



**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA (SAMARAHAN, KUCHING)**

**THE RELATIONSHIP BETWEEN ERGONOMIC FACTORS AND STRESS
OUTCOMES**

**AMONG NON-EXECUTIVE EMPLOYEES IN SOCIAL SECURITY ORGANIZATION
(PERKESO) KUCHING, SARAWAK.**

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**DEGREE IN OFFICE SYSTEMS MANAGEMENT (Hons.)
FACULTY OF BUSINESS AND MANAGEMENT**

“DECLARATION OF ORIGINAL WORK”

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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ABSTRACT

The objective of this study was to identify the relationship between ergonomics factors and stress outcomes toward non-executive employees at the Social Security Organization (PERKESO) Kuching. The data collection method was a questionnaire survey and it distributed to non-executive employees. This study included 80 of the non-executive employees of PERKESO as the sample size. The respondents were from all departments that included Counter, Return to Work, Employee Insurance System, Finance, Enforcement, Rehab, Benefits and Administration/Publicity and they gave their responses on health, working chair, humidity, lighting, and working hours as the independent variables whereby stress outcome was the dependent variable. Reliability test for the instrument used was done using SPSS version 23.0. The outcome demonstrates that every element of Ergonomics Factors had a positive and negative significant correlation with Stress Outcomes. It is recommended that future analyst should expand the number of respondents and conduct future research in the ergonomics field more.

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CHAPTER 1

INTRODUCTION

The purpose of this study was to identify the relationship between the ergonomics workstation factors and stress outcomes in the Social Security Organization (PERKESO) Kuching. This chapter described the background of the study, limitations of the study and the definitions of terms.

Background of the Study

Ergonomics investigate the relationship between humans, artifacts and the design of systems. It is to evaluate the relationships between people, technology, and organizations at work. The purpose is to match systems, jobs, products, and environments to the abilities and limitations of people (Liem, 2017). In other words, ergonomics is the relationship of employees to their physical environment, and help in designing a suitable environment for employees. Ergonomics help to ensure that the task, the tools, and equipment used in task performance, and the environment in which the employees work match his or her needs (Quible, 2014).

Stress experienced an outcome of the job that one known as “occupational stress”. It is common and become a problem that affecting millions of people in every country in the world. This is because of increasing pressures on workplace organizations to adapt and change in order to become more efficient in the highly competitive global economy.