

OCCUPATIONAL STRESS OF ASSISTANT REGISTRARS OF THE UNIVERSITY
OF MALAYA

PERPUSTAKAAN UNIVERSITI MALAYA

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OCCUPATIONAL STRESS OF ASSISTANT REGISTRARS OF THE UNIVERSITY OF MALAYA

Abstract

This study looks into the stress level, the stressors as well as the stress responses of Assistant Registrars in University of Malaya. Comparisons are made to identify differences in terms of the stress level, the stressors and stress responses between Principal Assistant Registrars and Assistant Registrars; administrators in central and non central administration; administrators with less than ten years, ten to nineteen years and more than nineteen years of service; and administrators with responsibility for less than six staff, six to fifteen staff and more than fifteen staff.

A total of sixty-one administrators consisting of eleven Principal Assistant Registrars and fifty Assistant Registrars responded to the questionnaire. The results show that 23% of the respondents experienced high stress, 54.1% moderate stress, 19.7% low stress and 3.3% no stress. The stress level is significantly different by position as Principal Assistant Registrars experienced more stress than Assistant Registrars. However, there is no difference in the stress levels between administrators in central and non central administration. The study shows that senior administrators experienced a higher level of stress than junior ones. There is no relationship between the size of staff an administrator is responsible for with the level of stress.

The more important organizational stressors are those concerning administrative policies, structure, and change. The more serious of the job stressors are that of responsibility

for people, time pressure, work overload, and role conflict. Career stressors are causing 55.8% of the respondents to experience either high or dangerous stress levels. In terms of ranking of their importance, career stressors occupy the top position, followed by job stressors, and then organizational stressors. Group stressors appear to be of least importance.

The organizational, job, career and group stressors for both Principal Assistant Registrars and Assistant Registrars are not significantly different except for time pressure where Principal Assistant Registrars face more stress than Assistant Registrars. There is also no difference in the stressors between administrators in central and non central administration, among those with different lengths of service and different number of staff to control.

Cognitive stress response is the most common form of stress responses, followed by physical stress response and behavioural stress response. There is no difference in the stress responses between Principal Assistant Registrars and Assistant Registrars, and those administrators in central and non central administration. While the cognitive and behavioural stress responses are the same for those with different lengths of service, the physical stress response is higher for those with more years of service. The results also show that the stress responses do not differ for administrators by the number of staff they are responsible for.

TEKANAN KERJA DI KALANGAN PENOLONG PENDAFTAR UNIVERSITI MALAYA

Abstrak

Kajian ini meninjau tahap tekanan kerja, punca tekanan serta tindakbalas terhadap tekanan kerja di kalangan Penolong Pendaftar di Universiti Malaya. Perbandingan dilakukan untuk mengenalpasti perbezaan dalam tahap tekanan kerja, punca tekanan serta tindakbalas terhadap tekanan kerja di antara kelompok Ketua Penolong Pendaftar dan Penolong Pendaftar; kelompok pentadbir di pentadbiran pusat dan pentadbiran lain; kelompok pentadbir yang berkhidmat dalam tempoh kurang daripada sepuluh tahun, sepuluh hingga sembilan belas tahun, dan lebih daripada sembilan belas tahun; dan kelompok pentadbir dengan tanggungjawab menyelia kakitangan bawahan seramai kurang daripada enam orang, enam hingga lima belas orang, dan lebih daripada lima belas orang.

Sejumlah enam puluh satu pentadbir, terdiri daripada sebelas Ketua Penolong Pendaftar dan lima puluh Penolong Pendaftar menjawab soal selidik kajian ini. Hasil kajian menunjukkan bahawa 23% daripada responden mengalami tekanan kerja tinggi, 54.1% tekanan kerja yang sederhana, 19.7% tekanan kerja yang rendah dan 3.3% tidak mengalami tekanan kerja. Terdapat perbezaan yang signifikan dalam tekanan kerja mengikut jawatan kerana didapati Ketua Penolong Pendaftar mengalami lebih tekanan kerja daripada Penolong Pendaftar. Namun begitu, tidak ada perbezaan dalam tahap tekanan kerja di antara pentadbir

di pentadbiran pusat dan pentadbiran lain. Kajian ini menunjukkan bahawa pentadbir yang lebih kanan mengalami tekanan kerja yang lebih teruk daripada mereka yang kurang kanan. Tahap tekanan kerja tidak ada hubungan dengan bilangan kakitangan bawahan yang diselia oleh seseorang pentadbir.

Punca tekanan yang berkaitan dengan organisasi yang lebih penting terdiri daripada polisi pentadbiran, struktur, dan perubahan. Punca tekanan yang berkaitan dengan pekerjaan yang lebih serius ialah tanggungjawab terhadap orang, tekanan masa, beban kerja terlampau, dan konflik peranan. Punca tekanan berkaitan dengan kerjaya menyebabkan 55.8% daripada responden mengalami tahap tekanan kerja tinggi atau merbahaya. Dari segi tingkatan (ranking) peri pentingnya, punca tekanan berkaitan dengan kerjaya menduduki tempat teratas, diikuti dengan punca tekanan berkaitan dengan pekerjaan, punca tekanan berkaitan dengan organisasi, dan punca tekanan berkaitan kelompok.

Tiada perbezaan signifikan dalam punca tekanan berkaitan dengan organisasi, pekerjaan, kerjaya dan kelompok di antara Ketua Penolong Pendaftar dan Penolong Pendaftar melainkan tekanan masa di mana Ketua Penolong Pendaftar mengalami lebih tekanan kerja daripada Penolong Pendaftar. Juga tiada perbezaan dalam punca tekanan dari segi penempatan, iaitu di antara pentadbir di Pentadbiran Pusat dan Pentadbiran lain, dan dari segi tempoh perkhidmatan serta dari segi bilangan kakitangan bawahan yang diselia.

Tindakbalas kognitif terhadap tekanan kerja ialah tindakbalas yang paling digunakan, diikuti dengan tindakbalas fizikal dan tindakbalas tingkahlaku. Tiada perbezaan dari segi tindakbalas terhadap tekanan kerja di antara Ketua Penolong Pendaftar dan Penolong

Pendaftar, dan di antara pentadbir di pentadbiran pusat dan pentadbiran lain. Walaupun tindakbalas kognitif dan tindakbalas tingkahlaku adalah sama di kalangan pentadbir yang berbeza dari segi tempoh perkhidmatan, tindakbalas fizikal adalah lebih tinggi di kalangan mereka lebih lama berkhidmat. Hasil kajian juga menunjukkan bahawa tiada perbezaan dalam tindakbalas terhadap tekanan kerja di kalangan pentadbir dari segi bilangan kakitangan bawahan yang diselia.

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