

**STRESS FACTORS OF TEACHERS FROM SECONDARY SCHOOL IN
IPOH**

BY

NICHOLAS VINODH A/L ANTHONYSAMY

**Thesis to be submitted to
Othman Yeop Abdullah Graduate School of Business,
University Utara Malaysia,
In Fulfilment of the Requirement for the
Degree of Master of Science (Management)**



Othman Yeop Abdullah
Graduate School of Business

Universiti Utara Malaysia

PERAKUAN KERJA KERTAS PROJEK
(*Certification of Project Paper*)

Saya, mengaku bertandatangan, memperakukan bahawa
(I, the undersigned, certified that)

NICHOLAS VINODH A/L ANTHONYSAMY (810960)

Calon untuk Ijazah Sarjana

(Candidate for the degree of) **MASTER OF SCIENCE (MANAGEMENT)**

Telah mengemukakan kertas projek yang bertajuk

(has presented his/her project paper of the following title)

STRESS FACTORS OF TEACHERS FROM SECONDARY SCHOOL IN IPOH

Seperti yang tercatat di mukasurat tajuk dan kulit kertas project
(as it appears on the title page and front cover of the project paper)

Bahawa kertas projek tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu dengan memuaskan.

(that the project paper acceptable in the form and content and that a satisfactory knowledge of the field is covered by the project paper).

Nama Penyelia : **DR. JASMANI BINTI MOHD YUNUS**

(Name of Supervisor)

DR. JASMANI BINTI MOHD YUNUS

Tandatangan :
(Signature)

UNIVERSITI UTARA MALAYSIA
KUALA LUMPUR

Tarikh
(Date)

15 MAC 2015

PERMISSION TO USE

This dissertation is presented in a partial fulfilment for the requirements and completion of postgraduate degree in University Utara Malaysia and hereby I agree that the Library of the University of Utara Malaysia can fully utilise and made available for references and inspections. I further agree that an intention to copy whole or partially or parts or contexts are permissible in the absence of my supervisor(s) or Dean from the faculty of Othman Yeop Abdullah Graduate school of Business and in the University that I have enrolled. Any type of copying or publication of the dissertation context wholly or partially for financial gain shall not be permitted without my written permission. It is also to be made to understood that due recognition shall be given to me and UUM in any scholarly from the use of any material that was derived from this dissertation.

Request for permission to copy or to make use of the material in this dissertation in any manner should be made to:

Dean of Othman Yeop Abdullah Graduate School of Business
University Utara Malaysia
06010 UUM Sintok
Kedah Darul Aman

Abstract

The purpose of this study is to identify the relationship of the independent variables such as work hour, work load, financial problems, and family conflicts and work location on the stress that the teachers of secondary school in Ipoh experienced. The sampling size that was employed for this study was 120 teachers' from schools namely SMK Anderson, SMK S.T Michael, SMK Buntong and SMK Methodist ACS in the district of Ipoh. The data was collected through the distribution of questionnaires to the teachers. A pilot test was done to 30 teachers around Ipoh. The findings of the research were derived with the use of statistical tool SPSS version 22. The findings of the research showed that there were significant relationship between financial problem, family conflicts and the stress level experienced by teachers of the secondary school in Ipoh. The research also indicates that the variables have significant impact on the teachers stress. The regression analysis showed that there is no significant impact between job stressors and stress.

Key words: Stress, Work load, Work hour, Financial problem, Family conflicts and work location.

Abstrak

Tujuan kajian ini adalah untuk mengenalpasti hubungan di antara pemboleh ubah seperti waktu kerja, beban tugas, masalah keluarga, masalah kewangan dan lokasi tempat kerja dengan tahap stress yang di alami di kalangan Guru-guru Sekolah Menengah Ipoh. Saiz sample yang telah di pilih untuk kajian ini adalah 120 orang Guru-guru dari SMK Anderson, SMK S.T Michael, SMK Buntong, SMK Methodist dari kawasan Ipoh. Data telah dikumpul melalui pengedaran borang soal selidik kepada Guru-guru Sekolah. Satu ujian pilot telah di jalankan dengan seramai 30 orang guru dari kawasan Ipoh yang dipilih secara rawak. Penganalisaan maklumat mentah telah di lakukan dengan penggunaan system perisian statistical Spss versi 22. Dapatan daripada kajian ini menunjukkan bahawa terdapat hubungan diantara masalah keluarga, masalah kewangan dan tahap stress yang dilalui oleh Guru-guru sekolah Menengah di Ipoh. Kajian juga dapati bahawa pemboleh ubah-pemboleh ubah dalam kajian ini mempunyai implikasi ke atas stress Guru.

Kata Kunci : Stress, Beban Kerja, Masa Kerja, Masalah Kewangan, Masalah Keluarga dan Lokasi Kerja.

ACKNOWLEDGEMENT

First of all, I would like to thank my respectable supervisor Dr. Jasmani Binti Mohd Yunus, Lecturer of University Utara Malaysia for her endless guidance and support in completing my research. Her guidance, patience and care are mostly appreciated, without her guidance it would be impossible for me complete the research smoothly.

Besides that, I would like to thank and express my deepest appreciation to my beloved parents who have supported me all this while, so that I could complete my studies and to become who I intended to become in the future. They have fed me with the words of encouragements and they have also supported me financially. They have also poured their blessings on me and have prayed for me all the while.

Furthermore, I would like to express my gratitude to my friends and colleagues for supporting me and sharing their knowledge with me. Their caring and supporting attitude have motivated me in completing my research.

Finally I would like to thank all who have directly and indirectly helped me in completing my research. This includes, the management staffs of UUMKL who have supported me and guided on the matters of administrative processes and also the photo copy shop owners whose shop located nearby UUMKL who have helped me in times of difficulties.

Thank you.

TABLE OF CONTENTS

CERTIFICATION OF THESIS WORK	ii
PERMISSION TO USE	iii
ABSTRACT	iv
ABSTRAK	v
ACKNOWLEDGEMENT	vi
TABLE OF CONTENTS	vii
LIST OF TABLES	x
LIST OF FIGURES	xi
LIST OF ABBREVIATION/NOTATIONS/ GLOSSARY OF TERMS	xii
1.0 CHAPTER 1: INTRODUCTION	
1.1 Background of the Study	1
1.2 Problem Statement	2
1.3 Research Questions	7
1.4 Research Objectives	8
1.5 Significance of Research	9
1.6 Scope and Limitations of Study	9
1.7 Organization of Thesis	10

2.0 CHAPTER 2: LITERATURE

2.1 Introduction	11
2.2 Stress	11
2.3 Workload	20
2.4 Work Hours	21
2.5 Location Factor	22
2.6 Family Conflict	22
2.7 Financial Factors	23
2.8 Summary of Chapter 2	29

3.0 CHAPTER 3: RESEARCH METHODOLOGY

3.1 Introduction	30
3.2 Research Framework	31
3.3 Hypothesis	32
3.4 Research Design	32
3.5 Operational Definition and Instrumentation	33
3.6 Measurement of Variables	36
3.7 Data Collection	41
3.8 Sampling	42
3.9 Data Collection Procedure	42

3.10 Techniques of Data Analysis	43
3.11 Summary of chapter 3	47
4.0 CHAPTER 4: RESULTS AND DISCUSSION	
4.1 Introduction	48
4.2 Descriptive Analysis	49
4.3 Correlation Analysis	60
4.4 Linear Regression Analysis	62
4.5 Summary on the Result of Hypothesis Testing	64
4.6 Summary	66
5.0 CHAPTER 5: CONCLUSIONS AND RECOMMENDATIONS	
5.1 Introduction	67
5.2 Assessment of the Research Objectives	67
5.3 Theoretical and Practical Implication	71
5.4 Suggestion for future research	71
5.5 Summary	72
6.0 REFERENCES	75
7.0 APPENDIX	80

LIST OF TABLES

1. Table : 3.1 Scales and value for perceive stress questionnaire	37
2. Table : 3.2 Show the type of positions that the items on the Likert scale represents.	38
3. Tables: 3.3 Classifying items to the type of feeling for stress items and the items that were constructed to measure the causes of stress according to the five factors that was identified.	39
4. Table: 3.4 Pilot test result	45
5. Table 3.5: Guildford's Rule of Thumb, Guilford (1973)'s Correlation Pearson table	46
6. Table 3.6: Result of Skewness and Kurtosis for each variable.	48
7. Table 4.1: Background of Respondents	50
8. Table 4.2: Frequency Cross-Tabulation of Grade and Respondents' Background	52
9. Table 4.3: Descriptive Analysis on Perceived Stress Elements	54
10. Table 4.4: Descriptive Analysis on Task Time Elements	55
11. Table 4.5: Descriptive Analysis on Job Load Elements	56
12. Table 4.6: Descriptive Analysis on Family Elements	57
13. Table 4.7: Descriptive Analysis on Financial Elements	59
14. Table 4.8: Descriptive Analysis on Location Elements	59
15. Table 4.9: Correlations Analysis On Individual Stressors	60
16. Table 4.10 : Linear Regressions	62
17. Table 4.11 : Coefficient Analysis	63
18. Table 4.12: Correlations Analysis On Total Stressors	65

List of Figures

Figure 1: Model of Work Stress	25
Figure 2: Research Framework	31

LIST OF ABBREVIATIONS/NOTATIONS/GLOSSARY OF TERMS

1. **MOE** : Ministry of Education
2. **SMK** : Sekolah Menengah Kebangsaan
3. **NUTP** : National Union of The Teaching Profession
4. **CUEPACS** : Congress of Unions of Employees in the Public and Civil Services
5. **SPSS** : Statistical package for social science

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

It is evident that there is a great necessity for education in today's world. In a challenging and in a dominating world today, education has become the key to open up the "door of economic and technologic development", it is because knowledge plays a major role for the development of a country. The Minister of welfare, women and Family development Datuk Fatimah Abdullah says various efforts is done to ensure that countries education state continues to develop so that it can compete at the global stage. (Nov 2, 2012).

Teachers are the providers of knowledge, who educate, foster and nurture students to become someone in their life and also to create a knowledgeable person. The learning process takes place in a school that will help to facilitate the learning process and school is the workplace of the teachers.

According to Malaysian Educational statistic (2014).Ministry of Education Malaysia there are 2394 secondary schools in Malaysia and from the 246 secondary schools are from the state of Perak in the year 2014. A number of 40 secondary schools are from the district of Ipoh. The Education Ministry also reports the number of Secondary students in Malaysia in the year 2014 is 2,220,679 and 181,747 Secondary school teachers. In general the statistic shows that the number of students

The contents of
the thesis is for
internal user
only

REFERENCE

Abang Mat Ali bin Abang Masagus,(Julai 1998),*Strategi Menangani Tekanan Di Kalangan Guru-Guru Sekolah Menengah Zon A, di Bahagian Kuching/Samarahan,Sarawak : Satu Tinjauan,Fakulti Sains Kognitif dan Pembangunan Manusia,Universiti Malaysia Sarawak.*

Abdul Said Ambotang & Muhamad Hisyam Mohd Hashim(2011),*The Relation of Work Environment and Stress in Classroom Management among Preschool Teachers, Universiti Malaysia Sabah & Universiti Tun Hussein Onn Malaysia*

Ahmad, M. (Jun, 1998) *Tekanan Kerja di Kalangan Guru Sekolah Menengah: Satu Kajian di Daerah Kulim Bandar Bahru,Kedah Darul Aman. Faculti Sains Kognitif dan Pembangunan Manusia,Universiti Malaysia.*

Alan H.S. Chan, K. Chen, & Elaine Y.L. Chong (Sept 18, 2009.) *Work Stress of Teachers from Primary and Secondary Schools in Hong Kong, ISSN 2249-3093 Volume 1, Number 2 pp.151-160.*

Azizi Hj. Yahaya & Nik Diana Hartika binti Nik Husain (May 2011), *Stress Level and Its Influencing Factors Among Secondary School Teachers In Johor, Melaka, Negeri Sembilan and Selangor.* Faculty of Education University Technology Malaysia Skudai Johor.

Bibi Sultana, Yasmin Bano, Fozia Bano & Dr Mola Dad Shafa (April 2012) *The Nature and Impact of Teacher Stress in the Private Schools of Gilgit-Baltistan, Pakistan. International Journal of Academic Research in Progressive Education and Development. April 2012,Vol.1, No.2 ISSN: 222-6348 The Aga Khan University-Institute for Educational Development, Professional Development Center.*

Chris Kyriacou (2001), *Teacher Stress: directions for future research*, *Education Review*, Vol.53, No. 1, 2001University of York, UK

Doraisamy G.S. (2007). *Hubungan Tekanan Kerja Dan Kepuasan Kerja Dengan Komitmen Terhadap Organisasi: Satu Kajian Di Ibu Pejabat Jabatan Kerja Raya Malaysia*, Universiti Utara Malaysia.

Figen Eres(Gazi University, Ankara Turkey)& Tatjana Atanasoska(University of St. Kliment Ohridski, Macedonia)(June 2011) *Occupational Stress of Teachers : A Comparative Study Between Turkey and Macedonia ,International Journal of Humanities and Social Science*,Vol.1,No.7[Special Issue-June 2011]

Haastrup T. Ekundayo Ph.D. & Adenike O. Kolawole (2013), *Stress Among Secondary School Teachers in Ekiti State, Nigeria. Journal of Education and Social Research Vol.3 (2) May 2013.*

Humaira Hussain(March 2010) *A Study of Teacher Stress: Exploring Practitioner Research and Teacher Collaboration as A way Forward*, Bournemouth University.

Jerlin Rupa & Vijaya Durai (July 23, 2012) *A Study on Stress Among School Teachers with Special Reference to Madurai District*, Arul Andar College.

Kamaruzaman Kamaruddin (Disember 2007) *Tekanan Kerja Dikalangan Guru Sekolah Menengah,Fakulti Sains Kognitif dan Pembangunan Manusia,Universiti Pendidikan Sultan Idris,Jurnal Kemanusiaan bil.10,Disember 2007.*

L.Putter(October 2003) *Stress factors among teachers in schools of industry.*
(Potchefstroom University for Christian Higher education

Makasa J.W (February, 2013) *Perceived Levels of Occupational Stress among Basic School Teachers: A Case Study of Selected Lusaka Urban Schools*, University of Zambia, and Lusaka.

Ms. Siu, O.L. (1995). *Occupational Among School Teachers: A Review of Research Finding Relevant to Policy Information*, Faculty of Social Sciences, Lingnan College, Hong Kong.

Muhamad Saiful Bahri Yusoff (2010) *Stress, Stressors and Coping Strategies Among Secondary School Students In A Malaysian Government Secondary School: Initial Findings*, *ASEAN Journal of Psychiatry*, Vol.11(2) July- December 2010: XX XX. Medical Education Department of School of Medical Sciences.

Nurul Izzah Abdul Samad, Zailina Hashim, Saidi Moin & Haslinda Abdullah (October 2010) *Assessment of Stress and Its Risk Factors among Primary School Teachers in the Klang Valley, Malaysia*, *Global Journal of Health Science*, Vol.2, No.2, October 2010, University Putra Malaysia.

Occupational Stress n Factsheet (June 2006).

(Preliminary Report Malaysia Education Blueprint, 2013-2025).

Philip J. Dewe, Michael P. O' Driscoll and Cary L. Cooper *Theories of Psychological Stress at Work*. Retrieved April 13, 2014 from

http://www.springer.com/cda/content/document/cda_downloaddocument/9781461448389c1.pdf?SGWID=0-0-45-1365818-p174541309.

Raja Ali, R.M.D (2011). *Faktor-faktor yang mendorong tekanan kerja (Stress) di kalangan Guru-guru Sekolah Menengah Di Daerah Pasir Puteh*, Master of Education Open University Malaysia.

R.Ravichandran & R.Rajendran (January 2007) *Perceive Sources of Stress among the Teachers, Journal of the Indian Academy of Applied Psychology, Vol.33, No.1, 133-136.*

Rupinder, Lalita & Sharma(March,2013) *Job Stress Among College Teachers In Doaba Region of Punjab (India), International Journal of Advance Research In Management and Social Science, Vol.2,No.3 ISSN: 2278-6236.*

Sallie Gardner (2010) *Stress Among Prospective Teachers: a Review of the Literature. Australian Journal of Teacher Education, Volume 35, Issue 8, Article 2.*Griffith University.

Seema Pervez & Rubina Hanif (2003) *Levels and Sources of Work Stress Among Women School Teachers, Pakistan Journal of Psychological Research, Vol.18, Nos.3-4,2003,97-108.*

Senthil, Mohan & Velmurugan(2013) *Causes of Work Stress of Teachers in Engineering Education, Asian Journal of Management Research , Volume 3 Issue 2, ISSN 2229-3795.*

Suandi, N. (April, 2008) *Kajian Terhadap Stress Dikalangan Guru Sekolah Rendah Di Zon Permas Jaya, Johor Bahru Dari Aspek Personaliti.* Faculti Pendidikan Universiti Teknologi Malaysia.

Surinder Kaur (2011). *Comparative Study of Occupation Stress among Teachers of Private and Govt. Schools in Relation to their Age, Gender and Teaching*

Experience. International, Journal of Education Planning & Administration,
Research Scholar, Singhania University, Rajasthan, India.

Tavakol M. & Dennick R. (2011), *International Journal of Medical Education*.2:53-55.

Teachers' Work-Related Stress: Assessing, Comparing and Evaluating the Impact of Psychosocial Hazards on Teachers and their Workplace. Retrieved May 17, 2014 from
http://etuce.homestead.com/Publications2011/WRS_Brochure_Final_ENG_doc.pdf.

V.Abirami(Dr.G.R.Damodaran College of Science,Coimbatore, India)(October 2012) *Levels Of Stress Among College Teachers With Reference To Coimbatore District, Journal of Arts, Science & Commerce e-issn 2229-4686 issn 2231-4172*.

Yong Ing Thung (1999) *Factors Affecting Occupational Stress Among Teachers of A Secondary School In Sarawak*, University Putra Malaysia.