

**JOB STRESS AMONG ACADEMIC STAFF: THE CASE OF
COMMUNITY COLLEGES IN PAHANG**

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ABSTRACT

The purpose of this study is to identify the relationship between role conflict, role ambiguity, job promotion, working conditions and workloads to job stress. The survey method was used to collect the primary data through the use of a questionnaire to the community college academic staff in Pahang. 103 of questionnaire were distributed and all 103 questionnaires were successfully collected. The descriptive and inferential analyses were conducted. The results of this study showed that role conflict, role ambiguity, job promotion, working conditions and workloads are all positive correlated to job stress. Role conflict, workloads and job promotion are moderately correlated with job stress. While role ambiguity and working conditions factors is low correlation to job stress. This results of this study provides information about job stress among college community academic staff in Pahang to policy maker for improvement the community college management.

Keywords: Job stress, role conflict, role ambiguity, working conditions, job promotion, workloads.

ABSTRAK

Tujuan kajian ini adalah untuk mengenal pasti hubungan antara faktor konflik peranan, kekaburan peranan, peluang kenaikan pangkat, keadaan kerja dan beban kerja dan tekanan kerja. Kaedah tinjauan digunakan untuk mengumpul data utama melalui penggunaan soal selidik kepada kakitangan akademik kolej komuniti di Pahang. Sebanyak 103 soal selidik telah diedarkan dan semua 103 soal selidik telah berjaya dikumpulkan. Analisis yang telah dilaksanakan adalah analisis deskriptif dan inferensi. Keputusan kajian ini menunjukkan bahawa semua faktor-faktor tekanan kerja mempunyai korelasi yang positif dengan tekanan kerja. Di samping itu, melalui kajian ini, menunjukkan konflik peranan, beban kerja dan kenaikan pangkat mempunyai korelasi yang sederhana dengan tekanan kerja, seterusnya kekaburan peranan dan keadaan kerja mempunyai korelasi yang rendah dengan tekanan kerja. Kajian ini diharapkan dapat memberikan maklumat berkaitan tekanan kerja dikalangan staf akademik yang berkhidmat di Kolej Komuniti di negeri Pahang kepada pembuat polisi agar penambahbaikan dapat dilaksanakan kepada amalan pengurusan di kolej komuniti.

Katakunci: Tekanan kerja, konflik peranan, kesamaran peranan, keadaan kerja. Kenaikan pangkat, beban kerja

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CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF STUDY

Career in education line is increasingly demands of high commitment of their servants. In Malaysia, those involved with this career will called as a teacher, lecturer and academic staff. The scope of teacher, lecturer and academic staff task, are increasingly challenging day-to-day and needs highly demands patience, commitment, and sacrifice from the teacher, lecturer and academic staff.

If in primary or secondary school, the teacher can call as teachers, while in higher level education or in tertiary education level the teachers are called as lecturer or academic staff. This study, are studying stress factors among community college academic staff in Pahang.

The increasing of role function and workload had caused stress community college academic staff in Pahang. This study are explore and review the relationship between stress and job stress among community college academic staff in Pahang.

Job stress, sometimes will contribute to a more positive or negative effects to who are stress suffered. Many previous studies that investigate the relationship between stress factors and the careers in the field of education. Career in the teaching profession is one of the most career are causes their servants are in stress suffer

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