



UNIVERSITI TEKNOLOGI MARA CAWANGAN KEDAH  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

FACTOR CAUSES STRESS AMONG MEDICAL STAFFS IN HOSPITAL  
YAN, KEDAH

NOOR NASUHA BINTI FADHLI  
2017539251

NUR MUKHLISAH BINTI RAMLAN  
2017326197

SUPERVISED BY  
MADAM LINTAN SYAHRIZA BINTI AZIZAN

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### DECLARATION FORM

### ACKNOWLEDGEMENT

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## CHAPTER 1: INTRODUCTION

### 1.1 Introduction

In this chapter will discuss about the main topic which is the factor that causes stress among medical staffs. In this study will discuss about what job stress in medical staffs is and how it occurs. The background of study will reveal about where the research of job stress among medical staffs take place. In order to know main factors to study, research question is introduced. It will follow with research objective. To make clear and specific, the scope of study is formed. The scope of study is divided by three which are time, territory, and level. All these three scopes are stated based on suitability of research that will be conduct. Significance of study is listed, in order to know what the outcome will be get from this study.

### 1.2 Background of Study

Hospital Yan, Kedah is addressed at Hospital Yan, 06900 Yan, Kedah Darul Aman. The organization was headed by Hospital Director which is Dr. Mithali Abdullah @ Jacqueline Sopen. It is a small public hospital that located at rural area which is Yan Kechil. Hospital Yan was located 40 kilometers from Sungai Petani and 42 from Alor Setar. This hospital was built in 1989 on 25 acres of land and was officially first opened on February 2, 1992 the people to serve 74,000 people at the Yan district. Yan Hospital is non-specialist district hospital that provide outpatient and inpatient services. Medical specialist for specific disciplines is conducted by expert which are from Sultanah Bahiyah Hospital and Sultan Abdul Halim Hospital. Yan hospital has 89 beds in four wards which is 12 beds in ward Melor 1 (Maternity ward), 17 beds in ward Melor 2 (Children ward), 30 beds in ward Melor 3 (Female ward), and 30 beds in ward Melor 4 (Men ward). This

hospital has 213 medical staffs which include 122 nurses, 24 medical assistants, 45 health assistant officer and 22 doctors.

### **1.3 Problem Statement**

Stress that involve the relationship between individual and surrounding at the workplace had make the medical staffs in the hospital are exposed to high level of occupational stress resulting from work overload, lack of social support, sickness and death, and long hours work shift (Haslinda & Catherine, 2016). Research shown that medical staffs also known as a group people that have high risk from the negative impact of stressful workplace. According to a study in rural hospital, the result showed almost half of the medical staffs experience moderate level of job stress (Ashok & Anap, 2012). The prevalence stress among medical staffs in Australian range from 20%, but another study from other state also reported 32%-43% in Chinese medical staffs, 40%-46% in Iranian medical staffs, 44%-66% in Brazilian medical staffs and 22%-24% in America medical staffs (Shamona et al., 2018). Generally, percentage level of stress can be identified as moderate to high. Stress that do not have well managed will bring to the negative consequences not only for employees, but also for patients and for the organization (Haslinda & Catherine, 2016).

Work overload or role overload is happened when having too much task and responsibility that need to everything well. The most stressor among medical staffs in the hospital is work overload because it will affect the level of stress become high and decrease productivity in workplace (Salma et al., 2017). Heavy workload is the main factors which causes burnout across certain type of occupations such as naval nurse, naval officers, managers, chef and teachers, policy advisors, and permanent night workers. All of the occupation is causes burnout and will make stress during to do task medical staffs which is nurse is include one of the occupations that can category as work stress. Many task and duty that medical staffs need to and had make the