

**UNIVERSITI UTARA MALAYSIA
BPMZ 69912 DISSERTATIONS**



**JOB STRESSFUL AMONG EMPLOYEES:
A RESEARCH IN CRESTRONICS (M) SDN BHD**

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Abstract

The aim of this research is to determine factors of Job Stressful of the employees at Crestronics (M) Sdn Bhd. The survey was conducted at Crestronics (M) Sdn Bhd. 38 Crestronics's employees were participated in this research. Data was collected via survey and using questionnaires as the survey instruments. Five-point Likert Scale was use in the questionnaire. Data was processed and analyzed using the IBM SPSS Statistic Data Version 20. Correlation analyses were conducted to test the relationship between levels of job stressful with personal factors and organizational factors. The descriptive analysis was conducted to analyze demographic characteristics of respondents. Regression analysis were use to observe the effect between the job stressful and the factors. Limitation in career development within the organization due to the small service schemes have caused the competent officers lost the interest in working. Close service scheme is the main obstacle to the employees to develop their careers. Less motivation and comprehension of the job scopes directing them to react ineffectively and stressful more easily. In dealing with the responsibilities and serving the customers, Crestronics (M) Sdn Bhd's (CMSB) employees comparatively confronted with the job stressful problem. Thus, due to the arisen problems, this research is attempted to identify the factors affecting the employees' job stressful. The findings of this study indicate that both personal and organizational factors have significant relationship with job stressful level. Findings of this study also resulted in the overall level of job stressful among the respondent is moderate.

Keywords: employees' job stressful, personal factor, organizational factor.

Abstrak

Kajian yang dijalankan ini ialah untuk menentukan dan mengenalpasti faktor yang menyebabkan Tekanan Kerja ke atas pekerja-pekerja di Crestronics (M) Sdn. Bhd. Kajian telah dijalankan di Crestronics (M) Sdn Bhd. Seramai 38 orang pekerja Crestronics telah terlibat di dalam kajian ini. Data telah diambil dari tinjauan berdasarkan borang soal selidik sebagai alat tinjauan. "Five-Point Likert Scale" telah digunakan di dalam borang soal selidik tersebut. Semua data telah diproses dan dianalisa menggunakan sistem IBM SPSS Statistic Data Version 20. Hubung Kait Analisa (Correlation Analysis) telah dijalankan untuk mengetahui dan menguji hubungan di antara tahap tekanan kerja dengan faktor peribadi dan faktor organisasi. Penghuraian Analisa (Descriptive Analysis) telah dijalankan untuk menganalisa demografi sifat setiap responden. Pengunduran Analisa (Regression Analysis) telah dijalankan untuk meninjau dan mencerap kesan di antara tekanan kerja dan faktor penyebabnya. Kekurangan pembangunan karier di dalam setiap jabatan telah menyebabkan pegawai-pegawai yang cekap tidak berminat di dalam kerja mereka. Skim Karier Tertutup telah menjadi penghalang kepada pembangunan karier pekerja Crestronics. Kekurangan motivasi dan kefahaman tentang skop kerja telah menyumbang kepada tekanan kerja kepada mereka. Oleh itu, dengan masalah yang timbul, kajian ini berusaha untuk mengenalpasti faktor penyebab kepada tekanan kerja. Hasil kajian ini mendapati bahawa kedua-dua faktor peribadi dan faktor organisasi nyata sekali mempunyai kaitan dengan tahap tekanan kerja. Hasil kajian juga mendapati keseluruhan tahap tekanan kerja di antara responden ialah pada tahap sederhana.

Katakunci: Tekanan kerja pekerja, faktor peribadi, faktor organisasi.

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CHAPTER 1

INTRODUCTION

1.0 Background

Almost each and every employee deals with job stressful and nearly everyone consents that job stressful results from the interaction of the employees and the conditions of job. A safe and healthy workplace ensures job efficiency and makes working pleasurable and satisfying. Sickening working conditions on the other hand, will create a stressful job atmosphere. Therefore, this research attempt to analyse the reason of the job stressful employees in Crestronics (M) Sdn Bhd (CMSB) and to identify the factors contributing to the job stressful itself.

In dealing with the responsibilities and serving the customers, Crestronics (M) Sdn Bhd's (CMSB) employees comparatively confronted with the job stressful problem.

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