

A STUDY ON RELATIONSHIP BETWEEN OCCUPATIONAL
STRESS AND QUALITY OF WORKING LIFE AMONG
EMPLOYEES IN PASIR GUDANG MUNICIPAL COUNCIL

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ABSTRACT

The primary purpose of this study is to identify the relationship between occupational stress and quality of working life among office workers in Pasir Gudang Municipal Council. This study also identifies factors of occupational stress and the impact on quality of working life. All forty respondents participated in this correlational research was from Management Service, Finance and Urban Planning Departments. The results show that majority of respondents are female, age is from 26 to 30 years old, Diploma holder and are from Management Service department. This study also found that the role conflict contributes more to occupational stress compared to role ambiguity with the mean value of 3.4875. Then, the safety and health gives more impact towards quality of working life compared to productivity with the mean value of 3.9167. Apart from that, the result also shows that there is a fair degree of relationship between role ambiguity and quality of working life with the Pearson correlation value which is 0.496. Meanwhile, there is a moderate degree of relationship between role conflict and quality of working life with the Pearson correlation value which is 0.531. It can be concluded that role conflict give more impact towards quality of working life among office workers in Pasir Gudang Municipal Council compared to role ambiguity. Some recommendations given by respondents on the actions to improve the quality of working life are maintain good relationship between manager and colleagues, freedom of speech, good and complete facilities and equipment, understand the scope of work, fair compensation and salary, good instructions and supervision and training program. In order to improve

quality of working life, it is recommended that, employees should understand their work responsibilities and they are also should be given work that capable with their knowledge, skills and abilities. Other than that, they are also should be given the opportunities to voice out their ideas, attend a training program and organizations also should provide high quality office equipment and facilities with advanced technology.

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