

**EVALUATING THE IMPACT OF WORKLOAD, INTERPERSONAL
AND PHYSICAL FACTORS TOWARD JOB STRESS**

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ABSTRACT

Job stress appraisal and coping were depending on the individual perceptions and acceptance. Generally, the level of stress is diverse within the individual depending on the individual self-perceived and the way of stress being handled. The consequences of job stress were due to various factors regardless profession and occupation. Therefore, this study is to evaluate the contribution of interpersonal, relationship, workload and physical factors toward job stress among the government employees. The survey was conducted in Putrajaya area and the populations were the government employees working in the Putrajaya government department. Number of samples was selected within the government department in Putrajaya according to the population size. Data was collected via survey and using questionnaires as the survey instrument. 200 sets of questionnaires have been distributed to the government employees in Putrajaya Federal Territory and 167 were obtained from the respondents. Respondents were asked to answer 5 pages questionnaires that divided into 4 sections consisting 39 items. Five-point Likert Scale was use in the questionnaire to represent the respondents' view for each item. Data was processed and analyzed using the IBM SPSS Statistic Data Version 20 software. The descriptive analysis was conducted to analyze the frequencies of the respondents' demographic profile and the range of mean and standard deviation. Correlation analyses were conducted to test the hypothesis between levels of job stress with all the factors to observe positive relationship between the variables. Ultimately, the results of the analysis indicate the positive correlation within all factors that have been evaluated (interpersonal, relationship; workload and physical) towards job stress level and all hypotheses tested were supported.

Keywords: job stress, relationship, workload, interpersonal, physical

ABSTRAK

Penilaian terhadap tekanan kerja dan kaedah mengatasi adalah bergantung kepada persepsi dan penerimaan individu. Secara umumnya, tahap tekanan adalah pelbagai dan ianya bergantung kepada bagaimana individu menghadapi dan mengendalikan tekanan tersebut. Tekanan kerja adalah disebabkan oleh pelbagai faktor dan ianya berlaku tanpa mengira jawatan dan profesyen. Oleh itu, kajian ini dijalankan untuk menilai sumbangan beberapa faktor seperti interpersonal, perhubungan, bebanan kerja dan fizikal terhadap tekanan kerja di kalangan kakitangan kerajaan. Kaji selidik telah dijalankan di Putrajaya dan populasinya terdiri daripada kakitangan kerajaan yang bekerja di jabatan kerajaan di Putrajaya. Bilangan sampel telah dipilih di kalangan kakitangan jabatan kerajaan di Putrajaya di mana bilangan ditentukan adalah bergantung kepada saiz populasi. Data dikumpulkan melalui kaji selidik dan menggunakan soal selidik sebagai instrumen kajian. Sejumlah 200 set soalan kaji selidik telah diedarkan kepada kakitangan kerajaan di Wilayah Persekutuan Putrajaya dan hanya 167 set diterima daripada responden. Responden telah diminta untuk menjawab soal selidik yang terdiri dari 5 halaman dan dibahagikan kepada 4 bahagian yang terdiri 39 item. Five Point Likert-Scale digunakan di dalam soal selidik bagi mewakili pandangan responden terhadap setiap item yg disertakan. Data telah diproses dan dianalisis dengan menggunakan perisian SPSS IBM Data Statistik Versi 20. Analisis deskriptif telah dijalankan untuk menganalisis frekuensi profil demografi responden serta julat min dan sisihan piawai. Analisis korelasi juga dijalankan untuk menguji hipotesis antara tahap tekanan kerja dengan semua faktor-faktor untuk melihat korelasi positif antara kesemua pembolehubah. Konklusinya, keputusan analisis telah menunjukkan korelasi positif dalam setiap faktor yang dinilai iaitu (interpersonal, perhubungan, bebanan kerja dan fizikal) terhadap tahap tekanan kerja dan hasil analisa yang dijalankan telah menyokong kesemua hipotesis.

Kata Kunci: tekanan kerja, interpersonal, bebanan kerja, perhubungan dan fizikal

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ABBREVIATIONS

APA	American Psychological Association
GAS	General Adaptation Syndrome
HSE	Health and Safety Executive
MFRI	Maryland Fire & Rescue Institute
TUC	Trade Union Congress

CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

This chapter will clarify the explanation of the background of the study. The problem statement, research questions, objectives of the study, the significance of the study will also be illustrated in this chapter. Finally, concise explanation on the organizations of the study will provide the idea on how the research is being conducted.

1.1 BACKGROUND OF THE STUDY

Job stress issue has been discussed by most of the scholars throughout the years. According to Zafir and Fazilah (2006), the increasing stress at the workplace is caused by the advancement towards globalization era comprising of the change phenomenon in society, technology advances, the availability of resources; and the social structure in order to achieve optimum profitability and resilient competitive advantage.

Practically, everyone consents that job stress is the effect of the interaction of the employees and the conditions of work. "Layoffs" and "budget cuts" have become adage in the workplace and as the consequences, higher levels of stress, fear and uncertainty increased. A study among tens of thousands of government employees in Northern Ireland undertaken by researchers at the University of Nottingham and University of Ulster found that one in four workers experienced work-related stress in times of recession. The study, published in the scientific journal, Occupational Medicine, revealed that work-related stress increased by 40% during an economic

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