

RELATIONSHIP BETWEEN JOB STRESSORS AND MENTAL HEALTH OF
TECHNICAL WORKERS

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CERTIFICATE

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RECOGNITION

“I admit that this report is a product of my own work except the abstract and citation for each of which I have mentioned the sources”

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DEDICATION

Special dedicated to my beloved parents and family, Mohamad Ali Bin Zaini and Faridah Binti Abdul Manaf. Thank you for your prayers and your fully support. Another special dedicated to my research supervisor Mr. Mukhiffun Mukapit. Thanks for your advice, encourage, support and your patience. For all the encouragement, big thanks to all my dear friends, Ulfah Nasihah Binti Mohamed@Jamal, Nur Izzatie Binti Mohd Azhar, Siti Safiah Binti Jaafar, Noor Shairah Binti Kamarulzaman and Nurfarahin Binti Mat Radzi.

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ABSTRACT

In the era of science and technology, the progress in this sector will lead to new developments in the production system. This new development could lead to major changes in all aspects such as the world economy, work practices, work organization, job structure and occupational health and safety. In this regard, the impact of these changes can improve psychological problems of work such as mental pressure. This research was conducted to examine the relationship between job stressors and mental health, especially the technical workers. There are several factors that work stress were assessed in this study, such as job-related factors, organizational factors, factors of interpersonal relationships and work environment factors. There are three objectives in this research. The objectives of this research are to identify the level stress of technical worker, to identify relationship between job stressors and mental health of technical worker, and to determine factors of job stressors contributes more to mental health. The researcher also use research methods such as quantitative research methods to gather the data needed, through a survey questionnaire to technical workers in manufacturing industries. As many as 80 respondents from the Company Salutica Allied Solutions Sdn. Bhd. district were chosen randomly as a sample for this study. A questionnaire was also used as a research instrument. Further, this research also used multiple regression analysis to analyze the relationship between the independent variables and the dependent variable. Therefore, the framework of this research was to detect the main factors that contribute to job stressors in Company Salutica Allied Solutions Sdn. Bhd., as well as supplementing the company in improving the performance and productivity of employees.

ABSTRAK

Dalam era sains dan teknologi, kemajuan dalam sektor ini akan membawa kepada perkembangan baru dalam sistem pengeluaran. Perkembangan baru ini boleh membawa kepada perubahan besar dalam semua aspek seperti ekonomi dunia, amalan kerja, organisasi kerja, struktur pekerjaan dan kesihatan pekerjaan dan keselamatan. Sehubungan dengan itu, kesan daripada perubahan ini boleh meningkatkan masalah psikologi kerja seperti tekanan mental. Kajian ini dijalankan untuk mengkaji hubungan di antara tekanan kerja dengan tahap kesihatan mental terutamanya kepada pekerja teknikal. Terdapat beberapa faktor ketegangan kerja yang dinilai dalam kajian ini seperti faktor berkaitan pekerjaan, faktor organisasi, faktor hubungan interpersonal dan faktor persekitaran kerja. Terdapat tiga objektif dalam kajian ini. Antaranya objektif kajian ini adalah untuk mengenalpasti tahap tekanan pekerja teknikal, untuk mengenalpasti hubungan antara tekanan kerja dan kesihatan mental pekerja teknikal dan untuk menentukan faktor-faktor tekanan kerja yang mana menyumbang lebih kepada kesihatan mental. Penyelidik juga telah menggunakan kaedah kajian seperti kaedah penyelidikan kuantitatif untuk mengumpul data yang diperlukan, melalui soal kaji selidik kepada pekerja teknikal dalam industri pembuatan. Seramai 100 responden daripada Syarikat Salutica Allied Solutions Sdn. Bhd. merupakan sampel bagi kajian ini. Borang soal selidik juga telah digunakan sebagai instrumen kajian. Seterusnya, kajian ini juga menggunakan Analisis Regresi Berganda untuk menganalisis hubungan antara pembolehubah bebas dan pembolehubah bersandar. Oleh itu, kerangka kajian ini bertujuan untuk mengesan faktor utama yang menyumbang kepada tekanan kerja di Syarikat Salutica Allied Solutions Sdn. Bhd., disamping membantu syarikat ini dalam meningkatkan prestasi dan produktiviti pekerja.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter discusses on the overview of research that consist of introduction, problem statement, research question, research objectives, scope, limitation and key assumption and the summary that explained more detail.

Stress is any demand on the individual that requires coping behavior. Stress comes from two basic sources such as physical activity and mental or emotional activity (Bohlander and Snell, 2010). Stress may be defined as psycho physiological process usually experienced as a negative emotional state that generates a host of chemical and hormonal reactions in the body (Farias et al., 2011; Ho et al., 2010; Sood et al., 2012) in (Assaf, 2013).

Stress has always been an integral part of our daily life since prehistoric times. Stress was there when our predecessors were required to fight or flight for their survival. In modern times, stress plays an important role in how successful or unsuccessful we are in our productive work activity and in general in enjoying our lives (Rojas and Kleiner, 2000).

Everyone will have stress in their lives. Stress can also give positive and negative effects on a person, but many people will relate mainly to the negative

impact of stress on the health of a person. There are many factors that can give a person is stressed, among job related factors, organizational factors, interpersonal relation factors and working environment factors.

According to World Health Organization (WHO) defined the advances in science and technology will lead to new developments in production systems. This process of rapid change in production structures has a profound impact on conditions of work and on occupational health as well. So, the developments have already led to major changes in global and national economies and in technologies, as well as to rapid developments in manufacturing methods, working practices, organization of work, occupational structures, job demands, job contents and occupational health and safety. Beside, such development can impact to new job demands, the increased needs for processing and analyzing information, and several control room like activities may increase the psychological problems of work such as mental stress.

In relation to the stress factors, it can a negative impact on health of a person whether the effects of physical and mental or psychological impact. The impact of stress on mental health such as emotional exhaustion, mood disturbance, sleeping problems, lack of concentration, anxiety and suicidal ideation. Stress is a major factor in the prevalence of heart disease and controlling stress in self and others is vital in the promotion of a healthy and productive work environment (Thornton, 1996).

Based on Occupational Safety and Health Act 1994 (Act 514), the purpose of this act was established to ensure the safety, health and welfare of workers in the workplace, in place to protect people and promoted a work environment that was consistent with the physiological and psychological needs of employees. This statement strongly suggests that occupational safety and health was very important in the world. Therefore, the government's action in the prevention of pressure problem was with the establishment of this act.

1.2 Problem Statement

Work stress has become a matter or priority areas that not only dealt with in the academic sector but also in the industrial sector and the government sector. Working pressure was increasingly becoming a concern to employers and the government since more than 20 years. Today, stress has become a major agenda because it has the potential to provide a cost to individuals and organizations in implementing the measures to be taken to reduce stress in the workplace and pressure are also at risk to cause several of damage. It was reported that the costs associated with very large pressure where the organizations involved in the loss of between US \$ 100 to US \$ 300 billion annually. These costs include absenteeism duty, accident, medical expenses and a decrease in productivity (Othman, Z., 2010).

Accordingly, the negative effects of stress can affect the performance and productivity of employees and the organization as a whole. While the impact on the organization was absent from work, a decline in work performance, decreased motivation, no satisfaction or pleasure to work and animosity among workers. It was closely related to the problem of stress. In addition, work pressure can also affect a person's life if they cannot control their emotions during stress. For example, the mass media often presents the news of violence in the streets, in homes and in offices that occur as a result of failing to control their emotional stress.

So, with this study, researchers have been able to find any factors that affect the more level pressure to employees, especially for technical workers. Therefore, the researcher can also find out whether this job stress can affect the mental health or not.

1.3 Research Questions

The research questions which served as a guideline to the research study. The following are some of the research questions for this study:

- i. What level stress of technical worker?
- ii. What is relationship between job stressors and mental health of technical worker?
- iii. Which factor of job stressors contributes more to mental health?

1.4 Research Objectives

Objectives are goals or intentions that the system desires are usually answered for the research questions mentioned. There are several objectives that this study aims to achieve, which are as follows:

- i. To identify the level stress of technical worker.
- ii. To identify relationship between job stressors and mental health of technical worker.
- iii. To determine factors of job stressors contributes more to mental health.

1.5 Hypothesis

Based on the research, there are four independent variables which are job related factors, organizational factors, interpersonal relations factors and working environment factors. Besides that, the dependent variables which is effect of job stressor in mental health. Thus, the following hypothesis was proposed:

Hypothesis 1: There have relationship between job related factors and mental health.

Hypothesis 2: There have relationship between organizational factors and mental health.

Hypothesis 3: There have relationship between interpersonal relations factors and mental health.

Hypothesis 4: There have relationship between working environment factors and mental health.

1.6 Scope, Limitation and Key Assumption

This research study focuses on the factors of job stressor and its effects on mental health. The scopes of the project focus to the technical workers in a manufacturing industry in Perak. The respondent was focus to the senior engineer, engineer and technician in manufacturing industry.

In this study, the researcher has several limitations in the research. The first limitation was the researcher does not know how to read scientific journals and find good journals as a reference. This was because researchers lack of experience in doing research. In addition, the researchers also do not know how to write a research study. The second was that there are journals that need to be purchased. So, this would provide a barrier to the researcher to get good journal because researchers must spend capital in getting the desired journal. After the researcher met with the supervisor, the researcher can solve the problems that it faces limitations with the encouragement of his supervisor.

In this research, the researchers describe the stress factors that can affect the health of the technical worker. The researcher can find the main factors that affect the pressure on person, so researchers can reduce the pressure and find a solution in creating a peaceful and harmonious atmosphere within the organization. Additionally, an organization's productivity can be improved if a low stress in the workplace.

1.7 Summary

Chapter 1 briefly describes the development of the research framework. This chapter describes the 5 elements such as introduction, problem statement, research question, research objectives and scopes, limitation and key assumption. From this chapter, the researcher has been the scope of what was to be studied in the research. Based on this research, the researcher will study about the stress factors that will give the impression on health among technical worker.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

A literature review was the text of the scientific papers, which includes the current knowledge including substantive findings, as well as theoretical and methodological contributions to a particular topic. A literature review can be just a simple summary of the sources. Literature review provided researcher with a handy guided to a particular topic. This handout has been explained what literature reviews are and offer insights into the form and construction of literature reviews in the humanities, social sciences, and sciences.

In this chapter the researcher determined what are the factors of stress that affect the health of technical workers especially effect on physical and mental. Beside, this chapter also described the relationship each of the independent variables with the dependent variable and theoretical framework of the study.

2.2 Operational Definition

Every fact has distinctive meaning, included stress, stress factors and the effects of stress on mental health that researchers choose for this research.

2.2.1 Stress

According to Schultz and Schultz (2006), stress in the workplace was also costly to employers, as reflected in lower productivity, reduced motivation, and increased errors and accidents. High stress was related to increases in turnover intentions and counterproductive behavior, such as theft and drug and alcohol abuse. Job stress contributes to spiraling health care costs.

Stress may be experienced in all aspects of life; nonetheless, research suggests that an individual's job may be the most salient source of stress and that occupations with a great deal of people-interactions are particularly stressful (Sulsky and Smith, 2005) in (Chung-Yan, 2013).

Occupational stress was defined as an event or sequence of events, non-physical in nature, perceived by the receiver as an attack resulting in a physical, mental, and or emotional fight or flight response. This internal offensive or defensive reaction for prolonged periods of time causes an eventual deterioration of physical, mental, and emotional health. Although there are a variety of stressors that will cause the eventual deterioration, the most commonly experienced are due to role uncertainty and organizational influences (Ferris, 1996) in (Robert E. et al. 2004).

2.2.2 Stress Factors

According to Mosadeghrad, (2014) job related, individual, organizational and environmental factors influence employees' stress. The factors of stress should be discussed are:

2.2.2.1 Job Related Factors

In the last few decades, work-related stress has received an increasing amount of research attention and is now considered a serious concern for both employers and employees (Sulsky and Smith, 2005) in (Chung-Yan, 2013). The job itself including duties, responsibilities, heavy workload, variations in workload, role ambiguity and role conflict can be a source of stress for employees (McGowan, 2001; Michie and Williams, 2003; and Robinson et al., 2003) in (Mosadeghrad , 2014).

2.2.2.1.1 Work Overload and Work Under Load

According to Schultz and Schultz, (2006), psychologists use the term work overload to describe too much work to perform in the time available or work that was too difficult for the employee to perform. They have two types that are quantitative overload and qualitative overload. Quantitative overload was the condition of having too much work to do in the time available. Qualitative overload involves work that was too difficult. Having insufficient ability to perform a job was stressful.

The opposite condition, work under load means work that was too simple or insufficiently challenging for one's abilities. That was also stressful. A study of 63 musicians in a symphony orchestra found that they sometimes faced both overload and under load. Overload when the job tasks were too difficult and under load when the tasks did not make full use of the musicians' skill (Parasuraman and Purohit, 2000) in (Schultz and Schultz, 2006).