



THE STUDY ON THE RELATIONSHIP BETWEEN
ERGONOMICS AND EMPLOYEES WORK PHYSICAL-STRESS
IN RISK MANAGEMENT (CFS) MALAYAN BANKING BERHAD

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- 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.

Signature: Muhammad Nicky Shazni

Date: 20 January 2017

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TABLE OF CONTENTS

Contents	Page
Acknowledgment	3
List of Figures and Tables	6
Abstract	8

CHAPTER ONE: INTRODUCTION

1.1 Introduction	9
1.2 Problem Statement	11
1.3 Research Objectives	13
1.4 Research Questions	13
1.5 Limitation of the Study	13
1.5.1 Time Constraint	13
1.5.2 The Population	14
1.5.3 Data	14
1.5.4 Availability and Confidential of Data	14
1.6 Significance of the Study	14
1.6.1 Organization	14
1.6.2 Employees	15
1.7 Definition of Term	15
1.7.1 Work Physical-Stress	15
1.7.2 Ergonomic	15
1.7.3 Work Area Design	16
1.7.4 Body Posture	16
1.7.5 Working Hour	16
1.7.6 Working Chair	16
1.7.7 Humidity	17

ABSTRACT

Work stress occurrences largely contribute to job dissatisfaction, burnout and retention ratios in many organizations. As in most literature review, poor ergonomic workstation environment is among the major contributor in stress outcomes such as physical-stress complaints, injuries, performance and absenteeism. Thus, this study aims to examine the relationship between ergonomics factors and the employees work physical-stress in Risk Management (CFS) Malayan Banking Berhad. The ergonomics factors that have been highlighted in this research were work area, body posture, working hour, working chair and humidity. The sample was comprising from the employees in Risk Management (CFS) Department. The population in Risk Management (CFS) was 80 employees and the sample was 66 respondents have been taken according to (Krejcie & Morgan, 1970). Questionnaires were used for the data collections process. Findings from the study shows that the problems of body postures, working hour and humidity under the ergonomically designed workstation contributed to the work stress outcomes in the Risk Management (CFS) Department. These findings are supported by the multiple regression analysis where it depicts that body postures, working hour and humidity factors and component have significant relationship with the employees work physical-stress outcomes in the department. However, work area design and working chair does not have a significant relationship with the employees work physical-stress. In conclusion, the findings from this research are significant to the management and the organization as a whole to improve on ergonomic workstation factors on health and other ergonomic policies. Having a competent and healthy workforce will surely contribute to human capital development and the overall organization's success.