

ABSTRACT

WORK STRESS EXPERIENCED BY ADMINISTRATORS IN PETALING JAYA SECONDARY SCHOOLS

The main purpose of the study was to determine the work stress levels of secondary school administrators in Petaling Jaya. The study also aimed to identify the ten major stressors of these administrators. Lastly, the study attempted to determine the relationship between different groups of administrators and their level of work stress.

The sample of the study comprised 50 secondary school administrators – 27 principals and 23 assistant administrators (Assistant Principals and Afternoon Supervisors) – from the (urban) district of Petaling Jaya in the state of Selangor.

The survey method was employed and a two-part questionnaire was used to collect data. The first part identified the characteristics of the administrator and their self-reported stress. The second part was the 35-item Administrator Stress (ASI), in which each item pertains to a potential stressor. These stressors are categorized into 4 dimensions of stress – Task-Based Stress, Role-Based Stress, Conflict-Mediating Stress and Boundary-Spanning Stress.

The study revealed three major findings. Firstly, the study indicated high level of stress among secondary school administrators in Petaling Jaya, with 40% of the respondents self-reporting high stress levels, while 47% recorded high stress levels as measured by the ASI.

Second, the study identified the ten major stressors of secondary school administrators. They were:

1. Completing reports/paperwork on time
2. Gaining public approval/funds for school programs.
3. Making decisions that effect the lives of colleagues, staff and students.
4. Evaluating staff members' performance.
5. Meetings that take too much time.
6. Supervising and coordinating many people's tasks.
7. Too heavy a workload to finish during normal workday.
8. Resolving parent/school conflict.
9. Complying with state, federal and organizational rules and policies.

The dimension of stress that recorded the highest mean stress value was the Task-Based Dimension.

Lastly, various analyses indicate that there were no significant differences in the stress levels of principals and assistant administrators; administrators of schools with large student enrolments and small student enrolments; and administrators with large staff sizes and small staff sizes. Work stress levels were, however, found to decrease as the number of years of administrative experience increased.

TEKANAN PENGURUSAN DI KALANGAN PENTADBIR SEKOLAH MENENGAH DI PETALING JAYA

ABSTRAK

Tujuan utama kajian ini adalah untuk menentukan tahap tekanan pengurusan di kalangan pentadbir sekolah menengah di Petaling Jaya. Kajian ini juga bertujuan mengenalpasti 10 punca utama tekanan pengurusan di kalangan pentadbir tersebut. Akhir sekali, kajian telah cuba memastikan sama ada terdapat hubungan antara ciri-ciri pentadbir dengan tahap tekanan pengurusan.

Sampel kajian terdiri daripada 50 orang pentadbir sekolah menengah di Petaling Jaya, iaitu seramai 27 orang pengetua dan 23 orang penolong pentadbir (Penolong Kanan 1, Penolong Kanan II dan Penyelia Petang).

Data diperolehi melalui kaedah survey yang menggunakan borang soal selidik. Bahagian pertama borang soal selidik itu menyoal latar belakang (ciri-ciri) responden dan tahap tekanan pengurusan yang dilaporkan sendiri, manakala bahagian keduanya adalah Indeks Tekanan Pengurusan atau Administrator Stress Index (ASI) yang terdiri daripada 35 punca tekanan pengurusan bagi pentadbir sekolah. Punca-punca tekanan ini telah dikategorikan kepada 4 dimensi tekanan – Tekanan Tugas, Tekanan Perwatakan, Tekanan Penyelesaian Konflik dan Tekanan Hubungan Luaran.

Tiga dapatan utama telah diperolehi melalui kajian ini. Pertama, tahap tekanan pengurusan di kalangan pentadbir sekolah menengah di

Petaling Jaya adalah tinggi, iaitu 40% responden melaporkan sendiri bahawa tekanan pengurusan yang dialami mereka adalah tinggi, manakala 47% responden telah didapati mengalami tahap tekanan pengurusan tinggi sebagaimana yang diukur menggunakan ASI.

Keduanya, kajian telah mengenal pasti 10 punca utama tekanan pengurusan di kalangan pentadbir sekolah menengah di petaling Jaya. Tiga punca tekanan yang paling tinggi adalah: "Banyak masa mengisi borang dan menyediakan laporan dalam masa yang ditetapkan; "memperolehi sokongan dan bantuan kewangan dari pihak luar untuk sekolah"; dan "membuat keputusan yang mungkin menjejaskan kedudukan rakan sekerja, guru dan pelajar.

Dimensi tekanan pengurusan yang mengakibatkan tekanan pengurusan tertinggi adalah dimensi Tekanan Tugas.

Akhirnya, analisis statistik dapat memutuskan bahawa tidak terdapat hubungan yang signifikan antara tahap pengurusan di kalangan pengetua dan pembantu tadbir lain, sekolah dengan enrolmen murid yang berlainan dan dengan bilangan staf yang berlainan. Hubungan yang signifikan diperolehi dalam tahap tekanan pengurusan di kalangan pentadbir dengan jangkamasa pengalaman pentadbiran yang berbeza. Iaitu, pentadbir dengan pengalaman mentadbir yang lebih lama didapati mengalami kurang tekanan pengurusan.