THE INFLUENCE OF WORK PRESSURE AND WORK ENVIRONMENT WITH THE MENTAL HEALTH OF SECURITY GUARD

SITI AZWA BINTI AZIZI

MASTER OF HUMAN RESOURCE MANAGEMENT
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By
SITI AZWA BINTI AZIZI

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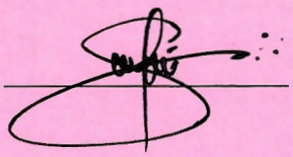

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ABSTRAK

Kesihatan mental di tempat kerja masih tidak dianggap sebagai isu penting untuk diperhatikan, namun, kebanyakan kajian yang dijalankan mengenai kesihatan mental menumpukan pada pekerjaan sektor awam seperti jururawat dan doktor, serta tahap kesihatan yang dialami oleh pekerja. Ia tidak menekankan punca kesihatan mental tersebut. Kajian ini membincangkan kesan antara tekanan kerja dan persekitaran kerja terhadap kesihatan mental pengawal keselamatan. Kajian ini meneliti bagaimana tekanan kerja akibat stres, keletihan, dan kemurungan berlaku, serta bagaimana persekitaran kerja yang selamat, kondusif, dan tenang boleh mempengaruhi kesihatan mental pekerja. Teori Job Demand Resources digunakan untuk menerangkan kerangka teori yang memvisualisasikan tekanan kerja dan persekitaran kerja sebagai kesan penting terhadap kesihatan mental. Kajian ini menggunakan reka bentuk penyelidikan kuantitatif menggunakan soal selidik untuk mengumpul data dari pengawal keselamatan di sebuah syarikat di Kedah. Kajian ini dijalankan ke atas pekerja sektor swasta di sebuah syarikat keselamatan di Kedah. Kajian ini dijalankan ke atas pekerja sektor swasta di sebuah syarikat keselamatan di Kedah. Teknik pensampelan bukan kebarangkalian dipilih untuk mengumpul data daripada 80 pengawal keselamatan di Kedah. Berdasarkan penemuan, kajian menunjukkan bahawa tekanan kerja dan persekitaran kerja mempunyai hubungan positif dan signifikan dengan kesihatan mental pengawal keselamatan. Walau bagaimanapun, tekanan kerja mempunyai kesan terbesar terhadap kesihatan mental pekerja. Akhir sekali, apabila kajian ini selesai, implikasi kajian juga telah dikaji. Implikasi dari segi teori memberi kesan kepada kadar perolehan syarikat disebabkan kes disiplin yang kerap berkaitan ketidakhadiran, kehadiran berlebihan, kelewatan, beban kerja, jam bekerja yang panjang dan pengurangan waktu tidur pengawal keselamatan. Walau bagaimanapun, secara praktikal kajian ini memberi kesan kepada organisasi berdasarkan teori sumber tuntutan kerja untuk menstabilkan tenaga kerja mereka, mengutamakan isu kesihatan mental pengawal keselamatan agar selaras dengan tuntutan kerja. Selain itu, cadangan diberikan kepada organisasi, pekerja, dan penyelidik masa depan untuk pemahaman yang lebih baik.

Kata kunci: Kesihatan Mental, Tekanan Kerja, Persekitaran Tempat Kerja

ABSTRACT

Mental health in the workplace is still not considered important issues to be look in however, most studies conducted on mental health focus on public sector employment such as nurses and doctors, as well as the level of health experienced by workers. It does not emphasize the causes of such mental health. This study discusses the impact between work pressure and work environment on the mental health of security guard. This study explores how work pressure due to stress, burnout, and depression occurs, and how a safe, conducive, and calm work environment can affect the mental health of workers. Job Demand Resources theory is use to explain the theoretical framework conceptualizes work pressure and work environment as critical impact with the mental health. This study uses a quantitative research design using questionnaires to collect data from security guards in a company in Kedah. This study was conducted on private sector employees at a security company in Kedah. The non-probability sampling technique was chosen to collect data from 80 security guard in Kedah. Based on the findings, the study shows that work stress and the work environment have a positive and significant relationship with the mental health of security guards. However, work stress has the greatest impact on employees' mental health. Finally, when the study was completed, the implications of the study have also been examined. In theoretical implication is effected to company turnover rate due to frequent disciplinary cases on absenteeism, presentism, lateness, job workload, long working hours and reduce sleep time of security guard. However, in practical this study impacts the organization based on Job demand resources theory to stabilize their workforce, prioritize mental health issue of security guard to align with the job demand. In addition, recommendations are provided to organizations, employees, and future researchers for a better understanding.

Keywords: Mental Health, Work Pressure, Work Environment

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LIST OF ABBREVIATIONS

CMD	Command Mental Disorder
JDR-Theory	Job Demand Resources Theory
HR	Human Resource
MH	Mental Health
PTSD	Post-Traumatic Stress Disorder
RO	Research Objective
RQ	Research Question
SD	Standard Deviation
SE	Standard Error
SPSS	Statistical Package for Social Sciences
WP	Work Pressure
WE	Work Environment

CHAPTER ONE

INTRODUCTION

1.1 Introduction

Basically, this study's context, statement of problem, research objective and research question, significance, the scope and limitation, the meaning of main terms, and the thesis organization.

1.2 Background of study

Mental health should be a priority for every individual and organization to ensure that physical health does not affect daily life, and a positive mental state can improve physical health capabilities (Fiorillo, 2023). Mental health plays an important role in determining the quality of life of each individual and the ability of an individual to perform daily tasks. Mental health is not something that can be taken for granted as it involves the mental and physical condition of an employee. Employees with good mental health will appreciate their bodies more and do their daily work with ease, efficiency and enthusiasm. Poor mental health may also be exacerbated by challenging coworkers. However, interacting with a difficult coworker would make one feel more competitive rather than encouraged. Security guard may experience a great deal of stress due to an increased workload, longer workdays, and potential to be expose with unsafety working environment. Psychological stress and physical illness at work can be detrimental to mental health (Hidaka, 2012).

An adverse environment might lead to elevated stress levels in individuals. Current studies have clearly defined the relationship of high levels of stress an employee experiences in his job environment. Employee mental health has emerged as

a central determinant of organizational productivity, as demonstrated by a wide range of scholarly contributions over the past decade. Researchers like Rugulies et al., (2023) in the lancet highlight how work-related stressors, included high job demands, little job control, and inadequate organizational support, has caused problems with mental health and poor performance results. While, Coppens et al., (2023) highlight the significance of mental health support and early prevention in the workplace, contending that maintaining operational efficiency depends on employee well-being. Research by Wu et al., (2021) and Goetzel et al., (2021) also shows mental health initiatives and organizational best practices have quantifiable impacts on employee engagement, presenteeism, and absenteeism. Research by Marcatto et al., (2020) and Rana et al., (2020) explains the risk factors in the mental and physical health of employees when given excessive workload and high time pressure due to work conflict as well as weak social support in terms of social relationships and management support can cause mental stress to employees.

Research on work pressure, work environment, and their impact on the mental health of security guard is important research area due to the increasing recognition of occupational stressors and their impact on psychological well-being in this workforce (Jovanović, 2020). Over recent decades, studies have documented the evolution of security roles from niche positions to essential components of public safety, with growing attention to the mental health challenges faced by security personnel across diverse settings such as correctional facilities, hospitals, and border security stated by Talas et al., (2021). This study demonstrates how the interconnection of mental and physical health can increase positive physical and mental health outcomes, resulting in faster recovery from physical disease. Therefore, crucial risk of work pressure, work environment, and their relationship on the mental health should not be overlooked.

Mental health also symbolizes the identity of an employee in maintaining his personality to always be positive. Since the Covid-19 pandemic hit, there have been too many challenges that employees and employers have had to face related to this mental health content. According to Ariel et al. (2024), the private security business is similar to the police sector in most nations, with security workers having nearly identical responsibilities and performance expectations. The safety of the security guard is very important because it will affect the performance and mental health as well as aspects of regular health. However, studies on the mental health aspects of security guard jobs have received less attention. Research on specific occupations such as security guards is still limited. Jovanović et al. (2020) think the most stressful jobs are security officers and they are more tired than other jobs.

The specific problem addressed in this review concerns the work pressure, work environment, and their impact with the mental health of security guards. Research on job stress in law enforcement and related sectors is growing, there remains a notable gap in synthesizing evidence focused explicitly on security guards, who often face unique stressors such as exposure to violence, shift work, and organizational neglect (Anthony et al.,2020; Jovanovic et al.,2020).

Conceptually, the review frames in mental health as a function of occupational stressors encompassing the physical and psychosocial work environment, perceived work pressure, and their relationship within organizations. Employee mental health is influenced by a variety of circumstances, including work stress. A security guards, this imbalance is common due to the nature of their duties, which often involve unpredictable risks, shift work, and high responsibility for the safety of people and property. Furthermore, Sharma et al., (2024) highlights how important HR management procedures are to influence and contribute to employee performance results. The role

of HR management in providing exposure to mental health through programs that need to be organized by the organization. In the context of being a security guard, the job of a security guard is often involved in dealing with situations involving potential violence, theft and emergencies. Security guard are often the first responders to incidents, including physical confrontations, robberies or emergencies such as fires. The effects of constant exposure to these high-risk situations cause long-term stress and distress. According to a study by Huo et al., (2023), work stress is challenging for people with high emotional stability.

Stress at work is one of the main causes of employee mental health problems. High-stress occupations can enhance employees' mental well-being, which naturally affects the caliber of work produced there. This perception, in turn, affects their tendency to stay involved and connected in the organization. In addition, extended working hours or periods can result in employee tension and negative emotional effects A study by Weston et al., (2024) indicates that prolonged working hours might deplete employees, diminish their sleep quality, and adversely impact their mental health. Studies consistently show that shift work is a major contributor to workplace stress. Security personnel generally engage in extended hours, encompassing work shifts, weekends, and holidays. Irregular and extended working hours can disrupt their sleep patterns and personal lives, leading to fatigue and tiredness (Gurubhagavatula , 2021).

Security guards are among the most vulnerable occupational groupings. Their job needs continual awareness, physical endurance, mental control, and the ability to respond to emergencies. Security guards are routinely subjected to hazardous situations, public figure, and isolation while working rotating shifts that include night tasks and lengthy hours. These working conditions expose them to persistent stress, weariness,

and emotional exhaustion. Despite their vital role in ensuring public and organizational safety, security guards frequently receive little attention in occupational health research.

The modern workplace, often praised for its efficiency and productivity, can also be a breeding ground for stress and mental health issues. James (2017) stated disruption of the natural sleep-wake cycle, often associated with rotating and fixed evening shifts, throws off inadequate rest results in sleep disruptions, emotional fluctuations, and challenges in sustaining intimate connections. These disorders can extend beyond the workplace, impacting family life and social interactions, ultimately leading to a decline in overall mental well-being. The workplace is another element that affects the mental health of employees. These factors interact dynamically, influencing psychological distress, resilience, and coping mechanisms among security guards (Jovanovic et al., 2020).

According to this further research, the work environment plays an important role in their mental health. Poor working conditions expose workers to health and safety risks, an unpleasant physical environment, and excessive demands on physical ability can create significant stress and anxiety. Jobs that require high speed and physical effort, combined with long and complex hours, add to this stress, leading to fatigue, and a decreased sense of well-being. Second, work itself, which goes beyond the physical environment, is another critical factor affecting mental health.

Furthermore, many previous studies used broad occupational samples, making it difficult to truly understand the specific psychological issues that security guards experience stated by Declercq (2007). There has been little consideration paid to how shift work, workload intensity, workplace safety, and organizational regulations interact to affect their mental health. The paucity of occupation-specific and context-

based research leaves a considerable gap in the literature. Conflicting perspectives exist regarding the relative impact of these factors; some studies emphasize organizational support and communication as protective, while others highlight the overwhelming effects of workload and exposure to threats stated by (Purcell et al., 2022). The consequences of this knowledge include insufficiently tailored interventions and policies, potentially exacerbating mental health risks and turnover rates within the security workforce (Hammer et al., 2024). Therefore, there is a need for comprehensive empirical research to understand how work pressure and work environment impact the mental health of security officers. Addressing this gap is critical for building effective organizational strategies, boosting employee wellbeing, and increasing service quality in the security industry.

1.3 Problem Statement

The purpose of this systematic review is to critically evaluate and synthesize existing literature on the influences of work pressure and work environment with the mental health of security guards. Based on labor force employment from Ministry of Human resources, the data shows turnover from year 2024 until 2025 decrease in Malaysia from year 2024 is 63,562 employee resignation and year 2025 from January until March is 11,667 employee resignation record (MOHR, 2025). The data obtain using HR system use in this organization and provide from HR representative. It shows that higher turnover employee analysis data with higher resignation happens in this organization starting from year 2023 until 2025. From the result by the organization, work pressure and work environment have a significant relationship with mental health of security guard is proved.

A study by Kesavayuth et al., (2021) indicates that occupational stress can result in health issues like hypertension, cardiovascular disorders, compromised immunity, substance misuse, and diminished general mental and physical health. This leads to elevated employee absenteeism, high staff turnover, lower workplace performance, and the potential for employees to become distracted while work.

According to Mohamad (2025) despite increased global awareness of workplace mental health, empirical research in Malaysia is still unevenly spread across occupational sectors. Existing Malaysian research have primarily concentrated on healthcare professionals, teachers, manufacturing workers, and corporate executives, with little emphasis regarding non-professional and frontline service workers. Furthermore, major occupational groups like security guards are underrepresented in national mental health research. In Malaysia, the majority of empirical studies on occupational mental health have focused on general stress levels, job satisfaction, and work-life balance among public sector employees and professionals (Nasharudin et al., 2020). While these studies provide light on workplace well-being, their findings cannot be easily applied to security professionals, whose working conditions differ significantly in terms of job demands, work schedules, exposure to physical threats, and organizational structures.

Many studies emphasize workload, time pressure, or emotional labor as primary predictors of psychological distress, while paying limited attention to environmental and organizational support mechanisms (Seilder, 2014). Furthermore, many organizations need a security guard to monitor their buildings, asset, surrounding and keep safe the whole places from any dangerous from outsider. However, the job of a security guard is indeed very demanding as they often work long and irregular hours, including nights, weekends and holidays, disrupting their sleep patterns and personal

lives. According to Kuroda et al., (2018), extended working hours might cause health problems and diminish mental well-being. Excessively lengthy working hours reduce rest time, resulting in a greater workload and increased job stress (Weston et al., 2024; Barck et al., 2020).

Employees who work long hours or have stressful jobs will experience negative emotions and stress. Stress at work is a byproduct of one's workplace. This may lead to initial conflicts or intensify pre-existing stressors in the workplace. Regarding contemporary work styles and workplace stress, it has grown to be rather typical. Rivera et al., (2020) and Gurubhagavatula et al., (2021) discovered extended working days can cause fatigue and reduced sleep quality for workers, both of which can impact their mental well-being. This is why working hours affect the emotional well-being of employees. High-pressure occupations can decrease individuals' mental health, thereby impacting the quality of work performed. The value of productivity as a security guard is highly emphasized because the responsibility in this job involves the safety of life, property and the condition of the individual's environment.

Threats are a major element that makes the role of a security guard more stressful than other jobs. For security guard services, they need to focus, alert and always concern of their surrounding so that they need a lot of rest, balance mental health, positive thinking to maintain their physical body be healthy in front of others. Murphy et al. (2025) stated that security guards in Malaysia experience higher levels of stress and trauma as a result of their profession, which includes dealing with threats, terrorism and emergencies. The condition may result in significant mental health disorders, including anxiety and depression, among others.

The work environment significantly influences mental health of employees, especially on security guard positions. Hammer et al. (2024) highlighted that there are three categories of important elements to maintain employees so as not to affect physical and mental health in the workplace environment, namely: physical work environment, social work environment, and psychological work environment. Security guards often work in dangerous and challenging environments, which lead to stress and mental health. Insufficient staffing, resources, and training increase a stressful work environment, worsening mental health issues (Tamata et al.,2022) and (Anger et al.,2024). Organizations need to prepare great training especially emotion training and physical training to make sure the employee can balance of their mental and physical during long hours working. Unorganized mental, emotion and mind, this separation might foster sentiments of loneliness. and stress. However, having limited interaction with colleagues or supervisors can also make it difficult for them to get immediate support when needed and emergencies occur. Their role requires constant vigilance, which leads to a heightened sense of vigilance and constant awareness of potential threats.

Additionally, workplaces that prioritize mental health and support their employees with mental disorders can prevent employee stress and depression, emotional exhaustion, sleep disorders or substance abuse. The findings of this study aim to investigate work pressure, work environment and their relationship on the mental health of security guard raise important issues that require continuous attention from employer.

1.4 Research Questions

Upon reviewing the related literature, this research has identified two specific research questions (RQ) that will guide our investigation:

1. What is the impact between work pressure with the mental health of a security guard?

2. What is the impact between work environment with the mental health of a security guard?

1.5 Research Objectives

The study aims to fulfill the following research objectives (RO) related to security mental health:

1. To examine the impact between work pressure with the mental health of security guards.

2. To determine the impact between the work environment with the mental health of a security guard.

1.6 Significance of the Study

This research makes an important theoretical contribution to understanding security guard the mental health that Jobs exposed to threats and violence are recognized as one of the most significant occupational hazards in recent times where incidents of workplace violence are shown to be increasing. Due to increased awareness on this alarming problem studies from (Kelloway et al., 2022) have been conducted to

explore impacts on the physical and psychological well-being of individuals, including employers. Most studies concentrate on certain professions, such as nurses, healthcare practitioners, and rescue professionals, but there is limited knowledge regarding security guards. Research from Koeppen, et al, (2020) emphasizing violence against security personnel while neglecting their participation in incidents of aggressiveness and violence.

From a theoretical perspective, an organization can exhibit elite well-being and health and its antecedents, and it can also present mental health a crucial element of occupational health and safety. Security guards are people hired to guard or protect property, areas, or people either through indirect or direct observation. Declercq et al., (2007) highlight the importance of acknowledging and addressing the mental health concerns to security guards, not only for their own sake but also for the overall effectiveness of the security operation. Security guards have unique challenges; their work environment determines the type of complaints they will face.

In addition, security guards work in a fast-paced and changing environment where security is key. The job of a security guard involves performing various tasks as the duties of a security guard include surveillance, directing, sustaining, and, most crucially, deterring criminal activity. The situation around the area depends on the observation and care of security guards who are confident, authoritative and integrated (Welsh et al., 2009). In addition, the job of security guard and the duties they have, non-governmental organizations can confront a lot of problems and dangers.

This research also aims to advance the understanding of human resource management, acknowledging the effects of employee mental health on the daily working conditions of a security guard. Security personnel face their own set of

stressors due to the nature of their work, which in many cases includes high-pressure situations, long hours, and the burden of public safety on their shoulders. The findings of this study provide valuable insights into workplace learning related to both participatory practice and mental health, as delineated by mental health experiences and responses.

The practical importance of this study is clear since it could help security guards by finding out how work pressure, the work environment, and their interaction with each other affect their mental health. The work environment is very important, as it directly affects the staff, which is why it is important for optimal work performance. Singh et al., (2000) highlight that Employee discomfort at work will almost certainly affect the quality of service produced. Recognizing the importance of mental health care, various resources are available to provide support and assistance specifically tailored to their needs. In addition, with a conducive and good work environment can avoid stress and the mental health of employees is disturbed. The findings indicate a critical necessity for the evaluation of mental health issues among security personnel throughout the execution of their everyday responsibilities to maintain a secure workplace environment.

Security guards are frontline workers that frequently faced with to a lot of work., long and irregular working hours, workplace risks, and social isolation, which place them at increased risk of psychological distress. Shift work frequently induces stress in professional settings, contributing to both occupational and personal stressors such as sleep disturbances, mood swings, and reduced personal health and family dynamics (James et al., 2017). Understanding the influence of work pressure and work environment with mental health of security guard is essential for developing

interventions that can mitigate stress, promote resilience, and enhance their quality of life.

From an organizational perspective, research in this area contributes to improving job performance, reducing absenteeism, and lowering turnover rates. Security guards with positive mental health are more likely to remain healthy, make sound decisions under pressure, and ensure the safety of people and property. By the result of this studies, the organization can deeply know what actually the findings related work pressure and work environment. Conversely, untreated mental health issues may lead to decreased work efficiency, higher accident rates, and increased operational costs for employers. Therefore, identifying these relationships can assist organizations in implementing appropriate support systems, workplace policies, and mental health training programs that foster a stronger and efficient workforce.

Furthermore, this research has broader societal value by contributing to occupational health literature, particularly within high-stress and under-researched professions such as private security. The findings can guide organization in prioritizing mental health initiatives for security personnel, ensuring better resource allocation and strengthening national occupational safety standards. Ultimately, determine and examining work pressure, work environment, and their relationship on mental health of security guard.

1.7 Scope of the Study

The purpose of this study is to determine how work pressure and work environment impact with the mental health of security guards in private company at Alor Setar, Kedah. The scope of this study is to determine the mental health of security

guards so that they can perform well under pressure, as we all know that this is an important profession. The decision to focus on security guards as the intended demographic for this research is based on the specific occupational characteristics and psychosocial risks associated with the profession. Security guards represent a critical workforce responsible for maintaining safety and order in diverse environments, including commercial, residential, and public settings. As well as being a basic human right, secure and positive working environment can decrease workplace stress and conflict and increase employee retention, output and performance.

1.8 Definition of Key Terms

This study includes key terms to ensure the reader understands the research objectives. The key terms are as follows:

1.8.1 Mental health

Mental health using an assessment indispensable pillar in the comprehensive understanding and effective management of psychological well-being (Goldberg's, 1972).

1.8.2 Work Pressure

Defines work pressure is conceptualized as a feeling of anxiety brought on by the completion of duties at present or in the near future. Scales for measuring job demands, workload, and work pressure have been constructed using materials from a variety of sources (Linda, 2014; Zaki et al., 2020).

1.8.3 Work environment

The settings, situations, the conditions and situations under which individuals are employed (Bibi et al., 2018).

1.9 Organization of the Research Paper

This research paper comprises five chapters, each focusing on a fundamental part of the topic. Chapter One, Introduction, provides an overview of the research, encompassing the backdrop, problem statement, research questions, and aims. It also discusses the study's significance and defines the research's scope. This chapter establishes the basis for comprehending the core focus of the study and its contributions to the topic of security guard mental health.

Chapter Two, Literature Review, presents a detailed review of existing literature related to the study, examining the theoretical frameworks and key concepts relevant to security guard mental health. This chapter focuses on critical variables such as communication, work pressure and work environment. It synthesizes previous research and identifies gaps in the existing literature, establishing a strong theoretical foundation for the study and positioning it within the broader context of security guard.

Chapter Three, Research Methodology, outlines the research design and methodology. This chapter clearly explains the data collection methods, including the survey instruments and sampling techniques. It also describes the study's target population, the sample size, and the statistical methods used to analyze the data. The methodology is designed to address the research questions and hypotheses, providing a structured approach to assessing the factors affecting security guard mental health.

Chapter Four: Findings and Analysis presents the results from the data analysis, including descriptive statistics, correlation analysis, and regression analysis. This chapter interprets the findings of the research questions. It provides a detailed examination of how various factors, such as communication, work pressure and work environment affecting security guard mental health. The analysis also discusses the significance of the relationships identified and provides a comprehensive interpretation of the data in the security guard environment.

Finally, Chapter Five: Discussion and Conclusion addresses the implications of the study's findings, connecting the results to the theoretical framework and existing literature. This chapter provides recommendations for future research and offers practical applications for security guard mental health, focusing on improving work shift, managing stress, upgrading safety of work environment and improve communication among management and employee that can contributed to the security guard mental health. The chapter concludes by summarizing the key contributions of the study and discussing its broader significance within the field of security guard.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter assesses the concept, definition, and the models of the existing literature and identify gaps in the present body of knowledge to develop a theoretical model of this research. The first part of this chapter focuses on dependent variable of mental health while the second section will focus on the independent variable of work pressure and work environment This section also included an explanation of concept and definition of independent variable and discussion session of previous research finding. The following section explaining the theory and theoretical frameworks related to the study.

2.2 Conceptualization of The Mental Health

In today's workplaces, mental health issues becoming more prevalent, and Mental health issues are among the primary contributors of job-related illnesses. For instance, they rank as the third most common reason for missing work in Brazil (Anú, 2022). According to the World Health Organization (WHO, 2022) mental health is a condition when an individual recognizes their capacity to manage everyday stressors, functions effectively in their work, and contributes to their community. According to this definition, mental health involves the lack of mental disorders and the existence of beneficial psychological traits including social functioning, coping mechanisms, and resilience.

Mental health refers to the emotional, psychological, and social well-being that influences an individual's thoughts, feelings, and actions, so affecting their stress management, interpersonal relationships, work, lifestyle, and decision-making. Previous researcher Samad et al., (2025) discovered on mental illnesses, vulnerable groups, suicide and self-harm, the increasing significance of social isolation and loneliness, and Malaysian data on digital efforts and implementation issues. According to Aquino et al., (2020) performance-based assessments, workers who are under psychological stress exhibit decreased task performance, lower engagement, and diminished contextual performance, all of which have an impact on overall organizational outcomes. Research by Wu et al., (2021) and Goetzel et al., (2021) also shows the mental health initiatives and organizational best practices have quantifiable impacts on employee engagement, presentism, and absenteeism. Aquino et. al, (2020) findings, which indicate that workers under psychological stress causes declines in task and contextual performance, further support the connection between mental health and performance.

Mental health accounts for approximately one-third to one-half of all illnesses and long-term disabilities among the working-age population. impact on individual lives. Individuals with mental health disorders continue to be significantly underserved. Mental health systems globally exhibit substantial differences and limitations in resources, services, information, research, and governance, particularly in low-income nations (Ridley, 2020).

2.2.1 Previous Research on Mental Health

Physical and mental health is a complex phenomenon that includes more than simply the absence of sickness or illness. It describes a person's capacity to sustain well-being across physical, mental, and social dimensions (Junaidi et al., 2020). The mental health of employees is impacted by a number of factors. According to Reenen et al., (2012) indicated that workplaces adapt individuals with mental illnesses and promote positive mental health are more likely to enhance employee productivity by reducing presentisms (i.e., diminished productivity while at work) and absenteeism (i.e., fewer days absent from work). Besides, Afonso et al., (2017) indicated that extended working hours may negatively influence employees' physical and mental well-being, as well as restrict their social and interpersonal interactions. Beyond the immediate effects of extended hours at work on employees' physical and emotional well-being, it can also result in considerable detriment to the business as a whole. Oliveira et al., (2023) indicated that common mental disorders (CMDs) in workers lead to substantial productivity loss, with presentism causing more output decline than absenteeism.

As stated to the World Health Organization, to the entire organization (World Health Organization, 2024), The concept of health indicates a condition of whole physical, mental, and social well-being for an individual, sustained in a stable and comfortable manner influenced by numerous circumstances. Alongside sustaining optimal physiological health, it is important to consider and keep an individual's emotional control, interpersonal relationships, and social interactions in a positive condition to attain genuine physical and mental well-being (Miller et al., 2009). However, certain occupations like security guards are poorly understood. They are the first line of defense, the silent sentinels, and their constant alertness is frequently taken for granted. Security guards are among the occupations that have a high risk of being

involved in incidents involving violence and crime at work, which affects their quality of life. As part of their job in different work environments, guards may be tasked with keeping the peace and apprehending individuals who break the law while assigned to a specific location or patrolling multiple areas. In brief, a security guard can come across various situations, places, and actions. Most studies focus on general employees, healthcare workers, or industrial workers, with limited attention to security guards.

Although some studies acknowledge their exposure to violence, few provide systematic empirical analysis in this occupation but many studies adopt cross-sectional designs, which limit causal interpretation. Its identify associations between stress and mental health but cannot confirm long-term effects. In Malaysia, a nation bustling with diversity and development, these guardians provide an important function in keeping order and security. In other hand, under their professional calm, many carry an unseen burden that insidious effect of mental health challenges that significantly impact their well-being, their performance, and ultimately, the security.

Research conducted in Malaysia revealed that risk factors for mental health conditions in young people include age, gender, socioeconomic status, social relationships, cultural beliefs or ethnicity, physical activity, academic stress, and internet use (Congsheng et al., 2022; Hassan et al., 2022). Poor management and communication skills, little participation in decision-making, long or rigid work shifts, and more are examples of organizational problems can effect employee mental health. Bullying and psychological harassment are proven to exacerbate workplace stress and mental health issues. According to Talas et al., (2020), security guards are expected to act properly, and carrying or utilizing firearms significantly increases their stress levels. Much of the literature emphasizes clinical symptoms (depression, anxiety, burnout) while overlooking positive psychological resources such as resilience and coping

mechanisms. In order to exposure to verbal and physical aggressiveness, violence, and occasionally the use of physical force, security services are physically and psychologically behavior.

The study of mental health problems as an important fact is common around the world, especially in this challenging field of work. Mental health needs to be taken care of for the long term in order to guarantee a positive impact in an organization. According to Purba et al., (2019) conversely, mental health functions along a spectrum, typically ranging from well to ill. The forms of mental health issues that security guards may experience include substance misuse, stresses, personality disorders, depression, and psychosis, referring to a review of the prior research on critical incidents and career burnout. Being mentally well is more than just not being sick or diseased. A mental health state is at one end of the spectrum and is commonly described as a condition of well-being in which the individual recognizes their own abilities, can manage everyday stressors, can work effectively and productively, and is able to contribute to their community.

According to (Salvagioni et al., 2017; Emily et al., 2023) indicate that the occupational health literature has looked at a number of indications of poor mental health among employees, such as burnout, substance misuse, psychological distress or strain, and diagnoses of clinical mental health problems (e.g., anxiety, depression). Another study Sonnentag et al., (2023) found that the focus of the occupational health literature has been shifting to examine workplace features that may maximize the positive effects of stress by encouraging challenge or stress while reducing job demands and hindrance stressors. In developing countries such as Malaysia, empirical evidence remains scarce. Most studies are conducted in Western contexts, limiting cultural relevance.

However, according to Elsayed et al., (2009) mentioned that stress from heavy work responsibilities was found to be a likely factor influencing the work performance of a sample of mentally ill security guards in a study. According to Oliveria D. et al. (2023), believe that there is a greater chance of absence reduction in workplaces that support people with mental diseases and encourage mental wellness boost worker productivity by reducing presentism (i.e., reduced productivity while at work) and absenteeism (i.e., fewer days away from work).

Based on data obtained from Labor Force Employment by Department of Labor shows that the data of employee turnover has been recorded from January 2024 until March 2025 and revealed the total of employee resignation in Malaysia (Mohr, 2025). Some country shows an increasing in resignation turnover that occur from many factor directly or indirectly. In addition, as record from Human Resources representative in this organization, the total turnover increase in year 2024 until 2025.

In actuality, research on mental health issues is widespread throughout the world. However, there hasn't been any specific research on mental health issues among security guards up to this point. Substance addiction, personality disorders, depression, and psychosis are among the mental health issues that may manifest among security guards, according to prior literature assessments on critical incidents and career burnout (Vanheule et al., 2008). As stated by Mausner et al, (2016), greater workload, high emotional labor, and a lack of social support are all associated with an increased risk of depressive symptoms. Risks associated with the professional nature may encompass an imbalance between an individual’s skills and the responsibilities assigned to them, along with a burdensome workload. There is a clear research gap in occupation-specific, context-sensitive studies on security guards’ mental health, which the present study addresses.

2.3 Conceptualization of Work Pressure

A study by Sinclair R. et al., (2023) indicates that job stress is a global issue; however, it is often accepted by individuals despite its potential impact on the economies of both industrialized and developing nations. Mental health accounts for around one-third to one-half of all illnesses and long-term disability among the working-age population. The progressive process of assessing the individual's cognitive response to occupational stress often leads to poor health outcomes and severe behavioral consequences. Lucan et al., (2022) stated that workplace stress is caused by elements including excessive pressure, inadequate regulation, elevated job demands, lack of information, and low decision-making latitude.

The term work pressure, which is also used to refer to job stress, describes the emotional and physical strain that people endure due to the expectations and obligations placed on them at work (Ilies et al., 2010). It involves a number of elements that put a person's capacity for efficient coping to the test. Employees describe their level of stress at work as a sense of fatigue. To improve the assessment of work-related stress, it is important to consider work-related risk factors such as high work demands, inadequate job control, the function of an employee within an organization, and interactions with supervisors and coworkers (Maan et al., 2023). According to Fadel et al., (2023), prior studies on work-life balance have shown that working for extended periods can lead to health issues and diminish mental well-being. In particular, working excessively long hours decreases the time available for rest, leading to a greater workload and heightened work-related stress (Rivera et al., 2020).

2.3.1 Previous Research on Work Pressure

According to a related study, the impact of work pressure on turnover intention explains how an individual's intention to resign from their position can be affected by the amount of stress they experience at work (Kachi et al., 2020). Studies by Saraswati and Lie (2020) and Pariyanti et al. (2022) found that high work pressure leads to job dissatisfaction, low well-being, and turnover intention. Normal work hours are typically understood to mean a working day that allows time for recreation and rest. Rest is associated with nighttime, while work is linked to day time. This review focuses on individuals whose work schedules involve either shifts or extended hours that go beyond the typical day-night sleep cycle (Rivera et al. 2020).

There is general agreement in publications that the effects of long hours of work or shift work has a deleterious effect on sleep. Elhami M. (2020) suggests that, despite significant individual differences, sleepiness is a significant consequence of shift work., as noted in perhaps the most definitive review. The night shift is when this is most noticeable. Gurubhagavatula et al., (2021) stated that in security job scope, shift work can take many different forms: rotating shift, 24-hour shift, day-night shift, fixed night work, and so forth. Shift work is defined as abnormal or irregular work schedules that occur outside of usual daily working hours.

In addition, extended work hours are one of the many aspects of the work pressure that have been linked to poor mental health outcomes for employees, according to previous empirical research. Barck H. P. et al., (2020) mentioned that extended work hours can lead to a decrease in leisure and household hours as well as work-life conflict (particularly for female employees who are also mothers). Among security guards, shift

rotations, night duties, extended standing, and constant alertness are major sources of work pressure. These conditions increase fatigue and emotional exhaustion.

As stated by Kuroda (2018) long working hours can lower an individual's utility and increase the risk of mental illness. An individual's quality of life is significantly impacted when they experience sleep disturbances (St-Onge et al., 2025). Individuals experiencing prolonged sleep disturbances are more exposed to accidents, present higher absenteeism from work, demonstrate lower job performance, possess a lower standard of life, and are involved with medical attention more frequently than those who enjoy restful sleep. Working overtime is linked to short or disrupted sleep and can correspond with lower sleep quality in a dose-response manner, according to several research by (Rivera et al., 2020; Western G. et al.,2024).

According to a different study, having a fulfilling career is essential for achieving financial independence. Long work hours, however, can also be linked to issues like a higher chance of sleep disturbance and signs of worry and sadness, as this study has shown. The mechanism of sleep disruption involving circadian rhythms and the particular impacts of shift organization factors (rotation speed and direction) are analyzed. According to Nabe-Nielsen (2024) indicated that the sleep pattern before a morning shift appears to be even more disturbed compared with the night shift. The peak of maximum alertness will have a significant impact on sleep. Sleep during the day will affect the body system but can be cut short. As stated by Gurubhagavatula et al. (2021); Nabe-Nielsen et al., (2024).

Moreover, another reason contributing to tiredness during the night shift is the extended time of alertness previous to its conclusion, which can last 20 to 22 hours due to the termination of preceding sleep. The symptoms that cause the most trouble are

difficulty falling asleep, reduced sleep duration, and daytime drowsiness that persists into days off. Long working hours are extra hours worked per week outside of regular business hours. Due to the fact that many jobs need overtime, people deal with extended work hours everywhere. Over tiredness is a concern in many job contexts.

2.4 Conceptualization of Work Environment

The work environment is a place where employees carry out daily activities. The work surrounding setting that is conducive to work lets employees feel secure and perform at their best (Vischer et al., 2007). When a person feels comfortable in their work environment, they will do their duties in a way that maximizes their use of work time and makes their work conducive. The three types of work environments are physical, social, and psychological. They can all have an impact on an employee's physical and mental health and are crucial to their retention (Oyedeji et al., 2015). A security guard is an individual employed to provide direct or indirect observational protection for individuals, property, or an area they operate without the required boots, fatigue clothes from the military, and other protective gear like blankets, raincoats, mobile phones, emergency buttons, and batons that stated by Oyedeji et al., (2025); Page and Tolmie (2024). In addition, the majority of security guards are under the direction of micromanagers who treat them with extreme contempt, prejudice, bullying, harassment, and unethical behavior. The workplace become uncomfortable and bring out negative feeling.

According to Selamat et al., (2020) stated that workplace safety is very important for keeping workers healthy as they do their jobs. A positive work atmosphere and satisfied employees will almost surely increase their performance. Two

important factors that play a major role in the development and modification of attitudes and behavior are the work environment, which can foster positive attitudes and high morale, and ongoing supervision, which is implemented through a stringent monitoring system.

2.4.1 Previous Research on Work Environment

The security guard stands as the visible frontline of protection a human shield against chaos. In facts, behind the uniform and the posture of unwavering readiness, they carry an increasingly heavy, often invisible, burden with mental stress amplified by the very environment they are tasked with securing. The work environment includes physical, social, and psychological conditions that influence employees' well-being (McGuirk et al., 2015).

According to Fang et al., (2025) mentioned that employees who are at higher risk for violence by a stranger with criminal intent for the purpose are those who handle cash with customers and are exposed to it as part of their work; those working at night or alone. While the inherent danger of the security job is recognized, the subtle, cumulative factors of the work environment itself of the physical space, the scheduling mandates, and the level of organizational support are often the primary architects of psychological distress, leading to issues ranging from burnout and chronic anxiety to depression and sleep disorders.

Implementation generally aims to safeguard resources, localities, an organization, or a business and might give the agency confidence in doing tasks and carrying them out in accordance with their roles. The security guard profession's workforce is currently utilized for outsourcing, sometimes referred to as workforce augmentation. According to (Oyedeji et al., 2025; Lukan et al., 2020; Gaspar et al.,

2024) highlighted stressors in the workplace are environmental factors and job characteristics, such as the physical work environment and workplace ergonomics that cause either direct physical effects or psychological responses.

Furthermore, the environment at work influences employee performance. Throughout the pandemic, medical professionals, police officers, and security personnel were at the forefront of epidemic prevention, confronting widespread outbreaks, heightened workloads, and increased stress, which adversely impacted their physical and mental health, as pointed out by (Kock et al., 2021; Shaukat et al., 2020; and Gutmanis et al., 2024). Workplace violence happens when employees experience abuse, threats, or assaults in surroundings associated with their employment, encompassing an explicitly or implied threat to their safety, health, or welfare. If the working atmosphere is conducive, productivity will increase, positively affecting the quality of the completed task. The importance of environment work is that it be used on measure employee performance at single organization. Work environment is everything that exists around an employee that can influence satisfaction, safety, convenience, and performance while he is performing his job. Environment sufficient work and in conformity with the circumstances work employees can improve employee performance (Nielsen et al.,2017).

In the meantime, the work environment encompasses more than just the physical aspects of an office or workplace, claims by Kazlauskaitė et al., (2022) and Page et al., (2024). On the other hand, everything outside the company that can affect how well people perform their jobs is considered part of the work environment. This can involve elements like workplace culture, corporate rules, and the relationships between coworkers. Workers will be more inclined to give their all at work if their employer can foster a joyful, welcoming, and encouraging environment as stated by

Fang et al., (2025). This can improve overall organizational performance. Work environment encompassing physical, organizational, and psychosocial factors has a demonstrable impact on worker well-being in healthcare and service settings. Security guards are often placed in isolated, high-risk, or crowded environments that can contribute to feelings of insecurity, lack of support, and heightened exposure to aggression or violence (Herman et al., 2020).

Research by Jensen et al., (2025) shows that the COVID-19 outbreak, loneliness at work has gotten more attention from the public and policymakers. Changes in work habits happen quickly. Loneliness significantly contributes to adverse emotional and physical effects, including depression, anxiety, cardiovascular disease, and mortality. Studies by Cannizzaro et al., (2020) and Yu et al., (2022) found that supportive environments reduce burnout and improve resilience among service workers. For security guards, environmental risks include working alone, exposure to public aggression, inadequate equipment, and limited managerial support. These conditions contribute to fear, insecurity, and emotional distress.

2.5 Underpinning Theory of the study

2.5.1 Job Demand Resources Theory

Based on the study, there are suitable theory related to this study that is job demand resources theory refers to a framework for understanding human development and behavior through the interplay between social influences and individual psychological processes. Karasek (1979) developed the demand/control model for the examination of psychosocial working circumstances. Schaufel et al. (2014) indicated that supportive and leadership social support can offer emotional and practical aid,

minimizing stress and improving resilience (e.g., work stress, cognitive demands) and are connected with physiological and/or psychological expenses.

The JD-R model is the most frequently utilized concept to theory to explain how employees' mental health is created, and part of the reason for its popularity is because it is suitable for analyzing workplace treatments (Bakker et al.,2023). In addition, the Job Demands–Resources (JD–R) model is a popular theory in occupational psychology that looks at how different aspects of the workplace impact employees' psychological health and welfare. Based on the JD-R theory, job demand describes the physical, psychological, and organizational dimensions of work that involve effort and energy from individuals as for security guards, these demands can include long hours of standing, vigilant monitoring of surroundings, and the potential for traumatic events and dangerous situation. Security guards often have long shifts, like 12-hour night shifts or shifts that change every week. Long hours naturally make employee more tired and shorten their recovery time. Constant stress like this causes chronic stress reactions. In addition, these demand lead to burnout, anxiety, and depression if inadequately managed.

Furthermore, Muhammad et al., (2024) indicated that a toxic work environment can change the employee feelings, creating culture of fear, mistrust and hostility. For example, security guard who is repeatedly belittled or criticized by their supervisor may Feeling undervalued leads to lower motivation and an increased risk of mental health disorders. The JD-R theory also highlights the impact of the work environment in influencing the mental health of security personnel. A well designed work environment can promote feeling of safety, comfort, and control, reducing the risk of mental health problem. This can include access to sufficient training, equipment, and resources, together with a dynamic and inclusive workplace culture. Hammer et al., (2024)

mentioned that a security company that prioritizes employee well-being and provides access to sufficient training, equipment, and resources, together with a dynamic and inclusive workplace culture.

Higher work pressure, stemming from demanding deadlines, performance targets, and constant competition, can create a sense of overwhelm and anxiety. This pressure can be exacerbated if individuals feel a lack of control over their workload, work processes, or decision-making, further contributing to feelings of helplessness and frustration. Theorell et al., (2015) indicated that the job environment greatly affects mental health. Supportive, and collaborative environments, characterized by clear communication, respect, and a culture of psychological safety, promote well-being.

JD-R also shows that the working pattern does not correspond to the fixed working hours but rather the shift working. Although the significance of The work environment is thoroughly specified in comprehensive occupational health literature, specific analysis for security guards is important. There is a need for focused studies exploring how unique environmental attributes of security positions (for instance, working alone in remote areas versus crowded public places, or being tasked with crowd control at large events) contribute differently to mental health outcomes.

The JD-R theory provides valuable framework for understanding the complex relationships between work pressure, work environment, and mental health. By acknowledging the important nature of job resources, security companies can take proactive steps help enhance employee well-being, hence reducing the likelihood of mental health issues and creating a healthier, more supportive environment. The objective of this work is to enhance JD-R theory by enlarging its propositions to encompass several life domains (Bakker et al. 2014; Chen, 2024). In this way, it may

give a result of related variable use during the study. In addition, JD-R enhance the crisis management literature by connecting this body of work pressure with employee mental health as outlined in JD-R theory (Bakker and Demourati, 2022).

2.6 Hypotheses Development

2.6.1 The Impact between Work Pressure with Mental Health

Work pressure is commonly defined as higher expectations of work and tight deadlines, is a significant factor influencing employees' mental health. It has a relationship and strong significant with the mental health. According to Aslan et al., (2025) indicated work pressure is an undesirable emotional or psychological reaction that arises when an employee's capabilities, resources, and needs do not correspond with the demands of their job. In other researcher from (Siegrist, 2008; Marsh et al., 2024) also found the relation between work pressure with mental health has been thoroughly examined, revealing various outcomes associated with high work pressure. Longer working hours can lead to physical and mental fatigue, lowering the quality of sleep and diminishing personal time, all of which assists in deteriorating the mental health (Park S. et al., 2020). When employees work long hours, they often experience higher stress levels, tiredness, and burnout, which may result in anxiety and depression.

High work pressure typically involves excessive workloads, tight deadlines, and high performance expectations (Wolfe, 2024). These conditions create an environment of constant stress, which can lead to mental health issues such as anxiety, depression, and burnout. When employees are subjected to prolonged periods of high pressure without adequate support or resources, their ability to cope diminishes, resulting in increased psychological strain and decreased well-being as stated by Andargeery et al.,

(2025) and Ganster et al., (2013). Some people are having trouble with the lines between work and home life, people may find it challenging to mentally disconnect from work, which can cause stress and anxiety (Oakman et al., 2020). High job stress and overload are linked to burnout and emotional exhaustion.

Research has shown that high work pressure is connected with various negative mental health consequences. For example, high job demands and pressure are associated with increased levels of stress, which can negatively affect both mental and physical health (Salvagioni et al., 2017). Employees experiencing high work pressure often report higher levels of anxiety and depression, as the constant demands exceed their capacity to manage them effectively.

The impact of work pressure on mental health is further exacerbated by a lack of control over work tasks. The Job Demand Resources Theory posits that job demands combined with low control over how those demands are met lead to higher stress levels and poorer mental health outcomes (Bakker et al., 2023). Employees who have little control over their work environment or decision-making processes are more inclined to suffer from the negative consequences of work stress.

Furthermore, the presence lack of employment resources, including social support and professional development opportunities, might worsen the negative impacts of work-related stress on mental health (Gerhardt et al., 2021). Most employees have trouble concentrating on their work because of the burden they are facing, and more than half of all employees feel stressed out.

The negative consequences of work-related stress on mental health are not just confined to psychological outcomes but also extend to physical health issues. HR practitioner must do proper health screening toward employee to avoid they can’t

control their stress during work. Chronic stress resulting from high work pressure can lead to various health problems, including cardiovascular diseases, musculoskeletal disorders, and sleep disturbances indicated study by O'Connor et al., (2021) and Ganster et al., (2013). These physical health issues, in turn, further contribute to poor mental health, creating a vicious cycle of stress and health problems. Chronic work pressure increases stress responses which can develop into anxiety or mood disturbances due to prolonged activation of stress systems.

In the context of security guards, who often face high work pressure due to the demanding nature of their job, understanding this relationship is crucial line managers have to cope with tough situations at work when their employees have mental health problems. Security guards must remain vigilant and respond to potential threats, often working long hours with minimal breaks. This high-stress environment makes them particularly vulnerable to the negative impacts of work pressure on their mental health (Otukoya et al., 2025).

H1: *There is a significant impact between Work Pressure with Mental Health.*

2.6.2 The Impact between Work Environment with Mental Health

Work environment have a relationship but not significantly impact employees' mental health, encompassing both physical and psycho social aspects. Understanding this relationship is essential for creating a supportive workplace that promotes mental well-being and enhances productivity.

The physical environment of a workplace involves aspects such as brightness and sound levels, ergonomic furniture, and overall workplace safety. Lukan et al., (2022) highlighted that poor physical conditions, such as inadequate lighting, high noise levels, and unsafe workspace, may result in higher stress and anxiety among

employees. For instance, research has shown that poor lighting can cause eye strain and headaches, which in turn contribute to mental fatigue and stress. Similarly, high noise levels can lead to distractions and heightened stress levels, adversely affecting mental health (Kanu et al., 2025).

The psycho social environment at workplace involves social interactions, organizational culture, and support systems. A positive psycho social environment characterized by supportive colleagues, clear communication, and Recognition may improve satisfaction at work and minimize stress. Conversely, a negative psycho social environment, including workplace bullying, lack of support, and poor management practices, may lead to considerable mental health disorders, including depression and anxiety, and burnout indicated by Amoadu et al., (2024). Most research treats the work environment as a general concept, without analyzing specific elements such as security policies, equipment availability, and communication systems.

Furthermore, job demands and control are crucial factors in the work environment that influence mental health. The Demand-Control Model claims that higher job expectations coupled with lower job control result in greater stress and negative mental health consequences (Theorell, 2020). When employees confront significant demands but have limited freedom in their employment increases the likelihood of stress, potentially resulting in mental health issues.

Additionally, Gabriele (2024) highlighted that security measures are frequently carefully prepared in management meetings and policy writing sessions, with firewalls mapped, access restrictions set, and threat responses practiced. Even the best-intentioned security policies frequently fail to account for the psychological toll. While mandatory two-factor authentication, frequent password changes, employee activity

surveillance, and severe access rejections may appear to be beneficial on paper, they can over time foster a culture of mistrust, worry, and emotional exhaustion (Sasse et al., 2014). However, when these rules are implemented without regard for mental health, they become ingrained in people's daily lives, weakening morale, confidence, and trust. Employment resources, including social support and chances for professional development, and a fair reward system, play a vital role in mitigating the negative impacts of job demands. Access to these resources can buffer the effects of high demands and promote better mental health (Demerouti et al., 2001).

In the context of security guards, the work environment often involves high stress, potential threats, and irregular hours, making them particularly susceptible to mental health issues. Hammer et al., (2024) stated that ensuring safety and supportive work environment is crucial to this group to mitigate the adverse effects on their mental health. Among the most critical tools in this balancing act is safety equipment that designed to protect physical health (OSHA, 2023). But a growing debate questions whether these tools, when outdated or insufficient, quietly erode mental health, or if their impact is overstated

According to Imbodent (2024) stated that workplaces serve a significant function in adults' lives, as individuals dedicate substantial time there and often cultivate meaningful relationships within the work environment. Dissatisfaction with workplace relationships may give rise to loneliness, which has implications for the development of mental health issues. In view of the association between loneliness and adverse mental health outcomes, as well as the rise of common mental disorders being the primary cause of illness absence in high-income countries loneliness may serve as a relevant focus for interventions aimed at improving workers' health and well-being.

Workplace loneliness may also adversely affect employees' occupational performance, with consequences for both workers and employers.

However, HSE (2019) stated that the safe workplace can built up employee confident such as lighting (bright, evenly distributed) that help in reduces fear of hidden threats, clear sightlines (open layouts, transparent barriers) allows quick situational assessment during duties and facing with any unpredictable situation, proper visible support systems (first-aid kits, panic buttons, staff rooms) with signals help is reachable immediately to the emergencies department.

H2: *There is a significant impact between Work Environment with Employee Mental Health.*

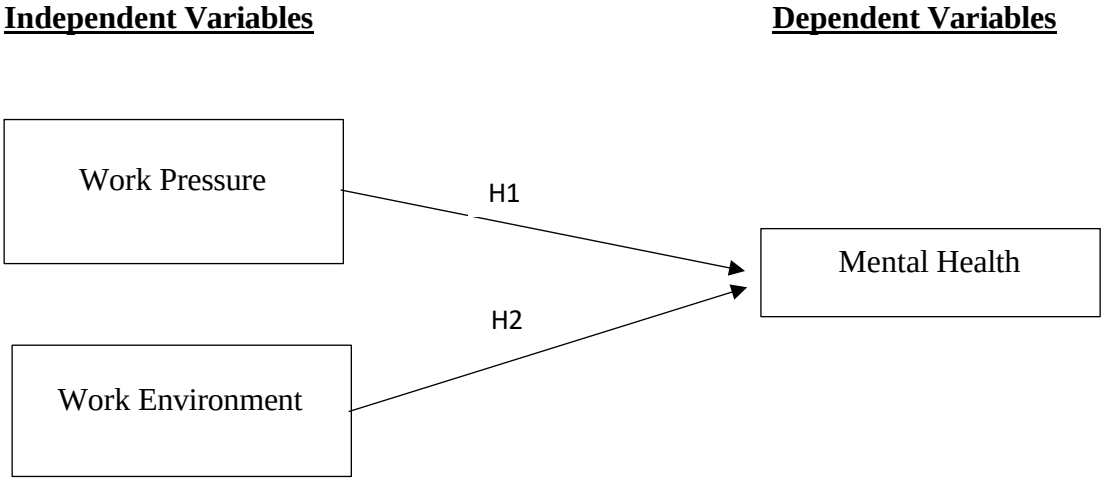
2.7 Theoretical Framework

After examining the literature in detail and identifying the variables of this study, a theoretical framework was developed and presented in this section. The framework was based on extensive literature reviews and gap analysis performed on the variables of this study, namely work pressure and work environment impact with mental health of security guard.

This theoretical basis provides valuable ideas for expose to the security guard mental health happen now days but have a less attention on this issues. The JD–R model proposes that every occupation has specific job demands and job resources, and the balance between these two factors determines employees' mental health outcomes. Figure 2.1 schematically illustrates the relationships between these variables.

Figure 2.1

Theoretical Framework of the study



From the underpinning theories perspectives, Job Demands-Resources (JD-R) theory is widely used to explain organizational processes influencing employee health, well-being, and performance. Furthermore, a wealth of evidence supports its central claims (Bakker et al., 2022). The question that now arises is whether JD-R theory is sufficiently able to predict well-being and mental health crisis among employee especially for security guard may have led to new insights that require adaptations of the theory to increase its applicability and ability to predict outcomes also in turbulent times. This study aims to make two independent variables in the literature.

First, this study applied to JD-R theory by expanding the scope of its propositions such that they integrate to work pressure literature by linking this body of work to employee mental health that will affect the employee emotional as

conceptualized in JD-R theory (Bakker et al., 2017; Demerouti et al., 2001). By integrating these literatures, this study can specify work pressure has been extensively studied and is consistently associated with a variety of negative outcomes, including stress, burnout, and poor mental health. High work stress can be caused by excessive workload, tight deadlines, and high performance expectations. In this era, mental health is an important aspect of a job to ensure effectiveness in performing daily tasks. People who are burned out at work lose interest in contributing positively. The demands of their jobs become too much for them to handle on a daily basis (Arnold et al., 2021). In fact, work stress is a condition where there are subjectivity tensions related to the performance of work tasks where high work stress and stress require effective prevention and management working pressure. Examples of high work pressure include an excessive workload, tight deadlines, or a lack of support from management or coworkers (Hanifa et al. 2024) and (Aronsson et al., 2017). High work pressure can lead to low psychological well-being and job discontent (Salvagioni et al., 2017).

Second, this study also contributes to job demand literatures by focusing on the processes through which employee mental health not impact by work environment. The work environment, encompassing both the physical and social aspects of the workplace, plays a crucial role in influencing employee mental health. Even though working environment not impact directly, however poor working conditions, such as inadequate safety measures, lack of resources, and hostile work environments, can exacerbate stress and negatively impact mental health that indicated by Amoadu (2024).

Based on JD-R theory, work environment not related to mental health because workplace safety protects against physical harm and the anxiety. A spotless safety record removes physical threats, but it does nothing for employee with the same environment produces wildly different mental-health outcomes depending on the

individual's personal resources. Conversely, a supportive and well-resourced work environment can mitigate stress and promote better mental health outcomes. Employees can develop their intrinsic motivation through positive cooperation, leadership attitudes, and supporting coworkers. Work environment have impact to mental health security guard using correlation analysis, however there is not significant on regression analysis. This finding shows that supervisory support from the managers who listen, give constructive feedback, and share credit with their employee occur comfortable, satisfied and positive psychological for mental illness (Maan et al., 2020).

Hence, aligning all the variables of this study with the Job Demand Resources Theory, this study suggests that work pressure significantly impact employee mental health but not with work environment. Addressing these factors is crucial for enhancing the mental well-being of employees, particularly security guards who often face high demands and stressful work conditions. In summary, this framework underscores the importance of addressing these work pressure and work environment have an impact with the mental health of security guards.

2.8 Summary of the Chapter

The review of scholars' literature on employee mental health, based on independent variable related to the workplace, perspective of the history of these variables, theories associated with them, underpinning the theories related to the study and reveals the theory related with this study, besides enriching the intellectual framework of the current study.

This study aims to assess the impact between work pressure, and work environment with mental health of security guards is crucial for creating a healthy and

productive workplace. In fact, not too many researcher focusing on that particular topic but still get attention now days. Thus, based on these scholarly reviews, a theoretical framework and hypotheses will be developed in the next chapter to assess the influences of work pressure and work environment with the mental health in workplace.

CHAPTER THREE

METHODOLOGY

3.1. Introduction

The chapter before it included a literature review and the identification of gaps within the research area. This chapter will discuss the study technique and clarify the research plan. The first section of this chapter consists of the study framework, conceptual definitions, and hypothesis development. The following part of this chapter will discuss the research instruments employed in this study, including data collection methods, variable measurement, sampling, and data analysis methodologies utilized.

3.2 Research Design

This study used a quantitative research design to examine the influence of work pressure and work environment with the mental health of security guard in Kedah. The design is structured to test hypotheses through data collection at a single point in time, allowing for an analysis the regression between the independent factors, job pressure and work environment, and the dependent variable, mental health. Quantitative methods are most appropriate when the purpose is to measure relationships, test hypotheses, and examine cause–effect tendencies using numerical data (Creswell, 2018). Quantitative research method was chosen because it aligns with the study's objectives, supports the JD–R theoretical framework, enables objective measurement, facilitates statistical testing, enhances internal generalizability, and provides evidence-based findings. This approach allowed the researcher to systematically examine the influence of work pressure and work environment with the mental health of security guards in a reliable and efficient manner.

The unit of analysis for this study refers to the level at which data is collected and analyzed. In this context, the unit of analysis focus is on all security guard work under the company including private and government building, as the study examines the influence of work pressure and work environment with the mental health of security guard need to facing every day.

In the line of researches the first purpose was to investigate the relationship among work pressure and mental health. Also, research objective 2 The objective was to determine the correlation between the work environment and mental health. To gather the required data, participants from the security guard will be asked to complete a questionnaire to capture work pressure, work environment, and their relationship that affect their mental health. This approach allows for a detailed examination of individual-level factors contributing to overall aspect involved in mental health of security guard.

3.3 Population, Sample and Sampling Technique

3.3.1 Population

The population of interest of this study includes employees from security guard in private company at Alor Setar, Kedah. Security guards are chosen response to the tough requirements of their profession, which frequently includes high mental health issue but low focusing on this job area. The employee data was collected from the selected private security company. Hence, the intended target for this study is all employee in this company with total was 80 security guard.

3.3.2 Sample Size

The sample size refers to the quantity of replies required from the population needs to complete a questionnaire for the research. Appropriate research sample sizes are usually between 30 to 500. This will prevent the findings from being analyzed using a smaller sample size. The Krejcie and Morgan (1970) table illustrates the required sample sizes for the research population, and these sample sizes can be derived from the table.

As stated by Thacker (2019), the sample of study defined as a portion of the population. When no sampling frame was provided, the number of samples was determined using a rule of thumb. Consequently, the minimal sample in specific target for 100 populations should be 80 based on the Krejcie & Morgan (1970) table. Thus, this study sample size is 80 employees. The calculation of this sample size guarantees that the sample size is statistically significant at a level of trust of 95% with a 5% margin of uncertainty, which is standard in social science research (Krejcie & Morgan, 1970).

3.3.3 Sampling Techniques

Effective sampling techniques and procedures ensure that conclusions drawn from the sample accurately reflect the broader population. These methods must produce findings that can be applied to the entire population. Types of sampling include probability and nonprobability sampling (Sekaran & Bougie, 2016). This study's target group consisted of security guard of private company in Kedah. Samples were taken from personnel in all individual of security guard in Alor Setar,Kedah.

In this study, convenience sampling was considered the most appropriate method due to practical, organizational, and ethical constraints. The researcher did not have unrestricted access to the full list of security guards due to company confidentiality

policies. Personal employee records and contact details were protected, making random sampling impractical. Therefore, respondents were selected through cooperation with the Human Resources department and supervisors, based on availability. This method is often utilized in organizational and applied social science research where respondents' availability is limited. This sampling technique minimizes the potential for researcher bias and ensure that every respondent has an equal chance of being chosen for the sample (Salkind, 2012). Rational using convenience sampling is a technique for gathering data in which participants are chosen based on participant that easiest to reach also this sample may not accurately reflect the broader population. The appropriate size for the sample size discussed in subsection 3.4 is 80 individual's security guard.

Generally, the unit of analysis affects the amount of grouping of the information taken for the period of analysis of data stage (Tabachnick & Fidell, 2007). Thus, the unit of analysis for this study is an individual private sectors employee who works as security guard at Alor Setar, Kedah.

3.4 Measurement & Instrument of Variable

This study referred a survey rooted to develop the instruments for this study. This study's survey was divided into four sections: A, B, C, and D which comprised of close-ended items. In this section, the operational explanation of this research is presented in Table 3.1 and the following subsection will discuss the instruments and measurements of these variables in a chronological order.

Table 3.1

Operational Definition and List of Items

Variable	Operational Definition	Items
Mental Health Goldberg's (1972)	Mental health assessment an indispensable pillar in the comprehensive understanding and effective management of psychological well-being Goldberg's (1972)	1. I am able to concentrate on whatever I am doing recently. 2. I have lost much sleep over worry recently. 3. I felt that I was paying a useful part in things recently. 4. I felt capable in making decisions about things recently. 5. I felt constantly under strain recently. 6. I felt I could not overcome the difficulties recently. 7. I am able to enjoy my normal day-to-day activities recently. 8. I am being able to face up to the problems recently. 9. I have been feeling unhappy or depressed recently. 10. I am losing confidence in myself recently. 11. I have been thinking of myself as a worthless person recently. 12. I am recently feeling reasonably happy with all things considered.

Work Pressure (Linda Koopmans, 2014; Zaki et al., 2020).	Work pressure is conceptualized as a feeling of anxiety brought on by the completion of duties at present or in the near future. Scales for measuring job demands, workload, and work pressure have been constructed using materials from a variety of sources (Linda, 2014; Zaki et al., 2020).	1. I managed to plan my works so that it was done on time 2. I lost motivation and interest in aspects of life 3. My sleep routine is different after Covid-19 4. In the past 3 months I took on extra responsibilities 5. I was able to perform my work well with minimal time and effort
Work Environment (Bibi et al., 2018).	The settings, situations, the conditions and situations under which individuals are employed (Bibi et al., 2018).	1. I feel comfortable to work with latest technologies in the organization. 2. I feel insecure in the working environment. 3. I experience unwelcome verbal and physical conduct from my colleague's employees. 4. I am able to receive support from my boss, colleagues and juniors. 5. My relationship with colleagues and peers is smooth and cordial. 6. Working environment of team is good for career growth.

In order to effectively measure the variables of this study, previously designed and validated instruments were utilized and presented. Besides Demographic variables, the remaining items of the following variables were measured on a five-point Likert

scale, ranging from 1= Strongly Disagree to 5= Strongly Agree. Validity of Likert scale is driven by the relevance of the topic in relation to respondents' comprehension, as assessed by the creator of the response item, with a wider range of scores around the mean, enhances discriminative ability and allows the establishment of covariance between two variables exhibiting greater variance around the mean. In section B, C, and D the questionnaire discussed regarding mental health, work pressure, and work environment. Participants in developing models also support additional data points due to increased variance and enhanced opportunities to exhibit covariance among the principal variables. Moreover, much caution was exercised during the data interpretation procedure. The followings are the detail explanation on the instruments used in this research.

3.4.1 Mental health

A mental health instrument is a tool utilized to evaluate diverse facets of an individual's mental health, including emotional, psychological, and social well-being. There are 12 items under section B using Likert-scale. Basically section B was designed to identify the overall employee mental health. For security guards, such an instrument can help measure stress, anxiety, sadness, and other psychological disorders that may emerge from their occupational environment. Hence, part B was adapted from Goldberg's (1972).

3.4.2 Work pressure

Work pressure will be measured using a structured questionnaire, where security guards will self-report their perceptions of work-related demands and stress levels. Employing a structured questionnaire utilizing a Likert scale allows for

quantifiable and comparable data on perceived work pressure. There are 5 items under part C. Thus, this part was designed to examine work pressure within the organization. Hence, part C was adapted from Linda (2014); Zaki et al., (2020).

3.4.3 Work environment

Basically, characteristics of the work environment and their influence on mental health and well-being can influence security guards. A comfortable workplace and complete safety equipment provided to every guard for their self-defense in dangerous situation. Thus, there are 6 items under this part designed and structures questionnaire with a Likert scale allows to determine work environment in the organization which adapted from Bibi et al., (2018).

Table 3.2

Summary of Instrument and Measurement

Variable	Items	Scale	Source
Demographic	7	Nominal & Ordinal	Researcher
Mental health	12	5-point Likert (Interval)	Goldberg's (1972)
Work pressure	5	5-point Likert (Interval)	Linda (2014)
Work environment	6	5-point Likert (Interval)	Bibi et al., (2018)

3.5 Data Collection Procedure

The acquisition of adequate data is critical to the dependability of the research results since it will support the researcher's findings and conclusions. According to Sekaran and Bougie (2016), data for a research study might come from two sources: primary and secondary. Because This study employed a quantitative approach, and the data were obtained via a survey questionnaire. Questionnaires are the ideal data gathering technique since the researcher knows what information to acquire and how to interpret that information.

The questionnaire will be distributed to a sample of individual's security guards in private company at Alor Setar, Kedah. The survey questionnaire was chosen for its cost-effectiveness, bias-free nature, limited intrusion, and confidentiality (Sekaran & Bougie, 2016). This study employs online survey which is through Google form for data collection. According to Borgobello et al. (2019), most scholar have a preference to use virtual platform for survey because it offered faster data collection, less field visits, the flexibility to include the audiovisual components to enhance comprehension and cheaper cost.

The researcher was aligning on human resources (HR) representative from the private company in security guard at Alor Setar, Kedah to disseminate the survey to employees. The researcher given less than two months to the HR representative to obtain a sample size of at least 80. The HR representative distribute the Google form link through the company WhatsApp group for better reach target participants. But, unfortunately, there are a few participants cannot access the Google form and need distributed by hardcopy and its drag some more time to complete the data.

Table 3.2

Data Collection Procedure

Date	Procedure
2th February 2025	The initial distribution of the survey link commenced through company WhatsApp group targeting for 80 participants.
30th March 2025	Follow up: Notify HR representative on the status of the questionnaire distribution.
5th April 2025	Politely notify HR representative due to survey link of Google form was closed due to dateline. Have been informed that there are a few participants request for hardcopy questionnaire.
6th April 2025	Distribution the hardcopy questionnaire and give 5 days to return the form.
12th April 2025	All data completely return for data analysis.

3.6 Data Analysis Technique

According to Muller et al. (2009), data analysis involves identifying and measuring variance in variables. Early in the study process, it's crucial to identify the statistical approaches utilized to analyze obtained data.

This study analyzed survey questionnaire data using both descriptive and inferential methods. Descriptive analysis describes the data, while inferential analysis

evaluates and tests research ideas. It employs many methods, as indicated in the stages below. First, the acquired data will be analyzed for reliability and validity. Data will be analyzed using descriptive and correlational methods. The collected data will be analyzed using statistical software such as SPSS. Inferential statistics, including correlation analysis and multiple regression analysis, will be conducted to test the hypotheses and examine the relationships between work pressure, work environment, and mental health. The collected questionnaire data of this study were analyzed using Statistical Package for Social Sciences version 23 (SPSS).

3.6.1 Reliability Test

Conducting the reliability test is essential to assessing the stability and reliability of the measuring instruments employed in the given research. The reliability test focuses on internal consistency, which measures whether a questionnaire or scale consistently measures the same construct (Sekaran & Bougie, 2016). In other words, it ensures that the instruments measure the intended construct and produce consistent results when applied repeatedly. The reliability of the questionnaire items will be determined using Cronbach's alpha with a coefficient of 0. 7 or above, which is deemed acceptable to establish reliability (Bryman, 2015).

Additionally, data screening was conducted to ensure the data met the assumptions required for valid inferential statistics, normality tests were performed by calculating skewness and kurtosis values. According to Hair et al. (2018), the normality assumption may be questioned if these values fall outside the range of -2 to +2.

3.6.2 Descriptive Analysis

According to Ong (2016) stated that descriptive analysis employ to discover data redundancy and missing numbers, and additionally obtain relevant data such as

means and frequency to be utilize for argument aid or future analysis such as regression and correlation. The frequency distribution is an important component that represents the count of occurrences for each value or category of a variable.

3.6.3 Correlation Analysis

Correlation analysis is the measure of the strength of the relationship between independent and dependent variables. It investigates the connection between variables and the magnitude and direction of the linear relationship between them. The correlation coefficient ranges from -1.0 to +1.0, which reflects the strength of the relationship between two metric variables. A positive value indicates a direct relationship, while a negative value shows an inverse relationship (Hair et al., 2018). Thus, there is no relationship between variables if the value nearer to 0. The Pearson Correlation Coefficient method was employed in this study.

3.6.4 Regression Analysis

The coefficient of determination and regression equation are calculated using a single independent variable. It is known as multiple regression analysis when two or more independent variables are used. In multiple regression, the regression coefficient and regression equation are calculated to evaluate how well the independent variable can predict the dependent variable (Saunders et al., 2019). To characterize the link between the variables, the p-value must not be more than 0.05 ($p<0.05$). However, beta coefficient (β) in multiple regression also can be take into account. Statistical research uses regression analysis to define and measure the relationship between independent and dependent variables (Sekaran & Bougie, 2016).

Regression analysis's primary objective is to investigate how an independent variable affects a dependent variable's prediction while holding all other predictors constant. A value of one indicates that the independent variable fully explains the change in the dependent variable. The coefficient ranges from 0 to 1. Conversely, a coefficient of 0 means that the change in the dependent variable cannot be explained by the independent variable (Saunders et al., 2019).

3.6.5 Hypothesis Testing

Hypotheses developed in the study will be tested using these statistical tests. For example, Pearson correlation will test the hypothesis that a relationship exists between work pressure, work environment to mental health on security guard. The significance level (alpha) is set at 0.05, and hypotheses will be accepted or rejected based on the p-values obtained from the statistical tests (Sekaran & Bougie, 2016).

3.7 Summary

This chapter has described the methodology used in this study, which operational definition of the variables, measurements & instrument, sampling, data collection strategies and methods of data analysis to answer the research questions. In addition, it has also explained the process of checking the reliability and validity of the construct instruments. Based on the methodology addressed above, the results of the analysis will be presented in the following Chapter Four.

CHAPTER FOUR

FINDINGS

4.1. Introduction

The findings from the statistical analysis of the study data are presented in this chapter. SPSS statistical methods were used to analyze the survey data. The data collection, survey results, and data filtering procedure are presented in the first section of this section. The data's descriptive statistics are covered in the second section, which is followed by factor analysis and reliability. Regression and correlation analysis were then used to assess the study's hypotheses. The outcomes of testing the hypotheses and an overview of the findings complete all this chapter.

4.2. Response Rates

Given that this study's survey is distributed online, the response rate is high. Questionnaire were distributed to all security guard in Alor Setar through the company WhatsApp group and physical from by getting approval from Human Resources manager. Within two months, the survey response received from the Google Form and physical form is 80 sets of response which mean 100% return without doubt. All question was answered and there are no set of response were being discarded by the researcher. The main reason behind this study's high and perfect response rate is the self-administration method using online mediums. In addition, reasonable assistance and coordination from the organization expedited and made the data collection process successful.

4.3 Respondents Demographic Profile

The demographic profile is highly indicative of the nature of the sample and serves as a reference to judge the study population (Field, 2018). A frequency analysis is employed to analyze respondents' demographic analysis. This study identified seven demographic profiles: gender, age, marital status, working experience, income range and place of security guard duty. As shown on the table 4.1, in term of gender male is the majority with 81.3% (65) and female only 18.8% (15). The respondents' age was categorized into four groups, participant who came from the range 31 to 40 years old was the highest which 41.3% (33), followed by participant from age of 21 to 30 years' old which 22.5% (18), 41 to 50 years' old which 20.0% (16) and the lowest is participant from 51 to 60 years' old which 16.3% (13). In fact, majority of 65% (52) of the participant were married and 35% (28) were single. The distribution shows that most security guard are married, have a commitment as the head of the family, and are responsible for managing the family. The organization still has single status responsible for managing all their housing and food needs. In term of race was majority Malay 100.0% (80). In term of length of services, majority have served at the company 1 to 3 years 30% (24), followed by 7 to 9 years and 10 years and above have a similar participant which is 21.3% (17), followed by 4 to 6 years which is 18.8% (15) and the lowest participant was less than 1 years which only 8.8% (7). While the highest percentage income ranges at RM2,001 to RM3,000 which 45% (36), followed by income range RM1,000 to RM2,000 which is 26.3% (21), income range RM3,001 to RM4,000 which is 16.3% (13) and the lowest income range was from RM4,0001 and above which 12.5% (10). In term of place of duty, majority participant is duty at private building which is 63.7% (51), followed by government building which is 15.0% (12),

participant duty at mall/supermarket which is 8.8% (7) and other place of duty which is 12.5% (10).

Table 4.1

Demographic Profiles of the Respondents

Demographics Profile	Frequency (Respondent)	Percentage (%)
Gender		
Male	65	81.3
Female	15	18.8
Total	80	100.0
Age		
21 to 30 years' old	18	22.5
31 to 40 years' old	33	41.3
41 to 50 years' old	16	20.0
51 to 60 year's old	13	16.3
Total	80	100.0
Marital Status		
Single	28	35.0
Married	52	65.0
Total	80	100.0
Race		
Malay	80	100.0
Total	80	100.0
Working Experiences		
Less than 1 year	7	8.8
1 to 3 years	24	30.0
4 to 6 years	15	18.8
7 to 9 years	17	21.3
10 years and above	17	21.3
Total	80	100,0
Income Range		
RM 1,000 - RM 2,000	21	26.3
RM 2,001 - RM 3,000	36	45.0
RM 3,001 - RM 4,000	13	16.3
RM 4,001 and above	10	12.5
Total	80	100.0
Place of Duty		
Mall/Supermarket	7	8.8
Private Building	51	63.7
Government Building	12	15.0
Other	10	12.5
Total	80	100.0

4.4 Data Screening

In general, data screening is an essential stage in a study since it helps researchers identify any biases or mistakes associated with the data analysis methods. Reliability, linearity, and normality were among the preliminary data that the researcher analyzed for this study.

4.4.1 Reliability

According to Qiu et al. (2021) and Sekaran and Bougie (2016), a value of 0.50 or more is considered good, whereas a value of less than 0.35 shows low reliability. Thus, this study reliability shows that all variables were in a good range as it all within the range of 0.560 to 0.713. Where mental health was 0.713, work pressure was 0.560, and work environment was 0.673. However, there are one item have been deleted in work pressure variables to ensure that the reliability values are acceptable to more than 0.50. The actual finding reliability vale as shown below still acceptable as it more than 0.50 alpha values, which indicates to have a good internal consistency level and the item of the variable is reliable to use.

Table 4.2

Reliability Measurement

Dimension	No of items	N	Cronbach's alpha	Remarks
Mental Health	12	80	0.713	Good; acceptable
Work Pressure	4	80	0.560	Moderate; acceptable
Work Environment	6	80	0.673	Good; acceptable

4.4.2 Linearity Test

The relationship between independent and dependent variables can be found using linearity tests, which also show the direction of the relationship in accordance with the hypothesis. A positive association is shown by positive values, and vice versa. The relationship between the independent variables is linearly dependent if the sig. deviation of linearity is greater than 0.05. Rather, the relationship between the independent variables is not linear if the sig. deviation from linearity is less than 0.05. The table below shows that only when the sig. deviation from linearity is greater than 0.05 is the work environment linearly connected to employee mental health.

Table 4.3

Linearity Test

Dimension	No of items	N	df	Sig.	Remarks
Mental Health* Work Pressure	4	80	14	0.03	Not linear
Mental Health* Work Environment	6	80	18	0.222	Linearly dependent

4.4.3 Normality Test

The assumption of normality is a fundamental assumption in research using regression analysis, and it helps determine if the data scores follow a normal distribution (Field, 2018). According to Islam et al.(2021), a data set's consistency can be determined through statistical methods alone or together with graphics. Sekaran and Bougie (2016) also suggested that the normality of study variables can be investigated

by examining graphical methods and calculating univariate and multivariate measures of skewness and kurtosis. As a result, this study employs statistical and graphical techniques to assess the data's normality and measure the degree of deviation from a normal distribution.

Skewness and kurtosis are statistical techniques employed to assess normality by evaluating the distribution of data. Hair et al. (2018) noted that if a critical value is below -2.58 or above +2.58, It indicates that the presumption of normality need to be discarded. Meanwhile, Almquist et al. (2019) argued that values between -2 and +2 are generally acceptable. The skewness and kurtosis values for the variables in this study were analyzed, with the results presented in Table 4.4.

Table 4.4

Normality Test

Skewness and Kurtosis for normality test

Variable	Skewness	Std. Error	Kurtosis	Std. Error
MH	.636	.269	1.312	.532
WP	-.112	.269	-.445	.532
WE	-.222	.271	.796	.532

Figure 4.1

Work Pressure Probability Plot

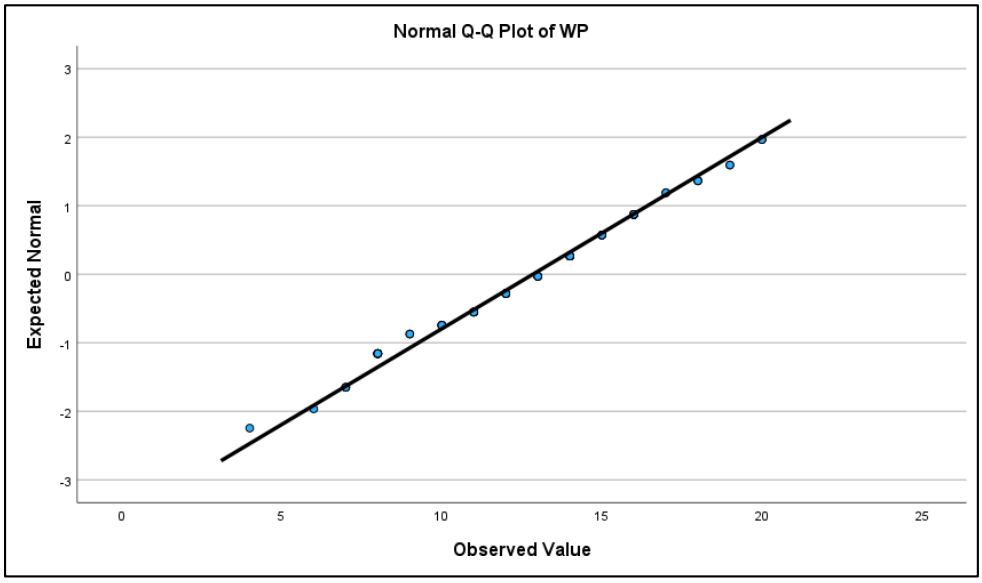
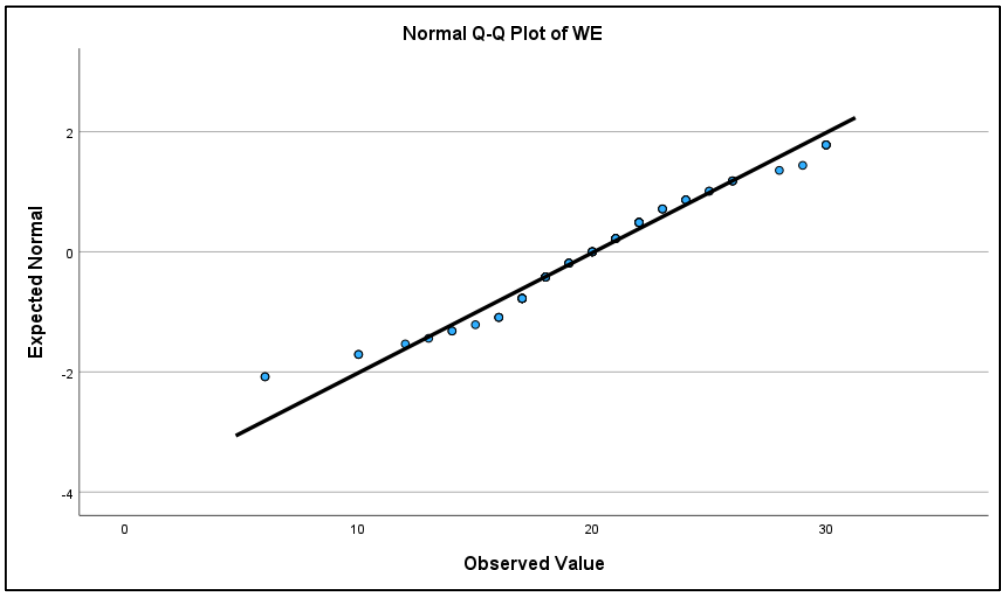


Figure 4.2

Work Environment Probability Plot



4.5 Descriptive Analysis

After correcting the data set, the descriptive analysis provides an overview of the raw data. It helps explain the general condition of all study variables, such as mean value, standard deviation, maximum, and minimum (Sekaran & Bougie, 2016).

Descriptive statistics summarize the data, include the mean and standard deviation values for each study variable. Sekaran and Bougie (2016) assert that this statistical measure is crucial for comprehending the overall distribution of data. The mean shows the average value of the variable, providing an illustration of central tendency. A higher mean signifies a superior score throughout the entire sample. The standard deviation denotes the degree of dispersion or variation of data points relative to the mean. A reduced standard deviation indicates that data points cluster closely around the mean, while an increased standard deviation reflects greater variability and a wider range of values (Sekaran & Bougie, 2016).

Referring to the table below, three (3) main variables have been analyze to present mental health, work pressure, and work environment. For the first variable which is mental health, there were twelve (12) items analyze for descriptive analysis. Based on the descriptive analysis result, it was found that mental health variable was mean score for these twelve (12) item started from 2.11 to 4.16. The highest level item with mean score 4.16 and the lowest mean score was item with mean score 2.11 which indicated majority of the participants answered disagree with this statement. Based on the result, it was found that the level of mental health is at average level with overall mean score 3.21.

Second variable was work pressure which has four (4) items in the survey. Based on the data analysis result, the mean score for these items of statement started

from 2.36 to 4.16. The highest level items with the mean score was 4.16. this indicated that majority of participant agreed or strongly agreed with this statement. Then, the lowest item with the mean score of 2.36. this indicated that majority of participants answered neither agree or disagree with the statement. Based on the result findings, it was found that the level of employee performance is at the level with the overall mean score 3.21.

The last variable was work environment. Basically there were six (6) items of statements provided under this variable and the mean score for these items ranging from 2.62 to 3.91. The highest level items were with the mean score of 3.91. While, the lowest item with the mean score of 2.62. Thus, for both of these high and lowest items, it indicated that majority of participant answered neither agree or disagree, or agree with the statement. Moreover, it was found that the level of work environment is at the average level with the overall mean score 3.34. Hence, based on the overall mean scores below, it can be concluded that the lowest level variables were mental health and work pressure and the highest level is work environment.

Table 4.5

Descriptive statistics of the constructs

Variable	Mean	Std. Deviation
Mental Health	3.21	0.71
Work Pressure	3.21	0.35
Work Environment	3.34	0.50

Note: Mean score is based on 5-point Likert scale where 1=strongly disagree and 5=strongly agree

4.6 Correlation Analysis

A Pearson correlation analysis was performed to characterize and evaluate the strength of correlations among the variables in this study. Hair et al. (2018) proposed that correlations of +1 and -1 signify perfect positive and negative associations, respectively, but a correlation of 0 implies no evidence of a relationship between variables. The correlations ranging from 0 to +1 or -1 were analyzed according to the criteria established by Saunders et al. (2019). A correlation (r) between 0.2 and 0.35 indicates a poor relationship. When r ranges from 0.35 to 0.6, the correlation is moderate, whereas a range of 0.6 to 0.8 indicates a significant correlation. A correlation above 0.8 is considered very strong, whereas a correlation of 1 indicates a perfect relationship.

Correlation analysis was employed in this study in order to indicate the strength of the relationship between each variable. Thus, table below presents the correlation analysis tests about the relationship and the strength of association among variables.

The findings indicate a moderate but relevant correlation. Based on the finding, it is found there is strong and statistically significant relationship between work pressure and mental health ($r=0.656^{**}$) and ($p<0.01$). This indicates that changes in work pressure are closely associated with change in the mental health of security guards. In addition, the result shows that the hypotheses in correlation is supported between work pressure and mental health of security guard. The finding found that there is a moderate and statistically significant relationship between the work environment and mental health ($r=0.317^{**}$) and ($p<0.01$). This suggests that a more supportive work environment is associated with a better mental health outcome. In addition, there is a weak-to-moderate but statistically significant relationship between work pressure and

work environment (r =0.285**) and (p<0.01), indicating that workplace condition and job demands are related but remain conceptually distinct. The hypotheses between work environment and mental health is supported.

All reported correlations are statistically significant at the level 0.01 level and work pressure shows the strongest association with mental health. Although the correlation coefficients are below 0.80, it indicating no serious multicollinearity. The findings provide empirical support for both research hypotheses.

Table 4.6

Correlation Analysis

Variable	***M***	**Mental Health**	**Work Pressure**	**Work Environment**
Mental Health	3.21	1		
Work Pressure	3.21	0.656**	1	
Work Environment	3.34	0.317**	0.285**	1

** Correlation is significant at the 0.01 level (2-tailed).

4.7 Regression Analysis

Regression analysis is a commonly applied statistical technique used to evaluate the strength of the relationship between independent and dependent variables (Sekaran & Bougie, 2016). It also indicates the relative significance of independent variables in

forecasting dependent variables. Regression analysis methods are easily used to assess the study variables' direct effects and test this study's hypotheses.

In this study, multiple regression was adopted to determine if an important relationship exists between the dependent and independent variables, the p-value must not exceed 0.05 ($p < 0.05$). The dependent variable in this study was mental health. Among the two independent variables (work pressure and work environment) only work pressure was found to have a significant relationship with mental health.

Based on the findings, the only significant impact was work pressure, significant at ($\beta = 0.577$, $t = 6.273$, $p = 0.001$) with p value of less than 0.05. This finding indicates that work pressure is a strong and statistically significant predictor of mental health. This suggests that increase in work pressure are associated with significant changes in mental health among security guard. Therefore, based on p-value, it can be concluded that only work pressure gives the most effect towards security guard mental health in private company at Alor Setar, Kedah.

Based on the work environment at ($\beta = 0.071$, $t = 0.711$, $p = 0.479$) with p value of less than 0.05 does not significantly predict mental health when work pressure is controlled. Although correlated with mental health at the bivariate level, its effects become non-significant in the multivariate model. Based on the findings, hypotheses are not supported in regression analysis for work environment and that is not an error but it indicates that work environment shares variance with work pressure. However, work pressure dominated the prediction of mental health. Once work pressure is included, the unique contribution of work environment become negligible.

The table below then assesses the effectiveness of the regression table based on R_2 value. The multiple regression analysis revealed that the overall model was

statistically significant (F=21.940, p < 0.0010, explaining 46.7% of the variance in mental health. Work pressure emerged as a significant predictor of mental health (β=0.577, p = 0.001), whereas work environment did not show a significant effect (β = 0.071, p = 0.479) when both predictors were entered simultaneously. These findings indicate that work pressure plays a more dominant role in influencing the mental health of security guard. Only work pressure significantly predicts mental health when controlling for work environment. This indicated a moderately strong model for behavioral research. Other factors not included in this study account for the remaining 54%.

Table 4.7

Regression Analysis

Variable	Beta	*t*	Significant (*p)*
Constant		5.722	0.001
Work Pressure	0.577	6.273	0.001
Work Environment	0.071	0.711	0.479
R Square			0.467
Adjusted R Square			0.446
F Change			21.940

**p<0.001

Dependent variables: Mental Health

4.8 Hypotheses Test Results

Based on the data analysis conducted using SPSS, starting with filling, screening, and ending with regression, and all the data detailed in the previous section, Table 4.8 summarizes the analysis results for testing this study's hypotheses. The analysis results show that one hypotheses were supported while the others were not.

Table 4.8

Summary of the research hypotheses test results

No	Hypotheses Statement	Result
Work Pressure	H1: There is a significant impact between work pressure and mental health of security guard.	Supported
Work Environment	H2: There is a significant impact between work environment and mental health of security guard.	Not Supported

4.9 Chapter Summary

This chapter describes the data analysis and findings of the study, involving data cleaning procedures, preliminary analysis, demographic profiles, and descriptive statistics of the study variables. The empirical results from hypothesis testing show that all study variables had a relationship through correlation analysis. However, regression analysis revealed that only work pressure significantly impacted mental health, while work environment did not. In conclusion, one hypotheses between work environment and mental health of security guard were supported, and hypotheses between work environment and metal health of security guard were not. As a result of these findings,

the researchers included further discussions, conclusions, and suggestions for the study in Chapter 5.

CHAPTER FIVE

DISCUSSIONS

5.1. Introduction

This chapter outlines the study's findings and is separated into three sections. The first part outlines the studies and discusses the results related to the study's objectives. In light of the discussion, relevant recommendation for the study were also provided. It also addresses the challenges faced during the research and suggests potential areas for future exploration. The chapter concludes with a summary of the study as a whole.

5.2. Discussion

The study aimed to comprehensively examine the relationship between work pressure, work environment, and the mental health of security guards in Kedah. This study aimed to accomplish the following purpose:

- To examine the impact between work pressure with the mental health of security guard.
- To investigate the impact between work environment with the mental health of security guard.

5.2.1 The Impact between Work Pressure with Mental Health

This study employed Regression analysis for determining impact between the variables. The findings of this study found that there is significant impact between work pressure, and mental health. The impact between work pressure and security guard mental health is a complex, often overlooked, and deeply concerning one.

A security guard's alertness is a constant, background, in contrast to many occupations where tension may fluctuate. Their thoughts are a mental treadmill that runs on high alert for hours on end, often through the dead of night, as they constantly examining, evaluating, and anticipating threats. Hyper-vigilance is a persistent state of alertness that is extremely exhausting. It causes persistent weariness, anxiety, and irritation by depleting cognitive resources, interfering with regular sleep patterns, and making it difficult to "switch off" even while off duty. Job Demands-Resources (JD-R) Theory, a powerful framework in occupational psychology. In this study, work pressure represents job demands, while work environment represents job resources.

The study, which is endorsed by Elhami (2020), indicates that, while considerable individual variability, lack of sleep is a main outcome of shift employment, as highlighted in what may be the most extensive assessment. The night shift is when this phenomenon is most evident. Labor involving extended hours or irregular night-day rhythms has persisted for generations. Evidence indicates that such schedules are likely to persist for one in five workers. The primary physiological consequence of such shift schedules is a breakdown of circadian rhythm, which can adversely affect performance, sleep habits, accident rates, mental health, and death due to cardiovascular disease.

This study revealed that among all variables, it is found that work pressure has the highest correlation and significant with security guard mental health. Guards are frequently over assigned in covering more territory than safe, monitoring multiple camera feeds, responding to alarms often without adequate support. This cognitive overload, known as mental workload, leads to fatigue and hypervigilance, with no natural rhythm for recovery.

In private security industry, based on client's request, they must duty minimum 12 working hours per day and sometimes more than that when having some problem and do not have a guard replacement on that day. Furthermore, in the line of study from (Rivera et al., 2020; Western et al.,2024) discuss that the high expectations element signifies an important burden of work and obligations, including difficult, complicated, and demanding tasks. When demands outweigh resources, chronic stress emerges, leading to burnout, anxiety, depression, and emotional exhaustion.

It also includes shift and night work, extended working hours, lack of breaks, lack or insufficient length of annual leaves, and holding multiple jobs. In other words, It indicates "work overload" and "too much responsibility". This issues are in the line with previous study by Gurubhagavatula et al., (2021) The duration of alertness prior to the end of a night shift is extended to 20-22 hours, which explains tiredness throughout the night shift. Rotating shifts, night shifts, and irregular hours disrupt circadian rhythms. The JD-R theory identifies erratic scheduling as a key psychosocial demand. When resources meet or exceed demands, employees experience engagement, resilience, and well-being. Improving shift scheduling can reduce sleep disruption and emotional exhaustion, thereby weakening the health impairment process described in the JD–R model.

Too many instructions and workloads will cause excessive emotional stress for employees, such as constant written report tasks, frequent patrols during both day and night shifts to meet customer demands, but which result in high stress due to instructions that are not aligned with the tasks. This study proved by Selamat et al, (2020) mentioned that workplace safety is crucial for maintaining worker health while performing duties. Sometimes, guards also have to assist third parties with matters unrelated to their work in order to maintain a good image of the company. This matter

has affected the emotions of the guards and impacted their performance. Guards often arrive late to work, fail to attend duty, and have high disciplinary issues due to uncontrollable mental stress. In relation to this, it can also be seen through records of warning letters, show-cause letters, and dismissal letters due to misconduct committed by the guards. This burden cause guard performance and dropping their quality of work. This is because, every month Human Resources department received many reports and higher warning letter issuing to the security guards due to absenteeism, lateness, sleep on duty, and negligence during working hours affected by low quality of sleep and rest. If the work pressure didn't affect their performance, organization will not face higher disciplinary report. It shows that, the effect of work pressure due to lack of sleep giving high impact.

Furthermore, the very nature of the job often breeds isolation. Many guards work alone, performing long shifts in quiet, deserted environments. This lack of regular social interaction, combined with irregular hours that disrupt personal relationships and social lives, can foster feelings of loneliness, detachment, and even resentment. When incidents do occur, they are frequently the first responders, facing potentially aggressive or violent individuals with limited backup.

According to the JD-R model, a system that is failed with poor supervision and feedback impact the guards frequently work in isolation, with minimal check-ins from supervisors. This lack of social support to a core job resource may leave them feeling disconnected and undervalued. In this study, when demands like sleepless nights and high alertness aren't met with resources such as rest breaks, peer support, or mental health care, the result is emotional exhaustion cause of burnout.

5.3.3. The Relationship between Work Environment with Mental Health

In order to find out how is the work environment impact employee mental health, this study use regression analysis. The findings found that among two independent variables, work environment findings are not supported to mental health of security guard.

The Job Demands–Resources (JD–R) theory posits that employee well-being is influenced by the balance between job demands, which require sustained physical and psychological effort, and job resources, which help employees cope with these demands and promote motivation and resilience (Bakker & Demerouti, 2017). The findings suggest that although environmental resources are present, they are insufficient to counterbalance excessive demands. The impact of the work environment on mental health can be explained through four key components.

Within the JD–R framework, familiarity with the workplace serves as a contextual job resource that enhances predictability, perceived control, and self-efficacy. Security guards who work in familiar locations develop better knowledge of routines, risks, and social networks, which reduces uncertainty and cognitive strain. Security guard need to respond confidently to emergencies as often represent the first line of defense, meaning their interactions with the public, staff, or clients can frequently be confrontational or challenging. Security guard are often to reduce fear of unexpected situations involve the bearers of bad news, the enforcers of rules, or the first responders to distress. This constant exposure to conflict, anger, fear, or even simple disrespect without adequate emotional support or debriefing mechanisms can lead to cynicism, burnout, and even symptoms akin to Post-Traumatic Stress Disorder (PTSD)

after particularly traumatic incidents. In addition, security guard need to establish supportive relationships to reduce emotional effort and prevent energy depletion.

Work schedules and shift systems represent a critical dimension in the JD–R model because they may function as either job demands or job resources, depending on their design. Security guard operation have a shift schedule. While irregular hours are often cited as a stressor, many security firms now adopt balanced rotational shifts such 8 hours normal working with three shift rotation and must work 45 hours per week based on Employment act 1955. In addition, when security guard need to extended their working time, its beyond the organization capacity and approval with a willingness from the individual itself. The operational will consider for additional hours based on the security guard condition and they already aware the responsibility being a security guard is full of commitment in the workplace.

However, the safety of the surrounding environment further reinforces mental stability. The actual threat level is low in secure business zones or low-crime districts where intrusion attempts are uncommon and frequently happen. The perceived danger may loom larger, but in practice, the job consists more of monitoring, routine checks, and customer service. When real danger is infrequent, the chronic stress associated with high-risk professions diminishes significantly. This supported by Nielsen et al., (2017) mentioned that environment sufficient work and in conformity with the circumstances work employees can improve employee performance.

Moreover, modern security policies and infrastructure are designed not just for public safety but for the safety and support of guards themselves. In the line with study from Gabriele (2024) highlighted that security measures are frequently carefully prepared in management meetings and policy writing sessions, with firewalls mapped,

access restrictions set, and threat responses practiced. Access to panic buttons, direct radio contact with supervisors, and real-time CCTV feeds mean that even in rare emergencies, the guard is never truly alone. These tools don't just enhance physical protection but it reduces psychological load. This study supported by Hammer et al., (2024) stated that ensuring safety and supportive work environment is crucial to security guard to mitigate the adverse effects on their mental health. Knowing help is seconds away transforms a high-responsibility role into a supported one.

5.3 Implications of study

Understanding the results of this study is key to evaluating mental health based on work pressure and work environment. This study holds both theoretical and practical implications, which will be further presented in the following subsections.

5.3.1 Theoretical Implication

From the theoretical perspective, this study strong support for strengthening the Job Demands–Resources (JD–R) Theory in the security context. Work pressure (job demand) is a dominant predictor of mental health, while work environment (job resource) becomes non-significant when demands are controlled. In terms of their decriminalizing distress and reducing stigma when organizations and researchers formally acknowledge the psychological stressors inherent in the job (e.g., hyper-vigilance fatigue, vicarious trauma), it begins to dismantle the stigma that prevents guards from seeking help. The findings provide concrete evidence that their feelings of anxiety, depression, or burnout are occupational hazards, not personal failings.

In other hand, the impact of mental health on the organization can be seen from the employee turnover rate data in Kedah based on statistic of labor force employment

from Department of Labor shows that turnover employee in year 2024 is 3,548 cases, and in year 2025 from January until March is 801 employees. However, according to data from the human resources department in this organization, the percentage rate has been increasing from 2024 to 2025 because the organization does not pay attention to this issue and does not prevent it from continuing. Furthermore, it can also be seen through the factors studied that workplace stress affects security guards due to frequent disciplinary cases such as absenteeism, lateness, sleeping, negligence at work, and failure to conduct regular patrols as required in their duties. As a result of long shift working hours, workers will experience extreme fatigue and frequently feel sleepy at the workplace. Therefore, workers will make frequent misconduct errors along with a high percentage of warning letters issued for each mistake that occurs. As outlined in the Employment Act 1955, workers are required to work at least 45 hours a week; however, for jobs as security guards, it has become an important role in maintaining safety in the designated areas. Most mental health theories focus on healthcare, education, or corporate employees. This study expands theoretical understanding by applying mental health frameworks to the private security sector.

In addition, guards gain the terminology and data necessary to advocate for better resources, such as confidential counseling services by human resources to their unique circumstances (e.g., available outside standard business hours, understanding of shift work impact, influence to their lifestyle and health) and contributing to stress performance and well-being literature. Moreover, through this research, these employees can involve training programs that go beyond physical security to include mental resilience training, conflict escalation techniques focused on reducing personal stress, and education on recognizing early signs of mental distress in themselves and their colleagues. The study strengthens integrative theories that connect job demands

outweigh job resources. This provides a more holistic theoretical explanation of how mental health influences work behavior in security services.

5.3.2 Practical Implication

For security firms, corporate security departments, and the organizations that contract their services, the implications of these studies transition mental health from a potential liability to a strategic imperative for operational excellence. Mental health issues are often a root cause of high turnover rates, absenteeism, and performance errors. By addressing these factors proactively, organizations can stabilize their workforce, reducing the constant and expensive cycle of recruitment and training. A mentally fit guard is a more reliable, focused, and effective guard, directly improving the quality of service. Since work pressure is the strongest predictor of mental health, organizations must treat workload management as a strategic priority.

In security organizations, management must be prioritizing workload and shift management by reducing excessive overtime, limiting the consecutive of night shift, preventing double shifts and monitoring fatigue levels of security guard. Employers have a responsibility of care to protect psychological safety in the workplace. By reducing job demands, organizations can directly weaken the health impairment process identified in this study.

In addition, organization also can support with wellness programs by offering specialized psychological support services that are confidential, accessible, and culturally competent within the security field. This to support their physically when facing with unpredictable incident might be happen during their working duty day and night. This research provides the evidentiary basis for demonstrating compliance.

Ignoring documented mental health risks exposes organizations to potential lawsuits related to negligence, workplace accidents, or inadequate management of stress-related disabilities. Proactive measures, informed by robust data, build a strong ethical defense

Lastly, organizations that actively invest in and report on the mental well-being of their guards set a new industry benchmark. This commitment attracts top talent, enhances the company's reputation as a responsible employer, and subtly elevates the public perception of the entire security profession. Organization should provide confidential counseling services to introduces stress management programs besides to train supervisors in mental health awareness.

5.4 Limitation

However, several limitations to this study must be acknowledged to ensure a comprehensive interpretation of these findings, which offer valuable insight into the security guard mental health. Recognizing these limitations provides for a more accurate assessment of the study's findings and identifies opportunities for further research that could find other factor affect in mental health.

The amount of collected data may not be sufficient for the researcher to analyses. A small sample size as data were gathered from Kedah which only represents for this selected security company only. To enhance the applicability of future research, a broader sample should be used, incorporating multiple formations, different geographical areas, and involved larger security guard companies. An understanding of mental health across the entire security guard could be more amply understood with comparative analyses the important of good mental health in security area.

Another key limitation is that some variables examined in this study, such as work environment do not directly have relationship with security guard mental health. It may influence security guard mental health indirectly by impacting other elements, such as social isolation, lack of support or recognition, low wages and lack of training. For future research, prevention of mental health must be test the efficacy of workplace mental health programs tailored to security teams such as peer support networks, onsite counseling, mindfulness training, or improved shift scheduling. Most research on mental health focuses more on medical frontlines, namely nurses and doctors; however, the security sector should also be given attention to prevent this mental health from spreading further. Future research should explore these complex interactions to determine how other factor contribute to security guard mental health.

5.5 Recommendation

The recommendation will be based on the finding, since work pressure have strong impact to mental health and work environment indirectly impact to mental health of security guard.

In the perspective of organization, although they aware that high job demand (work pressure) will effect job resources (work environment), security professionals are particularly having relationship by these variables because of the nature of their work they are frequently isolated, undervalued, and expected to perform under challenging conditions. Many company still treat mental health as an afterthought, keeping it hidden in outdated HR manuals or only addressing it during emergencies. A paradigm change is necessary. Company policy should prioritize mental health rather than treat it as an afterthought. Leaders need to be transparent about mental health, modeling

vulnerability, normalizing boundaries, and expressing their own struggles. A CEO's admission that they are taking a day off for mental wellness sends a powerful message, in fact burnout doesn't happen because employee work hard. It happens when they can't disconnect. HR practitioner can implement a training program that's begins with mental health awareness and continuing with workshop on empathetic leadership, active listening, and recognizing signs of heavy burnout. In addition, policy company must have a good counseling people to manage employee that already shows a sign of burnout, providing a guide, advises to control their emotion and maintain a healthy body physical and mental.

Second recommendation, the organization must establish a work schedule that prioritizes both operational effectiveness and employee well-being, even though security guards play a key role in defending people, property, and the surroundings. The effective schedule planning can prevent security guard become sleepy, unhealthy body physical and mental, increase alertness during their duty and in positive mind every day. In addition, organizations can also introduce recognizing and rewarding performance for employees who have a good track record throughout their service to boost individual motivation and morale emphasizing that the role of a security guard is very essential and highly valued, on par with other frontline assignments. Moreover, it can also help stabilize employees' emotions in the future. As is known, the job of a security guard is very demanding, and individuals who are equipped with adequate security equipped can help workers feel safe even when working alone during the day and night.

In other hand, company must consider for recruitment of security guards. HR practitioners strictly prioritize psychological screening in pre-employment assessments through mental health evaluation. Not only focuses on physical tests, certifications, and

criminal background check. During interviews, HR team can discuss about the emotional challenges of the role, from exposure to trauma to irregular shifts (if needed), as a preparation for the candidate to accept the job offer. In the other hand, the employee can normalize and accept workplace culture where awareness on mental health is important now days. HR team also can use Emotional Intelligent (EQ) test to evaluate empathy, self-regulation, and adaptability in order to ensure employee can work under pressure with a balance emotional.

As for work environment, even though it's not impact directly to mental health of security guard but this study recommended to strengthen workplace safety and infrastructure that organization should improve lighting and surveillance systems surrounding the workplace area, ensure that emergency communication system functioning well every shift duty especially in night shift for the security guard safety. Organization responsible to conduct regular safety inspection of their employee to provide safe surroundings enhance confidence and reduce employee anxiety.

5.5.1 Future Research

For future study in security guard mental health must move beyond simply acknowledging the existence of these challenges. Current research into mental health is focuses on the work pressure and work environment, in future studies should quantify the impact of this emotional labor, exploring its correlation with burnout, compassion fatigue, and the rise of disorders such as Post-Traumatic Stress Disorder (PTSD) and depression to have an important influence on mental health.

In future study also recommended that other field of work should be tested in mental health such as construction, agricultural laborers, manufacturing, education, and

beyond the familiar and investigate how mental health is shaped in fields where stress, isolation, and innovation click in unexpected ways. In addition, for future study can use a large sample size outside Kedah to detect more variables, cause, effect, and factors regarding mental health of security guard in order to increase strength and gets a better result on this research topic.

5.6. Conclusion

This study was conducted to examine the influence of work pressure and work environment with the mental health of security guards in a private security company in Alor Setar, Kedah. Guided by the Job Demands–Resources (JD–R) theory, the study aimed to identify key occupational stressors, assess their impact on psychological well-being, and propose practical solutions to improve employee job demand. It is found that work pressure and work environment have a relationship with mental health.

The literature review examined previous findings on workload, shift work, workplace safety, supervisory support, and organizational policies. It revealed that high job demands are consistently associated with stress, burnout, and emotional exhaustion, while supportive environments contribute to better mental well-being. Job Demands–Resources (JD–R) theory as the main theoretical framework, explaining how excessive job demands lead to psychological strain, while job resources serve as protective factors.

The research design and procedures adopted in this study. A quantitative, cross-sectional approach was employed to examine relationships between variables using structured questionnaires. The population consisted of security guards employed in a private security company, and a sample of 80 respondents was selected using non probability sampling technique.

Correlation analysis showed that work pressure had a significant positive relationship with mental health problems, while work environment had a significant negative relationship with psychological distress. However, multiple regression analysis demonstrated that work pressure was the strongest predictor of mental health, whereas work environment became insignificant when both variables were analyzed together. These findings indicate that excessive job demands outweigh available job resources, supporting the JD–R health impairment process. The results reveal that high workload, long hours, and fatigue are major contributors to mental health problems among security guards.

This study also listed some of the limitation through the process in conducting the study. Based on the findings, practical recommendations were proposed, focusing on workload management, shift scheduling, workplace safety, and mental health support systems. The study also provided recommendation for future researcher in order to get more data and evidence.

In conclusion, this study provides comprehensive empirical evidence that work pressure has a significant and dominant influence on the mental health of security guards, while the protective role of the work environment is limited when job demands are excessive.

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APPENDIX A: QUESTIONNAIRE

UNIVERSITI UTARA MALAYSIA

School of Business Management (SBM)

SURVEY QUESTIONNAIRE

Dear Participants,

My name is Siti Azwa Binti Azizi. I am a Master of Human Resource Management student at Universiti Utara Malaysia under the supervision of Professor Dr. Saiful Azizi Bin Ismail. I am researching **The Influence of Work pressure and Work Environment with The Mental Health of Security Guard.**

You have been selected to participate in this study, and I would appreciate it very much if you could kindly answer all the questionnaires as accurately as possible. Completing all 35 survey questionnaires will take approximately 10-15 minutes, and the information you provide will influence the accuracy and success of this study.

Your answers will be kept strictly confidential and used for academic purposes only. If you have any questions regarding this research, please do not hesitate to contact me. Your participation in this study is greatly appreciated.

Thank you for your time and cooperation in completing this questionnaire.

Yours sincerely, **Siti Azwa Binti Azizi**

School of Business Management (SBM)

University Utara Malaysia Sintok, Kedah.

Tel: 019-9652292

E-mail: sitiazwaazizi@yahoo.com

UNIVERSITI UTARA MALAYSIA

School of Business Management (SBM)

SURVEY QUESTIONNAIRE

SECTION 1: DEMOGRAPHIC INFORMATION/

The following questions are meant for analysis purpose only. Kindly answer by marking a tick (√) in the appropriate box.

1. Gender:

   ☐ Male ☐ Female

2. Age:

   ☐ 21 to 30 years old ☐ 31 to 40 years old

   ☐ 41 to 50 years old ☐ 51 to 60 years old

   ☐ 60 years old and above

3. Marital Status:

   ☐ Single ☐ Married

4. Race:

   ☐ Malay ☐ Chinese

   ☐ Indian ☐ Others:……..

5. Years of experience working in this Organization:

   ☐ Less than 1 year ☐ 1 to 3 years

   ☐ 4 to 6 years ☐ 7 to 9 years

☐ 10 years and above

6. Income range:

☐ RM 1,000 – RM 2,000 ☐ RM 2,001- RM 3,000

☐ RM 3,0001 – RM 4,000 ☐ RM 4,001 above

7. Place of duty:

☐ Mall/Supermarket

☐ Private Building

☐ Government Building

☐ Others, please indicate

_____

SECTION 2: MENTAL HEALTH

This section measures your **Mental Health** in this company. Please mark a tick (√) on the box ☐ that best describes your preferred answer to the question on the scale of **"1" for Never; 2 for Rarely; 3 for Sometimes; 4 for Most of the time to "5" for Always.**

1	2	3	4	5
Never	Rarely	Sometime	Most of the time	always

No	**Items**	**1**	**2**	**3**	**4**	**5**
1	I am able to concentrate on whatever I am doing recently.	☐	☐	☐	☐	☐
2	I felt that I was paying a useful part in things recently.	☐	☐	☐	☐	☐
3	I felt capable in making decisions about things recently.	☐	☐	☐	☐	☐
4	I felt constantly under strain recently.	☐	☐	☐	☐	☐
5	I felt I could not overcome the difficulties recently.	☐	☐	☐	☐	☐
6	I have lost much sleep over worry recently.	☐	☐	☐	☐	☐
7	I am able to enjoy my normal day-to-day activities recently.	☐	☐	☐	☐	☐
8	I am being able to face up to the problems recently..	☐	☐	☐	☐	☐
9	I have been feeling unhappy or depressed recently.	☐	☐	☐	☐	☐
10	I am losing confidence in myself recently.	☐	☐	☐	☐	☐
11	I have been thinking of myself as a worthless person recently.	☐	☐	☐	☐	☐
12	I am recently feeling reasonably happy with all things considered..	☐	☐	☐	☐	☐

SECTION 3: WORK PRESSURE

This section measures your **Work Pressure** in this company. Please mark a tick (√) on the box ☐ that best describes your preferred answer to the question on the scale of **"1" for Strongly Disagree to "5" for Strongly Agree.**

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

No	Items	**1**	**2**	**3**	**4**	**5**
1	I managed to plan my works so that it was done on time.	☐	☐	☐	☐	☐
2	I lost motivation and interest in aspects of life.	☐	☐	☐	☐	☐
3	My sleep routine is different when working here.	☐	☐	☐	☐	☐
4	In the past 3 months I took on extra responsibilities.	☐	☐	☐	☐	☐

SECTION 4: WORK ENVIRONMENT

This section measures your **Work Environment** in this company. Please mark a tick (√) on the box ☐ that best describes your preferred answer to the question on the scale of **"1" for Strongly Disagree to " 5" for Strongly Agree.**

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

No	Items	**1**	**2**	**3**	**4**	**5**
1	I feel comfortable to work with latest work system in the organization.	☐	☐	☐	☐	☐
2	I feel insecure in the working environment.	☐	☐	☐	☐	☐
3	I experience unwelcome verbal and physical conduct from my colleague's employees.	☐	☐	☐	☐	☐
4	I am able to receive support from my boss, colleagues and juniors.	☐	☐	☐	☐	☐
5	My relationship with colleagues and peers is smooth and friendly.	☐	☐	☐	☐	☐
6	Working environment of team is good for career growth.	☐	☐	☐	☐	☐

Thank you for your time and cooperation!

APPENDIX B: SPSS Data Output

Reliability

Scale: MH

Case Processing Summary			
		N	%
Cases	Valid	80	100.0
	Excluded[a]	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics	
Cronbach's Alpha	N of Items
.713	12

Item Statistics			
	Mean	Std. Deviation	N
Mental Health	4.06	.985	80
MH2	4.16	1.024	80
MH3	4.10	1.038	80
MH4	3.01	1.317	80
MH5	2.60	1.259	80
MH6	2.70	1.344	80
MH7	3.63	1.060	80
MH8	3.29	1.343	80
MH9	2.81	1.424	80
MH10	2.31	1.269	80
MH11	2.11	1.350	80
MH12	3.76	1.082	80

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Mental Health	34.49	48.709	.117	.720
MH2	34.39	47.253	.212	.710
MH3	34.45	46.504	.262	.705
MH4	35.54	41.568	.470	.675
MH5	35.95	41.997	.472	.676
MH6	35.85	40.813	.505	.669
MH7	34.92	50.830	-.044	.740
MH8	35.26	44.399	.284	.704
MH9	35.74	39.994	.515	.667
MH10	36.24	41.323	.512	.670
MH11	36.44	41.262	.473	.675
MH12	34.79	46.018	.279	.703

Scale Statistics			
Mean	Variance	Std. Deviation	N of Items
38.55	51.289	7.162	12

Scale: WP

Case Processing Summary			
		N	%
Cases	Valid	80	100.0
	Excluded[a]	0	.0
	Total	80	100.0
a. Listwise deletion based on all variables in the procedure.			

Reliability Statistics	
Cronbach's Alpha	N of Items
.560	4

Item Statistics			
	Mean	Std. Deviation	N
Work pressure	4.16	1.012	80
WP2	2.36	1.407	80
WP3	3.16	1.505	80
WP4	3.16	1.471	80

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Work pressure	8.69	11.990	-.029	.698
WP2	10.49	8.278	.315	.512
WP3	9.69	6.116	.595	.233
WP4	9.69	6.673	.523	.316

Scale Statistics			
Mean	Variance	Std. Deviation	N of Items
12.85	12.813	3.579	4

Scale: WE

Case Processing Summary			
		N	%
Cases	Valid	79	98.8
	Excluded[a]	1	1.3
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics	
Cronbach's Alpha	N of Items
.673	6

Item Statistics			
	Mean	Std. Deviation	N
Work environment	3.47	1.413	79
WE2	2.65	1.450	79
WE3	2.62	1.435	79
WE4	3.59	1.325	79
WE5	3.91	1.157	79
WE6	3.84	1.325	79

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Work environment	16.61	16.677	.552	.575
WE2	17.43	21.992	.070	.744
WE3	17.46	19.687	.259	.682
WE4	16.48	16.637	.615	.555
WE5	16.16	18.037	.577	.580
WE6	16.24	18.159	.455	.613

Scale Statistics			
Mean	Variance	Std. Deviation	N of Items
20.08	25.045	5.005	6

LINEARITY

Means

Case Processing Summary						
	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
MH * WE	79	98.8%	1	1.3%	80	100.0%
MH * WP	80	100.0%	0	0.0%	80	100.0%

MH * WE

Report			
MH			
WE	Mean	N	Std. Deviation
6.00	31.5000	2	10.60660
10.00	44.5000	2	17.67767
12.00	40.0000	1	.
13.00	23.0000	1	.
14.00	39.0000	2	2.82843
15.00	40.0000	1	.
16.00	37.6667	3	3.51188
17.00	37.2000	10	3.58391
18.00	36.6667	9	6.59545
19.00	35.8000	5	6.01664
20.00	38.1429	7	6.41427
21.00	38.8571	7	4.09994
22.00	35.6667	9	6.08276
23.00	35.6667	3	7.57188
24.00	42.7500	4	8.95824
25.00	44.5000	2	4.94975
26.00	42.0000	4	7.78888
28.00	60.0000	1	.

29.00	42.0000	1	.
30.00	44.4000	5	9.20869
Total	38.5570	79	7.20710

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
MH * WE	Between Groups	(Combined)	1440.596	19	75.821	1.713	.060
		Linearity	406.068	1	406.068	9.176	.004
		Deviation from Linearity	1034.528	18	57.474	1.299	.222
	Within Groups		2610.898	59	44.253		
	Total		4051.494	78			

Measures of Association

	R	R Squared	Eta	Eta Squared
MH * WE	.317	.100	.596	.356

MH * WP

Report

MH WP	Mean	N	Std. Deviation
4.00	24.0000	1	.
6.00	31.0000	1	.
7.00	37.3333	3	1.15470
8.00	32.1111	9	5.98841
9.00	27.5000	2	.70711
10.00	37.7500	4	3.20156
11.00	33.6667	6	1.96638
12.00	37.1000	10	5.76291
13.00	39.8333	6	2.56255
14.00	38.1538	13	4.20012
15.00	41.0000	5	4.00000

16.00	46.0000	10	6.12826
17.00	36.0000	2	1.41421
18.00	44.0000	3	5.19615
19.00	42.5000	2	.70711
20.00	53.3333	3	11.54701
Total	38.5500	80	7.16161

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
MH * WP	Between Groups	(Combined)	2443.069	15	162.871	6.479	<.001
		Linearity	1743.902	1	1743.902	69.378	<.001
		Deviation from Linearity	699.166	14	49.940	1.987	.033
	Within Groups		1608.731	64	25.136		
	Total		4051.800	79			

Measures of Association

	R	R Squared	Eta	Eta Squared
MH * WP	.656	.430	.777	.603

NORMALITY

Explore

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
MH	80	100.0%	0	0.0%	80	100.0%
WP	80	100.0%	0	0.0%	80	100.0%
WE	79	98.8%	1	1.3%	80	100.0%

Descriptives

			Statistic	Std. Error
MH	Mean		38.5500	.80069
	95% Confidence Interval for Mean	Lower Bound	36.9563	
		Upper Bound	40.1437	
	5% Trimmed Mean		38.2778	
	Median		38.0000	
	Variance		51.289	
	Std. Deviation		7.16161	
	Minimum		23.00	
	Maximum		60.00	
	Range		37.00	
	Interquartile Range		7.00	
	Skewness		.636	.269
	Kurtosis		1.312	.532
WP	Mean		12.8500	.40020
	95% Confidence Interval for Mean	Lower Bound	12.0534	
		Upper Bound	13.6466	
	5% Trimmed Mean		12.8472	
	Median		13.0000	
	Variance		12.813	
	Std. Deviation		3.57948	
	Minimum		4.00	
	Maximum		20.00	
	Range		16.00	
	Interquartile Range		5.50	
	Skewness		-.112	.269
	Kurtosis		-.445	.532
WE	Mean		20.0759	.56305
	95% Confidence Interval for Mean	Lower Bound	18.9550	
		Upper Bound	21.1969	
	5% Trimmed Mean		20.1969	
	Median		20.0000	
	Variance		25.045	
	Std. Deviation		5.00454	
	Minimum		6.00	
	Maximum		30.00	
	Range		24.00	

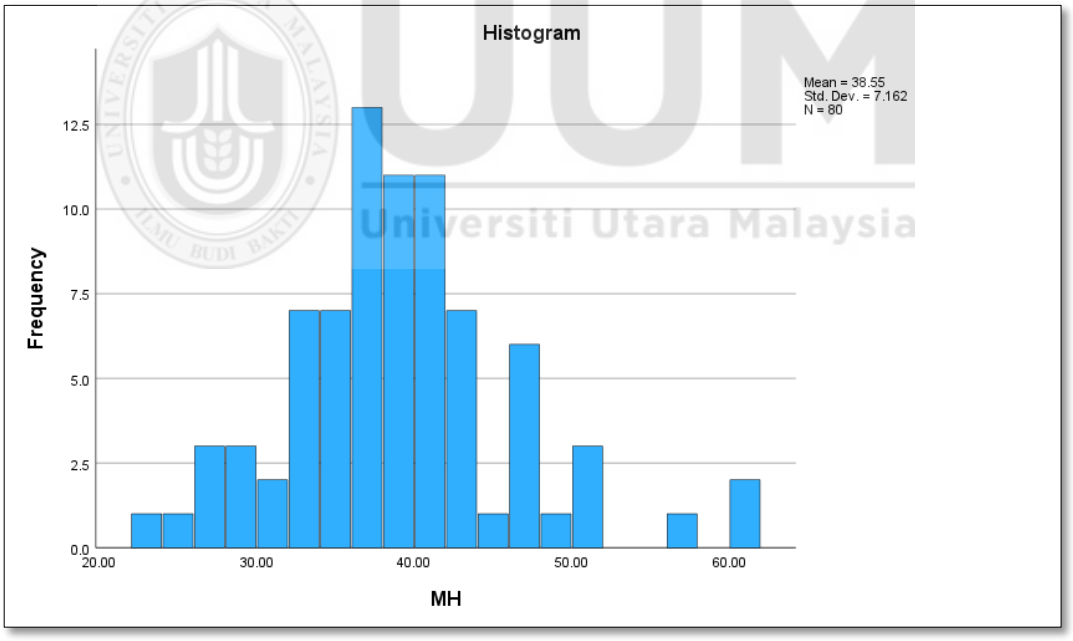
	Interquartile Range	6.00	
	Skewness	-.222	.271
	Kurtosis	.796	.535

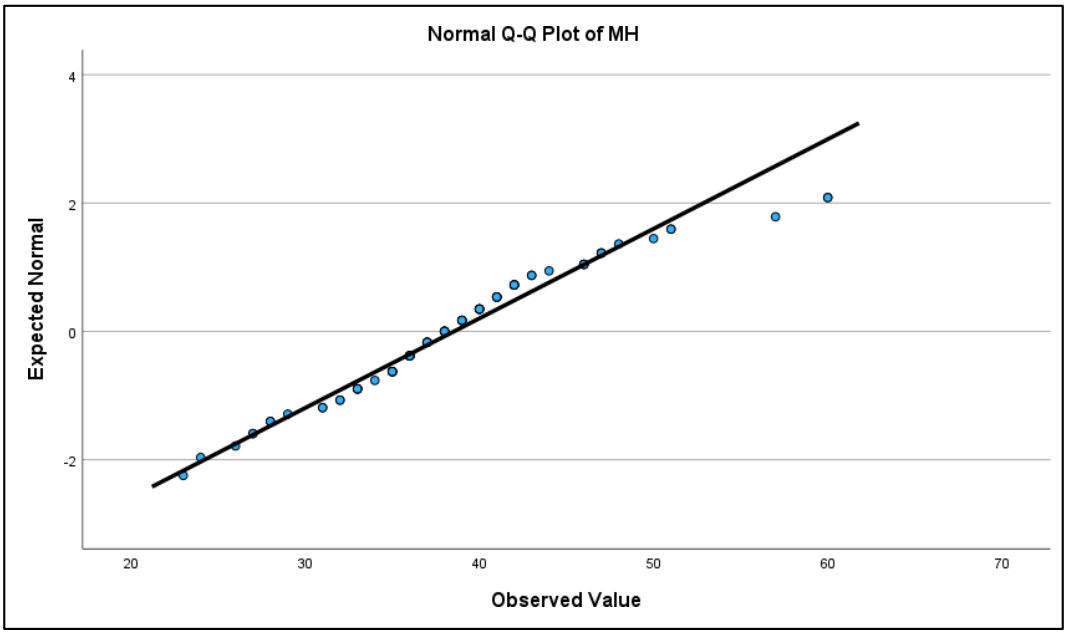
Tests of Normality

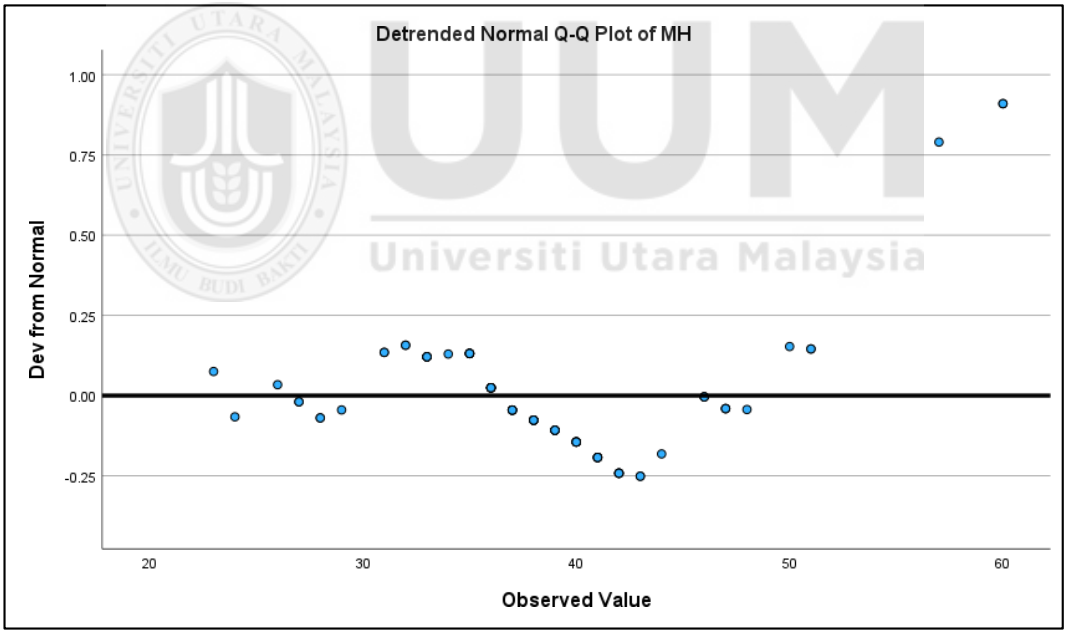
	Kolmogorov-Smirnov[a]			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
MH	.115	80	.011	.959	80	.012
WP	.101	80	.042	.977	80	.169
WE	.118	79	.009	.964	79	.024

a. Lilliefors Significance Correction

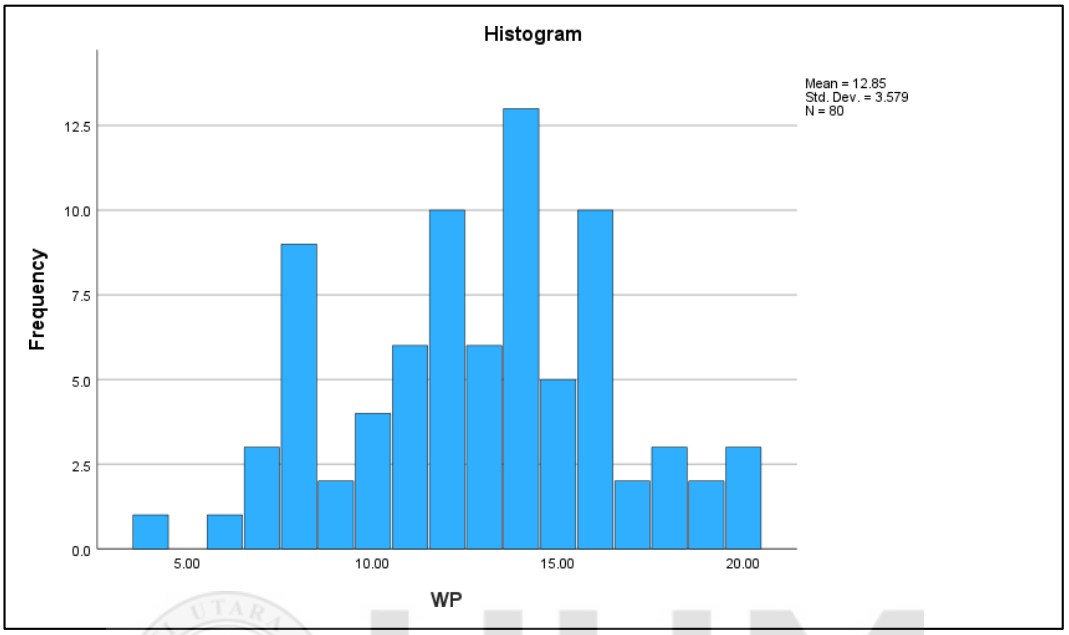
MH

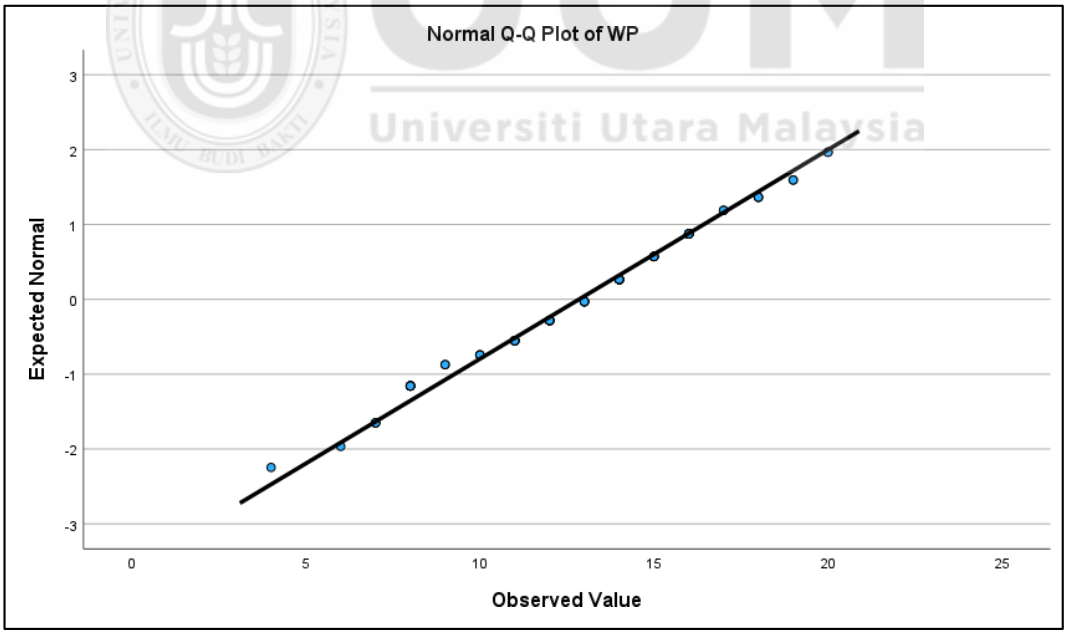


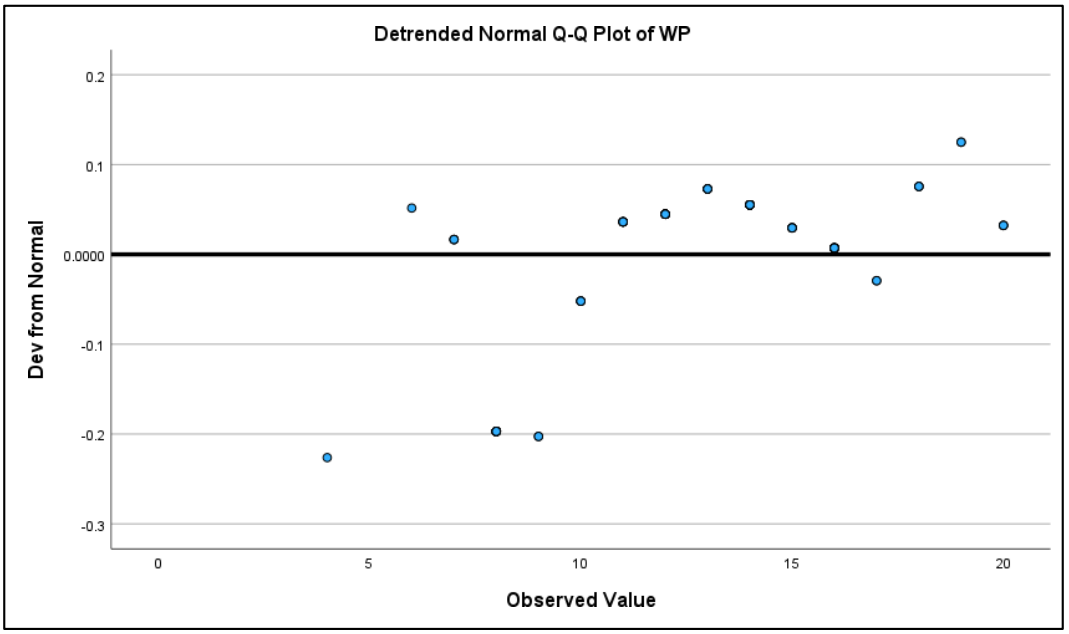




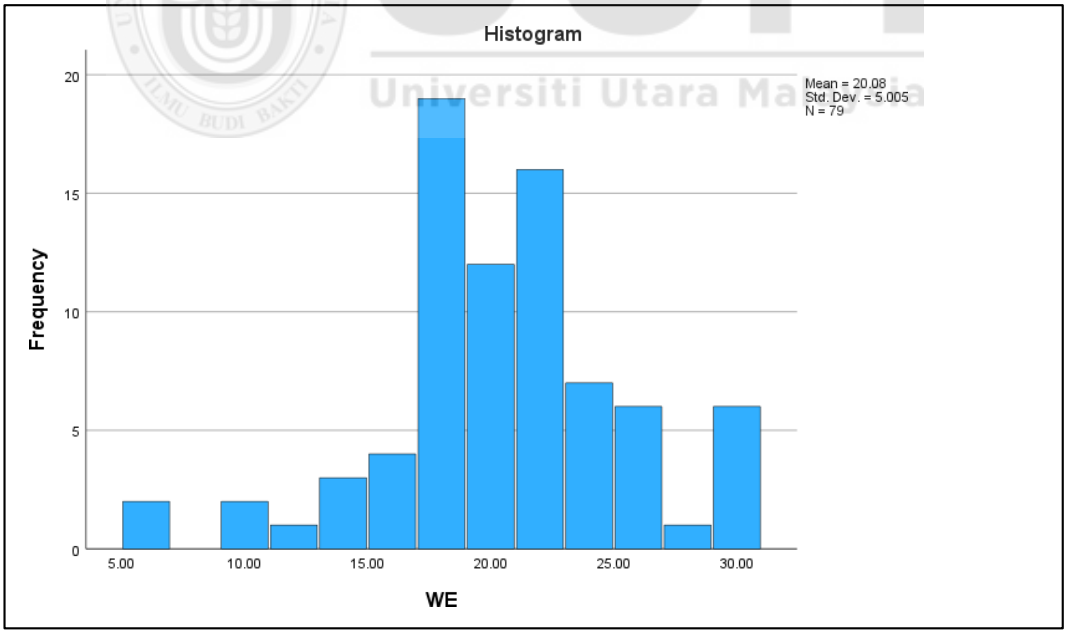
WP

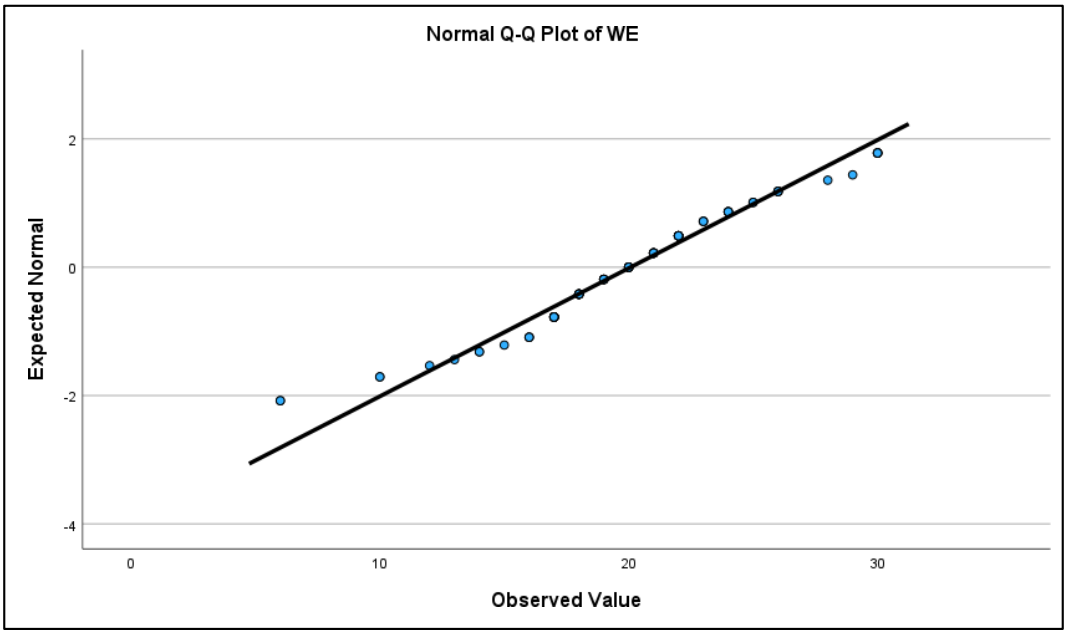


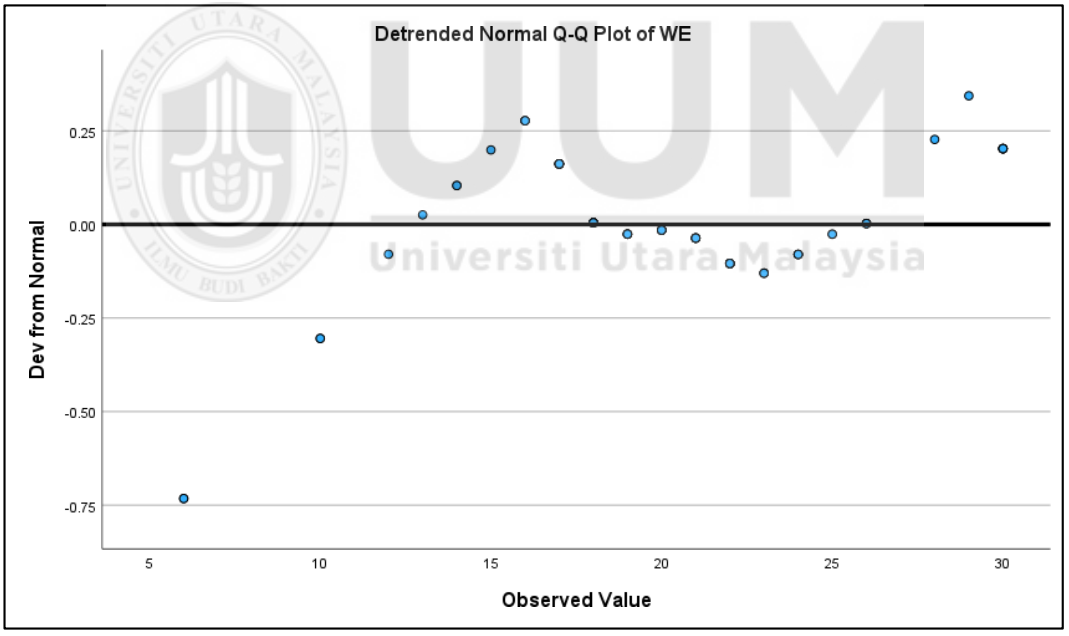




WE







Frequencies

Statistics

		gender	age	marital_status	race	working_experiences	income_range	Place_of_duty
N	Valid	80	80	80	80	80	80	80
	Missing	0	0	0	0	0	0	0
Mean		1.19	2.30	1.66	1.00	3.16	2.15	2.31
Median		1.00	2.00	2.00	1.00	3.00	2.00	2.00
Mode		1	2	2	1	2	2	2
Std. Deviation		.393	.999	.502	.000	1.307	.956	.805

Frequency Table

gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	65	81.3	81.3	81.3
	female	15	18.8	18.8	100.0
	Total	80	100.0	100.0	

age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21 to 30 years old	18	22.5	22.5	22.5
	31 to 40 years old	33	41.3	41.3	63.7
	41 to 50 years old	16	20.0	20.0	83.8
	51 to 60 years old	13	16.3	16.3	100.0
	Total	80	100.0	100.0	

marital_status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	single	28	35.0	35.0	35.0
	married	51	63.7	63.7	98.8
	3	1	1.3	1.3	100.0
	Total	80	100.0	100.0	

race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	malay	80	100.0	100.0	100.0

working_experiences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 1 year	7	8.8	8.8	8.8
	1 to 3 years	24	30.0	30.0	38.8
	4 to 6 year	15	18.8	18.8	57.5
	7 to 9 year	17	21.3	21.3	78.8
	10 year and above	17	21.3	21.3	100.0
	Total	80	100.0	100.0	

income_range

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RM 1,000 - RM 2,000	21	26.3	26.3	26.3
	RM 2,001 - RM 3,000	36	45.0	45.0	71.3
	RM 3,001 - RM 4,000	13	16.3	16.3	87.5
	RM 4,001 and above	10	12.5	12.5	100.0
	Total	80	100.0	100.0	

Place_of_duty					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mall/Supermarket	7	8.8	8.8	8.8
	Private Building	51	63.7	63.7	72.5
	Government Building	12	15.0	15.0	87.5
	Other	10	12.5	12.5	100.0
	Total	80	100.0	100.0	

Descriptives

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
gender	80	1	2	1.19	.393
age	80	1	4	2.30	.999
marital_status	80	1	3	1.66	.502
race	80	1	1	1.00	.000
working_experiences	80	1	5	3.16	1.307
income_range	80	1	4	2.15	.956
Place_of_duty	80	1	4	2.31	.805
Valid N (listwise)	80				

Descriptives

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Mental Health	80	2	5	4.06	.985
MH2	80	1	5	4.16	1.024
MH3	80	1	5	4.10	1.038
MH4	80	1	5	3.01	1.317
MH5	80	1	5	2.60	1.259
MH6	80	1	5	2.70	1.344
MH7	80	1	5	3.62	1.060
MH8	80	1	5	3.29	1.343
MH9	80	1	5	2.81	1.424
MH10	80	1	5	2.31	1.269
MH11	80	1	5	2.11	1.350
MH12	80	1	5	3.76	1.082
Work pressure	80	1	5	4.16	1.012

WP2	80	1	5	2.36	1.407
WP3	80	1	5	3.16	1.505
WP4	80	1	5	3.16	1.471
Work environment	79	1	5	3.47	1.413
WE2	80	1	5	2.64	1.443
WE3	80	1	5	2.64	1.434
WE4	80	1	5	3.58	1.329
WE5	80	1	5	3.89	1.169
WE6	80	1	5	3.81	1.332
Valid N (listwise)	79				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Mental Health	80	2	5	4.06	.985
MH2	80	1	5	4.16	1.024
MH3	80	1	5	4.10	1.038
MH4	80	1	5	3.01	1.317
MH5	80	1	5	2.60	1.259
MH6	80	1	5	2.70	1.344
MH7	80	1	5	3.62	1.060
MH8	80	1	5	3.29	1.343
MH9	80	1	5	2.81	1.424
MH10	80	1	5	2.31	1.269
MH11	80	1	5	2.11	1.350
MH12	80	1	5	3.76	1.082
Valid N (listwise)	80				

Frequencies Table

Mental Health

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rarely	7	8.8	8.8	8.8
	Sometimes	15	18.8	18.8	27.5

	Most of the time	24	30.0	30.0	57.5
	Always	34	42.5	42.5	100.0
	Total	80	100.0	100.0	

MH2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	2	2.5	2.5	2.5
	Rarely	3	3.8	3.8	6.3
	Sometimes	15	18.8	18.8	25.0
	Most of the time	20	25.0	25.0	50.0
	Always	40	50.0	50.0	100.0
	Total	80	100.0	100.0	

MH3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	2	2.5	2.5	2.5
	Rarely	4	5.0	5.0	7.5
	Sometimes	15	18.8	18.8	26.3
	Most of the time	22	27.5	27.5	53.8
	Always	37	46.3	46.3	100.0
	Total	80	100.0	100.0	

MH4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	11	13.8	13.8	13.8
	Rarely	20	25.0	25.0	38.8
	Sometimes	21	26.3	26.3	65.0
	Most of the time	13	16.3	16.3	81.3
	Always	15	18.8	18.8	100.0
	Total	80	100.0	100.0	

MH5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	20	25.0	25.0	25.0
	Rarely	19	23.8	23.8	48.8
	Sometimes	20	25.0	25.0	73.8
	Most of the time	15	18.8	18.8	92.5
	Always	6	7.5	7.5	100.0
	Total	80	100.0	100.0	

MH6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	19	23.8	23.8	23.8
	Rarely	20	25.0	25.0	48.8
	Sometimes	17	21.3	21.3	70.0
	Most of the time	14	17.5	17.5	87.5
	Always	10	12.5	12.5	100.0
	Total	80	100.0	100.0	

MH7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	2	2.5	2.5	2.5
	Rarely	9	11.3	11.3	13.8
	Sometimes	26	32.5	32.5	46.3
	Most of the time	23	28.7	28.7	75.0
	Always	20	25.0	25.0	100.0
	Total	80	100.0	100.0	

MH8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	9	11.3	11.3	11.3
	Rarely	15	18.8	18.8	30.0
	Sometimes	21	26.3	26.3	56.3
	Most of the time	14	17.5	17.5	73.8
	Always	21	26.3	26.3	100.0
	Total	80	100.0	100.0	

MH9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	19	23.8	23.8	23.8
	Rarely	18	22.5	22.5	46.3
	Sometimes	16	20.0	20.0	66.3
	Most of the time	13	16.3	16.3	82.5
	Always	14	17.5	17.5	100.0
	Total	80	100.0	100.0	

MH10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	28	35.0	35.0	35.0
	Rarely	20	25.0	25.0	60.0
	Sometimes	17	21.3	21.3	81.3
	Most of the time	9	11.3	11.3	92.5
	Always	6	7.5	7.5	100.0
	Total	80	100.0	100.0	

MH11					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	40	50.0	50.0	50.0
	Rarely	12	15.0	15.0	65.0
	Sometimes	14	17.5	17.5	82.5
	Most of the time	7	8.8	8.8	91.3
	Always	7	8.8	8.8	100.0
	Total	80	100.0	100.0	

MH12					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	3	3.8	3.8	3.8
	Rarely	7	8.8	8.8	12.5
	Sometimes	19	23.8	23.8	36.3
	Most of the time	28	35.0	35.0	71.3
	Always	23	28.7	28.7	100.0
	Total	80	100.0	100.0	

Descriptives

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Work pressure	80	1	5	4.16	1.012
WP2	80	1	5	2.36	1.407
WP3	80	1	5	3.16	1.505
WP4	80	1	5	3.16	1.471
Valid N (listwise)	80				

Frequencies Table

Work pressure					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	1.3	1.3	1.3
	Disagree	6	7.5	7.5	8.8
	Neutral	11	13.8	13.8	22.5
	Agree	23	28.7	28.7	51.2
	Strongly agree	39	48.8	48.8	100.0
	Total	80	100.0	100.0	

WP2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	30	37.5	37.5	37.5
	Disagree	20	25.0	25.0	62.5
	Neutral	11	13.8	13.8	76.3
	Agree	9	11.3	11.3	87.5
	Strongly agree	10	12.5	12.5	100.0
	Total	80	100.0	100.0	

WP3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	19	23.8	23.8	23.8
	Disagree	8	10.0	10.0	33.8
	Neutral	13	16.3	16.3	50.0
	Agree	21	26.3	26.3	76.3
	Strongly agree	19	23.8	23.8	100.0
	Total	80	100.0	100.0	

WP4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	18	22.5	22.5	22.5
	Disagree	7	8.8	8.8	31.3
	Neutral	18	22.5	22.5	53.8
	Agree	18	22.5	22.5	76.3
	Strongly agree	19	23.8	23.8	100.0
	Total	80	100.0	100.0	

Descriptives

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Work environment	79	1	5	3.47	1.413
WE2	80	1	5	2.64	1.443
WE3	80	1	5	2.64	1.434
WE4	80	1	5	3.58	1.329
WE5	80	1	5	3.89	1.169
WE6	80	1	5	3.81	1.332
Valid N (listwise)	79				

Frequency table

Work environment					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	11	13.8	13.9	13.9
	Disagree	9	11.3	11.4	25.3
	Neutral	17	21.3	21.5	46.8
	Agree	16	20.0	20.3	67.1
	Strongly agree	26	32.5	32.9	100.0

	Total	79	98.8	100.0	
Missing	System	1	1.3		
Total		80	100.0		

WE2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	23	28.7	28.7	28.7
	Disagree	20	25.0	25.0	53.8
	Neutral	13	16.3	16.3	70.0
	Agree	11	13.8	13.8	83.8
	Strongly agree	13	16.3	16.3	100.0
	Total	80	100.0	100.0	

WE3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	23	28.7	28.7	28.7
	Disagree	20	25.0	25.0	53.8
	Neutral	12	15.0	15.0	68.8
	Agree	13	16.3	16.3	85.0
	Strongly agree	12	15.0	15.0	100.0
	Total	80	100.0	100.0	

WE4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	8.8	8.8	8.8
	Disagree	11	13.8	13.8	22.5
	Neutral	19	23.8	23.8	46.3
	Agree	15	18.8	18.8	65.0
	Strongly agree	28	35.0	35.0	100.0
	Total	80	100.0	100.0	

WE5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	6.3	6.3	6.3
	Disagree	5	6.3	6.3	12.5
	Neutral	14	17.5	17.5	30.0
	Agree	26	32.5	32.5	62.5
	Strongly agree	30	37.5	37.5	100.0
	Total	80	100.0	100.0	

WE6					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	8.8	8.8	8.8
	Disagree	8	10.0	10.0	18.8
	Neutral	13	16.3	16.3	35.0
	Agree	17	21.3	21.3	56.3
	Strongly agree	35	43.8	43.8	100.0
	Total	80	100.0	100.0	

Descriptives

Descriptive Statistics									
	N Statistic	Minimum Statistic	Maximum Statistic	Mean Statistic	Std. Deviation Statistic	Skewness Statistic	Skewness Std. Error	Kurtosis Statistic	Kurtosis Std. Error
MH	80	23.00	60.00	38.5500	7.16161	.636	.269	1.312	.532
WE	79	6.00	30.00	20.0759	5.00454	-.222	.271	.796	.535
WP	80	4.00	20.00	12.8500	3.57948	-.112	.269	-.445	.532

Valid N (listwise)	79								

CORRELATION

Statistics				
		MH	WE	WP
N	Valid	80	79	80
	Missing	0	1	0
Mean		38.5500	20.0759	12.8500
Std. Deviation		7.16161	5.00454	3.57948

Correlations				
		MH	WE	WP
MH	Pearson Correlation	1	.317**	.656**
	Sig. (2-tailed)		.004	<.001
	N	80	79	80
WE	Pearson Correlation	.317**	1	.285*
	Sig. (2-tailed)	.004		.011
	N	79	79	79
WP	Pearson Correlation	.656**	.285*	1
	Sig. (2-tailed)	<.001	.011	
	N	80	79	80

**. Correlation is significant at the 0.01 level (2-tailed).
*. Correlation is significant at the 0.05 level (2-tailed).

REGRESSION

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	WP, WE, C[b]	.	Enter

a. Dependent Variable: MH

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics			
					R Square Change	F Change	df1	df2	Sig. F Change
1	.684[a]	.467	.446	5.36386	.467	21.940	3	75	<.001

a. Predictors: (Constant), WP, WE, C

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B	
		B	Std. Error	Beta			Lower Bound	Upper Bound
1	(Constant)	17.502	3.032		5.772	<.001	11.461	23.543
	C	.258	.171	.156	1.506	.136	-.083	.599
	WE	.102	.143	.071	.711	.479	-.183	.387
	WP	1.158	.185	.577	6.273	<.001	.790	1.525

a. Dependent Variable: MH

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.684[a]	.467	.446	5.36386	.467	21.940	3	75	<.001

a. Predictors: (Constant), WP, WE, C

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B	
		B	Std. Error	Beta			Lower Bound	Upper Bound
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	C	.258	.171	.156	1.506	.136	-.083	.599
	WE	.102	.143	.071	.711	.479	-.183	.387
	WP	1.158	.185	.577	6.273	<.001	.790	1.525

a. Dependent Variable: MH