

AN ASSESSMENT OF WORK STRESS LEVEL AT ASIAN COMPOSITE
MANUFACTURING (ACM) SDN. BHD.

A thesis submitted to the Graduate School in partial fulfillment of the requirements for
the degree Master of Science (Management),
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By

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ABSTRAK

Kajian kes di Asian Composite Manufacturing (ACM) Sdn. Bhd. Bukit Kayu Hitam, Sintok, Kedah ini dijalankan untuk membuat penilaian terhadap tahap tekanan dikalangan pekerja sokongan mengikut jantina dan skop pekerjaan. Instrumentasi yang digunakan adalah berdasar Occupational Stress Inventory-Revised (OSI-R) dari kajian Osipow (1998). Seramai 175 orang pekerja sokongan yang menjawab soal selidik dan SPSS versi 13.0 digunakan bagi tujuan penganalisan data. Tiga skala utama adalah peranan pekerjaan (Occupational Role Questionnaires-ORQ), tekanan personal (Personal Strain Questionnaires-PSQ), sumber personal (Personal Resources Questionnaires). Skala pertama (Occupational Role-OR) dibahagikan kepada 6 sub-skala iaitu bebanan kerja (Role Overload-RO), ketidakcukupan kerja (Role Insufficiency-RI), kesamaran peranan (Role Ambiguity-RA), konflik peranan (Role Boundary-RB), tanggungjawab (Responsibility-R), dan persekitaran fizikal (Physical Environment-PE). Skala kedua (Personal Strain-PS) dibahagikan kepada 4 sub-skala iaitu tekanan vokasional (Vocational Strain-VS), tekanan psikologi (Psychological Strain-PSY), tekanan interpersonal (Interpersonal Strain-IS), dan tekanan fizikal (Physical Strain-PHS). Skala ke tiga dibahagikan kepada 4 sub-skala iaitu rekreasi (Recreation-RE), penjagaan diri (Self-Care-SC), sokongan social (Social Support-SS) dan pendekatan kognitif (Rational/Cognitive Coping-RC). Dapatan kajian mendapati aras bebanan kerja keseluruhan bagi lelaki dan wanita di ACM menunjukkan normal (normal and mild stress), kecuali lelaki dalam sub-skala kesamaran peranan (Role Ambiguity-RA) menunjukkan aras tekanan yang tinggi (strong stress) berbanding dengan wanita.

ABSTRACT

The purpose of this study is to assess the level of stress among supporting staff based on gender and duties of occupational at Asian Composite Manufacturing Sdn. Bhd. at Bukit Kayu Hitam, Sintok, Kedah. The instrument used for measuring or to assess the level of stress was adopted from Osipow (1998), based on Occupational Stress Inventory-Revised (OSI-R). 175 respondents have completed the questionnaires. Three main scales that been used in this study are, Occupational Role, Personal Strain and Personal Resources. First scale is Occupational Role-consists 6 sub-scales, Role Overload (RO), Role Insufficiency (RI), Role Ambiguity (RA), Role Boundary (RB), Responsibility (R) and Physical Environment (PE). A second scale Personal Strain- includes 4 sub-scales, Vocational Strain (VS), Psychological Strain (PSY), Interpersonal Strain (IS), and Physical Strain (PHS). Meanwhile, third scale is Personal Resources- includes 4 sub-scales, Recreation (R), Self-Care (SC), Social Support (SS) and Rational/Cognitive Coping. From the analysis, the level of work stress at ACM showed the workers have a normal stress level, except for male under the sub-scale category (Role Ambiguity – RA) which showed strong stress level compared to the female workers.

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DEDICATION

I take a great deal of pride in dedicating this thesis;

To My Parents

“Othman Mohammed”

“Zaharah Sulaiman”

And To My Brothers and Sisters

“Azizah Othman”

“Maziah Othman”

‘Muhd. Nur Othman’

“Solehah Othman’

“Muhd. Kamil Othman”

“Muhd. Faiz Zakwan Othman”

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CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Asian Composite Manufacturing Sdn. Bhd. (henceforth, ACM Sdn. Bhd.) is a strategic alliance between Malaysian public-listed companies; Sime Darby Bhd and Naluri Bhd. They also have partners from the United States of America; The Boeing Company and Hexcel Corporation. The birth of ACM Sdn. Bhd. is the result of astute business decisions based on the following advantageous scenario:

- 1.1.1 Favorable regional economic growth forecast in Asia;
- 1.1.2 Lower operating costs;
- 1.1.3 Friendly and attractive of the Malaysian Government business policies;
- 1.1.4 Malaysia as a long term customer of the Boeing Company; and
- 1.1.5 Malaysia's unwavering vision and efforts to become a high-tech hub in Asia.

Since, ACM Sdn. Bhd. is in the process of growing to be a World Class Manufacturing Center, their employees should move faster than before. In these situations, employees will be stressed with plenty of work and should cope up with the new technologies, new machines, new customers and new culture at once. All these factors create stress situations among their employees, especially for the staffs.