

**COLLECTION OF 33 STRESS STUDIES BY DEPARTMENT OF COMMUNITY HEALTH STUDENT'S;  
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**PREVALENS TEKANAN DAN PENYEBAB TEKANAN KERJA DI KALANGAN JURURAWAT  
TERLATIH HOSPITAL KUALA LUMPUR, 1994**

*Rokiah Mohd, Krishna Gopal Rampal*

**ABSTRAK**

Satu kajian irisan lintang telah dilakukan di kalangan 226 Jururawat terlatih di empat unit perubatan, unit pembedahan am, unit dewan bedah am dan unit rawatan rapi di Hospital Kuala Lumpur. Matlamat kajian adalah untuk mengkaji prevalens tekanan di kalangan jururawat terlatih dan juga mengenalpasti penyebab tekanan kerja di kalangan mereka. Soal selidik Personal Stress Inventory dan Nursing Stress Scale digunakan untuk pengukuran gejala tekanan dan tekanan kerja jururawat. Di dapati prevalens tekanan di kalangan jururawat terlatih adalah 49.5 %. Tiada perbezaan tekanan didapati di antara unit yang dikaji. Walaubagaimanapun variasi pada sekitaran mempengaruhi tekanan kerja di kalangan jururawat. Kajian ini mendapati jururawat terlatih di unit rawatan rapi mempunyai paras tekanan kerja yang tertinggi berbanding dengan yang lain. Faktor utama yang dikenal pasti adalah beban kerja diikuti dengan nazak ataupun kematian, kurang sokongan dan kurang-sedia memberi sokongan emosi kepada pesakit. Ciri sosiodemografi seperti umur dan pengalaman bekerja tidak mempengaruhi prevalens tekanan kerja. Secara keseluruhan tekanan kerja dapat meramalkan 21% dari keseluruhan variasi pada gejala tekanan. Kesimpulannya, pihak pengurusan perlu mengenalpasti dan mengatasi masalah di samping merangka program pengurusan tekanan di kalangan mereka.

**STRESS PREVALENCE AND CAUSES OF OCCUPATIONAL STRESS AMONG STAFFNURSES IN  
KUALA LUMPUR HOSPITAL, 1994**

**ABSTRACT**

*A cross sectional study was conducted on 226 staff nurses from 4 different units i.e medical, surgical, general operating theatre and intensive care unit in Kuala Lumpur Hospital. The objective of the study was to determine the prevalence of stress among the nurses. The Personal Stress Inventory questionnaire and Nursing Stress Scales were used to measure stress symptoms of work stress among the nurses. Prevalence of stress among the nurses is 49.5 percent. There is no difference of stress prevalence among the four different units. However, variation in the work environment does influence occupational stress among the nurses. This study shows that the intensive care unit had the highest level of occupational stress compared to the other units. The main factors associated with stress include heavy workload, death and dying, lack of support and not being able to give adequate emotional support to the patients. Socio-demographic characteristics eg. age and working experience does not influence occupational stress. As a whole occupational stress can predict 27% from the overall stress symptoms. In summary, the management needs to identify and overcome the nurses problems and also to organise stress management programs for them.*

## **KAJIAN PREVALEN TEKAMAN KERJA DI KALANGAN DOKTOR DI HOSPITAL KUALA LUMPUR TAHUN, 1995**

*Ruhaini Ismail, Noor Hassim Ismail*

### **ABSTRAK**

Satu kajian irisan lintang telah dijalankan ke atas 203 orang doktor yang bertugas di Hospital Kuala Lumpur di bawah Kementerian Kesihatan untuk mengkaji prevalens tekanan kerja dan faktor-faktor yang mempengaruhinya. Borang soalselidik telah diedarkan kepada semua doktor di hospital berkenaan. Borang soalselidik tersebut mengandungi data peribadi serta 'The Medical Personnel Stress Scale' dan 'Personal Stress Inventory' yang digunakan untuk mengukur faktor-faktor serta gejala-gejala tekanan kerja. Kajian ini mendapati prevalens tekanan kerja di kalangan doktor adalah 40.4%. Terdapat hubungan yang bererti di antara tekanan kerja dengan kategori jawatan, kumpulan umur, jantina, jangkamasa perkhidmatan dan pendapatan bulanan ( $p < 0.05$ ). Prevalens tekanan kerja adalah paling tinggi di kalangan Doktor Siswazah (65.2%) diikuti oleh Pegawai Perubatan (41.9%). Golongan Doktor Pakar mengalami tekanan kerja paling rendah (30.7%). Kajian juga mendapati mereka yang berumur 30 tahun dan kurang, mengalami tekanan kerja paling tinggi (53.8%) berbanding mereka yang berumur lebih dari 30 tahun (31.7%). Ciri-ciri lain seperti taraf perkahwinan bilangan anak dan bangsa pula tidak mempengaruhi prevalens tekanan kerja dan hubungan yang didapati adalah tidak signifikan ( $p > 0.05$ ). Selain daripada itu prevalens tekanan kerja juga tidak menunjukkan hubungan yang bermakna di antara unit-unit tempat bekerja ( $p > 0.05$ ). Oleh yang demikian di dalam kajian ini boleh ditunjukkan bahawa bagi setiap 3 orang doktor, seorang akan mengalami tekanan. Keadaan ini lebih teruk di kalangan Doktor Siswazah di mana bagi setiap 3 orang doktor, dua orang akan mengalami tekanan. Dengan itu kesimpulan boleh dibuat bahawa golongan doktor sememangnya mempunyai risiko yang tinggi untuk mendapat tekanan kerja. Pihak pengurusan, dari itu, perlulah mengenalpasti dan seterusnya mengambil langkah-langkah yang sewajarnya bagi menangani masalah ini.

## **THE PREVALENCE OF OCCUPATIONAL STRESS AMONG DOCTORS IN KUALA LUMPUR HOSPITAL IN, 1995**

### **ABSTRACT**

*A cross-sectional study was conducted on 203 doctors serving in Kuala Lumpur Hospital under the Ministry of Health to determine the prevalence of occupational stress and the factors influencing it. Questionnaires were distributed to all doctors who are working at the said hospital. The questionnaires include personal data, 'The Medical Personnel Stress Scale' and 'Personal Stress Inventory' which were used to measure the factors as well as the occupational stress symptoms. The present study shows that the prevalence of occupational stress among doctors to be 40.4%. Significant associations were found between occupational stress and job categories, age-groups, sex, length of service and monthly income ( $p < 0.05$ ). The prevalence of occupational stress is highest among the Housemen (65.2%), followed by the Medical Officers (41.9%). The specialists formed the group least affected by occupational stress (30.7%). Those who were 30 years and younger experienced the highest level of occupational stress (53.8%) as compared to those who are above 30 years of age (31.7%). Other characteristics such as marital status, number of children and race have no effect on the prevalence of occupational stress and the associations were found not to be significant ( $P > 0.05$ ). Apart from that, the prevalence of occupational stress between the different units is also not significant ( $p > 0.05$ ). Therefore, it can be shown in this study that for every 3 doctors, 1 will be under stress. This situation is worse among the Housemen, whereby for every 3 doctors, 2 will be under stress. Hence, it can be concluded that doctors are actually at high risk of getting occupational stress and as such, the relevant authorities should identify and take proper actions to overcome this problem.*

**PREVALENS TEKANAN KERJA DI KALANGAN JURURAWAT HOSPITAL ANGKATAN TENTERA TERENDAK, 1999**

*Md Zin Bidin, Noor Hassim Ismail*

**ABSTRAK**

Satu kajian telah di lakukan di kalangan 33 jururawat dari semua unit dan jabatan di Hospital Angkatan Tentera, Terendak, Melaka. Matlamat kajian adalah untuk mengkaji prevalens serta faktor penyebab tekanan kerja di kalangan mereka. Soalselidik Personal Stress Inventory dan Nursing Stress Scale digunakan untuk pengukuran gejala tekanan dan tekanan kerja jururawat. Kajian mendapati prevalens tekanan di kalangan jururawat adalah 27.3%. Walaubagaimanapun, faktor utama penyebab tekanan tidak dapat dikenal pasti. Ciri sosiodemografi serta faktor keluarga juga tidak dapat dikaitkan dengan prevalens tekanan. Secara keseluruhan kebanyakan responden yang mengalami stres menunjukkan gejala ketegangan, keresahan, kemurungan, gastrousus serta lain-lain gejala fizikal. Kajian juga mendapati para responden kurang arif tentang strategi-strategi pengurangan stres serta tidak berapa berminat untuk menyertai program-program sedemikian.

***STRESS PREVALENCE AMONG NURSES IN THE ARMED FORCES HOSPITAL TERENDAK, 1999***

**ABSTRACT**

*A cross sectional study was conducted on 33 nurses from various unit and department in the Armed Forces Hospital in Terendak, Melaka. The objective of the study was to determined the prevalence and causes of stress among the nursing personnel. The Personal Stress Inventory questionnaire and The Nursing Stress Scales were used to measure stress symptoms and work stress levels among the nurses. The study shows that the prevalence of stress among the nurses is 27.3%. However, the factors causing the stress could not be established. Sociodemographic characteristics and family factors could not be associated with the prevalence of stress. As a whole, respondents who are under stress complain of tension/anxiety, depression and other symptoms under the gastro-intestinal and other physical system. This study also shows that most respondents are not familiar with the various stress reduction strategies and are not interested in taking part in such program.*

**KAJIAN PREVALEN TEKANAN KERJA DI KALANGAN DOKTOR SWASTA DI LEMBAH KLANG TAHUN, 1999**

*Shamsul Ikhwan Ashari Azmi, Noor Hassim Ismail*

**ABSTRAK**

Satu kajian irisan lintang telah dijalankan dikalangan pengamal perubatan swasta di sekitar Lembah Klang khususnya di kawasan Kampung Pandan, Ampang. Ia melibatkan 70 pengamal perubatan swasta daripada 30 buah klinik. Kadar responden ialah 64.28%. Kajian ini berdasarkan borang soal-selidik yang diedarkan. Ia mengandungi soalan-soalan melibatkan data sejarah peribadi serta gejala-gejala tekanan diambil dari 'Personal Stress Inventory' oleh Dennis T. Jaffe (O' Donnell et al 1984). Dari kajian ini didapati prevalen tekanan kerja di kalangan doktor swasta ialah 32.5%. Ia menunjukkan prevalen tekanan adalah lebih tinggi di kalangan mereka yang lebih muda, kaum lelaki, bujang/ bercerai, berbangsa Cina dan yang mendapat pendapatan yang kurang sama seperti dalam kajian-kajian terdahulu. Walaubagaimanapun ujian khi kuasa dua tidak dapat menunjukkan hubungan bererti antara prevalen tekanan dengan faktor-faktor diatas ( $P>0.05$ ) disebabkan jumlah sampel yang kurang. Kajian ini juga menunjukkan hubungan bererti antara prevalen tekanan dengan gejala-gejala tekanan. Gejala-gejala yang kerap dialami adalah dari subskala ketegangan /keresahan, gaterointestinal, sistem fisikal yang lain dan kemurungan. Kesimpulan boleh dibuat bahawa golongan doktor swasta juga menghadapi tekanan kerja dan ini boleh diandaikan dari kekerapan mereka mengalami gejala-gejala tekanan. Usaha perlu dibuat oleh pihak pengurusan serta doktor-doktor swasta itu sendiri untuk mengenalpasti gejala tersebut serta mengambil langkah-langkah memperbaiki keadaan persekitaran kerja mereka.

***STUDY ON WORK STRESS PREVALENCE AMONG PRIVATE DOCTORS IN KLANG VALLEY, 1999***

***ABSTRACT***

*A cross sectional study was conducted among private doctors in Kg Pandan, Ampang. A total of 70 doctors from 30 private clinics involved in this study. The response rate was 64.28%. Self-administered questionnaire consists of questions on personal data and personal Stress Inventory by T. Jaffe (O' Donnell et al 1994) was used to determine the stress level. The results showed that 32.5% of the respondents had stress. The respondent who were young, male, unmarried/divorce, chinese and getting less income were found to be more stressed. Chi square test did not show any association between those factors with stress ( $p>0.05$ ). However there was significant association between stress and stress symptoms. As an conclusion, the private doctors have the work stress too as they always have the stress symptoms as found in the study. Effort to reduce such stress need to be considered by the manger as well as the doctors themselves managers.*

**KAJIAN MENGENAI PREVALENS STRES, FAKTOR-FAKTOR RISIKO, KESAN DAN PENGETAHUAN MENGENAI STRES DI KALANGAN PENDUDUK KAMPUNG SESAPAN KELUBI YANG BERUMUR 18 TAHUN DAN KE ATAS, 1999**

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**ABSTRAK**

Satu kajian rentas untuk menentukan prevalens, faktor-faktor risiko, kesan dan pengetahuan mengenai stres di kalangan penduduk Kampung Sesapan Kelubi yang berumur 18 tahun dan ke atas. Seramai 250 responden telah dipilih secara rawak mudah daripada senarai nama semua penduduk yang berumur 18 tahun dan ke atas yang didapati daripada hasil kajian umum yang telah dilakukan. Data di perolehi oleh penemuduga terlatih dengan menggunakan borang soal-selidik berpandu serta maklumat daripada kajian umum. Kadar maklumbalas adalah 100.0% (81.6 %) daripada 250 responden yang telah dipilih pada kali pertama di mana penggantian responden dilakukan bagi mereka yang tidak mahu menyertai kajian (81.4 % daripada 250 responden). Seramai 46.8% (117 responden) sampel adalah lelaki dan selebihnya (113 responden) perempuan. Prevalens stres di kampung Sesapan Kelubi adalah sebanyak 14.8% (37 responden). Responden mempunyai pengetahuan yang tinggi mengenai stress dengan min skor  $68.2\% \pm 18.6$ , terutamanya pada bahagian cara mengendalikan stress secara sihat dan kesan jangka panjang stress yang berterusan. Walau bagaimanapun, mereka kurang berpengetahuan mengenai gejala-gejala yang boleh disebabkan oleh stress, ciri personaliti yang boleh meningkatkan kecenderungan untuk mendapat stress serta rawatan utama untuk stress. Hanya seramai 34.4% responden yang tahu bahawa peminuman kopi yang berlebihan boleh meningkatkan stress. Majoriti daripada responden mendapat maklumat mengenai stress daripada televisyen atau radio (60.8%), doktor (57.2%) atau suratkhbar (48.8%). Faktor risiko yang paling prevalens di antara responden adalah faktor pekerjaan, diikuti oleh faktor diri, keluarga dan persekitaran. Prevalens stress adalah lebih tinggi dan bererti di kalangan remaja berbanding dengan prang tua ( $p=0.017$ ). Skor pengetahuan mengenai stress ( $p=0.075$ ) dan skor faktor risiko untuk stress ( $p=0.0036$ ) juga adalah lebih tinggi dan bererti di kalangan remaja berbanding dengan orang tua. Prevalens stress ( $p=0.032$ ) dan skor stress ( $p=0.008$ ) meningkat dengan tahap pendidikan. Terdapat korelasi positif yang signifikan di antara skor stress dengan skor faktor risiko ( $r=+0.62$ ). Kesimpulannya, stress adalah lebih prevalens didalam golongan remaja serta mereka yang berpendidikan tinggi di kawasan luar bandar. Pendidikan kesihatan mengenai stress perlulah ditujukan kepada golongan sasaran ini.

***RISK FACTORS, EFFECT AND KNOWLEDGE ABOUT STRESS AMONG THE PEOPLE OF KAMPUNG SESAPAN KELUBI AGED 18 AND ABOVE, 1999***

**ABSTRACT**

*A cross sectional study was conducted to determine the prevalence, risk factors, effect and knowledge about stress among the people of Kampung Sesapan Kelubi aged 18 and above. A total of 250 of respondents were selected via simple random sampling from a list of all subjects aged 18 and above that was obtained from the general study. Data were collected by trained interviewers using guided questionnaires as well as obtained from information from the general study. The response rate was 100.00% (81.6 %) from the initial 250 respondents chosen where the replacement of the sample was done for defaulters (18.4% from 250 respondents). Men comprise 46.8% (117 respondents) of the sample while the rest (113 respondents) were women. The prevalence of stress in Kampung Sesapan Kelubi was 14.8% (37 respondents). The respondents had a high level of knowledge about stress with mean score of  $68.2\% + 18.6$ , especially on the areas about ways to handle stress in a healthy manner and the long-term effects of continuous stress. However, the respondents were deficient in their knowledge on the caused by stress, personality traits that can increase susceptibility to stress and the chief treatment for stress. Only a total of 34.4% of the respondents coffee drinking can increase stress. The majority of the respondents out stress from the television or radio (60.8%), doctors (57.22%) and newspaper (48.8%). The risk factor for stress that is most prevalent among the factors, followed by self, family and environmental factors. The prevalence of stress is higher and significant in teenagers as compared to adults ( $p=0.017$ ). Stress knowledge score ( $p=0.0075$ ) and risk factors score higher ( $p=0.0036$ ) are also higher and significant in teenagers as compared with the old people. Stress prevalence ( $p=0.0032$ ) and stress score ( $p=0.008$ ) increase with the level of education. There is a significant positive correlation between the stress score with the ( $r=+0.62$ ). In conclusion, stress is more prevalent in teenagers and those who have higher education in the rural area. Health education about should be directed to these target groups.*

**PREVALENS STRES DAN FAKTOR PEKERJAAN DI KALANGAN JURURAWAT MASYARAKAT DI NEGERI KELANTAN, 2000**

*Majdah Hj Mohammed, Noor Hassim Ismail*

**ABSTRAK**

Kajian irisan lintang telah dijalankan terhadap jururawat masyarakat di Kelantan bagi mengenalpasti prevalen stress and faktor pekerjaan yang menyumbangkan kepada masalah tersebut. Seramai 195 orang jururawat masyarakat yang bertugas di semua kategori klinik kerajaan di Kelantan yang memenuhi penetapan kriteria diambil sebagai sample penggunaan kaedah persampelan universal. Perbandingan dilakukan mengikut peringkat klinik kesihatan dan klinik desa. Simptom, stress diukur menggunakan soalselidik 'Personal Stress Inventory'. Kajian mendapati prevalen stress di kalangan jururawat masyarakat ialah 38.5% dan tidak ada perbezaan diantara kedua-dua peringkat klinik yang dikaji. Ciri demografi didapati tidak menyumbang kepada prevalen stress. Lima faktor pekerjaan yang menjadi punca stress ialah beban kerja, konflik dengan penyelia, konflik dengan pesakit serta keluarga pesakit, masalah kemudahan dan pengangkutan dan konflik dengan rakan sekerja. Kelima-lima faktor ini mampu menerangkan 36.4% pada keseluruhan simptom stress. Manakala pendekatan secara organisasi dijalankan mengikut penyebab-penyebab yang telah dikesan di dalam kajian. Sebagai kesimpulan tugas pengesanan stress di kalangan Jururawat Masyarakat adalah menjadi tanggungjawab semua pihak khususnya pihak pengurusan dan ianya harus ditangani lebih awal bagi mengelakkan berlakunya komplikasi stress.

***STRESS PREVALENCE AND JOB FACTORS AMONG COMMUNITY NURSES IN KELANTAN, 2000***

***ABSTRACT***

*A cross sectional study was conducted on community health nurses in Kelantan to determine the prevalence of stress and related occupational factors contributing to stress. One hundred and ninety five community health nurses from all categories of mental health centers in Kelantan who meet the study criteria were selected as via universal sampling method. The comparison was made between klinik kesihatan and klinik desa. Stress symptoms were measured in accordance to the Personal Stress Inventory Questionnaire. The study found the stress prevalence of 38.5% among community health nurses with no significant difference between klinik kesihatan and klinik desa. The demographic criteria have no significant influence on stress. The occupational factors contributing to stress are workload, conflict with supervisor, conflict with patient or family, lack of basic facilities and transportation and conflict with coworkers. These factors can demonstrate 36.4% of overall stress symptoms. Recommendations in managing stress at workplace include approaches at individual and organizational levels. At individual level, the aim is to reduce the stress symptoms where as at organizational level, it is according to specific occupational causes detected in the study. In summary, the responsibility in detecting and managing stress among community health nurses lies in both the the individual workers and superiors at the workplace. Handling and management of stress at earlier stage provides better resistance to complications.*

**KAJIAN PREVALENS, FAKTOR-FAKTOR RISIKO, TAHAP PENGETAHUAN DAN CARA MENANGANI STRES DI KALANGAN PENDUDUK TAMAN DESA KENANGA YANG BERUMUR 18 TAHUN DAN KE ATAS, 2000**

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**ABSTRAK**

Satu kajian keratan rentas telah dilakukan di Taman Desa Kenanga untuk mengkaji prevalens, tahap pengetahuan, faktor risiko dan cara menangani stres di kalangan penduduk yang berusia 18 tahun dan ke atas. Seramai 210 orang telah dipilih melalui kaedah pensampelan rawak berstrata tidak berkadar daripada senarai nombor rumah di mana 70 orang dipilih secara rawak daripada setiap etnik. Kadar maklum balas adalah sebanyak 92.4% (194 orang). Daripada jumlah tersebut, 69 orang (35.6%) adalah daripada etnik Melayu, 65 orang (33.5%) India dan 60 orang (30.9%) Cina. Borang soal selidik berpandu yang piawai digunakan untuk mendapat maklumat yang berkenaan. Tahap stres diukur dengan menggunakan The Personal Stress Inventory oleh Dennis T. Jaffee. Kajian mendapati prevalens stres adalah 7.7 % dan skor pengetahuan stres pula adalah 58.8%. Prevalens stres di kalangan etnik Melayu adalah 10.1%, India 6.2 % dan Cina 6.6 %. Didapati terdapat perhubungan bererti di antara masalah keluarga dan masalah diri mengikut etnik masing-masing. Bagi etnik Cina, terdapat hubungan bererti di antara stres dan masalah persekitaran. Di dapati terdapat perbezaan yang bererti di antara skor stres dengan skor pengetahuan stres. ( $F=4.43$ ,  $p<0.05$ ). Majoriti daripada responden memilih beribadat sebagai pilihan utama cara menangani stres dan diikuti oleh berjumpa kawan atau berkongsi masalah (23.7%), bersenam atau berekreasi (15.5%), tidur (13.4%), merokok (9.3%) dan bakinya 8.3% memilih berjumpa doktor, lebih atau kurang makan, memakan ubat tidur atau ubat lain, meminum alkohol dan mengamalkan teknik relaksasi. Satu program kesihatan perlu dijalankan untuk meningkatkan pengetahuan stres dan pengurusan stres di mana penumpuan perlu diberi kepada masalah keluarga dan masalah diri.

***STUDY ON STRESS, RISK FACTORS, KNOWLEDGE AND STRESS COPING MECHANISM AMONG COMMUNITY 18 YEARS AND ABOVE AT TAMAN DESA KENANGA, 2000***

**ABSTRACT**

*A cross-sectional study was conducted in Taman Desa Kenanga to determine the prevalence, level of knowledge, risk factors and ways to cope with stress among the residents aged 18 years and above. A total of 210 people were selected by stratified random sampling from a list of house numbers, where 70 people were chosen randomly from each ethnic group. The response rate was 92.4% (194 people). From this, 69 respondents (35.6%) were Malays, 65 (33.55%) were Indians and 60 (30.9%) were Chinese. Standard guided questionnaire were used to collect relevant information. Level of stress was measured by using 'The Personal Stress Inventory' by Dennis T. Jaffe. This study showed that the prevalence of stress was 7.7% and the knowledge score was 58.8%. The prevalence of stress among Malays was 10.1%, Indians 6.2% and Chinese 6.6%. There were significant relationship between stress and both family and self-factors according to each ethnic group. For the Chinese, there was a significant relationship between stress and environmental factors. There was also significant relationship between the stress score and the knowledge score ( $F=4.43$ ,  $p<0.05$ ). The majority of respondents choose praying as the main way to cope with stress, followed by confiding in friends or sharing problems (23.7%), exercise or recreation (15.5%), sleep (13.4%), smoking (9.3%) and the rest, 8.3 %, chose seeing the doctor, eating too much or too little, taking medication, drinking alcohol and doing relaxation techniques. A health programme is needed to enhance the knowledge about stress and management of stress especially in family problem and self problem.*

**STRESS AND ITS ASSOCIATED FACTORS IN AN OLEO CHEMICAL COMPANY IN KUANTAN, 2000**

*Yasrizal Yahaya, Noor Hassim Ismail*

**ABSTRAK**

Satu kajian keratan rentas telah dilakukan di sebuah kilang oleo chemical untuk mengkaji prevalen stress dan faktor-faktor berkaitan di antara bulan Januari dan Februari 2000. Seramai seratus dua puluh orang telah di pilih untuk menerima soal-selidik isi sendiri. Ujian Khi kuasa dua dan ujian korelasi Pearson telah di gunakan untuk menguji perhubungan antara faktor-faktor kajian. Keputusan menunjukkan tiada hubungan bermakna antara lama masa bekerja dan stress skor, juga tiada hubungan bermakna antara cuti sakit dan stress skor.

***STRESS AND ITS ASSOCIATED FACTORS IN AN OLEO COMPANY IN KUANTAN, 2000***

***ABSTRACT***

*A cross sectional study was conducted in an oleo chemical factory to study the prevalence of stress and its associated factors between January to February 2000. A total of hundred and twenty workers were selected to participate in answering the self-administered questionnaire. Chi square and the Pearson Correlation were used to find the relation between the stress and its associated factors. Results shows that the was no significant association between stress with duration of work and sick leave.*



## KAJIAN INTERVENSI STRES DI KALANGAN KAKITANGAN KEJURURAWATAN DI NEGERI TERENGGANU, 2001

Agus Salim Mohamad Banon, Noor Hassim Ismail

### ABSTRAK

Stres adalah salah satu hazard yang dihadapi oleh kakitangan kejururawatan. Walaupun beberapa kaedah intervensi untuk mengurangkan stres telah disarankan, namun keberkesanannya di kalangan kakitangan kejururawatan di Malaysia tidak diketahui. Kajian ini melibatkan 185 kakitangan kejururawatan yang berkhidmat di bahagian di kesihatan daerah Kemaman dan Dungun, Terengganu. Anggota kejururawatan di daerah Kemaman (n=94) telah dipilih sebagai kumpulan intervensi. Manakala anggota kejururawatan di daerah Dungun (n=91) bertindak sebagai kumpulan kawalan. Ahli kumpulan intervensi telah di ajar untuk mengurangkan stres dengan menggunakan kaedah ibadah dan relaksasi. Pengajaran disampaikan melalui ceramah, latihan praktikal dan panduan stres. Surat untuk mengingatkan responden bagi mengamalkan kaedah stres dihantar setiap dua minggu. Tempoh keseluruhan program intervensi adalah 6 minggu. Kumpulan kawalan tidak mendapat sebarang pengajaran mengenai cara mengurangkan stres mahupun galakan untuk mengamalkannya sepanjang tempoh ini. Keberkesanan program intervensi telah diukur dengan membandingkan perubahan skor gejala stres, persepsi stres dan pengetahuan stres di antara kumpulan intervensi dan kumpulan kawalan, sebelum dan selepas program intervensi. Gejala stres dan persepsi stres diukur menggunakan modifikasi gabungan dua soalselidik iaitu Personal Stress Inventory Job Stress Survey. Kajian mendapati kumpulan intervensi menunjukkan tiga perubahan yang bererti setelah mendapat intervensi iaitu penurunan gejala stres ( $42.65 \pm 20.36$  kepada  $35.51 \pm 22.60$ ), penurunan persepsi Keterukan Beban Kerja ( $5.29 \pm 1.55$  kepada  $4.83 \pm 1.31$ ) dan peningkatan tahap pengetahuan stres ( $15.82 \pm 2.16$  kepada  $16.84 \pm 1.50$ ) ( $p < 0.05$ ). Kumpulan kawalan pula menunjukkan dua perubahan yang bererti iaitu penurunan persepsi Keterukan Beban Kerja ( $4.43 \pm 1.38$  kepada  $3.91 \pm 1.35$ ) dan peningkatan tahap pengetahuan ( $15.24 \pm 2.22$  kepada  $16.44 \pm 1.68$ ) ( $p < 0.05$ ). Namun begitu tiada perbezaan yang bererti di dapati terhadap magnitud perubahan min gejala stres, persepsi Keterukan Beban Kerja dan pengetahuan stres di antara kedua-dua kumpulan. Tiada perbezaan yang bererti terhadap perubahan min skor pengetahuan stres di antara kumpulan yang memahami program intervensi dan yang kurang memahaminya. Turut di dapati tiada perbezaan yang bererti terhadap perubahan min skor gejala stres dan persepsi stres di antara kumpulan yang kerap mengamalkan kaedah ibadah dan relaksasi dengan yang kurang nrengamalkannya. Konsistensi dalam soalselidik Personal Stress Inventory dan Job Stress Survey adalah tinggi (Cronbach alfa  $> 0.95$ ). Program intervensi yang dijalankan tidak berupaya mengubah tahap gejala stres, persepsi stres dan pengetahuan stres. Kajian yang lebih lanjut perlu dilakukan untuk mengenalpasti program intervensi yang sesuai dan mampu untuk mengurangkan stres di kalangan kakitangan kejururawatan.

### STRESS INTERVENTION STUDY AMONG HEALTH NURSING STAFF IN TERENGGANU, 2001

#### ABSTRACT

Stress is one of the hazards faced by nursing staff. Although various intervention methods to reduce stress have been developed, it's effectiveness among Malaysian nurses have yet to be established. This study involved 185 health nursing staff working at health districts Kemaman and Dungun in Terengganu. Health nursing staff from Kemaman (n=94) were selected as the intervention group whereas those from Dungun (n=91) were chosen as controls. Members of the intervention group were taught how to reduce stress by prayer and relaxation methods. Teaching was conducted through lectures, practical training and providing a stress guide book. A letter reminding respondents to practice stress reduction methods was sent every 2 weeks. The total intervention period was 6 weeks. The control group did not receive any education on stress reduction or encouragement to practice any stress reduction techniques throughout this period. The effectiveness of the intervention programme was measured by comparing changes in stress symptoms score, stress perception and stress knowledge among the intervention group and control group before and after intervention. Stress symptoms and stress perception was measured using modified Personal Stress Inventory and Job Stress Survey questionnaires. The study found three significant differences among intervention group which were reduction of stress symptoms ( $42.65 \pm 20.36$  to  $35.51 \pm 22.60$ ), reduction in perception of Job Pressure Severity ( $5.29 \pm 1.55$  to  $4.83 \pm 1.31$ ) and increase in stress knowledge ( $15.82 \pm 2.16$  to  $16.84 \pm 1.50$ ) ( $p < 0.05$ ). The control group showed two significant changes which were reduction in perception of Job Pressure Severity ( $4.43 \pm 1.38$  kepada  $3.91 \pm 1.35$ ) and increase stress knowledge ( $15.24 \pm 2.22$  kepada  $16.44 \pm 1.68$ ) ( $p < 0.05$ ). However, there was no significant difference in change of mean score of stress symptoms, Job Pressure Severity perception and stress knowledge among both group. No significant difference in change of mean scores of stress knowledge among the group that claimed to understand the intervention programme and those who did not. Also no significant difference was observed towards change in mean stress symptoms and stress perception among group that frequently practiced prayer and relaxation methods and those who did not. Internal consistency of the Personal Stress Inventory and Job Stress Survey was high (Cronbach alfa  $> 0.95$ ). This intervention programme did not change stress symptoms, stress perception or stress knowledge. Further studies need to be establish an intervention programme which is suitable and effective in reducing stress among health nursing staff.

## **KAJIAN STRES TEMPAT KERJA PEMBANTU FARMASI NEGERI PAHANG DARUL MAKMUR, 2001**

*Harun Husin, Noor Hassim Ismail*

### **ABSTRAK**

Kajian ini dilakukan adalah bagi menilai sama ada berlakunya tekanan (stres) atau tidak kepada Pembantu Farmasi Jabatan Kesihatan Negeri Pahang Darul Makmur di tempat kerja mereka. Di samping itu ianya adalah bertujuan untuk mengenalpasti punca-punca tekanan yang dihadapi oleh mereka. Kajian ini menggunakan soal selidik untuk mengetahui setakat mana tahap tekanan yang dihadapi oleh Pembantu Farmasi tersebut. Borang-borang soal selidik telah diedarkan kepada pekerja-pekerja yang terlibat bagi mengetahui tahap mana tekanan di tempat kerja yang mereka hadapi. Pembantu Farmasi yang terlibat adalah mereka yang bertugas di Bahagian Perkhidmatan Hospital dan Perkhidmatan Kesihatan. Seramai 150 orang (69 orang dari bahagian hospital dan 81 orang di bahagian kesihatan) Pembantu Farmasi telah dipilih untuk turut serta dalam kajian ini. Namun begitu hanya 126 orang (62 orang dari bahagian hospital dan 64 orang dari bahagian kesihatan) sahaja memberi kerjasama sebagai peserta kajian ini. Walaubagaimana pun ianya mencapai sasaran kajian yang mana kajian ini mensasarkan penyertaan responden seramai 2/3 (100 orang) daripada jumlah yang dipilih. Hospital-Hospital yang terlibat dengan kajian ini ialah Hospital Tengku Ampuan Afzan Kuantan, Hospital Pekan, Hospital Muazam, Hospital Jengka, Hospital Mentakab, Hospital Bentong, Hospital Raub, Hospital Lipis dan Hospital Jerantut. Bahagian kesihatan pula adalah kilinik-klinik kesihatan di daerah Kuantan, Maran, Temerloh, Bentong, Lipis, Jerantut, Pekan, Rompin, Bera dan Cameron Highland. Disamping itu kajian ini juga menggunakan kaedah soal selidik, temubual dan pemerhatian tentang permasalahan yang dihadapi oleh pekerja yang mana boleh mengakibatkan gangguan kesihatan mereka. Hasil kajian mendapati bahawa tempat kerja menyumbang kepada tekanan (stress) terhadap Pembantu Farmasi. Adalah dicadangkan agar susunan kerja dapat diuruskan dengan baik oleh majikan. Di samping itu, latihan perlu dipertingkatkan kepada Pembantu Farmasi, peluang kenaikan pangkat perlu diperbanyakkan, penilaian prestasi perlulah jujur dan paling ketaranya penambahan anggota perlulah dilakukan.

### ***THE STUDY OF STRESS FOR PHARMACIST ASSISTANT OF NEGERI PAHANG DARUL MAKMUR, 2001***

#### **ABSTRACT**

*This research is done to evaluate whether stress occurs among at work to the Assistant Pharmacist of the Jabatan Kesihatan Negeri Pahang Darul Makmur. Furthermore this is to find out the cause of stress upon them. This research uses the questionnaire to know how far the stress occurs to the Assistants Pharmacist. Forms of questionnaire are distributed to workers involved to know the level of stress undergone by them. The Pharmacist Assistants involved are working at the hospital and health services about 150 peoples (69 from hospital and 81 from health section) the Pharmacist Assistants is chosen to be involved in this research only 126 peoples (62 from the hospital and 64 from the health section) have given cooperation as participant in this research. The research has reached a target of 2/3(100 people) from the people chosen. The hospital involved are Hospital Tengku Ampuan Afzan Kuantan, Hospital Pekan, Hospital Muazam, Hospital Jengka, Hospital Mentakab, Hospital Bentong, Hospital Raub, Hospital Kuala Lipis and Hospital Jerantut. The health division are Health Clinics in the district of Kuantan, Maran, Temerloh, Bentong, Lipis, Jerantut, Pekan, Rmpin, Bera and Cameron Highland. Beside that, this research uses the questionnaire, an interview and by Observation about the problem faced by the workers and their causes of health problems. The research results shows the working condition leads to the towards the Pharmacist Assistants. It is suggested that the workly arrangement can managed by the employer well. Further more practice need to be upgraded to Pharmacist Assistants, more opprotunities for higher rank, honest assessment and more of all additional staff need to be done.*

**PREVALENS TEKANAN DAN PENYEBAB TEKANAN KERJA DI KALANGAN SEMUA PEKERJA PEJABAT KESIHATAN DUNGUN, TERENGGANU, 2001**

*Mohamad Puzi Awang, Noor Hassim Ismail*

**ABSTRAK**

Satu kajian irisan lintang telah dilakukan di kalangan 120 orang pekerja di empat unit iaitu Unit Kesihatan Ibu dan Anak, Unit Pasukan Sekolah, Unit Kesihatan Alam Sekeliling dan dan Unit Pentadbiran di pejabat Kesihatan Dungun, Terengganu. Matlamat kajian adalah untuk mengkaji prevalens tekanan di kalangan pekerja terbabit dan juga mengenalpasti tahap tekanan kerja di kalangan mereka. Borang soalselidik inventori tekanan individu telah digunakan untuk mengumpulkan maklumat bagi mengukur gejala-gejala tekanan dan tekanan kepada para pekerja. Hasil kajian mendapati prevalen tekanan di kalangan pekerja adalah tinggi dan masalah kewangan merupakan faktor utama penyumbang tekanan di tempat kerja. Kajian juga mendapati pekerja di Unit Kesihatan Ibu dan Anak menghadapi paras yang paling tinggi berbanding unit-unit lain. Hubung-kait dengan perjawatan menunjukkan pegawai perubatan menghadapi tekanan paling tinggi berbanding pegawai lain. Berdasarkan kajian yang dijalankan, faktor utama tekanan pekerjaan yang dikenalpasti berpunca daripada beban kerja kerana kekurangan kakitangan. Ciri demografi-sosial seperti umur, persekitaran dan pengalaman kerja tidak mempengaruhi prevalensa tekanan kerja. Berdasarkan maklumat yang di perolehi, dapat disimpulkan bahawa pihak pengurusan perlu mengenalpasti dan membantu mengatasi masalah pekerja serta menambah bilangan pekerja kepada jawatan-jawatan tertentu untuk menangani masalah tekanan kerja. Pihak pengurusan perlu berusaha mengadakan kursus, seminar, ceramah, bersukan dan tindakan lain yang sesuai untuk mengurangkan tekanan di tempat kerja.

***THE PREVALENCE AND THE CAUSES OF OCCUPATIONAL STRESS AMONG WORKERS IN PEJABAT KESIHATAN DUNGUN, TERENGGANU, 2001***

**ABSTRACT**

*A cross-sectional study on stress and the causes has been successfully conducted to one hundred and twenty personnel from Unit Kesihatan Ibu dan Anak, Unit pasukan sekolah, Unit Kesihatan Alam Sekeliling and Unit Pentadbiran of Pejabat Kesihatan Dungun, Terengganu. The objectives of the study are to understand the stress prevalence among the workers and to identify the causes and occupational stress level of the workers. A personal stress inventory questionnaire has been used to obtain the information in order to qualify the causes and the level of occupational stress to the workers'. The result of the study indicate that the stress prevalence, among personnel is high and financial problem is the main factor that contribute to the stress. The study found that personnel at Unit Kesihatan Ibu dan Anak encounter the highest stress level of all units. It is also found that medical officers face a huge amount of stress of all personnel. Base on the findings, the main factor that contributed to the problem is over load of duties due to lack of personnel. Sosial demografic factor such as age, surroundings and work experience do not have an impact to the stress prevalence. From the information obtained, the conclusion made is the management should identify, provide an assistance and tackle the insufficient personnet for particular task to reduce occupational stress. The management should also organise course, seminar, talk, games and any other suitable actions to reduce stress at the workplace.*

## **KAJIAN PREVALENS TEKANAN KERJA DI KALANGAN PEGAWAI PENJARA DI SEBUAH PENJARA, MALAYSIA SATU PERBANDINGAN DI ANATARA HASIL KAJIAN TAHUN, 2000**

*Selvakumaran a/l Ramasamy, Noor Hassim Ismail*

### **ABSTRAK**

Satu kajian berbentuk irisan lintang telah dilakukan di kalangan pegawai penjara di sebuah penjara di Malaysia. Kadar respons yang mengambil bahagian dalam kajian ini pada tahun 2000 adalah 246 bersamaan 68.3%. Manakala pada tahun 2003, seramai 207 responden mengambil bahagian iaitu 67.9%. Matlamat kajian ini adalah untuk mengkaji prevalens serta mencari punca penyebab terhadap tekanan kerja di kalangan pegawai penjara dan membuat perbandingan di antara hasil kajian tahun 2000 dan 2003. Kajian ini berdasarkan borang soal-selidik yang diedarkan. Borang soal selidik ini mengandungi soalan-soalan yang melibatkan data sejarah peribadi serta gejala – gejala tekanan yang di terjemahkan dalam Bahasa Malaysia yang diambil dari 'Personal Stress Inventory' oleh Dennis T' Jaffe (O' Donnel et al 1984). Dari kajian ini mendapati prevalen tekanan kerja di kalangan pegawai penjara pada tahun 2000 adalah 32.1 % manakala pada tahun 2003 menunjukkan peratus tekanan adalah 54.6%. Hasil kajian pada tahun 2000 mendedahkan bahawa prevalen tekanan adalah tinggi di kalangan mereka yang berpangkat tinggi, umur tinggi, sudah berkahwin, anak ramai, pendapatan sederhana dan yang berkhidmat untuk masa yang lama. Begitu juga dengan hasil kajian pada tahun 2003, prevalens tekanan pegawai penjara seakan sama pada tahun 2000 tetapi bagi aspek perjawatan dan status perkahwinan berubah iaitu pada tahun 2000 tekanan yang tinggi berlaku kepada penolong penguasa kuasa yang sudah berkahwin tetapi pada tahun 2003, yang berpangkat Inspektor dan yang bujang/bercerai yang mengalami tekanan tinggi. Kajian ini juga menunjukkan hubungan bererti antara prevalen tekanan dengan gejala-gejala tekanan. Gejala-gejala yang kerap dialami pada kedua-dua tahun adalah dari subskala gasterointestinal, ketegangan/keresahan, sistem fizikal lain, sistem otot skeletal dan kemurungan. Secara keseluruhannya, pegawai penjara sememangnya menghadapi tekanan apabila dilihat kepada gejala-gejala tekanan. Oleh itu adalah logiknya jika pihak pengurusan penjara mengambil perhatian dalam menangani masalah-masalah yang dihadapi oleh pegawai-pegawai penjara.

## **PREVALENCE OF STRESS AMONG STAFF IN THE PRISON IN MALAYSIA A COMPARISON BETWEEN RESEARCH RESULTS YEAR, 2000**

### **ABSTRACT**

*A cross sectional study was conducted among prison staff in a prison in Malaysia. A total of 246 prison staff were involved in the a response rate of 68.3% in year 2000. For the year 2003, 207 staff participate in this study and the percentage was 67.9%, The main objective of this study was to determine the prevalence and causes of stress among the prison staff and to compare the result between, year 2000 and 2003. Question are basically taken on data found in 'Personal Stress Inventory', by Dennis T' Jaffe (O' Donnel et al 1984). The study showed that the prevalence of stress among prison staffs in year 2000 was 32.1% and in the year 2003 is 54.6%. Results from the study for year 2000 revealed that higher ranking officers, older age, married and had several children, with middle income and with many years of experience had various stress. For the year 2003, prevalence or stress among prison officer is similar with year 2000 but some changes occurred especially in rank of officers. In year 2000, Assistant Superintendent has higher stress but in year 2003, Inspectors has this situation and same goes martial status, from married to bachelors/divorce. The most event of such stress in year 2000 and 2003, was gasteriontestinal, overall stress to other physical systems, tension/anxiety and depression. The overall research can provide management of the prison a clear picture on causes of stress among it's staff. It therefore, advisable for the prison authority to take necessary precaution to reduce or control the emotional and physical stress upon its staff.*

**KESAN PENGGUNAAN TEKNOLOGI MAKLUMAT DIBAWAH PROGRAM SEKOLAH BESTARI KE ATAS PREVALENS STRESS DAN FAKTOR-FAKTOR YANG MEMPENGARUHINYA DIKALANGAN GURU DI NEGERI SELANGOR, 2003**

*Hanizah Mohd Yusoff, Noor Hassim Ismail*

**ABSTRAK**

Penggunaan teknologi maklumat (IT) di dalam pekerjaan telah didapati mampu mengubah ciri-ciri kerja di tempat kerja dan seterusnya mempengaruhi tahap stres bagi pekerja yang terlibat. Di Malaysia, penggunaan teknologi ini di kalangan guru dijangka akan meningkat dengan penerapan program sekolah Bestari ke atas semua sekolah menjelang tahun 2010. Pada peringkat rintis ini, kesemua guru sekolah Bestari telah menggunakan IT di dalam tugas pengurusan mereka. Namun, sekitar 35% sahaja yang menggunakan IT di dalam kaedah pengajaran dan pembelajaran (PP). Matlamat kajian ini adalah untuk mengkaji kesan penggunaan IT ke atas prevalens stres guru dan faktor-faktor yang mempengaruhinya. Kajian keratan rentas ini melibatkan guru-guru sekolah Bestari yang mengamalkan PP dengan IT ( $n=58$ ), guru-guru Sekolah Bestari yang mengamalkan pp tanpa IT ( $n=106$ ) dan guru-guru Sekolah Menengah Kebangsaan ( $n=203$ ) di negeri Selangor. Soal selidik yang mengandungi skala dari 'Teacher Stress Inventory', skala gejala stres dan skala stres keluarga dari 'Personal Stress Inventory' telah digunakan. Konsistensi dalaman bagi ketiga-tiga skala ini telah diuji dan nilai-nilai alpha Cronbach yang diperolehi adalah tinggi. (0.95, 0.88 dan 0.92). Kajian mendapati, guru-guru sekolah Bestari yang mengamalkan PP tanpa IT mempunyai prevalens stres yang lebih rendah (40.6%) secara bererti ( $p<0.05$ ) jika dibandingkan dengan guru-guru sekolah Bestari yang mengamalkan PP dengan IT (56.9%) dan guru-guru sekolah Kebangsaan (55.7%). Bagaimanapun, tiada perbezaan ( $p>0.05$ ) prevalens stres di antara kumpulan guru Bestari yang mengamalkan PP dengan IT dan kumpulan guru sekolah Kebangsaan. Pun begitu, kumpulan guru Bestari yang mengamalkan PP tanpa IT merasai stres yang lebih tinggi ( $p<0.05$ ) akibat dari kekangan masa dan sumber berbanding dengan lain-lain kumpulan di dalam kajian. Guru-guru Bestari yang mengamalkan pp dengan IT pula didapati merasai kurang stres akibat masalah sikap pelajar berbanding dengan kedua kumpulan yang lain. Bagi faktor-faktor yang mempengaruhi status stres, didapati faktor jantung. mempengaruhi status stres bagi kumpulan guru Bestari yang mengamalkan PP tanpa IT dan faktor matapelajaran mempengaruhi status stres bagi kumpulan guru Bestari yang mengamalkan PP dengan IT. Kesemua punca stres pekerjaan guru iaitu beban tugas, kekangan masa dan sumber, masalah sikap pelajar, kekurangan pengiktirafan profesionalisma dan hubungan interpersonal didapati mempengaruhi status stres guru bagi ketiga-tiga kumpulan. Faktor stres keluarga juga didapati mempengaruhi status stres guru bagi ketiga-tiga kumpulan tersebut. Kesimpulannya, penggunaan IT di kalangan guru dapat memberikan kesan ke atas status stress dan faktor-faktor yang mempengaruhinya. Bagaimanapun, kesan tersebut adalah dipengaruhi oleh bidang tugas guru di mana IT diterapkan.

**PREVALENCE OF STRESS AND ITS INFLUENCING FACTORS AMONG SCHOOL TEACHERS IN SELANGOR, 2003**

**ABSTRACT**

*The use of information technology (IT) in the workplace has been found to be able to change the working characteristics and hence affect the level of stress of the workers involved. In Malaysia, the use of this technology amongst teachers is expected to increase with the implementation of the Smart school program in all the school by the year 2010. At this seminal stage, all Smart school teachers have used IT in their management duties. However, only 35% of these teachers use IT in teaching and learning activities (TL). The purpose of this study is to look into the effect of IT usage on the prevalence of stress amongst teachers and the factors affecting it. This cross-sectional study involved Smart school teachers who use IT in  $n=58$ , Smart school teachers who do not use IT in TL ( $n=106$ ) and teachers of National schools ( $n=203$ ) in the state of Selangor. Questionnaires using scale from 'Teacher Stress Inventory', stress symptoms scale and family stress scale from the modified Personal Stress Inventory were used. The internal consistencies of the three scales were tested and the alpha Cronbach values obtained were high (0.92, 0.88 and 0.95). The study found that the prevalence of stress amongst Smart school teachers not using IT in TL is significantly ( $p<0.05$ ) lower compared to Smart school teachers who use IT in TL (56.9%) of teachers from National school (55.7%). However, there were no differences between the prevalence of stress amongst Smart school teachers using IT in o TL and the National school teachers. Nevertheless, the Smart school teachers who do not use It in TL experience more stree ( $p<0.05$ ) arising from the lack of time and resources as compared to the other groups. Whereas, the smart school teachers using IT in TL was found to experience less stress arising from student attitude related problems compared to the other two groups. As to the factors contributing the status of stress, it was found that gender affected the status of stress amongst the smart school group who do not use IT in TL, while the teaching subject affected the Smart school teacher using IT in TL. All teacher's occupational stress such as workload, lack of time and resoucers, student attitude problems, lack of professional recognition and interpersonal relationships; were found to affect the status of stress amongst teachers in all three groups. Family stress was also found to affect the status of stress in all three group. As a conclusion, usage of IT amongst teachers affects their status of stress and the factors contributing to it. However, these effects are also influenced by the scope of work where IT is utilised.*

**A STUDY ON STRESS AMONG FACTORY WORKERS AND FACTORS AFFECTING IT IN THE WORKPLACE IN AN ELECTRONIC FACTORY IN SHAH ALAM, SELANGOR, 2003**

*Fazil Zulkiflii, Noor Hassim Ismail*

**ABSTRAK**

Bekerja adalah salah satu faktor utama yang boleh menyebabkan stress. Satu kajian telah dijalankan ke atas 293 orang pekerja di sebuah kilang semikonduktor di Shah Alam, Selangor Darul Ehsan. Kesemua 293 peserta telah diberikan satu set kertas soalan kaji selidik untuk dijawab oleh mereka. Tujuan kajian ini adalah untuk mengenalpasti faktor sosiodemografik dengan perkara yang berkaitan dengan kejadian stress di tempat kerja yang melibatkan tanda-tanda dan simptom-simpom stress dalam skala 13 "Personal Stress Survey". Kajian ini juga bertujuan untuk mengukur frekuensi cara-cara untuk mengurangkan stress yang digemari oleh 293 peserta tadi dan cara-cara yang selalu dipraktikkan oleh majikan. "Chi Square" statistik telah digunakan. Kajian ini telah mendapati faktor perkauman adalah faktor yang paling mempengaruhi kejadian stress di tempat kerja. Faktor-faktor kejadian stress di tempat kerja yang telah diketengahkan dan bagaimana untuk mengatasinya adalah kekurangan masa untuk diri sendiri, pengagihan kerja-kerja baru, keperluan untuk menyiapkan kerja tepat pada waktunya, penambahan pengagihan kerja, pengawasan yang kurang dari pihak atasan, kekurangan kata pujian dari majikan, kekurangan kerjasama dari pihak atasan, pandangan yang negatif terhadap majikan, tidak mesra dengan pihak atasan, kekurangan peluang untuk naik pangkat, gaji yang kurang memuaskan, kata-kata kesat dari pihak atasan, konflik antara jabatan, terpaksa membuat kerja orang lain dan penerimaan kerja yang tidak disukai. 5 cara yang dilakukan oleh peserta untuk mengatasi masalah stress di atas adalah dengan berbincang dengan keluarga tentang masalah mereka, mengambil cuti, melakukan aktiviti sukan, beribadat dan menambahkan pengetahuan mengenai stress dan cara-cara mengatasinya. Sementara itu, 5 cara yang digunakan oleh majikan untuk menangani masalah stress di kalangan pekerja adalah dengan tidak mengambil peduli, mengadakan perbincangan dengan pekerja yang stress, memberikan cuti, menganjurkan seminar mengenai stress dan akhir sekali memberikan motivasi untuk mengurangkan stress kepada para pekerja.

**A STUDY ON STRESS AMONG FACTORY WORKERS AND FACTORS AFFECTING IT IN THE WORKPLACE IN AN ELECTRONIC FACTORY IN SHAH ALAM, SELANGOR, 2003**

**ABSTRACT**

*Work is a well known factor that can contribute to stress. A study on stress was conducted among workers in a semiconductor factory in Shah Alam, Selangor Darul Ehsan. This study involved about 293 workers who were given a set of questionnaire for them to complete. This study will measure the sociodemographic factors and job related stress factors, as in the Job Stress Survey, against the signs and symptoms of stress, as in scale 13 of Personal Stress Inventory. This study also measures the frequency of method of relieving stress as preferred by the respondent and the method employed by the organization. A Chi Square statistical analysis was use. This study found that race is the only sociodemographic factor that has significant association with stress. Work related factors that are significant are dealing with crisis situations, insufficient personal time, assignment of new duties, meeting deadlines, assigned increased responsibility, poor inadequate supervision, ack recognition for good work, inadequate support by superpervisor, negatives attitudes towards organization, difficulty getting along with supervisor lack opportunity for advancement, inadequate salary, personal insults, conflict with other departments, covering works for others and assigned disagreeable duty. The 5 most common method of reliving stress as chosen by the workers are discussing with colleague or family members, taking a day rest involves in sporting activrty, religious method and increase knowledge about stress. The 5 most common method of relieving stress employed by the organisation are did not bother, discuss with worker, give day off, provide seminar on stress and provide motivation on stress.*

## **KAJIAN PREVALENS TEKANAN KERJA DAN FAKTOR MENYEBABKANNYA DI KALANGAN PEKERJA-PEKERJA DI 91 WOKSYOP PUSAT ANGKATAN TENTERA, 2004**

*Kamarudin Hj Ibrahim, Noor Hassim Ismail*

### **ABSTRAK**

Satu kajian irisan lintang telah dijalankan di 91 Woksyop Angkatan Tentera, Kem Batu Kentomen, Kuala Lumpur yang melibatkan 200 responden iaitu 100 responden awam dan 100 responden tentera iaitu 83.3%. Objektif kajian adalah untuk mengetahui prevalen tekanan kerja dan faktor-faktor yang menyebabkannya di kalangan pekerja. Metodologi kajian adalah melalui borang soal selidik yang mengandungi soalan-soalan yang melibatkan data demografi, gejala-gejala tekanan dan punca-punca tekanan yang diambil dari 'Personal Stress Inventory' oleh Dennis T. Jaffe (O' Donnell 1984). Hasil kajian telah menunjukkan bahawa pekerja-pekerja mengalami tekanan kerja, dimana prevalen tekanan kerja di kalangan responden adalah 35.5%. Kajian mendapati prevalen tekanan kerja dikalangan responden awam adalah lebih tinggi (39%), jika dibandingkan tekanan kerja bagi responden tentera adalah (32%). Kajian menunjukkan tidak hubungan yang bererti bagi kedua-dua kategori responden ( $p > 0.05$ ) antara prevalen tekanan dengan gejala-gejala tekanan. Subskala gejala yang paling tinggi yang dialami oleh kedua-dua kategori responden adalah dari subskala ketegangan/keresahan, sistem fizikal lain dan sistem gastrointestinal. Walau bagaimanapun Hasil kajian menunjukkan bahawa faktor demografi yang menyebabkan tekanan iaitu umur, status perkahwinan, kelulusan akademik, pendapatan bulanan, tempoh perkhidmatan/lama berkhidmat di 91 woksyop/pengalaman kerja dan pangkat/jawatan tidak mempengaruhi status tekanan bagi kedua-dua kategori responden. Kesemua punca tekanan perkerjaan iaitu bebanan kerja, kurang sokongan rakan sejawat, konflik dengan majikan, konflik dengan rakan sejawat, polisi organisasi, struktur organisasi, proses organisasi, persekitaran kerja, penghargaan dan proses kerja didapati mempengaruhi tekanan kerja bagi kedua-dua kategori responden. Bagi responden awam, mereka memilih rakan sekerja sebagai tempat mengurangkan tekanan, manakala tentera memilih anak/ahli keluarga. Walau bagaimana pun kedua-dua kategori responden telah memilih kaedah agama sebagai kaedah mengurangkan tekanan. Hasil kajian ini sangat berguna kepada pihak pengurusan 91 WPUAT untuk mengambil perhatian dalam menangani kelemahan-kelemahan dan masalah-masalah yang dihadapi oleh pekerjaannya agar dapat menghapus atau mengurangkan masalah tekanan di tempat kerja.

## **STUDY ON JOB STRESS AND ITS ASSOCIATED FACTORS AMONG WORKERS AT 91 CENTRAL ARMY WORKSHOP, 2004**

### **ABSTRACT**

*The cross-sectional research had been conducted at 91 Armed Forced Central Workshop, Batu Kentomen, Kuala Lumpur. The research conducted involved 200 respondents of which 100 were civilians and the other 100 were military personnel's (83.3%). The objective of this study is to know the prevalent factors that cause stress among workers. The research was conducted by issuing questionnaires, which consists questions containing data on demographic, stress factors and the causes of stress by using the scales taken from Personal Stress Inventory by Dennis T. Jaffe (O'Donnell 1984). The study found out that workers do suffer from stress and the prevalent stress at work from the respondents were 35.5%. The research also shows that civilian workers suffer from stress at work, about 39% much higher than that from the military of only 32%. The results showed that there was no significance between the two categories of respondents ( $P > 0.05$ ) for the prevalent stress and factors that causes stress. The highest subscale symptom that is suffered by both categories of respondents is by the subscale hypertension/stress, other physical symptoms and the gastro-intestinal system. However the result from the study also showed that demographic profiles that causes stress are age, marital status, academic qualification, monthly wages/salary, years of service at the 91 Workshop/ work experience where else rank/appointment does not lead to stress in both the respondent groups. All the factors that causes stress at work that is work load, support from colleagues organisational policies, organisational structure, organisational process, work environment, accreditation and work process are found to influence stress at work for both the categories of respondents. For the civilian respondents they chose colleagues as a way to reduce stress, where else the military respondents chose children/family. On the other hand both these categories chose religion as a way to reduce stress. This study is useful to the management of 91 WPUAT so that they may take action to overcome the problems faces by their personnel's so that they may take action to overcome the problems faced by their personnel's so that they may able to reduce or even eliminate the stress problem at their work place.*

**KAJIAN PREVALEN TEKANAN KERJA DI KALANGAN PENGURUS EKSEKUTIF DAN PENGURUS KANAN DI SYARIKAT TEMBAKAU ANTARABANGSA DI SELANGOR DARUL EHSAN, 2004**

*Siew Wei Fern, Noor Hassim Ismail*

**ABSTRAK**

Satu kajian berbentuk irisan lintang ke atas prevalen tekanan di tempat kerja telah dijalankan di kalangan 185 pekerja-pekerja pengurus eksekutif dan pengurus kanan di ibu pejabat syarikat tembakau antarabangsa di Selangor Darul Ehsan. Borang soal selidik kajian yang diedarkan adalah berdasarkan dari 'Personal Stress Inventory, oleh Dennis T' Jaffe (1983). Tujuan kajian adalah untuk mengenalpasti prevalen tekanan dari faktor sosio-demografik dan faktor-faktor penyebab tekanan di tempat kerja. Analisis di buat dengan menggunakan kaedah frekuensi, ujian statistik khi kuasa dua, ujian independan t dan korelasi bivariat. Kajian ini telah menunjukkan terdapatnya prevalen tekanan kerja di kalangan eksekutif (68.1%) dan pengurus kanan (67.9%). Faktor sosio - demografik yang signifikan dengan tekanan ialah faktor gaji, faktor bilangan anak yang ada dan faktor keluarga / penghuni rumah. Kesemua gejala-gejala fizikal dan emosi adalah signifikan dengan tekanan. Faktor-faktor pekerjaan juga signifikan dengan tekanan. Enam punca utama faktor kerja yang menyebabkan tekanan yang dipilih oleh responden ialah kerja terlalu sukar, pengiktirafan kerja kurang di berikan perhatian, terlampau banyak difokus ke atas kualiti kerja, kerja terlalu mengikut peraturan, terlampau banyak kerja dan masa kerja yang panjang. Tiga kaedah umum yang dipilih oleh responden untuk mengatasi masalah tekanan ialah berbincang dengan suami / isteri, anak dan rakan sejawat. Pihak pengurusan tertinggi haruslah mengambil tindakan yang wajar dalam menangani masalah tekanan ini dengan mengambil langkah-langkah yang memastikan suasana persekitaran yang baik serta sihat sejahtera untuk para-pekerja.

***STUDY ON PREVALENCE OF STRESS AMONG EXECUTIVE AND SENIOR MANAGER INTERNATIONAL TOBACCO IN SELANGOR, 2004***

***ABSTRACT***

*A cross sectional study on work stress prevalence was carried out among 185 executives and managers in the head quarters of an international tobacco company in Selangor Darul Ehsan. The questionnaires distributed were based on the Personal Stress Inventory, by Dennis T' Jaffe (1983). The aim of this study is to identify work stress prevalence from socio-demographic factors and the cause factors of stress at work place. Analysis was done using frequency, chi-square statistical test, Independent t statistical test and bivariate correlation statistical test. This study shows that there is prevalence of work stress present in executives (68.1%) and in managers (67.9%). The socio-demographic factors that have significant relationship with stress are salary earned, number of children and family/ house hold. All physical and emotional symptoms are significantly associated with stress. Work related factors are significantly related to stress as well. The top six sources of work stress factors chosen by respondents are work over defined, lack of job recognition, over focused on quality of work, work too rigid, work overload and long working hour. Three most common methods that help relieve stress chosen by respondents are spouse, children and working colleagues. The management must take necessary steps to overcome work stress among these staff and ensure a good and healthy working environment for each and everyone.*



**PREVALEN TEKANAN KERJA DI KALANGAN PEGAWAI PENJARA YANG MENGAWAL BANDUAN DI PENJARA SUNGAI BULOH BERBANDING PEGAWAI PENJARA YANG MENGAWAL BANDUAN DI PENJARA SEREMBAN, 2004**

*M. Baskaran S Muthiah, Noor Hassim Ismail*

**ABSTRAK**

Satu kajian berbentuk irisan lintang telah dijalankan dikalangan 199 pegawai penjara di Penjara Sungai Buloh dan di Penjara Seremban. Kajian ini adalah berdasarkan borang soal selidik yang mengandungi soalan-soalan melibatkan data sejarah peribadi serta gejala-gejala tekanan berdasarkan 'Personel Stress Inventory' oleh Dennis T. Jaffe (O'Donnel 1984). Matlamat kajian adalah untuk mengkaji prevalen tekanan kerja dikalangan pegawai penjara yang mengawal banduan di Penjara Sungai Buloh berbanding pegawai penjara di Penjara Seremban. Dari kajian ini didapati prevalen tekanan kerja adalah lebih tinggi dikalangan pegawai penjara yang mengawal banduan di Penjara Sungai Buloh iaitu 65.1% berbanding kawalan banduan di Penjara Seremban iaitu 51.1%. Perbezaan ini adalah bererti ( $p < 0.05$ ). Kajian ini juga menunjukkan perhubungan yang signifikan di antara prevalen tekanan dengan gejala tekanan. Gejala yang kerap dialami di kalangan pegawai penjara yang bertugas di kedua-dua penjara adalah gejala tegangan / keresahan, sistem otot skeletal, sistem fizikal lain, gejala perhubungan, gejala tahap tenaga dan gejala pemakanan. Di antara faktor pekerjaan yang menjadi penyebab utama tekanan pekerjaan di kedua-dua penjara adalah faktor persekitaran kerja iaitu kawalan banduan yang terlalu ramai, persekitaran kerja yang sesak ditambah dengan masalah pencahayaan yang kurang serta masalah keselamatan diri. Pihak pengurusan seharusnya mengambil tindakan yang sewajarnya dalam menangani prevalen tekanan di kalangan pegawai penjara serta mengambil langkah-langkah positif bagi memastikan persekitaran yang sesuai bagi mereka.

**WORK STRESS PREVALENCE AMONGST PRISON OFFICIALS GUARDING PRISONERS AT PENJARA SUNGAI BULOH COMPARED TO PENJARA SEREMBAN, 2004**

**ABSTRACT**

*A cross sectional study, based on a questionnaire distributed amongst 199 officials of the Penjara Sungai Buloh and Penjara Seremban was done. The questionnaire, based on the 'Personel Stress Inventory' by Dennis T. Jaffe (O'Donnel, 1984), comprises of personal history as well as signs and symptoms of stress. The aim of this study is to analyze the prevalence of work stress amongst prison officials in Sungai Buloh Prison and Seremban Prison. The study reveals that work stress amongst prison officials who guard in Sungai Buloh Prison is 65.1% compare to prison officials who guard in Seremban Prison having a score of 51.1 %. The difference shows ( $p < 0.05$ ). The study shows significant relationships between stress prevalence and stress symptoms. The symptoms often experienced includes musculoskeletal system, other physical systems, relationship system energy level and nutritional symptoms. Work factors which contribute as the main factor of stress at work place at both the respective prisons are environmental factor. This includes managing numeruos prisoners, congested work place as well as poor lighting and self security. Work stress should be one of the main considerations of the prison management and necessary measures needs to be considered to provide better working environment for their staff.*

**PREVALEN STRES DAN FAKTOR RISIKO STRES DI KALANGAN GURU DI BANDAR TASIK PUTERI RAWANG SELANGOR, 2005**

*Fazila Zaman Huri, Noor Hassim Ismail*

**ABSTRAK**

Guru adalah antara tenaga kerja yang terbesar dan penting di Malaysia. Mereka merupakan pendokong paling utama dasar pendidikan negara bagi memastikan negara terus gemilang dan terbilang. Namun profesyen ini adalah antara profesyen yang mempunyai prevalen stres yang tinggi. Selari dengan arus pemodenan, perubahan keperluan pekerjaan dan keluarga mungkin menekankan kesihatan psikologi mereka dan bukan pekerjaan pcrefaan dan keluarga mungkin menekan kesihatan psikologi mereka. Kajian ini bertujuan mengukur prevalen stres, serta punca- punca stres pekerjaan bukan pekerjaan di kalangan guru. Sebagai asas, satu kajian irisan lintang telah dijalankan di dua buah sekolah di Bandar Tasik Puteri Rawang, Selangor, iaitu di kalangan guru di sebuah sekolah rendah (n=47) dan sebuah sekolah Menengah (n=25). Data diperolehi melalui borang soalselidik yang diberikan kepada Semua guru di kedua-dua sekolah tersebut. Soalselidik yang mengandungi skala dari 'Teacher Stress Inventory', Skala Stres Keluarga dan Gejala Umum Stres telah digunakan. Stres dinilai berdasarkan soalan gejala umum stres yang mengandungi 52 soalan. Analisa ke atas 72 orang guru mendapati 33 (45.8%) guru adalah stres berbanding dengan 39 (54.2%) tidak stres. Daripada 47 orang guru sekolah rendah didapati 36.2% mengalami stres manakala daripada 25 orang guru sekolah menengah t sebanyak 64.0% mengalami stres. Bagi gejala stres pula, didapati terdapat hubungan yang bererti bagi gejala sistem gastrousus, gejala fizikal umum, kemurungan, ketegangan, masalah tahap tenaga dan masalah memberi tumpuan antara guru stres dan tidak stres. Hasil kajian menunjukkan hubungan bererti antara stres dan jumlah mata pelajaran yang diajar. Punca utama stres pekerjaan guru secara umum adalah masalah salahlaku (43.0%). Walaubagaimanapun, di kalangan guru stres (63.3%) mereka adalah 4.7 kali menyatakan masalah interpersonal sebagai punca stres jika dibandingkan dengan guru tidak stres. Masalah stres keluarga juga mendapati kebanyakan guru menyatakan masalah kewangan sebagai stressor kepada mereka (8.3%). Kesimpulannya, prevalen stres dikalangan guru adalah tinggi.

**PREVALENCE OF STRESS AND ITS RISK FACTORS AMONG TEACHERS AT BANDAR TASIK PUTERI, RAWANG, SELANGOR, 2005**

**ABSTRACT**

*Teachers are among the biggest and important manpower in Malaysia. They play a crucial role of the successful of Malaysian Education Policy. However their profession was among the most stressful profession. Together with the global modernization, this leads to changes of their occupational need as well as family need that will put an impact on their mental health. This study aims at measuring the prevalence of stress, sources of stress either occupational or non-occupational related among teachers. As baseline, a cross-sectional survey was conducted in both primary school (n=47) and secondary school (n=25) at Bandar Tasik Puteri, Rawang, Selangor. Data was obtained through questionnaires that were distributed among all teachers in both schools. Questionnaires using scale from 'Teacher Stress Inventory'. Family stress scale and General stress symptoms scale were used. Stress was assessed from the questions of General Stress Symptoms which contains 52 questions. Analysis among the 72 teachers, shows 33 (45.8%) of them were stress compared to 39 (54.2%) were non-stress. From 47 primary teachers, 36.2% were stress and from 25 of the secondary school teachers 64.0% were stress and from 25 of the secondary school teachers 64.0% were stress. There was a significant association between stress symptoms of gastroenterology, general physical symptoms, depression, strain, energy rever and giving attention between stress teachers and non stress teachers. Results also show that there was significant association between stress and education level as well as with mean income (p value < 0.05). But not to other sosiodemografic factors (p value >0.05) and significant association between stress and total subject being thought. Main sources of occupational stress among teachers was the disciplinary problems of the students (43.0%). However among stress teachers (63.3%) they were about 4.7 times stress to the interpersonal problems as compared to non-stress teachers. As family stress factors were concerned, most of the teachers were stress to the financial burden (8.3%). As a conclusion, the prevalence of stress among teachers was high.*

**PREVALENS STRES DI KALANGAN GURU-GURU SEKOLAH RENDAH DI DAERAH SEBERANG PRAI UTARA, PULAU PINANG, 2005**

*Nurul Jinnan Man, Noor Hassim Ismail*

**ABSTRAK**

Tujuan utama kajian ini adalah untuk mengenalpasti gejala stres, punca-punca stress pekerjaan dan faktor stres keluarga di kalangan guru-guru sekolah rendah. Secara khususnya kajian ini bertujuan menentukan perbezaan prevalens stres kerja di kalangan guru-guru di sekolah rendah, menentukan paras stres dengan latarbelakang responden, mengenalpasti punca stres. Stres yang berpunca daripada faktor yang berkaitan dengan kerja dan faktor keluarga. Satu kajian tinjauan telah dijalankan dengan penglibatan responden seramai 100 orang di dua buah sekolah, iaitu Sekolah Rendah Kebangsaan Seberang Jaya dan Sekolah Rendah Kebangsaan Penaga. Faktor-faktor kerja telah dikategorikan kepada lima iaitu beban-tugas, masalah sikap pelajar, kekangan masa dan sumber, kekurangan pengiktirafan profesionalisme dan masalah hubungan interpersonal. Faktor-faktor bukan kerja pula terdiri daripada 12 kenyataan tentang faktor-faktor stres keluarga. Data yang diperolehi telah dianalisis dengan menggunakan program Statistical Package for SPSS 11.5. Kaedah statistik yang digunakan ialah kekerapan, peratusan, khi kuasa dua, dan ujian t tidak bersandar. Keputusan yang diperolehi menunjukkan bahawa terdapat perbezaan stres yang signifikan antara umur dan gejala stres. Keputusan ini juga mendapati bahawa terdapat perbezaan stres yang signifikan antara jantina dan gejala stres di kalangan guru-guru sekolah rendah. Keputusan kajian ini juga mendapati tidak terdapat perbezaan stres yang signifikan di antara etnik, mata pelajaran yang diajar dan tempoh berkhidmat dan gejala stres di kalangan guru-guru sekolah rendah yang dikaji. Terdapat stres secara signifikan dalam faktor-faktor stres pekerjaan. Kesimpulannya, secara keseluruhan faktor keluarga tidak mempengaruhi stres di kalangan guru-guru sekolah rendah yang dikaji. Berdasarkan hasil kajian ini, beberapa cadangan telah dikemukakan. Cadangan-cadangan tersebut adalah seperti pihak Kementerian Pendidikan Malaysia harus mengkaji semula beban tugas yang dihadapi oleh guru-guru dan mengadakan program untuk mengatasi stres. Kerajaan juga dicadangkan agar merangka skim kenaikan pangkat dan gaji yang lebih menarik kepada guru untuk mengurangkan stres.

**PREVALENCE OF STRESS AMONG PRIMARY SCHOOL TEACHERS IN SEBERANG PRAI UTARA DISTRICT, PENANG, 2005**

**ABSTRACT**

*The main purpose of this research is to identify job related factors, causes of non-job-related factors and family stress factors, their relationships with job stress factors, their relationship with job stress among teachers in a primary school. This research specifically identifies significant differences between level of stress and the respondents background, comparing the level of stress arising job related, non-job-related factors and family factors. A survey research study was conducted with the participation of 100 teachers in two schools, SK Seberang Jaya and SK Penaga. The work stress dimension is job-related and they were clustered into five categories namely, workload, behaviour of the student, limited time and sources, lack of recognized profesionalisme, and the interpersonal relationship. In addition, twelve statements on family stress matters were included. Data collected were analysed using the SPSS 11.5. The statistical procedures used in this study included means, percentages, khi square, an independent t test. The result reveals that there is a significant difference in stress in each and job related factors. The result also shows that there is a significant differences in stress between gender, and job related factors difference between race, teaching subject, job experience and job related factors among these teachers. There is a significant difference in stress in job related factors. In general, family stress factors not much influenced the stress among teachers. Based on the findings of this study, the following recommendations are forwarded. The Education Ministry should carry out a program to overcome stress faced by teachers, and the Education Ministry should revise the workload that has been given to teachers. The government should also plan a more attractive promotion package and salary scheme to reduce stress.*

## **STRESS PEKERJAAN DIKALANGAN AHLI BOMBA DAN PENYELAMAT MALAYSIA DI NEGERI SELANGOR PADA TAHUN, 2005**

*Mohd Ridzal Mohd Zainal, Noor Hassim Ismail*

### **ABSTRAK**

Tujuan kajian ini dijalankan adalah untuk mengetahui prevalens stres di kalangan Ahli Bomba dan Penyelamat Malaysia di Negeri Selangor dan mengenalpasti punca-punca stres yang boleh menyebabkan stres pekerjaan. Kajian keratan rentas ini dilakukan pada tahun 2005 dengan menggunakan kaedah persampelan rawak berkelompok. Kajian ini melibatkan 10 buah Balai Bomba dan Penyelamat Malaysia di Negeri Selangor dengan jumlah sampel sebanyak 476 orang. Alatan kajian yang digunakan adalah borang soalselidik isi sendiri yang mengumpul maklumat berkaitan dengan faktor sosiodemografi, faktor pekerjaan termasuk pendedahan kepada hazard keselamatan dan kesihatan pekerjaan, persepsi terhadap keterukan punca-punca stress di tempat kerja (faktor Keterukan Stres Kerja), persepsi terhadap punca-punca stress dalam keluarga (faktor Stres Keluarga) dan kekerapan mengalami gejala-gejala stress yang diukur dengan Skala Gejala Stres 52 soalan. Kadar respons kajian adalah 77.9%. Prevalens stres adalah 60.4%. Status stres dipengaruhi oleh jenis pangkat, status berkeluarga, tugas sebagai pemandu injin dan operator pam, bilangan operasi memadam kebakaran dan menyelamat, kekerapan menghadapi hazard-hazard keselamatan dan kesihatan pekerjaan semasa bertugas, faktor Keterukan Stres Kerja dan faktor Stres Keluarga ( $p < 0.05$ ). Analisa regresi logistik mendapati bahawa punca-punca kepada stres pekerjaan Ahli Bomba adalah pangkat Ahli Bomba biasa (OR terlaras = 3.87, s.k.95% = 2.00-7.50), kekerapan menghadapi hazard ergonomik iaitu kerja berat/ postur tak normal (OR terlaras = 1.80, s.k.95% = 1.29-2.50), kekerapan menghadapi hazard psikologi iaitu trauma (OR terlaras = 2.04, s.k.95% = 1.43-2.90), persepsi bekerja lebih masa (OR terlaras = 1.33, s.k.95% = 1.17-1.51) dan persepsi perselisihan dengan jabatan lain (OR terlaras = 1.29, s.k.95% = 1.11-1.49). Reliabiliti dalaman bagi Skala Gejala Stres 52 soalan yang digunakan dalam kajian ini adalah sangat baik (Alfa Cronbach = 0.963). Reliabiliti dalaman Skala Gejala Stres 28 soalan yang dibentuk dan diuji dalam kajian juga sangat baik (Alfa Cronbach = 0.944). Agreement di antara Skala Gejala Stres 52 soalan dan Skala Gejala Stres 28 soalan adalah baik (Kapa Cohen = 0.855).

## **OCCUPATIONAL STRESS AMONGST FIREFIGHTERS IN SELANGOR IN THE YEAR, 2005**

### **ABSTRACT**

*The purpose of this study was to determine prevalence of stress amongst firefighters in Selangor and to identify sources of occupational stress. This study was executed in 2005 using randomized cluster sampling technique. Ten fire stations in the state of Selangor were involved with 476-sample size. Self-administered questionnaire was used to collect information on socio-demography factor, occupational factor including exposure to occupational safety and hazard, perception on severity of sources of stress in the workplace (work stress severity factor), perception on sources of stress in family (family stress factor) and symptoms of stress (measured using stress symptoms scale with 52 items). The response rate was 77.9%. The prevalence of stress was 60.4%. Type of rank, family status, task of driving fire engine and operating pump, frequency of fire and rescue operations, frequency of exposure to occupational safety and health hazards, work stress severity factor and family stress factor were influenced by stress ( $p < 0.05$ ). Logistic regression analysis revealed that source of stress that lead to occupational stress amongst firefighters was rank of general firefighter (adjusted OR = 3.87, 95% CI = 2.00-7.50), frequent exposure to ergonomic hazard i.e. heavy work or awkward posture (adjusted OR = 1.80, 95% CI = 1.29-2.50), frequent exposure to psychological hazard i.e. trauma (adjusted OR = 2.04, 95% CI = 1.43-2.90), perception on working overtime (adjusted OR = 1.33, 95% CI = 1.17-1.51) and perception on dispute with other department (adjusted OR = 1.29, 95% CI = 1.11-1.49). Internal reliability for Stress Symptoms Scale with 52 item was excellent (Cronbach's alpha = 0.963). The modified Stress Symptoms Scale with 28 items also had excellent internal reliability (Cronbach's alpha = 0.944). The agreement between Stress Symptoms Scale with 28 items was good (Cohen's Kapa = 0.855).*

**KAJIAN STRESS PEKERJAAN DAN PENGGUNAAN STRATEGI DAYA TINDAK DI KALANGAN JURURAWAT TERLATIH YANG BERKHIDMAT DI WAD MEDIKAL DAN SURGICAL HOSPITAL UNIVERSITI KEBANGSAAN MALAYSIA, 2006**

*Emilia Zainal Abidin, Noor Hassim Ismail*

**ABSTRAK**

Kajian hirisan lintang ini adalah bertujuan untuk mengkaji stres pekerjaan dan faktor yang menyumbang kepada stres dikalangan jururawat wad medikal dan surgikal di Hospital Universiti Kebangsaan Malaysia (HUKM). Kajian ini juga ingin menyingkap fungsi daya tindak dalam menentukan stres jururawat. Sebanyak 181 borang soal selidik telah diedarkan dan soal selidik terdiri dari Inventori Stres Peribadi, Skala Stres Jururawat dan Strategi Penggunaan Daya Tindak. Kadar respons yang diperolehi adalah 83.4% (67 responden dari wad medikal dan 83 responden dari wad surgikal) dan didapati prevalen stres jururawat HUKM adalah 49.3%. Hasil kajian menunjukkan faktor stres pekerjaan seperti beban kerja, kematian dan konflik dengan doktor merupakan antara faktor penyumbang kepada stres ( $p < 0.05$ ). Faktor masalah keluarga dan rumahtangga yang mempunyai hubungan yang signifikan dengan stres pula adalah masalah kewangan, kekurangan masa untuk keluarga, konflik dengan suami dan konflik dengan rakan ( $p < 0.05$ ). Faktor sosiodemografik tidak mempunyai hubungan dengan stres ( $p > 0.05$ ). Mekanisme daya tindak seperti mencari sokongan, pengelakkan, penerimaan, penahanan diri, humor dan penindasan aktiviti lain mempunyai hubungan yang signifikan dengan stres ( $p < 0.05$ ). Didapati penggunaan daya tindak adalah berbeza mengikut situasi stres yang dihadapi. Faktor beban kerja, konflik dengan doktor, kekurangan sokongan dan penggunaan daya tindak seperti penunjukkan emosi menjelaskan 44.8% dari variasi dalam taburan skor stres. Penemuan dari kajian ini menyokong hipotesis bahawa faktor pekerjaan menyumbang secara signifikan kepada stres. Kesan pengurangan stres oleh penggunaan strategi daya tindak tidak dapat dibuktikan tetapi penggunaan daya tindak negatif seperti pengelakkan, penerimaan dan penunjukkan emosi akan menyumbang kepada stres. Korelasi signifikan di antara mekanisme daya tindak positif dan stres mungkin disebabkan oleh peningkatan penggunaan daya tindak apabila seseorang individu sedar tentang keadaan stres yang sedang dihadapinya. Program pengurusan stres yang memfokus kepada stresor dan mekanisme daya tindak yang spesifik adalah penting untuk jururawat di peringkat personal dan juga peringkat organisasi untuk mengurangkan impak stres pekerjaan terhadap kesihatan.

***A STUDY ON OCCUPATIONAL STRESS AND COPING STRATEGIES AMONG MEDICAL AND SURGICAL WARD NURSES IN UNIVERSITI KEBANGSAAN MALAYSIA HOSPITAL, 2006***

**ABSTRACT**

*The present cross-sectional study is concerned with work-related stress and risk factors among medical and surgical ward nurses in Hospital Universiti Kebangsaan Malaysia (HUKM). It also attempted to explore the functions of coping strategies in determining the stress of nurses. A structured questionnaire was distributed to nurses in all medical and surgical wards. Demographic information and view of personal stress management were inquired. Occupational stress was assessed based on the Nursing Stress Scale. Stress symptoms and home-life stress perception were evaluated with Personal Stress, Inventory and Coping Orientation for Problems Experienced was used to appraise coping " strategies commonly used. A total of 181 questionnaires were disseminated to nurses and 151 (83.4%) were satisfactorily completed by nurses. From the results gathered, it was found that the prevalence of HUKM nurses stress was 49.3%. Findings showed occupational stressors such as workload, concerns about death and dying and conflict with doctors appears to create a substantial amount of stress ( $p < 0.05$ ). Sources of stress from the home life was found to be contributed by financial problems, inadequate time for family, conflict with husband and conflict with friends ( $p < 0.05$ ). Sociodemographic (factors were not associated with stress ( $p > 0.05$ ). Coping mechanism which have significant association with stress includes support seeking, avoidance, acceptance, self restrain, humor and suppression of other activities ( $p < 0.05$ ). Coping appears to vary according to specific stressors. Work load, conflicts with doctors, lack of support and coping through venting of emotion explains 44.8% of variation in stress score distribution. Findings of this study supports the hypothesis that work factors contributes significantly to stress. Little evidence for buffering effects of coping mechanism was found but the use of negative coping such as avoidance, acceptance and emotion venting will contributes to stress. Significant correlation between positive coping mechanism and stress were thought to be brought on by increased use of coping mechanisms when an individual is aware of its presently stressed situation. Stress management programs which emphasized on specific stressors and coping mechanisms are important for nurses at both personal as well as organizational levels to ameliorate the impact of occupational stress on job-related strain and health.*

**KAJIAN PREVALEN STRES PEKERJAAN DAN FAKTOR-FAKTOR YANG MEMPENGARUHINYA DI KALANGAN ANAK-ANAK KAPAL YANG BEKERJA DI SYARIKAT PENERBANGAN TEMPATAN, 2006**

*Nor Azani Mat Jusoh, Noor Hassim Ismail*

**ABSTRAK**

Kajian ini adalah kajian irisan lintang menggunakan sample yang dipilih secara rawak dan sukarela ('*convenient sampling*') dari anak-anak kapal yang mengunjungi pusat perubatan syarikat penerbangan di antara bulan September dan November 2005. Dari 200 borang soal selidik yang telah diedarkan, seramai 146 orang yang telah bersetuju untuk menyertai kajian ini, memberikan kadar respon sebanyak 73%. Kajian ini menggunakan borang-borang soal-selidik isi sendiri yang berpandukan kepada soal selidik Inventori Stres Personal oleh O'Donnel, dengan didahulukan oleh borang kebenaran bertulis. Faktor-faktor risiko yang dikaji adalah faktor umur, jantina, kumpulan etnik, tahap pendidikan, tabiat merokok dan pangkat yang disandang. Prevalen stress dikalangan anak-anak kapal adalah 46.6% dan faktor-faktor yang mempengaruhinya adalah faktor jantina (golongan perempuan 55.7% lelaki 38.2%,  $p=0.03$ ), status perkahwinan (golongan tidak berkahwin 56.0%, berkahwin 36.6%),  $p=0.02$  dan pangkat yang disandang (pramugara/pramugari 54.1%, ketua pramugara / pramugari 45.2%, penyelia dalaman 15.8%  $p=0.01$ ). Faktor-faktor lain yang dikaji seperti faktor umur, kumpulan etnik, tahap pendidikan dan tabiat merokok telah didapati tidak terdapat perhubungan yang bererti dengan prevalens stress. Kesimpulannya, prevalens stress dikalangan anak-anak kapal adalah 46.6% dan ianya adalah lebih tinggi dikalangan yang tidak berkahwin, berpangkat yang lebih rendah dan dikalangan anak-anak kapal perempuan. Oleh yang demikian, pihak pengurusan seharusnya memulakan langkah-langkah yang tertentu bagi mengurangkan stress yang berkaitan dengan pekerjaan, terutama dikalangan kumpulan yang tersebut.

**PREVALENCE OF STRESS AND RELATED FACTORS AMONGST FLIGHT ATTENDANTS WORKING WITH LOCAL AIRLINE, 2006**

**ABSTRACT**

*This is a cross sectional study using convenient sampling on flight attendants seeking treatment at the airline medical center between September and November 2005. out of 200 forms handed out, a total of 146 respondents agreed to join the study, giving a response rate of 73%. The study was conducted using O'Donnell' personal stress Inventory self administered questionnaires, which were preceded with a written permission. Risk factors for stress being studied were age, gender, ethnic group, educational level, marital status, smoking habit and rank in service. The prevalence of stress amongst flight attendants is 46.6% and the risk factors that were significantly related to stress are gender (females 55.70 , males 38.2%,  $p=0.03$ ), marital status unmarried 56%, married 36.6%,  $p=0.02$ ) and rank in service (steward/stewardess 54.1%, chief steward/stewardess 45.2%, inflight supervisor 15.8% , $p=0.01$ ). Other factors such as age, ethnic soup, educational level and smoking habit are not significantly related to stress. In conclusion, the prevalence of stress amongst flight attendants was 46.6 % and it was higher among single, lower ranking and female flight attendants. Therefore, the management should initiate measure to reduce the work related stress, especially amongst these group.*

## **KAJIAN PREVALENS STRES PEKERJAAN DI KALANGAN PEKERJA KESIHATAN DI DAERAH KEMAMAN TERENGGANU TAHUN, 2006**

*Mohd Azizul Abd Rahman, Noor Hassim Ismail*

### **ABSTRAK**

Satu kajian irisan lintang telah dijalankan di kalangan petugas kesihatan primer Jabatan Kesihatan Daerah Kemaman. Di mana kumpulan sasaran kajian ialah Pembantu Perubatan, Jururawat Kesihatan, Jururawat Masyarakat, Atendan Kesihatan dan juga Pemandu Kenderaan Bermotor. Seramai sembilan puluh lapan orang telah berjaya menyertai program ini. Borang soal selidik yang diedarkan mengandungi soalan-soalan sejarah peribadi, gejala-gejala tekanan dari 'Personal Stress Inventory' dan soalan-soalan berbentuk subjektif berkenaan faktor-faktor stres yang di kenal pasti melalui kajian-kajian berkenaan yang terdahulu. Dari kajian ini, prevalen tekanan kerja (stres) di kalangan petugas kesihatan primer dalam Daerah Kemaman adalah (57.1%) telah dipecahkan kepada beberapa klinik kesihatan iaitu Klinik Kesihatan Kerteh (94%), Klinik Kesihatan Kemasek (100%), Klinik Kesihatan Kijal (100%), Klinik Kesihatan Kuala Kemaman (100%), Klinik Kesihatan Seri Bandi (100%), Klinik Kesihatan Air Putih (93%) dan Kliinik Kesihatan Cheneh (100%). Antara faktor-taktor yang diuji hubungkaitnya dengan stres ialah umur, status perkahwinan, bangsa, perbezaan pendapatan dan tempoh perkhidmatan keseluruhan. Kesimpulan yang di perolehi daripada ujian ini ialah Pembantu Perubatan dan Jururawat Masyarakat menghadapi kadar tekanan kerja yang tinggi, kajian-kajian berkenaan yang terdahulu juga menunjukkan pemerhatian yang sama, semua pihak dari pelbagai peringkat terutamanya pihak pengurusan harus menangani masalah ini dengan kadar segera kerana pembantu perubatan dan jururawat masyarakat memainkan peranan penting dalam menentukan kualiti rawatan kepada pesakit terutamanya pesakit yang berada di luar bandar.

## ***TO STUDY PREVALENCE OF STRESS AT WORK AMONG HEALTH CARE WORKER IN THE DISTRICT IN KEMAMAN, 2006***

### **ABSTRACT**

*A cross research had been conducted among primary health worker in Department of Health, Kemaman Terengganu. The target group for this research is consist of Medical Assistant, Heath Nurses, Community Health Nurses, Health Attendan dan Driver. Ninety eight respondents had successfully participated in this program. Questionnaire was distributed consists of questions pertaining personal medical history, indication of stres subjective question pertaining stres factor which had been identify through previous research . Through the research, work related stess do prevail among the primary health worker in Kemaman District is (57.1%). The prevalences of stress Clinic Kerteh (94%), Kemasik (100%), Kijal (100%), Kuala Kemaman (100%), Seri Bandi (100%), Air Putih (93%) and Cheneh (100 %). Among the factor tested which is related to stress age, marital status, race, income differences and year of service. In conclusion, research indicated medical assistant and community health nurses do suffer from high level of work related stess, previous research also indicated the similar observation and result. Top managment need to address this issused urgently as the Medical Assistant and Social Nurses play an important role in determine quality of medical services for patient for patient in urbant area.*

**PREVALENS STRES DAN FAKTOR YANG MEMPUNYAI HUBUNGAN DENGAN STRES DIKALANGAN OPERATOR PENGELUARAN DI KILANG PETROLEUM DAN GAS DI MALAYSIA, 2007**

*Norhayati Md Amin, Noor Hassim Ismail*

**ABSTRAK**

Kajian hirisan lintang ini mengkaji prevalen stres dan faktor yang menyumbang pada dikalangan operator pengeluaran di kilang petroleum dan gas di Malaysia. Kajian ini juga menyingkap fungsi daya tindak dalam mencegah stres di kalangan operator pengeluaran. Sebanyak 430 borang soal selidik yang meliputi Inventori Stres Peribadi (skor stres, skor stres keluarga dan rumahtangga), Survei Stres Pekerjaan dan Strategi Penggunaan Daya Tindak telah diedarkan. Kadar respon yang diperolehi adalah 79.0%. Didapati prevalen stres di kalangan operator pengeluaran adalah 42.1%. Hasil kajian menunjukkan skor keterukan stres kerja adalah lebih tinggi di kalangan operator yang stres. Mereka mengalami lebih stres disebabkan oleh beban berbanding dengan stres akibat kurangnya sokongan organisasi. Di antara faktor keluarga yang mempunyai hubungan yang bererti dengan stres ialah kurang masa berehat, penambahan tugas yang meningkatkan tanggungjawab kerja, kurang penglibatan dalam membuat keputusan polisi, kurangnya penyeliaan dan perhatian pihak atasan, gaji yang tidak mencukupi dan tugas di luar waktu kerja. Faktor keluarga dan rumahtangga juga mempunyai hubungan yang bererti dengan stres. Di antara faktor keluarga yang mempunyai hubungan bererti dengan stres ialah kekurangan sumber kewangan, persekitaran luar rumah yang tidak menenangkan atau maya, konflik dengan anak dan tidak cukup masa untuk bersama ahli keluarga adalah satu-satunya faktor sosiodemografi yang mempunyai hubungan bererti dengan stres dalam kajian ini. Penggunaan strategi daya tindak didapati tidak berkesan untuk mengurangkan stres malahan didapati penggunaan strategi daya seperti humor, mengalih perhatian diri sendiri, menyalahkan diri sendiri, penidakkan, perubahan kelakuan dan pengekspresian perasaan menyumbang kepada stres.

***PREVALENCE OF STRESS AND FACTORS ASSOCIATED WITH STRESS AMONG PRODUCTION OPERATORS IN A PETROLEUM AND GAS PLANT IN MALAYSIA, 2007***

**ABSTRACT**

*This cross-sectional study determined the prevalence of stress and factors associated stress among production operators in a petroleum and gas plant in Malaysia. The also attempted to explore the functions of coping strategies in preventing stress g production operators. A total of 430 questionnaires that included Personal Inventory (stress score; family and marriage factor score), Job Stress Survey and Coping Orientation for Problems Experienced were distributed. Response rate 79.0%. It was found that prevalence of stress among the production operators 42.0%. Findings revealed that job stress severity score were higher among the stressed production operators. They suffered stress as a result of excessive workload than stress due to lack of organisation support. Among occupational risk factors that are significantly associated with stress are insufficient personal time (resting assignment of increased responsibility, lack of participation policy making on, inadequate supervision, inadequate salary and working overtime. Family and marrige factors were also significantly associated to stress. The family and marriage factors that are associated with stress are lack of financial sources, danger of home environment, conflicts with children and inadequate time to spend with family members. Age is the only sosiodemographic factor that was significantly associated stress in this study. Coping strategies application was found ineffective in reducing stress in fact some of them such as humor, self distraction, self blame, denial, behavioural disengagement, and venting contributed to stress.*



**HUBUNGAN STRESS DAN BURNOUT DI KALANGAN JURURAWAT TERLATIH DI HOSPITAL UNIVERSITI KEBANGSAAN MALAYSIA, 2007**

*Anza Elias, Noor Hassim Ismail*

**ABSTRAK**

Stres dan burnout merupakan masalah yang sering berlaku kepada jururawat. Tujuan kajian keratan rentas ini adalah untuk menentukan prevalen stres dan burnout dan mengenalpasti hubungan stres dan burnout. Kajian ini juga bertujuan untuk mengenalpasti faktor-faktor yang mempunyai hubungan dengan stres dan burnout. Kajian ini melibatkan 387 orang jururawat daripada Unit Rawatan Rapi, Pediatrik, Obstetrik dan Ginekologi, Ortopedik, dan Unit Kemalangan dan Kecemasan di sebuah hospital universiti di Kuala Lumpur. Soal selidik yang digunakan ialah Inventori Stres Peribadi, Inventori Burnout Maslach, dan Skala Stres Jururawat. Kajian ini mendapati prevalen stres ialah 48.8%, tetapi tidak terdapat perbezaan bererti di antara prevalen stres dan unit-unit yang dikaji. Faktor-faktor yang mempunyai hubungan dengan stres ialah beban kerja, menghadapi kematian, konflik dengan doktor dan faktor stres peribadi. Terdapat 141 orang (36.4%) daripada jururawat yang dikaji menunjukkan tahap keletihan emosi yang tinggi, 57 orang (14.7%) daripada responden mempunyai depersonalisasi yang tinggi dan 43.7% di antara mereka menyatakan mempunyai pencapaian peribadi yang rendah. Ujian statistik juga mendapati tidak terdapat perbezaan di antara prevalen subskala burnout dan unit-unit yang dikaji. Min skor untuk keletihan emosi ialah  $21.1 \pm 11.5$ , dan skor ini berada dalam kategori tahap keletihan emosi yang tinggi. Bagi subskala depersonalisasi, min skor ialah  $5.0 \pm 4.1$  dan skor ini berada dalam kategori tahap depersonalisasi yang rendah. Min skor pencapaian peribadi ialah  $34.2 \pm 9.3$ , dan ini adalah tahap pencapaian peribadi yang sederhana. Terdapat korelasi yang bererti secara statistik di antara skor stres, skala stres jururawat dan ketiga-tiga subskala burnout ( $p < 0.05$ ). Analisis multivariat menunjukkan faktor prediktor untuk subskala keletihan emosi ialah beban kerja, kurang sokongan, konflik dengan doktor dan skor stres. Faktor prediktor untuk subskala depersonalisasi pula ialah kurang persediaan, konflik dengan doktor, konflik dengan rakan sejawat dan skor stres. Bagi subskala pencapaian peribadi pula, faktor-prediktor ialah beban kerja, kurang persediaan, dan kurang sokongan. Hasil kajian ini juga dapat digunakan sebagai panduan dalam program pengurusan stres dan burnout.

**RELATIONSHIP BETWEEN STRESS AND BURNOUT AMONG NURSES IN HOSPITAL UNIVERSITI KEBANGSAAN MALAYSIA, 2007**

**ABSTRACT**

*Stress and burnout are common problems among nurses. The objectives of this cross-sectional study were to determine the prevalence of stress and burnout and examine the relationship between stress and burnout among nurses in a university hospital in Kuala Lumpur. There were 387 nurses from Intensive Care Unit, Pediatric, Obstetric and Gynaecology, Orthopedic, and Accident and Emergency units participated in the study. The Malay version of Personal Stress Inventory, Nursing Stress Scale and Maslach Burnout Inventory were used as research instruments in the study. The prevalence of stress was 48.8% and there was no significant difference between stress levels and unit specialties. Various stressors among the nurses have been identified in this study. On the Nursing Stress Scale, heavy workload was the highest perceived stressor followed by dealing with dying patients and conflict with doctors. The findings indicated that there were 141 (36.4%) nurses having high emotional exhaustion, 57 nurses (14.7%) with high depersonalization and 43.7% of them experienced low personal accomplishment. Nevertheless, there was no significant difference between all subscales of burnout levels and unit specialties. Mean scores  $\pm$  (standard deviation) of the subscales were; emotional exhaustion:  $21.1 (\pm 11.5)$ , depersonalization  $5.0 (\pm 4.1)$ , and personal accomplishment  $34.2 (\pm 9.3)$ . Significant correlations have been found between stress scores, nursing stress scale and the three burnout subscales ( $p < 0.05$ ). The multivariate analysis revealed that workload, conflict with doctors, lack of support and stress scores were significantly and positively associated with reported emotional exhaustion in nurses. The significant predictors of depersonalization were inadequate preparation, conflict with doctors, and conflict with other nurses and stress scores. For personal accomplishments, the significant factors were that workload, inadequate preparation, and lack of support. These findings can be used for preventive measures to reduce stress and burnout among nurses.*

**STRESS PEKERJAAN DAN PENGGUNAAN STRATEGI DAYA TINDAK DI KALANGAN ANGGOTA POLIS DI WILAYAH PERSEKUTUAN KUALA LUMPUR DAN PUTRAJAYA, 2007**

*Hasmaizal Hashim, Noor Hassim Ismail*

**ABSTRAK**

Kajian irisan lintang ini dijalankan di antara bulan Ogos 2006 sehingga Oktober 2006 (12 minggu) di kalangan anggota Polis Di Raja Malaysia di Wilayah Persekutuan Kuala Lumpur dan Putrajaya. Ia bertujuan mengkaji prevalen stress pekerjaan dan faktor yang menyumbang kepada stress di kalangan anggota polis di Wilayah Persekutuan Kuala Lumpur dan Putrajaya. Kajian keratan rentas ini dilakukan dengan menggunakan kaedah persampelan rawak berkelompok. Kajian ini melibatkan 6 buah balai polis dengan jumlah sampel seramai 453 orang. Alatan kajian yang digunakan adalah borang soal selidik isi sendiri yang mengumpul maklumat berkaitan dengan faktor sosiodemografi, faktor pekerjaan, persepsi terhadap punca-punca stress dalam keluarga (faktor stress keluarga), kekerapan mengalami gejala-gejala stress yang diukur dengan skala gejala stres 52 soalan dan soal selidik strategi daya tindak. Kaedah lengkungan ROC telah digunakan bagi mencari titik penentu stress. Kadar respon kajian adalah 84.32%. Kadar prevalen stres adalah 53.7%. Faktor sosiodemografi yang mempunyai hubungan dengan kadar stres ialah faktor jantina, kenaikan pangkat, umur dan tempoh berkhidmat ( $p > 0.05$ ). Hasil kajian menunjukkan keterukan beban kerja, kurang sokongan organisasi dan keterukan stres kerja merupakan faktor stres kerja yang mempengaruhi status stress ( $p > 0.05$ ). Faktor stres personal yang mempengaruhi status stres adalah faktor tidak cukup masa, persekitaran luar rumah berbahaya, berselisih dengan pasangan, tekanan dari saudara, memperbaiki rumah, kekecewaan seksual dan perselisihan dengan anak ( $p > 0.05$ ). Strategi daya tindak yang mempunyai hubungan bererti dengan status stress adalah strategi penyelesaian masalah, mencari sokongan, pengelakkan, penerimaan, penggunaan bahan dan humor ( $p > 0.05$ ). Anggota polis yang mengalami punca stres yang berlainan akan menggunakan strategi daya tindak yang berlainan. Didapati strategi daya tindak negatif seperti penunjukkan emosi, penerimaan dan pengelakkan, penerimaan dan pengelakkan tidak dapat mengurangkan stres. Faktor keterukan beban kerja, tidak cukup masa dengan keluarga, kekecewaan seksual, memperbaiki rumah, tiada penjaga anak, fokus dalam menunjukkan emosi, peralihan kelakuan, peralihan penumpuan mental, kembali pada agama dan penilaian positif menerangkan 63.5% variasi dalam nilai skor gejala stres. Program pencegahan stres perlu diadakan bagi menangani masalah stres di kalangan polis.

**OCCUPATIONAL STRESS AND COPIING STRATEGIES AMONG POLICE OFFICERS IN FEDERAL TERRITORY OF KUALA LUMPUR AND PUTRAJAYA, 2007**

**ABSTRACT**

*This cross sectional study was conducted between 1st August 2006 till 31st October 2006 among the Royal Malaysian Policemen in Federal Territory of Kuala Lumpur and Putrajaya. The study's objectives were to determine occupational stress prevalence and the associated factors to stress and to determine coping strategies adopted by The Royal Malaysian police in the Federal Territory of Kuala Lumpur and Putrajaya. The study was conducted by using randomized cluster sampling techniques. It involved 6 police stations with sample size of 453 police personnel. The instrument used in the study were self administered questionnaires which were socio demographic factors, Job Stress Survey, Personal Stress Inventory, Stress Symptoms Scales (measured using Stress Symptoms Scales with 52 items) and Coping Orientation for Problems Experienced which will appraised the usual coping strategies used. ROC curve has been to determine the cut off point for stress status. Response rate were 84.32%. Stress prevalence rate was 53.7%. Socio demographic factors which has significant relations with stress rate were sex, promotional status, age and service period ( $p > 0.05$ ). The study showed that inadequate salary, competition for advancement, insufficient personnel, job pressure and working overtime influenced stress ( $p > 0.05$ ). Personal stressors which influenced stress were not enough money, inadequate time with family, dangerous or stressful surroundings, conflicts with spouse, fixing up house, conflicts over household tasks, conflicts with friends/relatives and absence of babysitter ( $p > 0.05$ ). Coping mechanism which has significant correlation with stress includes supports seeking avoidance, humor, acceptance, problems solving and substance use ( $p > 0.05$ ). Policemen with different stressors will adapt different coping strategies. Negative coping strategies such as venting of emotion, acceptance and avoidance were not able to reduce stress. Work load severity, inadequate time with family, sexual frustration, fixing house, absence of babysitter, focus on emotion venting, behaviour disengagement, mental disengagement, religious coping and positive reinterpretation explained 63.5% of variation in stress score distributions. Preventive measures should be implemented to reduce the risk of occupational stress among the police.*

**KAJIAN FAKTOR-FAKTOR RISIKO KEGANASAN DI TEMPAT KERJA TERHADAP JURURAWAT TERLATIH HOSPITAL UNIVERSITI KEBANGSAAN MALAYSIA, 2008**

*Azura Abul Hasan Ashari, Noor Hassim Ismail*

**ABSTRAK**

Keganasan di tempat kerja merupakan masalah yang sering berlaku kepada juruarawat. Keganasan ini boleh wujud dalam berbagai bentuk iaitu keganasan fizikal, keganasan verbal, pembuluan, gangguan seksual dan keganasan perkauman. Tujuan kajian rentas ini adalah untuk menentukan prevalen kejadian keganasan, bentuk-bentuk keganasan dan mengenalpasti faktor-faktor yang mempunyai hubungan dengan terhadap jururawat terlatih. Kajian ini melibatkan 380 orang jururawat di Hospital Universiti di Kuala Lumpur dan dijalankan menggunakan soal selidik Inventori Stres Peribadi dan "Workplace Violence In The Health Sector, Country Case Studies". Kajian ini mendapati prevalens keganasan adalah 41.1% dalam masa 12 bulan yang lepas. Bentuk keganasan terkerap adalah verbal (43.0%). Faktor yang dikenalpastinya hubungan yang bermakna dengan keganasan adalah berumur 25 tahun ke bawah (56.2%), stres (51.4%), unit tempat bekerja iaitu tertinggi di unit psikiatri (83.8%) dan unit kecemasan (60.6%), mengetahui adanya prosedur melapor (54.8%), galakkan melapor kejadian keganasan (46.5%) dan menerima latihan menangani keganasan (46.5%). Hasil analisa regresi logistik berganda menunjukkan hubungan yang bermakna (60.0%) antara kejadian keganasan dengan stres dan bekerja di unit psikiatri dan kecemasan. Hasil kajian ini juga mengenalpasti faktor-faktor yang mempunyai hubungan bentuk-bentuk keganasan. Kesimpulannya jururawat muda, stres dan bekerja di unit psikiatri dan kecemasan berisiko tinggi mengalami keganasan di tempat kerja. Hasil kajian ini boleh digunakan unruk menentukan langkah langkah pencegahan yang perlu diambil untuk mengurangkan kejadian keganasan terhadap jururawat supaya persekitaran kerja lebih selamat dan sihat.

***A STUDY OF THE RISK FACTORS OF WORKPLACE VIOLENCE TOWARDS STAFF NURSES AT THE UNIVERSITI KEBANGSAAN MALAYSIA HOSPITAL, 2008***

**ABSTRACT**

*Violence at the workplace is a problem frequently faced by nurses. There are various forms of violence which are physical, verbal, racial violence, bully and sexual harassment. The aim of this study is to determine the prevalence of workplace violence. The various forms of violence and factors associated with violence towards violence. This study involves 380 staff nurses at a university hospital in Kuala Lumpur and is conducted through self administered questionnaires which are the Workplace Violence In The Health Sector, Country Case Studies and the Personal Stress Inventory. The results of the study reveals the prevalence of violence is 41.1% in the past 12 months. Verbal violence is the commonest form of violence (43.0%). Factors that have a significant association with violence are age, respondents 25 years and younger (56.2%), stress (51.4%), working department which is highest in the psychiatric (83.8%) and emergency (60.6%), awareness of a reporting procedure (54.8%), encouragement to report (46.5%) and train in handling workplace violence (60.6%). Multiple logistic regression analysis reveals a significant association ( $p < 0.05$ ) between workplace violence and stress and working in the psychiatric and emergency department. The study has also determined the factors associated with the various forms of violence. In conclusion younger nurses, under stress who work in the psychiatric or emergency departments are at a higher risk to be a victim of workplace violence. The results of the study can be used to determine the steps to take in preventing workplace violence to ensure nurses work in a safer and healthier environment*

**HUBUNGAN FAKTOR PSIKOSOSIAL DI TEMPAT KERJA DENGAN PENYAKIT ANGGOTA ATAS AKIBAT PEKERJAAN (WRULD) DIKALANGAN JURURAWATA DI KLINIK-KLINIK KESIHATAN DI NEGERI MELAKA, 2008**

*Intan Azura Mhd Din, Noor Hassim Ismail*

**ABSTRAK**

Satu kajian keratan rentas telah dilakukan di kalangan jururawat di klinik kesihatan di Negeri Melaka untuk mengetahui prevalen Penyakit Anggota Atas Akibat Pekerjaan (WRULD) dikalangan jururawat dan faktor risiko yang mempengaruhinya terutama sekali faktor psikososial di tempat kerja. Dua puluh satu buah klinik kesihatan daripada 28 buah klinik kesihatan telah dipilih secara persampelan rawak kluster dan semua juruawat yang bekerja di klinik kesihatan yang terpilih telah dipilih sebagai responden. Pegumpulan data adalah menggunakan borang soal selidik yang dijawab sendiri dan juga pengukuran elektromiografi permukaan (EMG) dilakukan untuk melihat keletihan otot. Kadar respon ialah 91.9(n=285). Prevalen WRULD dikalangan jururawat di klinik kesihatan dalam tempoh masa 12 bulan yang lepas ialah 55.8% (n:159). Bahagian anggota yang paling kerap mengalami WRULD ialah bahru (40%) diikuti dengan tengkok (38.9%), tangan/pergelangan tangan (26.3%) dan siku (5.6%).Ujian regresi logistik menunjukkan stres (Odd Ratio: 1.92, 95% s.k: 1.06-3.48) dan beban kerja (Odd Ratio = 1.21 95% s.k :1.08-1.35) adalah faktor risiko yang berkait rapat dengan penyakit WRULD dikalangan jururawat di klinik kesihatan negeri Melaka. Ujian EMG permukaan menunjukkan tidak terdapat perbezaan pada min bacaan EMG (MF) di antara kumpulan yang mempunyai penyakit WRULD dan yang tidak mempunyai penyakit WRULD di kedua-dua belah otot trapezius. (GLM di antara kumpulan, p=0.88 untuk otot trapezius kanan dan p= 0.75 untuk otot trapezius kiri.). Tidak juga terdapat antara min bacaan EMG (MF) yang di ambil sebelum dan selepas waktu bekerja pada kedua-dua kumpulan responden. (GLM di dalam kumpulan, p= 0.107 untuk otot trapezius kanan dan p= 0.26 untuk otot trapezius kiri.)

**THE ASSOCIATION BETWEEN PSYCHOSOCIAL FACTORS IN THE WORK PLACE AND WORK RELATED UPPER LIMB DISORDER (WRULD) AMONG NURSES AT HEALTH CLINIC IN MALACCA, 2008**

**ABSTRACT**

*A cross sectional study was done among nurses at the health clinics in Malacca to determine the prevalence of work related upper limb disorder (WRULD) and its risk factors especially the psychosocial factors in the workplace. Twenty one clinics from 28 clinics were chosen by cluster sampling and all the nurses in the selected clinics were included as respondents. Data was collected using self-administered questionnaires and surface electromyography (EMG) was done to look at the evidence of muscle fatigue. The response rate was 91.9%(n=285). The prevalence of WRULD among nurses for past 12 months was 55.8% (n=159). Generally the commonest parts having WRULD were the shoulder (40%), followed by neck (38.9%), hand/wrist (26.3%) and elbow (5.6%). Multivariate logistic regression analysis showed the stress (Odd Ratio = 1.92, 95% CI= 1.06-3.48) and work load (Odd Ratio = 1.21, 95% CI= 1.08-1.35) were the risk factors associated with WRULD and physical activity was not statistically associated with WRULD Surface EMG showed that there was no difference in the mean of EMG (MF) between the two groups (WRULD and no WRULD) (GLM between subjects effects, p=0.88 for the right trapezius muscle and p= 0.75 for the left trapezius muscle.) There was also no significant difference in mean of MF taken before and after work shift in mean both group (GLM within subject effects, p= 0.107 for the right trapezius muscle and p=0.26 for the left trapezius muscle.)*

## **KAJIAN PREVALENS STRES PEKERJAAN DAN PENGGUNAAN STRATEGI DAYA TINDAK DI KALANGAN ANGGOTA BOMBA DI NEGERI KEDAH, 2009**

*Mohd Hisham Ahmad Kusairi, Noor Hassim Ismail*

### **ABSTRAK**

Tujuan kajian ini dijalankan adalah untuk mengetahui prevalens stres dan faktor yang menyumbang kepada stres di kalangan anggota bomba di Negeri Kedah. Kajian ini juga menyelidik fungsi daya tindak dalam menentukan stress anggota bomba. Kajian keratan rentas ini dilakukan dengan menggunakan kaedah persampelan universal. Kajian ini melibatkan 15 buah balai bomba dengan jumlah sampel seramai 535 orang. Alatan kajian yang digunakan adalah borang soal selidik isi sendiri yang mengumpul maklumat berkaitan dengan faktor sosiodemografi, faktor pekerjaan, faktor stres keluarga, dan kekerapan mengalami gejala-gejala stres yang diukur dengan Skala Gejala Stres 52 soalan. Strategi daya tindak diukur menggunakan borang soal selidik (COPE). Skor 36 dari gejala stres telah digunakan bagi menentukan titik penentu status stres menurut kajian-kajian prevalens stres pekerjaan terdahulu. Kadar respon kajian adalah 89.35%. Prevalens stres adalah 47.3 %. Hasil kajian menunjukkan keterukan beban kerja, kurang sokongan organisasi, keterukan stres kerja, kurang kerja (tidak aktif), tidak cukup anggota untuk membuat tugas, perkataan mengaibkan dari rakan sekerja, gaji tidak mencukupi, persaingan dalam perkembangan kerjaya, suasana kerja tidak selesa, menggantikan tugas anggota lain dan mempunyai perselisihan dengan jabatan lain merupakan faktor stres yang mempengaruhi, status stres ( $p < 0.05$ ). Kesemua faktor stres keluarga mempengaruhi status stres ( $p < 0.05$ ), strategi daya tindak yang mempunyai hubungan bererti dengan status stres adalah humor, mengalih perhatian diri sendiri, menyalahkan diri sendiri, penafian, penggunaan bahan, perubahan kelakuan, pengekspresian perasaan, perancangan, penerimaan, daya tindak yang berlainan akan menggunakan strategi daya tindak yang berlainan. Model hubungan regresi linear berganda menunjukkan faktor humor, perubahan kelakuan, penggunaan bahan, menyalahkan diri sendiri, konflik disebabkan kerja rumah tangga, tidak cukup masa masa untuk bersama ahli keluarga, konflik atau kekecewaan seksual dan persekitaran rumah yang merbahaya adalah predictor kepada skor gejala stres. Bagi mengurangkan risiko stres pekerjaan di kalangan anggota bomba, pendekatan dari segi program pengurusan stres perlu dilaksanakan.

## **A PREVALENCE STUDY OF OCCUPATIONAL STRESS AND COPING STRATEGIES AMONG FIREFIGHTERS IN KEDAH, MALAYSIA, 2009**

### **ABSTRACT**

*The purpose of this study was to determine prevalence of the stress amongst firefighters in Kedah and to identify risk factors of stress. This study was also determined coping strategies adopted by firefighters in Kedah. The study was conducted by using universal sampling technique. It involved 15 fire stations with sample size of 535 firefighters. The instrument used in the study was a self administered questionnaires which included sociodemographics factors, Job Stress Survey, Personal Stress Inventory, stress symptoms (measured using Stress Symptoms Scale with 52 items) and Coping Orientation for Problems Experienced which appraise the usual coping strategies used. Score 36 of the stress symptoms scale has been used to determine the cut of point for stress status according to previous occupational stress prevalence studies. Response rate was 89.3%. Stress prevalence rate were 47.3%. The study showed that job pressure, lack of organizational support, work stress severity, working overtime, insufficient staff, insult from fellow workers, insufficient salary, competition in career development, uncomfortable working environment and and disagreement with other department influenced stress ( $p < 0.05$ ). All personal risk factors influenced stress ( $p < 0.05$ ). Coping mechanism which had significant association with stress included humour, behavior disengagement, avoidance, substance abuse, mental disengagement, focus on emotion venting, planning, acceptance and instrumental social support. Firefighters with different stressor will adapt different coping strategies. Multiple linear regression done in this study showed that humour, behavioral disengagement, substance abuse, self-blame, conflict due to housework' insufficient time with family members, sexual frustration and unsafe housing environment are the predictors for variation in- stress score distribution. To reduce occupational stress among firefighters stress management programmes should be implemented.*

**KAJIAN STRES DAN PENGGUNAAN STRATEGI DAYA TINDAK DI KALANGAN PELAJAR-PELAJAR PERUBATAN UNIVERSITI KEBANGSAAN MALAYSIA, UNIVERSITI MALAYSIA SABAH DAN UNIVERSITI KUALA LUMPUR ROYAL COLLEGE OF MEDICINE, PERAK, 2009**

*Johari Awang Besar, Noor Hassim Ismail*

**ABSTRAK**

Kajian irisan lintang ini dijalankan di antara bulan September 2008 sehingga Disember 2008 di kalangan pelajar perubatan di Fakulti Perubatan, Universiti Kebangsaan Malaysia, Fakulti Perubatan di Universiti Malaysia Sabah dan *Universiti Kuala Lumpur Royal Collage of Medicine Perak*. Ia bertujuan untuk mengkaji prevalen stres dan faktor kepada stres di kalangan pelajar perubatan di ketiga tiga buah universiti. Kajian ini juga menyelidik fungsi daya tindak dalam menentukan stres pelajar perubatan. Kajian keratan rentas ini dilakukan dengan menggunakan kaedah persampelan rawak berstrata. Kajian ini melibatkan 3 buah fakulti perubatan di tiga buah universiti dengan jumlah sampel seramai 450 orang. Alatan kajian yang digunakan adalah borang soal selidik isi sendiri yang mengumpul maklumat berkaitan dengan faktor sosiodemografi dan faktor hubungan, persepsi terhadap punca-punca stres yang diukur dengan skala gejala stres 52 soalan dan soal selidik strategi daya tindak. Skor 39 dari skala gejala stres telah di gunakan bagi menentukan titik penentu status stres menurut lengkungan ROC. Kadar respon kajian adalah 90.8%. Kadar prevalen stres adalah 44.1%. Faktor sosiodemografi yang mempunyai hubungan dengan kadar stres adalah masalah kewangan ( $p < 0.05$ ). Hasil kajian menunjukkan masalah hubungan dengan ibubapa, adik beradik, kawan kawan dan pensyarah adalah mempengaruhi stres ( $p < 0.05$ ). Strategi daya tindak yang mempunyai hubungan bererti dengan status stres adalah strategi pengelakkan, mencari sokongan, kembali kepada agama, humor dan menyalah diri sendiri ( $p < 0.05$ ). Pelajar perubatan yang mengalami punca stres yang berlainan menggunakan strategi daya tindak yang berlainan. Faktor fokus dalam menunjukkan emosi, menyalahkan diri sendiri, masalah hubungan dengan kawan kawan, masalah kewangan, masalah hubungan dengan ibubapa dan masalah hubungan dengan pensyarah menerangkan 30.1% variasi dalam nilai skor gejala stres.

***STRESS AND COPING STRATEGIES AMONG MEDICAL STUDENTS IN UNIVERSITY OF MALAYSIA, MALAYSIA UNIVERSITY OF SABAH AND UNIVERSITI KUALA LUMPUR ROYAL COLLEGE OF MEDICINE PERAK, 2009***

**ABSTRACT**

*This cross sectional study was conducted between September 2008 till December 2008 among medical student in National University of Malaysia, Sabah University of Malaysia and Universiti Kuala Lumpur Royal College of Medicine Perak. The objectives of the study were to determine prevalence of stress and the associated factors to stress and to determine coping strategies adopted by medical students in all three universities. The study was conducted by using randomized stratified sampling techniques. It involved medical faculties from three universities with sample size of 450 medical students. The instrument used in the study were self administered questionnaires which included socio demographic factor, Personal Stress Inventory, Stress Symptoms (measured using Stress Symptoms Scales with 52 items) and Coping Orientation for Problems Experienced which appraised the usual coping strategies used. Score 39 of the stress symptom scale has been used to determine the cut off point for stress status according to ROC Curve. There response rate was 90.8%. Stress prevalence rate was 44.1%. Sociodemographic factor which had significant relations with stress prevalence was financial problem ( $p < 0.05$ ). The study showed that relationship with parents, siblings, friends and with lecturer influenced stress ( $p < 0.05$ ). Coping mechanism had significant association with stress includes avoidance, seek supports, religious, humor and self blames. Medical students with different stressors will adapt different coping strategies. Venting in emotion, self blaming, problems of relationship with friends, parents and lecturer and financial problems explained the 30.1% variation in stress score symptoms.*

## **KAJIAN STRES PEKERJAAN DAN PENGGUNAAN STRATEGI DAYA TINDAK DIKALANGAN PEGAWAI PENJARA DI NEGERI KEDAH, 2009**

*Mohd Zukri Ibrahim, Noor Hassim Ismail*

### **ABSTRAK**

Kajian hirisan lintang ini dijalankan untuk mengkaji prevalen stres pekerjaan dan faktor-faktor penyumbang kepada stres di kalangan pegawai penjara di Negeri Kedah. Kajian ini juga ingin mengkaji penggunaan strategi daya tindak dalam menentukan stres pegawai penjara. Kajian irisan lintang ini menggunakan persampelan rawak berstratum yang mana pegawai penjara di penjara ini di kategori kan kepada tiga kategori utama iaitu Wadar, Pegawai Rendah dan Pegawai Kanan. Sebanyak 418 borang soal selidik isi sendiri telah diedarkan yang terdiri daripada soalan faktor sosiodemografi, faktor stres keluarga dan rumah tangga, Inventori Stres Peribadi (menggunakan Skor Gejala Stres 52 soalan), soal selidik kajian stres pekerjaan dan soal selidik penggunaan strategi daya tindak. Skor 36 dari skala gejala stres telah digunakan sebagai titik penentu status stres pegawai penjara berdasarkan kiraan Lengkungan ROC (Receiver Operating Characteristic). Kadar respon yang diperolehi adalah 90.9%. Prevalen stres pekerjaan bagi pegawai penjara ialah 45.8%. Faktor sosiodemografi yang mempunyai hubungan dengan status stres ialah faktor status perkahwinan, kenaikan pangkat, umur, pendapatan bulanan, tempoh berkhidmat dan bilangan anak ( $p < 0.05$ ). Faktor stres keluarga dan rumah tangga yang mempunyai hubungan signifikan dengan status stres bagi pegawai yang berkahwin ialah tekanan dari saudara mara, mengemas rumah, kekecewaan seksual, konflik dengan anak-anak dan tiada penjaga anak ( $p < 0.05$ ). Hasil kajian menunjukkan bahawa stres pekerjaan seperti keterukan beban kerja, waktu tugas; di luar kerja, tidak cukup anggota untuk membuat tugas, perkataan yang mengaibkan dari rakan sekerja, persaingan dalam perkembangan kerjaya dan keterukan stres kerja adalah merupakan faktor yang mempengaruhi status stres ( $p < 0.05$ ). Model hubungan regresi linear berganda menunjukkan faktor perubahan kelakuan, tiada penjaga anak, penafian, konflik dengan anak-anak, menggantikan tugas anggota lain, tidak cukup masa untuk bersama keluarga, persaingan dalam kerjaya, pengekspresian perasaan, penilaian positif dan sokongan sosial emosi menjelaskan 52% variasi dalam taburan skor stres. Strategi daya tindak yang dikenal pasti dapat mengurangkan gejala stres ialah penilaian positif dan sokongan sosial emosi program pengurusan stres perlu dijalankan bagi mengurangkan risiko stres pekerjaan di kalangan pegawai penjara.

### **STUDY OF OCCUPATIONAL STRESS AND COPING STRATEGIES AMONG CORRECTIONAL OFFICERS IN KEDAH, 2009**

#### **ABSTRACT**

*A cross sectional study was done to determine the occupational stress prevalence associated factors to stress and to determine coping strategies adopted by correctional officer in Kedah. The study was conducted by using randomized stratified sampling method. Correctional officers were selected according to 3 main rank categorised. The category were warder, low rank officer and high rank officer. A total of 418 self administered questionnaire were distributed. These questionnaires included socio demographic factors, family and marriage factor, personal Stress Inventory (using stress scale with 52 items), work related stressors (Job Stress Survey) and Brief COPE (Coping Orientation for Problems Experienced). Score 36 of stress symptom scale has been used to determine the cut off point for stress status according to Receiver Operating Characteristic Curve (ROC). Response rate was 90.9%. Stress prevalence for correctional officer was 45.8 %. Socio demographic factors which have significant relation with stress status were marital status, promotion factor, age, monthly salary, duration of service and number of children ( $p < 0.05$ ). Family and marriage factor which have significant relation with stress status among married officer were pressure from relatives, clean up house, sexual frustration, conflict with spouse, conflict with children, conflict with household work and no babysitter ( $p < 0.05$ ). The study showed that work related stressors that have influence with stress were excessive workload, working after work hours, not enough staff, disgraced words from fellow workers, competition in career development and excessive work stress ( $p < 0.05$ ). Multiple linear regression model was done in this study and revealed factors that explained, 52% of variation in stress score distributions were behavioural disengagement, no babysitter, denial, conflict with children, replace other worker's job, not enough time with family, competition in career development, venting of emotion, positive reframing and emotional support. Coping mechanisms that have significant effect in reducing stress symptoms are positive reframing and emotional support. Stress management programs should be implemented to reduce occupational stress among correctional officer.*

**KAJIAN STRES PEKERJAAN DAN PENGGUNAAN STRATEGI DAYA TINDAK DIKALANGAN PEGAWAI PENJARA DI NEGERI KEDAH, 2009**

*Adliah Mohammed Soid, Noor Hassim Ismail*

**ABSTRAK**

Anggota kesihatan selalu mengalami masalah stres dan ketandusan upaya dan dilihat sebagai isu yang luas. Terdapat banyak faktor-faktor yang mempunyai hubungan dengan ketandusan upaya seperti faktor sosiodemografi, pekerjaan dan faktor psikososial. Ketandusan upaya dicirikan oleh 3 subskala iaitu keletihan emosi (KE), depersonalisasi (D) dan pengurangan pencapaian peribadi (PPR). Setiap subskala dikategorikan kepada 3 tahap (tinggi, sederhana dan rendah). Tujuan kajian ini adalah untuk mengenalpasti tahap ketandusan upaya dan hubungannya dengan faktor stres. Kajian ini merupakan kajian keratan lintang yang telah dilakukan di kalangan anggota kesihatan yang bekerja di klinik-klinik selenggaraan Pejabat Kesihatan Kinta. Borang soal selidik isi sendiri telah digunakan untuk kajian ini. Borang soal selidik yang digunakan adalah Inventori Stres Peribadi, Maslach Burnout Inventory. Skala Stres Jururawat dan Ubahsuai Skala Stres Jururawat. Borang tersebut diberikan kepada seramai 421 orang anggota kesihatan dan sebanyak 337 borang tersebut telah dikembalikan yang memberikan kadar penyertaan sebanyak 80.0%. Prevalens yang melaporkan keletihan emosi yang tinggi adalah 20.5% depersonalisasi yang tinggi adalah 9.0% dan pengurangan pencapaian peribadi yang tinggi adalah 34.2%. Min skor bagi skala keletihan emosi dan depersonalisasi adalah pada tahap yang rendah tetapi skor pencapaian peribadi adalah pada tahap sederhana. Kumpulan yang melaporkan min skor keletihan emosi tertinggi adalah Penolong Pegawai Perubatan dan bagi min skor pencapaian peribadi tertinggi pula adalah di kalangan Penolong Pegawai Farmasi. Bagi subskala depersonalisasi kesemua kumpulan jawatan melaporkan min skor yang rendah. Hasil kajian ini menunjukkan bahawa anggota kesihatan mengalami ketandusan upaya dan ketandusan upaya tersebut mempunyai hubungan faktor stres pekerjaan. Oleh itu program intervensi perlu dilaksanakan bagi faktor stres di kalangan pekerja.

***STUDY ON JOB STRESS AND COPING STRATEGIES AMONG PRISONERS WARDERNS IN KEDAH, 2009***

**ABSTRACT**

*Healthcare worker always faces a problem of burnout and stress which were seen as a widespread issue. There are many factors related to burnout as socio demographic, works and psycho social factors. There are 3 subscale of burnout which are Emotional exhaustion (EE), Depersonalization (D) and Personal Accomplishment (PA). Each subscales were divided into three categories (low, average, high). The aim of this study is to determine the level of each subscale of burnout and their association with stress factors. A cross sectional study was carried out among health care workers in clinics at Kinta district office in Perak. Self administered questionnaire method was used to collect data. Questionnaire included Personnel Stress Inventory, Maslach Burnout Inventory, Nurses Stress Scale and Modified Nurses Stress Scale. The Questionnaires distributed to 421 workers and 337 returned to give a response rate of 80%. The prevalence of high EE was 20-7% of respondents emotional, high D was 9.0% and high PA was 34.2%. The mean score of EE and D were at the low level but the mean score PA was at the average level. The group of workers with the highest mean score of EE was among the medical assistant and for the PA, the highest was among the pharmacy assistant. All group of workers had low mean score of D. The findings showed the health care workers experienced of burnout and had association with job stress. Therefore an intervention program should be applied to reduce .work stressor among the workers.*



**MORBIDITI PSIKOLOGI PUNCA-PUNCA STRES, KEPUASAN PEKERJAAN DAN STRES MELAMPAU DI KALANGAN DOKTOR DI BANDAR SANA'A, YEMEN, 2009**

*Sami Abdo Radman Al Dubai, Krishna Gopal Rampal*

**ABSTRAK**

Stres pekerjaan, kepuasan pekerjaan dan stres melampau adalah isu kesihatan pekerjaan yang penting di tempat kerja. Stres melampau pekerjaan adalah satu sindrom yang didefinisikan berdasarkan tiga komponen yang utama iaitu kehausan emosi, depersonalisasi dan kekurangan perasaan mengenai pencapaian personel. Tiada kajian telah dilakukan mengenai stres, stres melampau atau kepuasan pekerjaan di kalangan doktor di Yemen sebelum ini. Kajian ini telah dilaksanakan untuk mengetahui prevalens dan faktor penyumbang terhadap morbiditi psikologi, kepuasan pekerjaan dan stres melampau serta punca-punca stres yang biasa ditemui di kalangan para doktor di Bandar Sana'a, Yemen. Satu kajian hirisan lintang telah dilakukan 563 orang doktor di empat buah hospital di Bandar Sana'a; Yemen. '12 item General Health Questionnaire (GHQ12)' telah digunakan untuk mengukur morbiditi psikologi. Sumber stress pekerjaan telah ditentukan dengan menggunakan 37-item soalan berkala. 11-item skala 'War-Cook-Wall' telah digunakan untuk mengukur 10 aspek kerja dan keseluruhan kepuasan pekerjaan. 22-item Maslach Burnout Inventory (MBI) digunakan untuk mengukur stres melampau. Soalan demografi dan ciri-ciri pekerjaan juga telah disertakan. Selain daripada dua temuduga mendalam dengan dua orang timbalan pengarah bahagian kajian kualitatif ini terdiri daripada dua perbincangan kumpulan tumpuan yang melibatkan lima doktor lelaki dan lima doktor wanita. Prevalens morbiditi psikologi di kalangan doktor adalah 68.8% (388 daripada 563). Sebanyak 344 orang doktor (61.0%) tidak berpuas hati terhadap pekerjaan mereka. Soalan MBI telah menunjukkan seramai 365 orang doktor (63.2%) mempunyai kehausan emosi tinggi, 109 (19.4%) menunjukkan depersonalisasi yang tinggi dan 201 (35.7%) mempunyai tahap kejayaan personal yang rendah. Enam puluh enam orang doktor (11.7%) menghadapi darjah stres melampau yang tinggi (kehausan emosi tinggi, depersonalisasi dan tahap kejayaan personal rendah). Melalui analisis multivariasi, faktor peramal morbiditi psikologi adalah: gangguan kehidupan di rumah keluarga disebabkan oleh kerja ( $p=0.017$ ), pesakit tidak mempunyai kepercayaan terhadap doktor ( $p=0.023$ ), ketidakpuasan terhadap kerja ( $p=0.001$ ), tidak mengunyah Khat ( $p=0.001$ ), tidak berkemampuan memiliki rumah ( $p=0.007$ ) dan pertambahan umur ( $p=0.001$ ). Faktor penjangka untuk stres melampau yang tinggi adalah: skor tinggi pada GHQ12 ( $p<0.005$ ), gangguan oleh kerja di rumah/keluarga ( $p=0.009$ ), kadar stres global yang tinggi ( $p=0.007$ ), tidak mengunyah Khat ( $p=0.003$ ) dan tidak dapat mencapai keinginan ( $p=0.0003$ ). Prevalens morbiditi psikologi dan kehausan emosi di kalangan doktor di Yemen adalah lebih tinggi dari kajian yang telah dibuat di peringkat antarabangsa dan yang berkaitan dengan beberpa faktor- faktor penyebab stres yang penting di tempat kerja. Menurut bahagian kualitatif kajian ini, sumber yang terhad, salah pengurusan dan keadaan kewangan merupakan punca stres yang paling penting kepada doktor. Penemuan ini boleh digunakan untuk merangka program untuk meningkatkan kesihatan psikologi di kalangan para doktor di Yemen.

**PSYCHOLOGICAL MORBIDITY, SOURCES OF JOB STRESS, JOB SATISFACTION AND BURNOUT AMONG DOCTORS IN SANA'A CITY, YEMEN, 2009**

**ABSTRACT**

*Job stress, job satisfaction and burnout are important occupational health issues in the work place. Occupational burnout is a syndrome defined by its three principal components of emotional exhaustion, depersonalization, and diminished feelings of personal accomplishment. No study has been conducted on stress, burnout or satisfaction among doctors in Yemen. This study was conducted to determine the prevalence and factors contributing to psychological morbidity, job satisfaction and burnout as well as to identify the common sources of stress among doctors in Sana'a City Yemen. A cross-sectional study was performed on 563 doctors in four hospitals in Sana'a City Yemen. The 12-item General Health Questionnaire (GHQ12) was used as a measure of psychological morbidity. Sources of job stress were determine using a 37-item scale questionnaire. The 11 items Warr- Cook-Wall scale was used to ten aspects of work and overall job satisfaction. The 22-item Maslach Burnout Inventory (MBI) was used to measure burnout. Questions on demographic and work characteristic factors were included in the questionnaire. The qualitative part of the study composed of two focus group discussion with five male and five female addition to two in-depth interview with two principals. The prevalence of psychological morbidity was 63.8% (388 out of 563) doctors. A total of 344 doctors (61.0%) were dissatisfied with their job. On the MBI, 365 doctors (63.2%) showed high emotional exhaustion, 109 (19.4%) showed high depersonalization and 201 (35.7%) showed low personal accomplishment. Sixty six doctors (11.7%) experienced a high degree of burnout (high emotional exhaustion and depersonalization and low personal accomplishment). On multivariate analysis, the predictors of psychological morbidity were: disturbance of home/family life by work ( $p=0.017$ ), patients not trusting doctors ( $p=0.023$ ), dissatisfaction with job ( $p=0.001$ ), not chewing Khat ( $p=0.001$ ), inability to own a house ( $p=0.007$ ) and increasing age ( $p=0.001$ ). Predictors of high degree burnout were high scores on (GHQ12) ( $p<0.005$ ), disturbance of home/family life by work ( $p=0.009$ ), scoring high on the global rating of stress ( $p=0.007$ ), not chewing Khat ( $p=0.003$ ) and not achieving expectations ( $p<0.005$ ). The prevalence psychological morbidity and emotional exhaustion in Yemeni doctors were higher than those reported internationally and were associated with many important stressors in the workplace. In qualitative part of study, limited resources, mismanagement and the financial situation were the most important sources of stress to doctors. These findings should be used to develop programs to improve the psychological well-being of Yemeni doctors.*