

RELATIONSHIP OF FACTORS THAT GIVE WORK PRESSURE TO PRIVATE HOSPITAL MEDICAL STAFF

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ABSTRACT

Work pressure is a concern that stems from the problems encountered throughout involvement in the world of work. Pressure can also be associated with negative pressure, both in terms of mental, physical or emotional which is also one of the important factors that can undermine the harmony of the quality of life of an employee. The objective of this study is to identify the relationship between home and work obstacles, organizational climate and management roles with the level of work pressure. A total of 74 people consisting of medical staff at a private hospital involved as respondents in this study. This study uses a quantitative method that uses a questionnaire through Google Form to collect data. The questionnaire is divided into four parts, namely the respondent's background, work pressure factors and the level of work pressure and suggestions for improvement. Pearson correlation analysis was conducted using the Statistical Package for Social Science (SPSS) software. There are three factors of work pressure which are home and work obstacles, organizational structure and climate and management roles. The results of the study show that the main work pressure factor is home and work obstacles with a correlation value of 0.700. The researcher suggested that the management take more proactive steps by providing an approach through various courses and training consistently, especially the training of work pressure management skills to the hospital staff in order to produce productive staff.

Keywords: Work pressure, home and work obstacles, organizational structure and climate and managerial roles.

HUBUNGAN FAKTOR YANG MEMBERI TEKANAN KERJA KEPADA KAKITANGAN PERUBATAN HOSPITAL SWASTA

ABSTRAK

Tekanan kerja adalah kebimbangan yang berpunca daripada masalah yang dihadapi sepanjang penglibatan dalam dunia pekerjaan. Tekanan juga boleh dikaitkan dengan tekanan yang negatif, baik dari segi mental, fizikal atau emosi yang juga merupakan antara faktor penting yang boleh menggugat keharmonian kualiti kehidupan seseorang pekerja. Objektif kajian ini adalah mengenalpasti hubungan antara halangan rumah dan kerja, iklim organisasi dan peranan pengurusan dengan tahap tekanan kerja. Seramai 74 orang yang terdiri daripada kakitangan perubatan di sebuah hospital swasta terlibat sebagai responden dalam kajian ini. Kajian ini menggunakan kaedah kuantitatif yang menggunakan soal selidik melalui Google Form untuk mengumpul data. Borang soal selidik terbahagi kepada empat bahagian iaitu latar belakang responden, faktor tekanan kerja dan tahap tekanan kerja dan cadangan penambahbaikan. Analisis korelasi pearson dijalankan dengan menggunakan perisian Statistical Package for Social Science (SPSS). Terdapat tiga faktor tekanan kerja iaitu halangan rumah dan kerja, struktur dan iklim organisasi dan peranan pengurusan. Hasil kajian menunjukkan bahawa faktor tekanan kerja yang utama adalah halangan rumah dan kerja dengan nilai kolerasi 0.700. Pengkaji mencadangkan agar pihak pengurusan mengambil langkah lebih proaktif dengan memberikan pendekatan melalui pelbagai kursus dan latihan secara konsisten terutamanya latihan kemahiran pengurusan tekanan kerja kepada kakitangan hospital bagi melahirkan kakitangan yang produktif.

Kata Kunci : *Tekanan kerja, halangan rumah dan kerja, struktur dan iklim organisasi dan peranan pengurusan.*

INTRODUCTION

Work pressure can be associated with negative pressure from mental, physical or emotional which is also one of the important factors that can threaten the harmony of the quality of life of an employee (Ganing et al., 2020). Based on the definition of the Dewan Bahasa dan Pustaka (1984), pressure is the urge to press or the condition of bearing a burden that is difficult to bear. For those who work, part of their life is filled with work time. This is because for those who work, their role at work is their priority, while the household or family is their second priority. Therefore, it cannot be denied that the importance of work for an individual, not only economic factors but also work has also determined the social status of an individual. A person's success is closely related to his job and is often considered a success factor in life. And vice versa, failure in career can be considered failure in life. Therefore, in achieving success, the problem faced by an individual at work is work pressure.

The problem of pressure at work is a very chronic problem in an organization. This problem also exists in almost all organizations including large organizations such as in the United States, the United Kingdom and even Japan. Therefore, this problem should be overcome as best as possible because it will affect the performance of an organization. In Malaysia, there were more than 21,000 workers who retired early due to pressure at work in 2018 (Congress of Unions of Public Service Employees, Cuepacs). The main thing to emphasize is whether the employee can overcome the problem before it gets worse.

Today, the spread of the COVID-19 disease has affected the work pressure in various sectors, especially the medical sector. This is because it is possible that there are medical workers suffering from work pressure problems as a result of the busyness of managing patients suffering from the disease of COVID-19 which has spread widely in Malaysia. Medical workers must play their role in helping Malaysians fight against the disease of COVID-19. Therefore, those involved are likely to more easily experience work pressure problems and health levels that can also be related to their work performance.

According to Cooper and Roberston (1987), the more complex an organization is, the higher the source of pressure. The causes of work pressure come from various aspects of work such as home and work obstacles, management roles, organizational structure and climate, work characteristics and

others. The impact of work pressure faced by employees on the organization or industry is also large and can resulting in many negative effects on an organization or industry. Therefore, workers in Malaysia are forced to work overtime to meet the increasingly high subsistence needs in addition to the current situation which is very worrying due to the COVID-19 pandemic, especially hospital staff. In Sinar Harian Online on 1st May 2021, Public Safety and Health Consultant, Mohd Soffian Osman said, the change in work culture due to the spread of COVID-19 has increased the pressure on workers who previously had to do more work to continue their survival. The issue, which certainly increases the workload and working hours, is not only faced by private workers, but government workers such as teachers and health officials are also found to be affected. He said they will also be exposed to the risk of chronic diseases such as high blood pressure, stroke, heart disease.

In addition, in an Astro Awani news report on 21 February 2019, the Chairman of the National Institute of Occupational Safety and Health (NIOSH), Tan Sri Lee Lam Thye who is also the patron of the Malaysian Psychiatric Association (MPA) spoke about the importance of this issue. He said employers at all levels need to be concerned about the level of mental health of each employee to avoid the risk of depression. He explained that the role of employers in this country in promoting mental health awareness in the workplace is still at a low level. In addition, the President of the Congress of Unions of Public Service Employees (Cuepacs), Datuk Azih Muda explained that in 2017, there were 20,000 civil servants who retired early a year due to pressure at work. That figure is close to the number of those who retire compulsory which is 30,000 to 35,000 people a year. It is an alarming figure. Therefore, the work pressure factor in terms of the role of management is very important in dealing with the work pressure problem.

This study is expected to meet the following objectives:

1. Identify the relationship between home and work obstacles with work pressure.
2. Identify the relationship between organizational structure and climate with work pressure.
3. Identify the relationship between management roles with work pressure.

RESEARCH FRAMEWORK

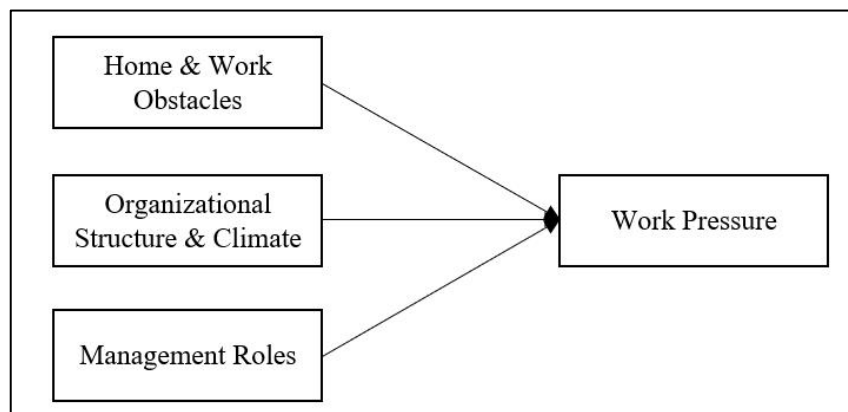


Figure 1.1: Research Framework (Vijayan Kumar, 2016, Haryati, 2013)

LITERATURE REVIEW

Work Pressure

According to Olphin and Hesson (2013), work pressure refers to a demand made on the ability and adaptation of a person's mind and body. Carr, Kelly, Keaton and Albrecht (2011), have argued that stress at work can refer to the difference that can be seen between the demands and a person's ability to carry out the demands as expected. According to Halkos and Bousinakis (2010) and Ket de Vries (1979), work pressure is also a condition where unpleasant emotions occur when there is an adjustment imbalance between the demands of the environment and individual abilities or capabilities.

Home & Work Obstacles

In Haryati's study in 2013 related to the work pressure factor which is the relationship between home and work among the staff of MAINS Holdings Sdn. Bhd. The work pressure factor experienced by MHSB staff is the pressure factor of home and work obstacles. The results of the study for pressure factors, home and work obstacles for this study have obtained a mean value of 2.7417.

While the results of the study by Mohammad Mujaheed and his colleagues (2020), related to the factors that affect work pressure among government hospital staff have shown the work pressure factor of home and work obstacles among the fifth highest factors with a mean value of 2.6667. This shows that employees are still not successful in managing affairs at home and at work well. Employees are also unable to differentiate their roles at home well and are unable to spend time with their families due to busy work.

Organizational Structure & Climate

According to Haryati's study (2013), related to work pressure factors among the staff of MAINS Holdings Sdn. Bhd. among the pressure factors that contribute the most to MHSB staff are the organizational structure and climate factors that obtain a mean value of 3.24320. The mean score for this pressure factor is at a high level.

In addition, in a study by Nursyazlin Yatie and Noraini in 2017, related to the factors that affect work pressure among policemen in Kuala Terengganu PGA 9th Battalion Camp, the most contributing stressor to policemen is the structural and climate factors of the organization. Based on the study, climate and organizational structure factors have recorded the highest mean value of 43.683 compared to other work pressure factors. This shows that the work environment and organizational conditions have contributed to high pressure on police officers.

Management Roles

The study conducted by Mohammad Mujaheed and his colleagues (2020) related to the factors that affect work pressure among government hospital staff, the pressure factor for the management role has obtained a mean of 2.6556 which recorded a mean score at a low level in this study. However, employees feel a lack of guidance and support from superiors as well as low quality in management training and development. They also feel protected discrimination and lack of feedback on their own performance at work.

The level of work pressure for the staff of Sibü Government Hospital, Sarawak is at a high level. This shows that employees at the Sibü Government Hospital have negative thoughts and prolonged feelings of depression as a result of related problems and face difficulties in making decisions. Efficiency in the job is also decreasing compared to before and leading to a declining quality of work. They also think that the change in eating habits such as eating too much or too little is due to work-related problems and often feel tired spiritually, emotionally and physically after work hours. The management did not take any action in the matter and caused the employees to experience a high level of work pressure.

METHODOLOGY

The researcher has chosen a quantitative study because it is very suitable to be used to obtain more information related to work pressure factors based on demographics in a short time. This study uses a Google Form questionnaire as a research instrument to answer research questions related to the relationship between work pressure among government and private hospital staff. This study also uses the correlation analysis method to see the relationship between the dependent and independent variable. The research instrument used is in the form of an Occupational Stress Indicator (OSI) questionnaire constructed by Cooper and his colleagues (1988). This research instrument is used to measure work pressure and the causes of work pressure as well as factors related to work pressure.

According to Al Mansor (2015) quota sampling is to determine the quota or percentage of how many samples are to be selected from the population based on certain categories. Therefore, the elements that have been selected are because the study respondents are layered subjects that were chosen by chance. In other words, sample selection is based on quotas categorized by the researcher. A total of 74 medical staff from private hospitals were involved in this study. In this study, Pearson

Correlation Analysis was used by the researcher to determine the relationship between the dependent variable and the independent variable. By using Pearson Correlation Analysis, the researcher can determine the relationship with work pressure factors of home and work obstacles, organizational structure and climate and the role of management in the workplace.

DATA ANALYSIS

Table 1.1: Demographic Information

Profile		Frequencies	Percentage
Gender	Male	27	36.5
	Female	47	63.5
	Total	74	100
Age (years)	19 – 25	21	28.4
	26 – 30	18	24.3
	31 – 35	17	23
	36 - 40	9	12.2
	41 – 45	6	8.1
	46 and above	3	4
	Total	74	100
Term of service (years)	3 and below	26	35.1
	4 - 7	23	31.1
	8 - 11	14	18.9
	12 and above	11	14.9
	Total	74	100
Working system	Office hour	41	55.4
	Shift	33	44.6
	Total	74	100

CORRELATION ANALYSIS

Table 1.2 shows the relationship between the variables studied which is the relationship between work pressure among private hospital staff. The results of this study show that all independent variables are in a strong and moderate relationship.

Table 1.2: Correlation between Independent Variables and Work Pressure

Variables	<i>r</i>	<i>p</i>
Home & Work Obstacles	0.700***	0.000
Organizational Structure & Climate	0.654***	0.000
Management Roles	0.664***	0.000

***significant value, *p* less than 0.001

The results of the analysis data displayed in Table 1.2 show a significant relationship between home and work obstacles and work pressure among the staff of a private hospital ($r = 0.700$, $p < 0.05$). Based on the Pearson Correlation Test, the relationship between home and work obstacles and work pressure among hospital staff is a strong positive correlation. The correlation between the variables is positive where the higher the home and work barrier factor, the higher the work pressure among hospital staff.

In addition, the results of the study found that there is a relationship between organizational structure and climate and work pressure among hospital staff ($r = 0.654$, $p < 0.05$). Based on the Pearson Test, the relationship between organizational structure and climate and work pressure among hospital staff is a moderate positive correlation. Correlation shows that there is a positive relationship where the higher the structural factors and organizational climate, the higher the work pressure among the private hospital staff.

Next, the results of the study found a relationship between the role of management and work pressure among private hospital staff ($r = 0.664$, $p < 0.05$). Based on the Pearson Test, the relationship between managerial roles and work pressure among private hospital staff is a moderate positive correlation. The correlation shows that there is a positive relationship where the higher the managerial role factor, the higher the work pressure among the staff in the hospital.

CONCLUSIONS AND DISCUSSIONS

Based on the results of the analysis of home and work obstacles factors obtained, home and work obstacles proved to have a significant relationship with work pressure among private hospital medical staff. If hospital staff are unable to forget work while at home, this will cause them to face work pressure. At the same time, the absence of emotional support from people outside the workplace will cause them to be unproductive at work. This study supported by Mohammad Mujahed and colleagues (2020) has shown that work and home obstacles can increase work pressure among hospital staff. This shows that home and work obstacles also contribute to increase work pressure. Likewise with the study conducted by Tan Song Mong (2002) which supports the findings of this study. The results of the study show that there is no difference in work pressure in terms of gender among government hospital nurses.

Next, based on the results of the study analysis, organizational structure and climate have a significant relationship with work pressure among the staff of private hospital. They face the problem of lack of guidance and support from superiors which causes them to experience work pressure. The management also lacks or has low quality in management training and development which causes staff to feel they have low quality and results in work pressure. Therefore, this study has been supported by Haryati (2013), related to work pressure factors among the staff of MAINS Holdings Sdn. Bhd. which shows the structural factors and organizational climate are the most important factors and have a positive relationship in determining work pressure. This supports because the structure and climate of the organization will encourage employees to face the problem of work pressure.

In addition, based on the results of the analysis obtained, the role of management has a significant relationship with work pressure among the staff of the private hospital in Johor. The inability in the distribution of tasks given by the manager has caused the staff to feel unfair in the distribution of tasks. At the same time, the management had to take negative actions such as laying off employees which caused the staff to experience pressure. The findings of this study have been supported by Nursyazlin Yatie and Noraini (2017) who concluded that the role of management has a positive relationship with the level of work pressure. The higher the factor management role, the higher the level of work pressure. The results of this study support the study of Haryati (2013) who conducted a study to examine work pressure factors among the staff of MAINS Holdings Sdn. Bhd. From the analysis, concluded that the management role factors contribute towards increasing the level of work pressure among employees.

Based on the research done by the researcher, there are still many staff members of the private hospital in Johor who lack awareness regarding work pressure. Therefore, hospital staff need to be more sensitive to this problem and learn more about work pressure because it will help in reducing work pressure problems. The results of the study have shown that the factor of home and work obstacle is the highest factor. This shows that the hospital staff is not able to divide the duties at work and at home well. Therefore, they need to be more efficient in their time management so that they can balance between family and career. With that, hospital staff can reduce the problem of work pressure.

This study only looks specifically in relation to work pressure and some factors that affect work pressure among the staff of private hospital. The focus is also only on three factors which are home and work obstacles, organizational structure and climate and management roles. Therefore, further studies may need to take into account wider work pressure factors to provide a more comprehensive picture related to work pressure and not limited to the medical field only. Among other factors that can be taken into account in work pressure are career and achievement factors, workplace relationship factors and intrinsic factors in work. According to the research done by the researcher, the researcher also hopes that all parties need to take appropriate action on the awareness of work pressure among hospital staff from various aspects. In future, it is hoped that other

researchers will be able to carry out a wider study related to work pressure in various sectors. Next, can further increase employee awareness regarding the level of mental health that is work pressure.

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