

The copyright © of this thesis belongs to its rightful author and/or other copyright owner. Copies can be accessed and downloaded for non-commercial or learning purposes without any charge and permission. The thesis cannot be reproduced or quoted as a whole without the permission from its rightful owner. No alteration or changes in format is allowed without permission from its rightful owner.



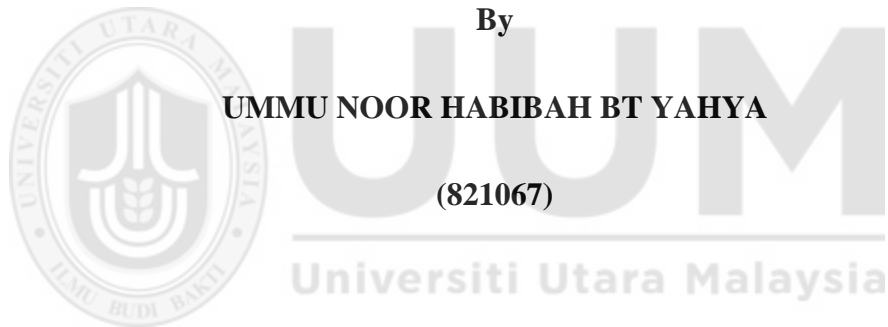
**JOB STRESS AMONG PRODUCTION OPERATORS:
THE CASE OF MANUFACTURING COMPANY IN GELANG PATAH, JOHOR.**



UNIVERSITI UTARA MALAYSIA

2018

**JOB STRESS AMONG PRODUCTION OPERATORS:
THE CASE OF MANUFACTURING COMPANY IN GELANG PATAH, JOHOR.**



**A Project Paper Submitted to
School of Business Management,
Universiti Utara Malaysia in Partial Fulfillment of the Requirements for
Master of Science (Management)**



**Pusat Pengajian Pengurusan
Perniagaan**

SCHOOL OF BUSINESS MANAGEMENT

Universiti Utara Malaysia

PERAKUAN KERJA KERTAS PENYELIDIKAN
(Certification of Research Paper)

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

UMMU NOOR HABIBAH BT. YAHYA (821067)

Calon untuk Ijazah Sarjana
(Candidate for the degree of)

MASTER OF SCIENCE (MANAGEMENT)

telah mengemukakan kertas penyelidikan yang bertajuk
(has presented his/her research paper of the following title)

**JOB STRESS AMONG PRODUCTION OPERATORS: THE CASE OF
MANUFACTURING COMPANY IN GELANG PATAH, JOHOR**

Seperti yang tercatat di muka surat tajuk dan kulit kertas penyelidikan
(as it appears on the title page and front cover of the research paper)

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

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

Nama Penyelia : **DR. MOHD RASHDAN BIN SALLEHUDDIN**
(Name of Supervisor)

Tandatangan :
(Signature)

Tarikh : **16 MEI 2018**
(Date)

PERMISSION TO USE

In presenting this project paper in partial of requirement for a postgraduate degree from the Universiti Utara Malaysia, the author agrees that the University Library may make it freely available for inspection. The author further agree that permission for copying of this thesis in any manner in whole or in part, for scholarly purposes may be granted by my supervisor on their absence by the Dean of the Graduate School. It is understood that any copying or publication or use of this thesis or parts thereof for financial gain shall not be allowed without any written permission. It is also understood that due recognition shall be given to me and to Universiti Utara Malaysia for any scholarly use which may be made of any material from thesis.

Request for permission to copy or to make other use of materials in this thesis, in whole or in part should be addresses for:

Dean of School of Business Management

Universiti Utara Malaysia

06010 Sintok

Kedah Darul Aman

ABSTRACT

Stress is an emergent occupational problem in the modern society. Contending with stressful situations in the workplace is a common occurrence for all employees in manufacturing company. The purpose of this study was to identify the level of job stress among production operators at one of manufacturing company in Gelang Patah, Johor. The study also attempted to determine if there were any significant in the respondent's level of job stress when the independent variables are work load, work environment, co-worker relationship and social support. A total of 100 production operators participated in this survey. The findings of this study showed that work load and work environment does significantly influence on job stress while co-worker relationship and social support does not significantly influence on job stress.

Keyword: Workload, Work Environment, Co-worker Relationship, Social Support, Job Stress

ABSTRAK

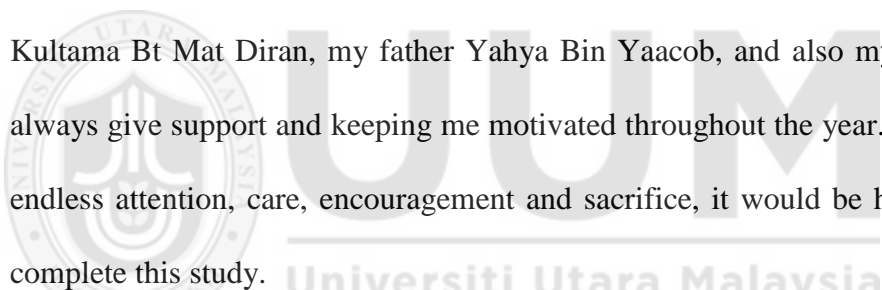
Tekanan kerja merupakan masalah pekerjaan yang semakin menular di kalangan masyarakat moden. Menghadapi keadaan yang tertekan merupakan perkara yang biasa untuk semua pekerja terutamanya dalam industry pembuatan. Tujuan kajian ini adalah untuk mengenalpasti paras tekanan kerja di kalangan pengendali pengeluaran di salah satu syarikat pembuatan di Gelang Patah, Johor. Kajian ini juga dijalankan untuk mengenalpasti sama ada terdapat hubungan yang signifikan terhadap tahap tekanan kerja pengendali pengeluaran berdasarkan beban kerja, suasana kerja, hubungan rakan sekerja dan sokongan social. Hasil kajian ini menunjukkan bahawa tekanan kerja dan suasana kerja mempunyai kesan yang signifikan terhadap tekanan kerja manakala hubungan rakan sekerja dan sokongan social tidak mempunyai kesan yang signifikan terhadap tekanan kerja.

Kata kunci: Beban kerja, suasana kerja, hubungan antara pekerja dan sokongan sosial.

ACKNOWLEDGEMENT

In the name of Allah, Most Gracious and Most Merciful, Alhamdulillah, praised to Allah S.W.T for the completion of this project paper. I would like to express my gratitude and appreciation to those who helped, supported and encouraged me, and made this accomplishment possible.

First, I would like to thank my supervisor, Dr. Mohd Rashdan Bin Sallehuddin. There is no word to thank you for all that you have done for me. Your time, guidance and continuous support and feedback has kept me on track throughout. Second, an honest gratitude and special thanks for my mother Kultama Bt Mat Diran, my father Yahya Bin Yaacob, and also my siblings that always give support and keeping me motivated throughout the year. Without your endless attention, care, encouragement and sacrifice, it would be hard for me to complete this study.



It is also a pleasure to offer my appreciation to my lovely friends Siti Shuhaila, Anna Syafiqah Hassan, Malina Mohammad, Nur Fatimah Zaharuddin, Ahmad Zaki Abdul Rahman, Najwa Nordin and Farhan for helped me during my data collection process at Gelang Patah, Johor. Without your help and support, it would be hard for me to complete this research.

To my other half, Siti Aisyah Atiqah Rafei, I must thank you for supported me from beginning of this journey to the end. I owe entirely to the Allah s.w.t for keep giving me the patience and courage to finish this research. I hope this research will be of assistance of someone in the future.

TABLE OF CONTENT

CONTENT	M/S
PERMISSION TO USE	ii
ABSTRACT	iii
ABSTRAK	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENT	vi
LIST OF TABLES	x
LIST OF FIGURES	xii
LIST OF APPENDIX	xiii

CHAPTER 1: INTRODUCTION

1.1	Background of the Study	1
1.2	Problem Statement	5
1.3	Research Question	9
1.4	Research Objective	10
1.5	Significant of the tudy	10

1.6	Scope of the Study	11
-----	--------------------	----

1.7	Definition of the Key Terms	12
-----	-----------------------------	----

CHAPTER 2: LITERATURE REVIEW

2.1	Introduction	14
-----	--------------	----

2.2	Job Stress	14
-----	------------	----

2.3	Workload	17
-----	----------	----

2.3.1	Relationship between Workload and Job Stress	19
-------	--	----

2.4	Work Environment	20
-----	------------------	----

2.4.1	Relationship between Work Environment and Job Stress	22
-------	--	----

2.5	Co-worker Relationship	23
-----	------------------------	----

2.5.1	Relationship between Co-worker Relationship and Job	
-------	---	--

	Stress	25
--	--------	----

2.6	Social Support	26
-----	----------------	----

2.6.1	Relationship between Social Support and Job Stress	28
-------	--	----

2.7	Person-Environment Fit Theory	29
-----	-------------------------------	----

CHAPTER 3: METHODOLOGY

3.1	Introduction	31
3.2	Research Framework	31
3.3	Hypothesis Statement	32
3.4	Research Design	33
3.5	Measurement of variables	34
3.6	Data Collection	39
3.7	Sampling	40

CHAPTER 4: DATA ANALYSIS

4.1	Introduction	41
4.2	Number of Returns	41
4.3	Descriptive Analysis	42
4.3.1	Demographic of the Respondents	42
4.3.1.1	Gender	42
4.3.1.2	Age	44
4.3.1.3	Marital Status	45

4.3.1.4	Academic Qualification	46
4.3.1.5	Duration of Work	47
4.3.2	Dependent and Independent Variables	48
4.3.2.1	Workload	48
4.3.2.2	Work Environment	49
4.3.2.3	Co-worker Relationship	50
4.3.2.4	Social Support	51
4.3.2.5	Job Stress	52
4.4	Reliability Test	53
4.5	Correlation Analysis	54
4.5.1	Correlation Analysis on Workload and Job Stress	54
4.5.2	Correlation Analysis on Work Environment and Job Stress	55
4.5.3	Correlation Analysis on Co-worker Relationship and Job Stress	56
4.5.4	Correlation Analysis on Social Support and Job Stress	57

4.6	Multiple Regression Analysis	58
4.6.1	Independent Variables and Job Stress	58
4.7	Summary of the Result	60

CHAPTER 5: DISCUSSION AND CONCLUSION

5.1	Introduction	61
5.2	Discussion	61
5.3	Limitation of the Study	63
5.4	Recommendation for the Future Study	64
5.5	Conclusion	64

REFERENCES	66
-------------------	-----------

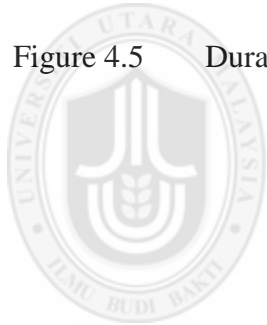
LIST OF TABLES

TABLES	M/S	
Table 3.1	Five Point of Likert Scale	35
Table 3.2	Research Variables and Measurement	36
Table 4.1	Survey Response Result	42
Table 4.2	Gender of Respondent	43
Table 4.3	Ages of Respondent	44
Table 4.4	Marital Status of Respondent	45
Table 4.5	Academic Qualification of Respondent	46
Table 4.6	Duration of Work	47
Table 4.7	Mean and Standard Deviation Statistic for Workload	48
Table 4.8	Mean and Standard Deviation Statistic for Work Environment	49
Table 4.9	Mean and Standard Deviation Statistic for Co-worker Relationship	50
Table 4.10	Mean and Standard Deviation Statistic for Social Support	51
Table 4.11	Mean and Standard Deviation Statistic for Job Stress	52

Table 4.12	Total Mean and Average Mean for Job Stress	52
Table 4.13	Cronbach Alpha Statistic for Actual Study	53
Table 4.14	Correlation Analysis on Workload and Job Stress	54
Table 4.15	Correlation Analysis on Work Environment and Job Stress	55
Table 4.16	Correlation Analysis on Co-worker Relationship and Job Stress	56
Table 4.17	Correlation Analysis on Social Support and Job Stress	57
Table 4.18	The Model Summary	58
Table 4.19	The Anova Model	59
Table 4.20	The Coefficient of the Study Model	59

LIST OF FIGURES

FIGURES	M/S
Figure 3.1 Research Framework	32
Figure 4.1 Genders of Respondent	43
Figure 4.2 Ages of Respondent	44
Figure 4.3 Marital Status of Respondent	45
Figure 4.4 Academic Qualifications of Respondent	47
Figure 4.5 Duration of Work	48



UUM
Universiti Utara Malaysia

LIST OF APPENDIX

APPENDIX	M/S
Research Questionnaire	73



CHAPTER 1

INTRODUCTION

1.1 Background of the Study

The development of an organization nowadays leads to the high demand for workers to increase their productivity in carrying out the task in an organization. As we know that workers are the driving force and main pillars in an organization's development. Therefore, if they failed to increase their productivity, it will cause a failure to the organization in achieving the goals. There are several factors that affecting their productivity such as workload, work environment, co-worker relationship, social support, and so on. If these factors do not manage well by the management, it will lead to job stress. Long times ago, the term of job stress may be rarely heard or spoken among Malaysians compared with Western society but today, it has become a daily word for us.

In any organization, regardless of public or private organizations, there are workers who often subjected to job stress and often exposed to the causes of job stress such as production operators in factories. Those who are in this position always bound to give high commitment and focus on their job. Mistakes and failures to work well by production operators will cause them to do the same job repeatedly and sometimes, these mistakes will cause them to be scolded by their leaders. Such situations will cause them to depression and automatically their productivity will be decreased. Stress is a recent phenomenon and is often related

The contents of
the thesis is for
internal user
only

REFERENCES

- Al-Ameri, A. S. (2003), "Source of Job Stress for Nurses in Public Hospitals", *Saudi Medical Journal*, vol.24, no.11, pp. 1183-1187.
- Ammar, T. (2006), The effects of internal variables on the level of job stress on the employees of Palestinian Universities at Gaza Strip. *Master thesis, Islamic University, Gaza, 55.*
- Arnold, H. J. and Feldman, D. C. (2000), Handbook of psychology, *Industrial and Organizational Psychology*, 304.
- Avolio, B.J., Kahai, S., Dumdum, R. & Sivasubramaniam, N. (2001). Virtual teams: Implications for e-leadership and team development. In M London (Ed.), How people evaluate others in organizations (pp. 337-358). Mahwah, NJ, Lawrence Erlbaum Associates.
- Bansi, (2012, August 19). What is Stress? Retrieved March 20, 2018, from Edensgatehypnotherapy:
<http://edensgatehypnotherapy.com/articles/what-is-stress/>
- Bashir & Asad (2007). Employees' Stress and Its Impact on Their Performance. *First Proceedings of International Conference on Business and Technology*, December 17, 2007, Pages 151-161, Iqra University Islamabad.
- Bateman, G. (2009). Employee perceptions of co-worker support and its effect on job satisfaction, work stress and intention to quit. Dissertation, University of Canterbury.
- Beehr, T. A., (1976). Perceived Situational Moderators of the Relationship between Subjective Role Ambiguity and Role Strain. *Journal of Applied Psychology*, 61: 35-40.

- Bennett, R. (1997). *Organizational Behavior*, (3rd edi.), London Guidhall University: Financial times, Pitman Publishing.
- Bradley, J. R., & Sutherland, V. (1994). Stress management in the workplace: Taking employees' views into account. *Employee Counselling today*, 6(1), 4-9.
- Carr, J., Kelley, B., Keaton, R., & Albrecht, C. (2011). Getting to grips with stress in the workplace: Strategies for promoting a healthier, more productive environment. *Human Resource management International Digest*, 19(4), 32-38.
- Cahn, K.B., Lai, G., Ko, Y.C. & Boey K.W. (2000). "Work stress among six professional groups: the Singapore experience", *Social Science Medicine*, 50(10), pp.1415-1432.
- Coleman, J. C., (1976). *Abnormal Psychology and Modern Life*, Taraporewalla, Bombay.
- Cooper, C. L. & Williams, J. 1991. A validation study of the OSI on a blue-collar sample. *Stress Medicine* 7: 109-112.
- Cummins, R.C. (1990). Job Stress and the Buffering Effect of Supervisory Support. *Group Organ. Manag.* Vol 15, 92-104.
- Deshpande, P. (2010, November 22). Good stress, bad stress. Retrieved March 18, 2018, from mySahana: <http://www.mysahana.org/2010/11/good-stress-bad-stress/>
- Edwards, J. R., & Cooper, C. L. (1988). The impact of positive psychological states on physical health: a review and theoretical framework. *Social Science and medicine*, 27, 1447-1459.

- Fields, D. L. (2002). Taking the measure of work: A guide to validate scales for organizational research and diagnosis. Thousand Oaks, CA: Sage Publications.
- Fink, A. (2003) Classification of Designs for Survey Studies, 2nd ed, 20(7).
- French, J. R. P. (1982). *The mechanism of job stress and strain*. Chichester, England:Wiley.
- French, J. R. P. & Caplan, R. D. (1972). Organizational Stress and Individual Strain, “in The Failure of Success”, Ed. New York: AMACOM.
- Gouldner, A.W. (1960). The Norm of Reciprocity: A preliminary statement. Am. Social.
- Greenberg, J & Baron, R. A. (2007), Behavior in organizations: Understanding and meaning the human side of work, Prentice Hall.
- G. Z. Mincsovcics & N. P. Dellaert (2009) Workload-dependent capacity control in production-to-order systems, IIE Transactions, 41:10, 853-865, DOI: [10.1080/07408170802369391](https://doi.org/10.1080/07408170802369391)
- Hain, C. A., & Francis, L. (2004). *Development and Validation of a Coworker Relationship Scale*. 65th Annual convention, Canadian Psychological Association, Newfoundland, Canada.
- Helvinder Kaur (2003). *Stress dan kepuasan kerja di kalangan guru: Satu kajian di Sekolah Menengah*. Latihan Ilmiah. Universiti Kebangsaan Malaysia.
- Hepburn, C.G. (1997). Coping with chronic work stress. In B.H. Gottlieb (Ed.). Coping with chronic stress (pp. 343-366). New York: Plenum Press.
- Herzberg, F., & Mausner, B. (1959). The motivation to work, 2nd ed., New York: Wiley.

- Hodson, R. (1997). Group relations at work: Solidarity, conflict, and relations with management. *Work and Occupations*, 24, 426-452.
- Idris, M. (2011), Over time effects of role stress on psychological strain among Malaysian Public University Academics. *International Journal of Business and Social Science*, 4(1), 44-48.
- Ivancevich, G. & Matteson, M. T. (2002), *Organizational Behavior and Management*. McGraw Hill companies, North America, 270.
- Jaffe-Gill, E., Smith, M., Larson, H., & Segal J. (2007). Understanding stress: Signs, symptoms, causes, and effects. Retrieved from: http://www.helpguide.org/mental/stress_signs.htm on March 20, 2018.
- Jamal, M. (2005), Burnout among Canadian and Chinese employees: A cross-cultural study. *European Management Review*, 2, 224-230.
- Jane, C. W., & Alyssa, A. (2005). *Organizational Stress*. Palgrave Macmillan, United State.
- Kelloway, E.K. & Barling, J. (1994). *Development of the Canadian Forces Occupational Stress Questionnaire, Working Paper 94-2*. Willowdale, ON: Canadian Forces Personnel Applied Research Unit.
- Khan, M. K. J., Abdullah, N. A. C. & Yusof, A. A. (2005). *Keselamatan dan Kesehatan Pekerja dalam Organisasi*. Selangor: Prentice Hall.
- Koeske, G.F. (1989). Work load and burnout: Can social support and perceived accomplishment help? *National Association of Social Workers, Inc*, 37, 243-248.
- Kvarnstrom, S. (1997), Stress prevention for Blue Collar Workers in Assembly Line Production.

- Lapierre, L.M. (2006). Work –supportive family, family supportive supervision, use of organizational benefits, and problem-focused coping: implications for work-family conflict and employee well-being. *J Occupation Health Psychology*. Vol 11, 169-181.
- Liang, Y. & Xiang, Q. (2004). Occupational Health Service in PR China. *Toxicology* 198: 45-54.
- Luthans, F. (1998). *Organizational behavior*, 8th ed. Boston: Irwin McGraw-Hill.
- M.A, Dollard, M. F., & Winefield, A. H. (2010). Lay theory explanation of occupational stress: The Malaysian context. *Cross Cultural Management: an International Journal*, 17, 135-153.
- Makie, V. V. (2006, November). Stress and coping strategies amongst registered nurses.
- Maslow, A. H. (1954). *Motivation and Personality*: NY: Harper.
- Matteson, M. T., & Ivancevich, J. M. (1987). *Controlling work stress: Effective human resource and management strategies*: Jossey-Bass.
- McLean, A. A. (1974). *Occupational Stress*. Springfield, Illinois: Thomas.
- Meneze (2005). Introducing Stress and Stress Management to Managers, *Journal of Managerial Psychology*, Vol 5 Issue 2.
- Quick, J.C. (1990), “Occupational health psychology: The convergence of health and clinical psychology with public health preventive medicine in an organizational context”, *Professional Psychology: Research and Practice*, 30(2), pp. 123-128.
- Rana, B. & Munir, K. (2011), Impact of stressors on the performance of employees.

- Revati, C. D. (2012), A healthy way to handle work place stress through Yoga, Meditation and Soothing Humor. *International Journal of Environmental Sciences*, 2 (4).
- Rizwan, M., Waseem, A., & Bukhari, S. (2014), Antecedents of Job Stress and its impact on Job Performance and Job Satisfaction. *International Journal of Learning & Development*, 4 (2), 187-203.
- Robbins, S. P., and Judge, T. A., (2014). *Organizational Behavior*. Twelfth Edition, Pearson Prentice Hall.
- Robbins, S.P. & DeDenzo, D.A. (2001). *Supervision today*, 3rd ed. New Jersey: Prentice Hall.
- Sauter, S.L. (1990). Prevention of work-related psychological disorders: A national strategy proposed by the National Institute for Occupational Safety and Health (NIOSH). *American Psychologist*, 45 (10), 1146-1158.
- Scott, E. (2012, October 30). What Kind of Stress is Good for You. Retrieve March 20, 2018 from About.com: <http://stress.about.com/od/stressbasics/a/Good-Stress-When-Stress-Is-Good-For-You.htm>
- Sekaran, U. & Bougie, R. (2013) *Research Methods for Business: A skill building approach*. 6th ed., John Wiley & Sons Ltd.
- Selye, H. (1974), *Stress without Distress*, J.B. Lippincott, Philadelphia, PA.
- Siegal, M. (2000). Putting the Stress Back into Role Stress: Improving the Measurement of Role Conflict and Role Ambiguity. *J Manage Psychology*. Vol 15: 5427-5435.
- Soran, S. (2014), Job stress and performance: the mediating effect of emotional intelligence. *European Journal of Business and Social Sciences*, 3 (5), 67-75.

Steve (2011). *Managing Workplace Stress: a best practice blueprint*. Publisher Wiley, Original from Cornell University, Vol 1,78-84.

Sullivan, E.J. & Decker, P.J. (1985). *Effective management in nursing*. California: Addison Wesley Publication.

Yeow., J.A., Poh Kiat., N. & Tee Suan., C. (2014). Effect of Stress, Repetition, Fatigue and Poor Work Environment on Human Error in Manufacturing Industries. *Journal of Applied Science*.Multimedia University Issue. ISSN 1812-5654, Vol 24.

Yoon, J. & Thye, S. (2000). Supervisor support in the workplace: legitimacy and positive affectivity. *The Journal of Social Psychology*, 140 (3), 295-316.

Zhou, J., & George, J.M. (2001). When Job Dissatisfaction Leads to Creativity: Encouraging the Expression of Voice. *The Academy of Management Journal*, 44, 682.



UUM
Universiti Utara Malaysia

APPENDIX A

QUESTIONNAIRE DESIGN



UNIVERSITI UTARA MALAYSIA

Dear Respondent,

I am inviting you to participate in a research project which is being conducted as a partial fulfillment to the requirement for the Master of Science (Management) in Universiti Utara Malaysia.

The purpose of this research is to determine the influence of workload, work environment, coworker relationship, and social support towards job stress. Along with this letter is a short questionnaire that asks a variety of questions about workload, work environment, coworker relationship, social support, and job stress. The questionnaire is bilingual (English and Malaysia).

Your honesty and sincerity are required in answering the questions. Please feel free to answer because there is no right or wrong answer. All of your responses will remain confidential and will be used for the research purposes only.

Your time and cooperation are highly appreciated. Thank you.

Sincerely,

UMMU NOOR HABIBAH BT YAHYA

(MSc in Management)

Section A: Demographic Information

Please tick (/) in the appropriate boxes that corresponds to the question below.

Sila tanda (/) di dalam ruang yang disediakan berdasarkan soalan di bawah.

1. Gender / Jantina

Male/ *Lelaki*

Female/ *Perempuan*

2. Age / Umur

20-30

31-40

41-50

>50

3. Marital Status/ *Taraf Perkahwinan*

Married/ *Berkahwin*

Single/ *Belum berkahwin*

4. Academic qualification/ *Kelayakan akademik*

Primary school/ *Sekolah rendah*

High school/ *Sekolah menengah*

Diploma/ *Diploma*

Degree/ *Ijazah*

5. How long have you been working in the company? / *Sudah berapa lama anda bekerja di organisasi ini?*

Less than 1 year/ *Kurang dari 1 tahun*

1 – 3 years/ *1 -3 tahun*

4 – 6 years/ *4 -6 tahun*

More than 6 years/ *Lebih dari 6 tahun*

Section B: Workload

Bahagian B: Beban Kerja

Please tick in the box with the most appropriate answer to you

Sila tanda di dalam kotak dengan jawapan mengikut kesesuaian anda.

1	2	3	4	5
Strongly disagree/ <i>Sangat tidak setuju</i>	Disagree/ <i>Tidak setuju</i>	Neutral/ <i>Neutral</i>	Agree/ <i>Setuju</i>	Strongly agree/ <i>Sangat setuju</i>

No.	Question/ Soalan	Answer/ Jawapan				
1.	My supervisor is not helpful enough <i>Penyelia saya tidak cukup membantu</i>	1	2	3	4	5
2.	My colleagues are unfriendly <i>Rakan sekerja saya tidak begitu peramah</i>	1	2	3	4	5
3.	I feel unpleasant with the way of my colleague treated me when do the work <i>Saya berasa tidak selesa dengan cara rakan sekerja saya melayan saya sewaktu bekerja</i>	1	2	3	4	5
4.	I feel that I have too much responsibility <i>Saya berasa saya mempunyai terlalu banyak tanggungjawab</i>	1	2	3	4	5
5.	I find difficulty in finding enough time to relax <i>Saya berasa sukar untuk mendapatkan waktu yang cukup untuk berehat</i>	1	2	3	4	5
6.	I am so depressed when I think about all task that need my attention <i>Saya berasa tertekan setiap kali memikirkan tugas yang memerlukan perhatian saya</i>	1	2	3	4	5
7.	There is constant pressure to work every minute with limited opportunity to relax <i>Peluang rehat yang terhad menimbulkan tekanan yang berterusan untuk setiap minit waktu bekerja</i>	1	2	3	4	5

Section C: Work Environment

Bahagian C: Persekitaran Kerja

Please tick in the box with the most appropriate answer to you

Sila tanda di dalam kotak dengan jawapan mengikut kesesuaian anda.

1	2	3	4	5
Strongly disagree/ <i>Sangat tidak setuju</i>	Disagree/ <i>Tidak setuju</i>	Neutral/ <i>Neutral</i>	Agree/ <i>Setuju</i>	Strongly agree/ <i>Sangat setuju</i>

No.	Question/ Soalan	Answer/ Jawapan				
1.	The arrangement of work desk is good <i>Susun atur meja kerja adalah baik</i>	1	2	3	4	5
2.	The size of the work space is very conducive <i>Saiz ruang kerja adalah bersesuaian</i>	1	2	3	4	5
3.	I am satisfied with the temperature at my work place <i>Saya berpuas hati dengan suhu di tempat kerja saya</i>	1	2	3	4	5
4.	I am satisfied with the lighting at my work place <i>Saya berpuas hati dengan pencahayaan di tempat kerja saya</i>	1	2	3	4	5
5.	I am satisfied with the internet access at my work place <i>Saya berpuas hati dengan kemudahan internet di tempat kerja saya</i>	1	2	3	4	5
6.	I am satisfied with the availability of the work gadget <i>Saya berpuas hati dengan kemudahan peralatan kerja</i>	1	2	3	4	5
7.	The noise at my workplace is very low <i>Bunyi bising di tempat kerja saya adalah sangat rendah</i>	1	2	3	4	5

Section D: Coworker relationship

Bahagian D: Hubungan rakan sekerja

Please tick in the box with the most appropriate answer to you

Sila tanda di dalam kotak dengan jawapan mengikut kesesuaian anda.

1	2	3	4	5
Strongly disagree/ <i>Sangat tidak setuju</i>	Disagree/ <i>Tidak setuju</i>	Neutral/ <i>Neutral</i>	Agree/ <i>Setuju</i>	Strongly agree/ <i>Sangat setuju</i>

No.	Question/ Soalan	Answer/ Jawapan				
1.	I have good relationships with my coworkers <i>Saya mempunyai hubungan yang baik dengan rakan sekerja saya</i>	1	2	3	4	5
2.	My coworkers and I cooperate well with each other <i>Saya dan rakan sekerja dapat bekerjasama dengan baik</i>	1	2	3	4	5
3.	The more I interact with my coworkers the better I enjoy my job <i>Lebih banyak saya berinteraksi dengan rakan sekerja lebih seronok saya bekerja</i>	1	2	3	4	5
4.	My coworkers positively affect my mood <i>Rakan sekerja saya memberi pengaruh yang positif kepada emosi saya</i>	1	2	3	4	5
5.	My coworkers and I interact positively on the job <i>Saya dan rakan sekerja berinteraksi secara positif terhadap hal kerja</i>	1	2	3	4	5
6.	I enjoy the time I spend on the job with my coworkers <i>Saya seronok menikmati waktu bekerja dengan rakan sekerja saya</i>	1	2	3	4	5
7.	I feel lucky to be working with the people that I do <i>Saya berasa bertuah dapat bekerja dengan orang yang saya selesa</i>	1	2	3	4	5

Section E: Social Support

Bahagian E: Sokongan Sosial

Please tick in the box with the most appropriate answer to you
Sila tanda di dalam kotak dengan jawapan mengikut kesesuaian anda.

1	2	3	4	5
Strongly disagree/ Sangat tidak setuju	Disagree/ Tidak setuju	Neutral/ Neutral	Agree/ Setuju	Strongly agree/ Sangat setuju

No.	Question/ Soalan	Answer/Jawapan				
1.	I regularly spend time with my coworkers outside of work hours <i>Saya selalu meluangkan masa bersama rakan sekerja saya diluar waktu bekerja</i>	1	2	3	4	5
2.	I always discuss important personal problems with my coworkers <i>Saya selalu berbincang tentang masalah peribadi dengan rakan sekerja saya</i>	1	2	3	4	5
3.	My supervisor is not willing to listen to my job-related problems <i>Penyelia saya tidak mahu mendengar masalah saya yang berkaitan dengan kerja</i>	1	2	3	4	5
4.	My supervisor can be relied on when things get tough in my job <i>Penyelia saya boleh bertolak ansur apabila saya menghadapi kesukaran dalam kerja</i>	1	2	3	4	5
5.	My family does not show a lot of concern in my job <i>Keluarga saya tidak prihatin dengan kerja saya</i>	1	2	3	4	5
6.	My family gives helpful advice to me in completing the job <i>Keluarga saya memberikan nasihat yang berguna kepada saya dalam melaksanakan kerja</i>	1	2	3	4	5
7.	My friends can share the joys and sorrows with me <i>Kawan-kawan saya sudi berkongsi suka dan duka</i>	1	2	3	4	5

Section F: Job Stress

Bahagian F: Tekanan Kerja

Please tick in the box with the most appropriate answer to you

Sila tanda di dalam kotak dengan jawapan mengikut kesesuaian anda.

1	2	3	4	5
Strongly disagree/ <i>Sangat tidak setuju</i>	Disagree/ <i>Tidak setuju</i>	Neutral/ <i>Neutral</i>	Agree/ <i>Setuju</i>	Strongly agree/ <i>Sangat setuju</i>

No.	Question/ Soalan	Answer/ Jawapan				
1.	I feel working here makes it hard to spend enough time with my family <i>Saya berasa bekerja disini menyukarkan saya untuk meluangkan waktu dengan keluarga saya</i>	1	2	3	4	5
2.	I spend so much time at working place <i>Saya meluangkan banyak masa di tempat kerja</i>	1	2	3	4	5
3.	I spend less time for other activities since working here <i>Saya sukar meluangkan masa untuk aktiviti lain sejak bekerja disini</i>	1	2	3	4	5
4.	I feel like I never have a day off <i>Saya berasa seolah-olah saya tiada hari cuti</i>	1	2	3	4	5
5.	Too many of people at my level in the company get burned out by job demand <i>Terlalu ramai rakan sekerja yang lain yang tertekan dengan tugas kerja</i>	1	2	3	4	5
6.	Sometimes when I think about my job I feel like myself so burden <i>Kadang-kadang apabila saya memikirkan tentang kerja, saya berasa diri saya terlalu dibebani</i>	1	2	3	4	5
7.	I feel guilty when I take time off from job <i>Saya berasa bersalah setiap kali saya bercuti dari kerja</i>	1	2	3	4	5



UUM

Universiti Utara Malaysia