

UNIVERSITI TEKNOLOGI MARA



FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY  
STUDIES

STRESS AMONG PUBLIC BUS DRIVERS: CASE STUDY  
AT METRO BUS BERHAD

HAMIDAH ALADDIN

2003275662

RAMLAH ISMAIL

2003275648

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## **Abstract**

Stress is the common and ordinary issue in the human life. Thus, people will suffer stress unless once in their lifetime. However in the job sector especially in service sector such as public transportation likes bus driver gives difference perspectives. As we know, bus driver is a person who faced stress daily because their nature of job involved them to the situation which causes stress. The study examines the impact of work stress towards the work performances from the standpoint of Metro Bus's bus drivers who operating in Klang Valley had given questionnaires in order to gain data and information on three major issues. There are level of stress, factors and dominant factors causes stress and the impact of work stress on their work performances. The level of stress and its factors and dominant factors were examined. From the bus driver's standpoint, the impacts of stress towards their work performance also were examined. In fact, an environment factor is major contributor to the stress rather than individual and organization factors. However, a task demand is a major reason causes stress to almost bus drivers in Metro Bus Berhad. The study does not provide strong evidence of stress level and its impacts to the bus driver's work performance. Bus drivers in Metro Bus Berhad have not really suffered stress and their work performances are not affected much because of stress.

## **Table of Contents**

### **Chapter 1: Introduction**

<b>1.1</b>	<b>Introduction</b>	<b>1</b>
<b>1.2</b>	<b>Problem statement</b>	<b>4</b>
<b>1.3</b>	<b>Research objectives</b>	<b>6</b>
<b>1.4</b>	<b>Scope of the study</b>	<b>7</b>
<b>1.5</b>	<b>Significance of the study</b>	<b>9</b>
<b>1.6</b>	<b>Definition of terms/concepts</b>	<b>11</b>
<b>1.7</b>	<b>Limitations</b>	<b>12</b>

### **Chapter 2: Literature Review & Conceptual Framework**

<b>2.1</b>	<b>Literature review</b>	<b>16</b>
<b>2.2</b>	<b>Conceptual framework</b>	<b>29</b>

### **Chapter 3: Research Method**

<b>3.1</b>	<b>Research design</b>	<b>33</b>
<b>3.2</b>	<b>Unit of analysis</b>	<b>34</b>
<b>3.3</b>	<b>Sample size</b>	<b>34</b>
<b>3.4</b>	<b>Sampling technique</b>	<b>35</b>
<b>3.5</b>	<b>Measurement/Instrument</b>	<b>35</b>
<b>3.6</b>	<b>Data collection</b>	<b>36</b>
<b>3.7</b>	<b>Data analysis</b>	<b>37</b>

### **Chapter 4: Findings**

<b>4.1</b>	<b>Respondents' profile</b>	<b>39</b>
<b>4.2</b>	<b>Testing of assumption of analytical techniques</b>	<b>43</b>
<b>4.3</b>	<b>Objective 1- Level of stress</b>	<b>44</b>
<b>4.4</b>	<b>Objective 2- Factors of stress</b>	<b>46</b>
<b>4.5</b>	<b>Objective 3- Dominant factor of stress</b>	<b>55</b>
<b>4.6</b>	<b>Objective 4- The impact of stress on work performances</b>	<b>56</b>

## Chapter 5: Discussion and conclusion

5.1	Main findings revisited	55
5.1.1	Level of stress	59
5.1.2	Factors of stress	60
5.1.3	Dominant factor of stress	64
5.1.4	The impact of stress on work performance	66
5.2	Implication of study	68
5.3	Conclusion	69
5.4	Recommendations	70
References		75
Appendix A		81
Appendix B		82
List of tables		90
List of figure		91