

APPENDIX : The Instrument of the Study

FACULTY OF EDUCATION
UNIVERSITY OF MALAYA



STRESS AMONG ADMINISTRATORS OF SECONDARY SCHOOLS

Dear Respondent,

I, Rema Ragavan, I.C. 631230-10-7470, am currently pursuing a Masters Degree in the field of Education (Administration) in the above mentioned university. I have elected to research the topic of **School Administrator Stress** with special focus on **administrators of secondary schools**. Sadly, research in this area of school administration has been sorely neglected, despite the grave consequences that may arise due to the *mismanagement of school administrator stress*. Widely researched in other parts of the developed world, this issue has unfortunately been overlooked in our country, unlike that of teacher stress. Currently, there exists only one other research paper on Primary School Administrator Stress, carried out in 1996 in the state of Selangor. This would make my endeavour a pioneering research in which I most graciously invite your participation.

I would like to stress that this is not a test of any kind and that all information will be held in the strictest of confidence. I would also like to ask your kind cooperation in answering sincerely and to the best of your ability. This is to ensure that the information gained through this research would be meaningful. It can then be used by the proper authorities in two ways; as a tool to improve service conditions for the current generation of administrators, and also to help in the preparation of future generations of administrators.

The enclosed questionnaire has two parts:

- **Section A** : Personal particulars. *Please fill in the space provided or tick in the appropriate box.*
- **Section B**: Instrument known as the ADMINISTRATIVE STRESS INDEX. *Please indicate your response by circling the number that reflects your opinion best.*

Thanking you in advance for your time and your patience.

Sincerely yours,



Rema Ragavan

26 January 2000

SECTION A

Please fill in the space provided or tick in the appropriate box.

1. Your age : _____ years.
2. Your gender : Male ☐ Female ☐
3. Administrative experience :

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1—3 years	4—6 years	7—9 years	9—11 years	more than 11 years
4. Student enrolment :

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
less than 500	501—1000	1001—1500	1501—2000	more than 2000
5. Staff size : _____ teachers _____ others
6. Level of Administrative Position :

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pengetua	PK I	PK II	P. Petang
7. You would categorize your work as :

<input type="checkbox"/>	Not stressful at all
<input type="checkbox"/>	Mildly stressful
<input type="checkbox"/>	Stressful
<input type="checkbox"/>	Extremely stressful

SECTION B

ADMINISTRATIVE STRESS INDEX

School administrators have identified the following 35 work-related situations as sources of concern. It is possible that some of these situations bother you more than others. How much are you bothered by each of the following situations listed below? Please circle the appropriate response.

	NOT APPLICABLE	RARELY/NEVER BOTHERS ME		OCCASIONALLY BOTHERS ME			FREQUENTLY BOTHERS ME	
	NA	1	2	3	4	5		
1.	Being interrupted frequently by telephone calls	NA	1	2	3	4	5	
2.	Supervising and coordinating the task of many people	NA	1	2	3	4	5	
3.	Feeling staff members don't understand my goals and expectations	NA	1	2	3	4	5	
4.	Feeling that I am not fully qualified to handle my job	NA	1	2	3	4	5	
5.	Knowing I can't get information needed to carry out my job properly	NA	1	2	3	4	5	
6.	Thinking that I will not be able to satisfy the conflicting demands of those who have authority over me	NA	1	2	3	4	5	
7.	Trying to resolve difference between or among students	NA	1	2	3	4	5	
8.	Feeling not enough is expected of me by my superiors	NA	1	2	3	4	5	
9.	Having my work frequently interrupted by staff members who want to talk	NA	1	2	3	4	5	
10.	Imposing excessively high expectation on myself	NA	1	2	3	4	5	

1.	Feeling pressure for better job performance over and above what I think is reasonable	NA	1	2	3	4	5
2.	Writing memos, letters and other communication	NA	1	2	3	4	5
3.	Trying to resolve differences with my superiors	NA	1	2	3	4	5
4.	Speaking in front of groups	NA	1	2	3	4	5
5.	Attempting to meet social expectations (housing, clubs, friends, etc)	NA	1	2	3	4	5
6.	Not knowing what my supervisor thinks of me, or how he/she evaluates my performance	NA	1	2	3	4	5
7.	Having to make decisions that affect the lives of individual people that I know (colleagues, staff members, students, etc)	NA	1	2	3	4	5
8.	Feeling I have to participate in school activities outside of the normal working hours at the expense of my personal time	NA	1	2	3	4	5
9.	Feeling that I have too much responsibility delegated to me by my superior.	NA	1	2	3	4	5
10.	Trying to resolve parent/school conflict	NA	1	2	3	4	5
11.	Preparing and allocating budget resources	NA	1	2	3	4	5
12.	Feeling that I have to little authority to carry out responsibilities assigned to me	NA	1	2	3	4	5
13.	Handling student discipline problems	NA	1	2	3	4	5

24.	Being involved in the collective bargaining process	NA	1	2	3	4	5
25.	Evaluating staff members' performance	NA	1	2	3	4	5
26.	Feeling that I have too heavy a workload, one that I cannot possibly finish during the normal work day	NA	1	2	3	4	5
27.	Complying with state, federal and organisational rule and policies	NA	1	2	3	4	5
28.	Feeling that the progress on my job is not what it should or could be	NA	1	2	3	4	5
29.	Administering the negotiated contract (grievances, interpretation, etc)	NA	1	2	3	4	5
30.	Being unclear on just what the scope and responsibilities of my job are	NA	1	2	3	4	5
31.	Feeling that meetings take up too much time	NA	1	2	3	4	5
32.	Trying to complete reports and other paper work on time	NA	1	2	3	4	5
33.	Trying to resolve differences between and among staff members	NA	1	2	3	4	5
34.	Trying to influence my immediate supervisor's actions and decisions that affect me	NA	1	2	3	4	5
35.	Trying to gain public approval and/or financial support for school programs	NA	1	2	3	4	5

Other situations about your job that bother you: (if any)

	1	2	3	4	5
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