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**THE RELATIONSHIP BETWEEN PSYCHOSOCIAL WORK CONDITIONS
AND EMPLOYEE HEALTH IN CYBERVIEW SDN BHD
AND THE SUBSIDIARIES**

AINIL HAWA BINTI RASPAN



**MASTER OF HUMAN RESOURCE MANAGEMENT
UNIVERSITI UTARA MALAYSIA
August 2018**



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Universiti Utara Malaysia

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(*Name of Supervisor*)

PROF. MADYA DR. FADZLI SHAH BIN ABD. AZIZ

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(*Signature*)

Tarikh
(*Date*)

29 JULAI 2018

**THE RELATIONSHIP BETWEEN PSYCHOSOCIAL WORK CONDITIONS
AND EMPLOYEE HEALTH IN CYBERVIEW SDN BHD
AND THE SUBSIDIARIES**



**Dissertation submitted to
School of Business Management,
UUM College of Business, Universiti Utara Malaysia,
in Partial Fulfillment of the Requirement for the
Master of Human Resource Management**

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ABSTRACT

The purpose of this study is to examine and gain a better understanding of employees health in relation to psychosocial work conditions at Cyberview Sdn Berhad and the subsidiaries. Psychosocial is one of the health aspects that can contribute to the overall health of the individual. This health is closely related to mental health and social function. Conditions such as emotional and stress problems contribute significantly to mental health and social functions. To produce good job performance, organisation needs to create a psychosocial environment that can make individuals feel comfortable to be in groups and organisations, showing high participation, high productivity and quality improvement work. In order to understand the real situation due to the trend in increasing numbers of leave absence taken by employees due to health problems occurred in the organisation, this study were expected to assist management of an organisation to understand the status and health problems and are aware of their relevance to productivity and try to address the problem through related programs. Data were collected from the organisations comprises with 92 respondents. Questionnaires were used and analysed using Statistical Package for Social Science (SPSS) version 21. Using correlation analysis, it was found that there is a significant relationship between the independent variable, psychosocial work conditions with the dependent variable, employees' health in Cyberview Sdn Bhd and its subsidiaries.

Keywords: Employee health, psychosocial work conditions, task level, organisational level

ABSTRAK

Tujuan kajian ini adalah untuk mengkaji dan mendapatkan pemahaman yang lebih baik tentang kesihatan pekerja berhubung dengan keadaan kerja psikososial di Cyberview Sdn Berhad dan anak syarikatnya. Psikososial adalah salah satu aspek kesihatan yang boleh menyumbang kepada kesihatan keseluruhan individu. Kesihatan ini berkait rapat dengan kesihatan mental dan fungsi sosial. Keadaan seperti masalah emosi dan tekanan menyumbang dengan ketara kepada fungsi kesihatan mental dan social. Untuk menghasilkan prestasi kerja yang baik, organisasi perlu mewujudkan persekitaran psikososial yang boleh membuatkan individu berasa selesa dalam kumpulan dan organisasi, menunjukkan penyertaan tinggi, produktiviti tinggi dan peningkatan kualiti kerja. Untuk memahami keadaan sebenar disebabkan oleh trend peningkatan bilangan cuti yang telah diambil oleh pekerja akibat masalah kesihatan yang berlaku di organisasi, kajian ini diharapkan dapat membantu pengurusan organisasi untuk memahami status dan masalah kesihatan dan menyedari kaitannya dengan produktiviti dan cuba menangani masalah melalui program yang berkaitan. Data dikumpulkan dari semua organisasi yang terdiri daripada 92 responden. Soal selidik digunakan dan dianalisis dengan menggunakan SPSS versi 21. Dengan menggunakan analisis korelasi, terdapat hubungan yang signifikan antara variabel bebas, keadaan kerja psikososial dengan pemboleh ubah bergantung, kesihatan pekerja di Cyberview Sdn Bhd dan anak-anak syarikatnya.

Kata kunci: Kesihatan pekerja, keadaan kerja psikososial, tahap pekerjaan, tahap organisasi

ACKNOWLEDGEMENT

This thesis would not have been completed without the support and assistance from many people.

First and foremost I would like to express my gratitude to Allah SWT for giving me the strength and ability to complete my thesis.

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I am also grateful for the encouragement and love that I received from my family especially my husband, Shahrul Hisam Mohd Said for strongly encourage me to pursue my studies, my father, Haji Raspan Omar and my mother, Hajjah Siti Asiah who are my courage and strength to achieve higher qualifications and my dearest children, Damia' Batrisya, Ammar Amsyar and Muaz who has always be my soul in doing this research.

Also, special thanks to the respondents from both Cyberview Sdn Bhd, CSB Development Sdn Bhd and Futurise Sdn Bhd staff who gave full cooperation filling in the questionnaire with the time constraint.

Not to forget, all my dearest lecturers throughout my master studies. They are so supportive by sharing their knowledge during my study at UUM. I am sure that I could not reach at this stage without them.

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CHAPTER 1

INTRODUCTION

1.1 Background of the study

Employees are among the most important part and are the key factors that determine the organisation's success in a competitive environment (Fiorita, Young & Meurs, 2007). By looking at employees as capital, the organisation should pay particular attention to its employees and always strive to provide comfort, as well as ensure employee safety during work, so that employees can feel their work as one of life's exciting experiences. This view keeps organisations focused on getting their employees tied to work and organisation. If properly managed, employee commitment can lead to beneficial effects such as increased effectiveness, performance improvement, productivity and attendance and health. In practice there are still many things that many companies in Malaysia need to know. Some things that must be considered are psychosocial factors in the work environment and then implement the related things and need to be done. According to Carlopio and Gardner (1995), working environment affects employee commitment, employee satisfaction, productivity and well-being. A comfortable working environment is an encouragement for employees to produce good work and able to retain employees in the organisation (Jaini, 2013).

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APPENDIX

Appendix 1: Letter of Data Collection



UUM Kuala Lumpur
Universiti Utara Malaysia
41-3, Jalan Raja Muda Abdul Aziz
50300 Kuala Lumpur, Malaysia
Tel: (603) 2610-8000
Fax: (603) 2610-8000
http://www.uum.edu.my

"AMBAFAKAT KEDAH"

Our Ref : UUM/UUMKL/P-39/133

Date : 23 Mei 2018

TO WHOM IT MAY CONCERN

COLLECTION OF DATA FOR RESEARCH PURPOSES

We are pleased to inform you that the following individual is UUM Kuala Lumpur student who is presently pursuing his/her Master of Human Resource Management. He/she is required to collect data from your organization as a requirement for the BPM26912 Research Paper courses that he/she is pursuing this semester.

No.	Nama	Matric No.	UD No.
1	Muradully bin Abdul Rahim	821315	841126516179
2	Noradza Binti Othman	821323	800627086262
3	Nur Hawa Binti Ruspan	821269	770700145776
4	Nurayuni Binti Abdul Aziz	820835	910902155048


Please be informed that the data collected is purely for academic purposes and we assure you that all information or data will be kept strictly confidential.

We really appreciate your kindness and cooperation in the above matter.

Thank you.

"SCHOLARSHIP, VIRTUE AND SERVICE"

Sincerely yours,


NUR AFIQAH BINTI ABD SAMAD
Assistant Registrar
Universiti Utara Malaysia
Kuala Lumpur (UUMKL)



The Human Management System

Appendix 2: Questionnaires



Othman Yeop Abdullah
Graduate School of Business

Universiti Utara Malaysia

Relationship of Psychosocial Work Conditions in Relation To Employee Health: A Case Study in Cyberview Sdn Bhd

Dear Sir/Madam,

This questionnaire is conducted as part of a research project, which shall be submitted in part completion of the Master of Human Resource Management from Universiti Utara Malaysia (UUM). The objective of this research is to investigate the relationship of psychosocial work conditions in relation to employee health in Cyberview Sdn Bhd.

I would like to invite you to participate in this survey by completing the attached questionnaire. The whole exercise will not take more than 15 minutes of your valuable time to complete the questionnaire. There is no right or wrong answer. Please rest assured that all information will be treated with the strictest confidentiality and will only be used for academic purpose.

This questionnaire consists of four sections, i.e., Section A, B, and C. Please answers for all sections. Your kind cooperation and participation in this survey will be greatly valued and highly appreciated. Should you have any queries about this questionnaire or research, you may contact the undersigned.

Thank you for your cooperation.

Yours sincerely,

Ainil Hawa Raspan (821269)

Universiti Utara Malaysia

06010 Sintok, Kedah

SECTION A: RESPONDENTS DEMOGRAPHIC

1. Gender
- ☐ Male
☐ Female
2. Age
- ☐ 20 -29 years
☐ 30 -39 years
☐ 40 – 49 years
☐ 50 years and above
3. Length of service in the organisation
- ☐ Less than 1 year
☐ 2 to 5 years
☐ 6 to 10 years
☐ 11 to 15 years
☐ More than 15 years
4. Education level
- ☐ Doctorate of Philosophy
☐ Master
☐ Bachelor of Degree
☐ Diploma
☐ Malaysian Skills Certification
☐ Sijil Tinggi Persekolahan Malaysia (STPM)
☐ Sijil Pelajaran Malaysia (SPM)
5. Position in Organisation
- ☐ General Manager
☐ Assistant General Manager
☐ Senior Manager
☐ Manager
☐ Assistant Manager
☐ Senior Executive
☐ Executive
☐ Administrator

SECTION B: PSYCHOSOCIAL WORK CONDITIONS

On the following pages you will find questions and statements about your work and the organisation where you work. The purpose of this questionnaire form is to collect the information needed to develop the work and the work environment.

Take your time in answering. Answers to most of the questions are given by circle the alternative which best describes your opinion.

	Very seldom	Rather seldom	Sometimes	Rather seldom	Very often or always
	1	2	3	4	5
1. Is your work load irregular so that the work piles up?	1	2	3	4	5
2. Do you have too much to do?	1	2	3	4	5
3. Are your work tasks too difficult for you?	1	2	3	4	5
4. Do you perform work tasks for which you need more training?	1	2	3	4	5
5. Are your skills and knowledge useful in your work?	1	2	3	4	5
6. Is your work challenging in a positive way?	1	2	3	4	5
7. Have clear, planned goals and objectives been defined for your job?	1	2	3	4	5
8. Do you know exactly what is expected of you at work?	1	2	3	4	5
9. Do you receive incompatible requests from two or more people?	1	2	3	4	5
10. Can you influence the amount of work assigned to you?	1	2	3	4	5
11. Can you set your own work pace?	1	2	3	4	5
12. Can you decide yourself when you are going to take a break?	1	2	3	4	5
13. Can you influence decisions that are important for your work?	1	2	3	4	5
14. Do you know in advance what kind of tasks to expect a month from now?	1	2	3	4	5
15. Are there rumors concerning changes at your workplace?	1	2	3	4	5
16. Are you content with your ability to solve problems at your workplace?	1	2	3	4	5

17.	If needed, can you get support and help with your work from your coworkers?	1	2	3	4	5
18.	If needed, can you get support and help with your work from your immediate superior	1	2	3	4	5
19.	Are your work achievements appreciated by your immediate superior?	1	2	3	4	5
20.	Does your immediate superior encourage to participate in important decisions?	1	2	3	4	5
21.	Does your immediate superior help you develop your skills?	1	2	3	4	5

Very little or not at all	Rather little	Somewhat	Rather much	Very much
1	2	3	4	5

22.	Do you feel that your friends/family can be relied for support when things get tough at work?	1	2	3	4	5
<i>What is the climate like in your work unit?....</i>						
23.	Encouraging and supporting	1	2	3	4	5
24.	Relaxed and enjoyable	1	2	3	4	5
25.	Rigid and rule-based	1	2	3	4	5
26.	Do you appreciate belonging to your workgroup or team?	1	2	3	4	5

Very seldom or never	Rather seldom	Sometimes	Rather often	Very often or alway
1	2	3	4	5

27.	Is your group or team successful at problem solving?	1	2	3	4	5
28.	Are workers encouraged to think of ways to do things better at your workplace?	1	2	3	4	5
29.	Is there sufficient communication in your department?	1	2	3	4	5
30.	Have you noticed any disturbing conflicts between co-workers?	1	2	3	4	5

Very little or not at all	Rather little	Somewhat	Rather much	Very much
1	2	3	4	5

31.	Have you noticed any inequalities in how men and women are treated at your workplace?	1	2	3	4	5
32.	Have you noticed any inequalities in how older and younger employees are treated at your	1	2	3	4	5

	workplace?					
33.	At your organisation, are you rewarded (money, encouragement) for a job well done?	1	2	3	4	5
34.	To what extent is the Management of your organisation interested in the health and well-being of the personnel?	1	2	3	4	5

SECTION C: EMPLOYEE HEALTH

The following statements are about employee's health status. Please indicate your degree of agreement with each of the following statements by circling one number that best represents your opinion based on the following scale:

Poor	Quite poor	Neither good nor poor	Quite good	Very good
1	2	3	4	5

1.	How would you rate your general health status?	1	2	3	4	5
2.	How do you regard your health?	1	2	3	4	5
3.	How would you assess your general health status compared to that of others of your own age?	1	2	3	4	5

Thank you for your time and participation.