

## **CHAPTER 6**

### **CONCLUSIONS**

#### **6.1. Conclusions**

More studies are needed to confirm and expand these preliminary results to establish a better foundation for coping strategy and health and safety at workplace in Malaysia. Safety-related outcome measures will have to be incorporated into future studies to assess directly the value of Stress Management Training for accident prevention. The seriousness of the problem of workplace injuries and illnesses and the damage costs to individuals and organizations dictate an active exploration of new strategies for reducing this type of losses.

The health and safety information pointed out that only 13.2% of the respondents who were actively involved in the health and safety committee and they were mostly in management level. Nevertheless, 99% of the respondents agreed that health and safety committee should be more proactive in handling health and safety issues such as stress at their workplace.

It was also revealed that, assignment of new or unfamiliar duties, fellow workers not doing their job, assignment of increased responsibility and insufficient personal times were the factors affected job stress among the workers. Besides the job stress factors, the workers were also being influenced by the family and marital factors such as problems or conflict with children, not enough time to be with family members and conflict or distance from close friends or relatives. Based on Multiple

regression analysis, stress predictor for this study was insufficient personal times that had the greatest influenced in stress of the respondents.

In conclusion, all the objectives in this study have been achieved with stress prevalence among the workers was 41% where insufficient personal time as the stress predictor. In order to cope with the stress, the workers have significant strategies that were emotional support, behavioral changes and humour. These 3 coping strategies only 14% correlated with their stress and only 24.4% of the workers were aware about stress issue that has been brought up in their health and safety meeting.

## **6.2. Recommendations**

Stress and depression have invaded the workplace and are as a serious public health problem as infectious diseases and AIDS. The costs of stress and other mental illnesses are high due to long recovery times, high worker replacement costs and disability payment. The impact on productivity is immense so as their safety during work. In order to reduce or improve the current situation, some strategies that might benefit and useful are:-

1. Leaders of an organization play major role in development of the organization. They have to be proactive in shaping and refining standard procedure to reduce employees' stress and maximize their job satisfaction.
2. Management also must be aware of the latest issues especially on health and safety of their workers. Strategies should be properly formulated and implemented in order to introduce new culture or campaign at workplace on

stress. Be sure that the workload is suitable to employees' abilities and resources; avoid unrealistic deadlines.

3. Employees need to be trained systematically and discussed on the current health and safety issues frequently, for instance, stress, insurance etc at workplace. They also should be offered rewards and incentives, opportunities for career development and participation in decision that effect their jobs.
4. Workplace should be designed according to ergonomics program where effective application will achieve a balance between worker characteristics and task demands. Hence workers' productivity, job satisfaction and their health and safety will be enhanced effectively.