

**Universiti Teknologi MARA**

**Ranking the Factors of Stress at Workplace among  
Staff in UiTM Perlis by Using Fuzzy Analytic  
Hierarchy Process (FAHP) Approach**

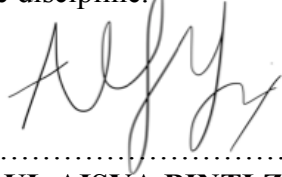
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**Report submitted in fulfillment of the requirements for Bachelor of  
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## **STUDENT'S DECLARATION**

I certify that this report and the research to which it refers are the product of my own work and that any ideas or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.



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## ABSTRACT

In these modern days, stress is not a bizarre word to hear in the workplace. Stress could lead to a huge loss of money in a company when it exists in the workplace. Factors that could lead to stress are known as stressors. Staff in Universiti Teknologi Mara (UiTM) Perlis, regardless of their position and department are influenced by many stressors due to their responsibility to provide comfort as well as care and welfare of students. The objective of the present study was to rank the factors of stress at the workplace among the staff in UiTM Perlis by using the Fuzzy Analytic Hierarchy Process (FAHP) method. In this cross-sectional study, the factors of stress at the workplace were identified and ranked by four experts using the FAHP method. These stress factors were identified through questionnaires based on the literature review. Among the factors of stress at the workplace experienced by the staff of UiTM Perlis, the highest score was related to “Working environment” with a percentage of 50.2%, followed by “Personal problems” with a percentage of 21.3%. For the sub-factors, the most common stress factor among UiTM Perlis staff for “Demographic differences” was related to “Education level” (0.512). The strongest factor for the sub-factor of “Workplace environment” was “Workload” (0.274), while “Loss of loved ones” contributed the highest score for the sub-factor of “Personal problems” with a percentage of 58.8%. Lastly, for the sub-factor of “Home”, “Family problems” had the highest factor with a percentage of 75.8%. These factors should be considered in the implementation of control strategies for reducing and managing occupational stress.

**Keywords:** Stress at workplace, stress among staffs, FAHP method

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