JOB STRESS AMONG GOVERNMENT EMPLOYEES: THE CASE IN FEDERAL TERRITORY PUTRAJAYA

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JOB STRESS AMONG GOVERNMENT EMPLOYEES:
THE CASE IN FEDERAL TERRITORY PUTRAJAYA

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ABSTRACT

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. 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. 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 relationship between the variables. Ultimately, the results of the analysis indicate the positive correlation within all factors that have been evaluated.

Keywords: Job Stress, relationship, workload, interpersonal, physical
ABSTRAK


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

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<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>APA</td>
<td>American Psychological Association</td>
</tr>
<tr>
<td>GAS</td>
<td>General Adaptation Syndrome</td>
</tr>
<tr>
<td>HSE</td>
<td>Health and Safety Executive</td>
</tr>
<tr>
<td>MFRI</td>
<td>Maryland Fire &amp; Rescue Institute</td>
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<td>TUC</td>
<td>Trade Union Congress</td>
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CHAPTER 1

INTRODUCTION

1.0 BACKGROUND OF THE STUDY

Job stress issue has been discussed by most of the scholar 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 downturn (http://www.belfasttelegraph.co.uk/.) Meanwhile, a research accomplished by APA New York (2012), pointed out that job pressure is the top grounds of job stress in United States followed by financial crisis (money) and health.

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http://pmid.us/16449044.


http://wikieducator.org/Introduction_to_Stress_Theory
