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FACTORS INFLUENCING WORK STRESS

NUR FATIN IZZATI BINTI MOHAMAD SAID



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FACTORS INFLUENCING WORK STRESS

By

NUR FATIN IZZATI BINTI MOHAMAD SAID



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**Pusat Pengajian Pengurusan
Perniagaan**

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Calon untuk Ijazah Sarjana

(Candidate for the degree of)

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Nama Penyelia Pertama : **DR. ZURAIDA BT. HASSAN**
(Name of 1st Supervisor)

Tandatangan :
(Signature)

Nama Penyelia Kedua : **CIK EDORA BT. ISMAIL**
(Name of 2nd Supervisor)

Tandatangan :
(Signature)

Tarikh :
(Date)

28 JULAI 2020

ABSTRACT

The research aim is to determine factors influencing work stress among the employees in one of the Islamic Financial Institutions in the northern region of Malaysia. The research also intends to determine whether there were any statistically significant relationships between work stress with the independent variables (work overload, physical work environment, co-worker relationship and social support). A total of 120 employees involved in the research from 11 branches of the institutions in Kedah state. The research used a quantitative method and cross-sectional research design was applied. The data and information were collected through online questionnaires and the data obtained were analyzed using Statistical Package for Social Sciences version 26.0. Descriptive analysis was conducted to analyze demographic data (gender, age, marital status, education level and working experience). Correlation and regression analysis were used to analyze the relationship between work stress, with work overload, physical work environment, co-worker relationship and social support. The findings of the research showed that work overload, physical work environment, co-worker relationship, and social support have significantly influence work stress. There were positive significant relationships between work stress with workload, physical work environment, co-worker relationship and social support.

Keyword: work overload, physical work environment, co-worker relationship, social support, work stress.

ABSTRAK

Tujuan kajian adalah untuk menentukan faktor tekanan kerja di kalangan pekerja di salah sebuah Institusi Kewangan Islam di wilayah utara Malaysia. Kajian ini juga bertujuan untuk menentukan sama ada terdapat hubungan yang signifikan secara statistik antara tekanan kerja dengan pemboleh ubah bebas (kerja berlebihan, persekitaran fizikal kerja, hubungan rakan sekerja dan sokongan sosial). Seramai 120 orang pekerja daripada 11 cawangan institusi tersebut di negeri Kedah yang terlibat dalam kajian ini. Kajian ini menggunakan kaedah kuantitatif dan pengumpulan data secara satu kali digunakan. Data dan maklumat dikumpulkan melalui soal selidik dalam talian dan data yang diperoleh dianalisis menggunakan Statistical Package for Social Sciences versi 26.0. Analisis deskriptif dilakukan untuk menganalisis data demografi (jantina, umur, status perkahwinan, tahap pendidikan dan pengalaman bekerja). Analisis korelasi dan regresi digunakan untuk menganalisis hubungan antara tekanan kerja dengan kerja berlebihan, persekitaran fizikal kerja, hubungan rakan sekerja dan sokongan sosial. Hasil kajian menunjukkan bahawa kerja berlebihan, persekitaran fizikal kerja, hubungan rakan sekerja dan sokongan sosial mempengaruhi tekanan pekerjaan. Terdapat hubungan signifikan positif antara tekanan kerja dengan kerja berlebihan, persekitaran fizikal kerja, hubungan rakan sekerja dan sokongan sosial.

Kata kunci: kerja berlebihan, persekitaran fizikal kerja, hubungan antara pekerja, sokongan social, tekanan kerja.

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LIST OF SYMBOLS AND ABBREVIATIONS

SBM	School of Business Management
OYAGSB	Othman Yeop Abdullah Graduate School of Business
SPSS	Statistical Package for Social Sciences Software
UUM	Universiti Utara Malaysia
WHO	World Health Organization



CHAPTER ONE

INTRODUCTION

This chapter presents the research background, the problem statement, the objective and research questions, the importance of the research, scope of the research, and the organization of the research.

1.1 Background of Research

Over the past years, the stress issue has drawn the attention of researchers. This issue has been researched comprehensively in numerous fields. Stress has become a common challenge and problems in developing and developed countries (Baskaran, 2004). Although the stress issue has been studied widely, the problem arises as the challenges arise in the globalization era to cope with the pace of global competition and technological advanced (Akanji, 2013).

Intense competition in the work setting has driven both the employees and the company to become more competitive and efficient (Soran et al., 2014). Stress has been defined differently in various contexts. Stress refers to unspecific reactions to any demand which can trigger stress at any time. Stress has several factors relating to the individual and the surrounding of the individual. (Selye, 1976). Stress is the perception of threat that will trigger anxiety and emotional distress, in a group situation stress can present when there was a problem with leadership and interpersonal behavior (Fink,2010).

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APPENDICES

APPENDIX A: QUESTIONNAIRE DESIGN

SECTION A: DEMOGRAPHIC INFORMATION

Please tick (✓) in the appropriate box. / Sila tanda (✓) di dalam ruang yang disediakan.

1. Gender / Jantina

- Male / Lelaki
 Female / Perempuan

2. Age / Umur

- 20-30
 31-40
 41-50
 50 and above / 50 dan keatas

3. Marital Status / Taraf Perkahwinan

- Single / Belum Berkahwin
 Married / Berkahwin

4. Education Level / Tahap Pengajian

- SPM
 Diploma / Degree
 Master / PhD
 Others / Lain-lain

5. Working Experience / Pengalaman Bekerja

- Less than 2 years / Kurang dari 2 tahun
 3-10 years / 3-10 tahun
 11-20 years / 11-20 tahun
 21 years and above / 21 tahun dan keatas

SECTION B: WORK OVERLOAD / BAHAGIAN B: KERJA BERLEBIHAN

Please circle the most appropriate answer. / Sila bulatkan jawapan yang paling sesuai dengan anda.

1	2	3	4	5	6
Strongly disagree / Sangat tidak setuju	Slightly disagree / Sedikit tidak setuju	Disagree / Tidak setuju	Slightly agree / Sedikit setuju	Agree / Setuju	Strongly agree / Sangat setuju

No	Question / Soalan	Answer / Jawapan					
1.	I feel that I have too much responsibility Saya berasa saya mempunyai terlalu banyak tanggungjawab	1	2	3	4	5	6
2.	I find difficulty in finding enough time to relax Saya berasa sukar untuk mendapatkan waktu yang cukup untuk berehat	1	2	3	4	5	6
3.	I am so depressed when I think about all task that need my attention Saya berasa tertekan setiap kali memikirkan tugas yang memerlukan perhatian saya	1	2	3	4	5	6
4.	There is constant pressure to work every minute with limited opportunity to relax Peluang rehat yang terhad menimbulkan tekanan yang berterusan untuk setiap minit waktu bekerja	1	2	3	4	5	6

**SECTION C: PHYSICAL WORK ENVIRONMENT / BAHAGIAN C:
PERSEKITARAN KERJA FIZIKAL**

Please circle the most appropriate answer. / Sila bulatkan jawapan yang paling sesuai dengan anda.

1	2	3	4	5	6
Strongly disagree / Sangat tidak setuju	Slightly disagree / Sedikit tidak setuju	Disagree / Tidak setuju	Slightly agree / Sedikit setuju	Agree / Setuju	Strongly agree / Sangat setuju

No	Question / Soalan	Answer / Jawapan					
1.	I am satisfied with the temperature at my workplace Saya berpuas hati dengan suhu di tempat kerja saya	1	2	3	4	5	6
2.	I am satisfied with the lighting at my workplace Saya berpuas hati dengan pencahayaan di tempat kerja saya	1	2	3	4	5	6
3.	I am satisfied with the internet access at my workplace Saya berpuas hati dengan kemudahan internet di tempat kerja saya	1	2	3	4	5	6
4.	I am satisfied with the availability of the work gadget Saya berpuas hati dengan kemudahan peralatan kerja	1	2	3	4	5	6

SECTION D: COWORKER RELATIONSHIP / BAHAGIAN D: HUBUNGAN**RAKAN SEKERJA**

Please circle the most appropriate answer. / Sila bulatkan jawapan yang paling sesuai dengan anda.

1	2	3	4	5	6
Strongly disagree / Sangat tidak setuju	Slightly disagree / Sedikit tidak setuju	Disagree / Tidak setuju	Slightly agree / Sedikit setuju	Agree / Setuju	Strongly agree / Sangat setuju

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

SECTION E: SOCIAL SUPPORT / BAHAGIAN E: SOKONGAN SOSIAL

Please circle the most appropriate answer. / Sila bulatkan jawapan yang paling sesuai dengan anda.

1	2	3	4	5	6
Strongly disagree / Sangat tidak setuju	Slightly disagree / Sedikit tidak setuju	Disagree / Tidak setuju	Slightly agree / Sedikit setuju	Agree / Setuju	Strongly agree / Sangat setuju

No	Question / Soalan	Answer / Jawapan					
1.	My supervisor is not willing to listen to my job-related problems Penyelia saya tidak mahu mendengar masalah saya yang berkaitan dengan kerja	1	2	3	4	5	6
2.	My supervisor cannot be relied on when things get tough in my job Penyelia saya tidak boleh bertolak ansur apabila saya menghadapi kesukaran dalam kerja	1	2	3	4	5	6
3.	My family does not show a lot of concern in my job Keluarga saya tidak prihatin dengan kerja saya	1	2	3	4	5	6
4.	My family do not give helpful advice to me in completing the job Keluarga saya tidak memberikan nasihat yang membantu saya dalam melaksanakan kerja	1	2	3	4	5	6
5.	My friends cannot share the joys and sorrows with me Kawan-kawan saya tidak sudi berkongsi suka dan duka bersama saya	1	2	3	4	5	6

SECTION F: WORK STRESS / BAHAGIAN F: TEKANAN KERJA

Please circle the most appropriate answer. / Sila bulatkan jawapan yang paling sesuai dengan anda.

1	2	3	4	5	6
Strongly disagree / Sangat tidak setuju	Slightly disagree / Sedikit tidak setuju	Disagree / Tidak setuju	Slightly agree / Sedikit setuju	Agree / Setuju	Strongly agree / Sangat setuju

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