship between ergonomic factors and work stress. Data for this study was collected from 100 employees Nichicon (M) Sdn. Bhd., Bandar Baru Bangi, Selangor. The study was carried out by conducting analyses to figure out the relationship that exists between the work design, work process design, working hour and workload with work stress. The results showed a relationship between work load and job stress. The other three variables; work design, work process design and working hour are not significant factors that contribute job stress among the employees. It is essential to promote ergonomics concepts and practice by disseminating the applications to various industries so that both employers and employees benefits and become aware of design concepts and work methods that can help to improve workplace conditions as well as enhancing workers' OSH.

ABSTRAK

Kajian ini meneliti isu-isu ergonomik seperti rekabentuk kerja, rekabentuk proses kerja, tempoh masa kerja dan bebanan kerja yang memberi kesan kepada tekanan di tempat kerja Tujuan kajian ini adalah untuk membangunkan kefahaman tentang faktor-faktor ergonomik yang mempengaruhi tekanan kerja dan untuk memeriksa sama ada terdapat hubungan antara faktor-faktor ergonomik dan tekanan kerja. Data bagi kajian ini dikumpulkan daripada 100 pekerja Nichicon (M) Sdn. Bhd., Bandar Baru Bangi, Selangor. Kajian telah dilaksanakan dengan menjalankan analisis terhadap hubungan yang wujud antara rekabentuk kerja, rekabentuk proses kerja, tempoh masa kerja dan bebanan kerja dengan tekanan kerja. Hasil kajian menunjukkan wujudnya hubungan antara pembolehubah beban kerja terhadap tekanan di tempat kerja. Tiga mbolehubah lain; rekabentuk kerja, rekabentuk proses kerja dan tempoh masa kerja tidak mempunyai hubungan yang signifikan terhadap tekanan di tempat kerja. Adalah penting untuk menggalakkan konsep ergonomik dan amalan-amalan kerja secara ergonomik dengan menggalakkan perbagai industri supaya kedua-dua pihak, samada majikan maupun pekerja mendapat faedah dan sedar akan konsep reka bentuk dan kaedah kerja yang boleh membantu untuk memperbaiki keadaan tempat kerja serta meningkatkan kesedaran tentang keselamatan dan kesihatan di tempat kerja (OSH).

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CHAPTER 1

INTRODUCTION

1.0 Introduction

This chapter gives a brief introduction regarding the study. This chapter also discusses the research problem, research question, research objective, scope of the study, significant of the study and a brief operation of the keywords.

1.1 Background of the Study

Ergonomics in the workplace is one of the most important elements that might influence the employee's productivity. Nowadays, organizations are highly seeking the ways for effective working environment as a means to improve employee's performance and health condition (Huang and Robertson, 2006). Besides, Cohen (1993) and Jones *et al.*, (1993) in Huang and Robertson (2006) mentioned that group performance becomes as one of the important issue for organization's business which rely on the collaboration efforts in meeting organizational goals itself. Jobs in ergonomically designed may lead to raise the employee's performance and reduced the stress level.

In deep, workplace with ergonomic design may reduce hazards and illness that are related to ergonomics such as cumulative trauma disorders (CTD), repetitive strain injuries (RSI), back pain, shoulder pain, leg fatigue and other illness (Garg and Rastogi,

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