

APPENDIX  
OCCUPATIONAL STRESS QUESTIONNAIRE

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Dear colleague,

I am at present enrolled in the M. Ed. Programme. Currently I am undertaking a research on the occupational stress of the Principal Assistant Registrars and the Assistant Registrars in the University of Malaya.

I shall be most grateful if you can complete the attached questionnaire and return the completed questionnaire to me, if possible, in a week's time. The purpose of this questionnaire is to find your occupational stress level, the stressors and your stress responses. The responses given by you in the questionnaire will be used for academic purposes. No information on your individual response will be divulged to anyone and your individual response is treated as confidential information. Please ensure that you do not write your name as no name is required.

Thank you in advance for all your time and effort in assisting me in this research.

Yours sincerely,

Wong Lee Lan

## Section 1

## Biodata

(Please tick or write your answer in the space provided)

1. What is your job title?  
 Principal Assistant Registrar  
 Assistant Registrar
  
2. Are you presently placed in central administration?  
 Yes  
 No
  
3. What is your main area of responsibility? Please tick only one which you consider as your main area of responsibility.  
 Institute/Faculty/Centre/Department administration  
 Human Resource administration  
 Financial administration  
 Development and Maintenance  
 Academic Administration  
 Student Affairs  
 Public Relations  
 General Administration  
 Others. Kindly specify in the space below.  
  


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4. Please specify the number of years you have been working as an administrator in the University.  


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 years
  
5. Please specify the total number of staff placed under your control.  


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 people

## Section 2

## Stress Diagnostic Survey

For each item in all parts of the survey, please indicate how often the condition described is a source of stress at work. Some of the items deal with your organization, work group, job, and career. Circle the number that best describes the source of stress to you where:

- 1 if the condition is **never** a source of stress.  
 2 if the condition is **rarely** a source of stress.  
 3 if the condition is **occasionally** a source of stress.  
 4 if the condition is **sometimes** a source of stress.  
 5 if the condition is **often** a source of stress.  
 6 if the condition is **usually** a source of stress.  
 7 if the condition is **always** a source of stress.

Organizational Stressors

	never	rarely	occasio- nally	some times	often	usually	always
6. The red tape to accomplish my job is significant.	1	2	3	4	5	6	7
7. I have little control over my work.	1	2	3	4	5	6	7
8. Frequent changes are made in the university.	1	2	3	4	5	6	7
9. I have no privacy.	1	2	3	4	5	6	7
10. My immediate officer does not respect me.	1	2	3	4	5	6	7

	never	rarely	occasio- nally	some times	often	usually	always
11. The administrative papers that I must read or complete are growing in number.	1	2	3	4	5	6	7
12. We follow no formal authority system around here.	1	2	3	4	5	6	7
13. People come and go regularly - here today , gone tomorrow.	1	2	3	4	5	6	7
14. I am not prepared to work with other departments or people from other units.	1	2	3	4	5	6	7
15. My immediate officer doesn't trust me .	1	2	3	4	5	6	7
16. I have little say in decisions that affect my work.	1	2	3	4	5	6	7
17. The university is too formal and stiff-impersonal.	1	2	3	4	5	6	7

	never	rarely	occasio- nally	some times	often	usually	always
18. Changes are declared and put into place without any input from people at my level.	1	2	3	4	5	6	7
19. I have no control over what is happening in my work area [office, work station, desk].	1	2	3	4	5	6	7
20. My immediate officer is unpredictable - what he or she will do next is a mystery.	1	2	3	4	5	6	7

### Group Stressors

21. I am not able to keep up with my group's performance.	1	2	3	4	5	6	7
22. I am not a member of a close - knit group.	1	2	3	4	5	6	7
23. I receive no support for my personal goals from my group.	1	2	3	4	5	6	7
24. I don't know what my group wants from me.	1	2	3	4	5	6	7

	never	rarely	occasio- nally	some times	often	usually	always
25. My work group has no influence in the organization.	1	2	3	4	5	6	7
26. I receive no sense of security from my group affiliation.	1	2	3	4	5	6	7
27. I fear being kicked out of my group.	1	2	3	4	5	6	7
28. My work group is disorganized and cold.	1	2	3	4	5	6	7
29. I don't get a sense of social satisfaction from my group.	1	2	3	4	5	6	7

#### Job and Career Stressors

30. I work on many unnecessary job activities.	1	2	3	4	5	6	7
31. My job objectives are unclear to me.	1	2	3	4	5	6	7
32. To keep up with my job, I usually have to take work home with me.	1	2	3	4	5	6	7

	never	rarely	occasio- nally	some times	often	usually	always
33. My job is boring.	1	2	3	4	5	6	7
34. I am responsible for people.	1	2	3	4	5	6	7
35. My job pushes me hard to finish on time.	1	2	3	4	5	6	7
36. My work area (office, space) is too crowded. .	1	2	3	4	5	6	7
37. I do not have enough opportunities to advance in this university.	1	2	3	4	5	6	7
38. I have job activities that are accepted by one person and not by others.	1	2	3	4	5	6	7
39. I do not have the authority to do my job well.	1	2	3	4	5	6	7
40. My job is too difficult.	1	2	3	4	5	6	7
41. My job has become too routine.	1	2	3	4	5	6	7

	never	rarely	occasio- nally	some times	often	usually	always
42. I must make decisions that affect the career, safety, or lives of other people.	1	2	3	4	5	6	7
43. There is not enough time in the day to do my job. .	1	2	3	4	5	6	7
44. Work conditions on my job are below par. .	1	2	3	4	5	6	7
45. I am at a standstill in my career.	1	2	3	4	5	6	7
46. I receive conflicting requests from two or more people.	1	2	3	4	5	6	7
47. I am not sure what is expected of me.	1	2	3	4	5	6	7
48. I am responsible for too many jobs.	1	2	3	4	5	6	7
49. My job is too easy.	1	2	3	4	5	6	7
50. I am responsible for helping others solve their problems.	1	2	3	4	5	6	7



	never	rarely	occasio- nally	some times	often	usually	always
51. I don't have time to take an occasional break from my job.	1	2	3	4	5	6	7
52. My working conditions are not as good as the working conditions of others.	1	2	3	4	5	6	7
53. I am in a career which offers little promise for the future.	1	2	3	4	5	6	7

#### Others

54. Taking everything into consideration, please tick in the appropriate bracket how you would rate the level of stress experienced in your job as a whole.

- (        ) No stress
- (        ) Low stress
- (        ) Moderate stress
- (        ) High stress
- (        ) Extreme stress

## Section 3

## Stress Response Mechanism

You respond in your own personal way to stressors. The following questions are concerned with the way you think, feel and act. Carefully read each item and circle the number that best reflects how your cognition have been working in the last three months. The numbers indicate:

- 5 - I **frequently** have these thoughts.
- 4 - I **often** have these thoughts.
- 3 - I **sometimes** have these thoughts.
- 2 - I **occasionally** have these thoughts.
- 1 - I **rarely or never** have these thoughts

Over the past three months, I have with reference to occupational stress:

	rarely	occasionally	sometimes	often	frequently
55. Thought I was alone	1	2	3	4	5
56. Worried a lot about myself	1	2	3	4	5
57. Considered myself helpless	1	2	3	4	5
58. Had angry thoughts	1	2	3	4	5
59. Had depressing thoughts	1	2	3	4	5
60. Seriously questioned my future	1	2	3	4	5
61. Been bored	1	2	3	4	5
62. Questioned my contributions	1	2	3	4	5
63. Not thought well of other people	1	2	3	4	5
64. Been alienated toward others	1	2	3	4	5
65. Thought that others were picking on me	1	2	3	4	5

	rarely	occasionally	sometimes	often	frequently
66. Believed that people should not be trusted	1	2	3	4	5
67. Believed that I am fighting a losing battle	1	2	3	4	5
68. Thought that I should quit	1	2	3	4	5
69. Had thoughts that scare me	1	2	3	4	5

Again please circle the number that best reflects your physical condition over the past few months where:

- 5 - **Frequently** has happened
- 4 - **Often** has happened
- 3 - **Sometimes** happens
- 2 - **Occasionally** has happened
- 1 - **Rarely or never** has happened

Over the past three months, I have with reference to occupational stress experienced:

		rarely	occasionally	sometimes	often	frequently
70.	Headaches	1	2	3	4	5
71.	Backaches	1	2	3	4	5
72.	Stomach disorders	1	2	3	4	5
73.	Hot or cold flashes	1	2	3	4	5
74.	Chest pains	1	2	3	4	5
75.	Skin problems	1	2	3	4	5
76.	Bowel/bladder problems	1	2	3	4	5
77.	Dizziness	1	2	3	4	5
78.	Contraction of muscles or shakes due to nervousness	1	2	3	4	5
79.	Lack of energy	1	2	3	4	5
80.	Skin rashes	1	2	3	4	5
81.	Rapid heart rate	1	2	3	4	5
82.	Bloated feeling	1	2	3	4	5
83.	Joint or muscle stiffness	1	2	3	4	5
84.	Frequent colds	1	2	3	4	5

Again please circle the number that best reflects your behaviour over the past few months where:

- 5 - **Frequently** has happened
- 4 - **Often** has happened
- 3 - **Sometimes** happens
- 2 - **Occasionally** has happened
- 1 - **Rarely or never** has happened

Over the past three months, I have with reference to occupational stress:

	rarely	occasionally	sometimes	often	frequently
85. Consumed more alcoholic beverages than I usually do	1	2	3	4	5
86. Had difficulty making decisions	1	2	3	4	5
87. Had trouble concentrating	1	2	3	4	5
88. Had problems finishing my work	1	2	3	4	5
89. Been absent more than usual	1	2	3	4	5
90. Consumed tranquilizers or sedatives	1	2	3	4	5
91. Eaten more than I usually do	1	2	3	4	5
92. Had difficulties communicating	1	2	3	4	5
93. Worked extra hours to catch up	1	2	3	4	5
94. Lost my temper with others	1	2	3	4	5
95. Been overly sensitive to constructive criticism	1	2	3	4	5
96. Experienced a decrease in my job performance	1	2	3	4	5
97. Slept too much or not enough	1	2	3	4	5
98. Smoked more than I usually do	1	2	3	4	5
99. Made more errors than usual	1	2	3	4	5