

UNIVERSITI TEKNOLOGI MARA

**PSYCHOSOCIAL RISK AMONG SHIFT WORKERS
IN FOOD AND BEVERAGES INDUSTRY
IN KUALA LUMPUR**

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In the name of Allah, The Most Gracious, The Most Merciful.

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ABSTRACT

As the world begins to provide 24-hour services in many industries to meet the continuous demand of the urban world, workers have become accustomed to working on shift schedules. Shift work entails working on a regular or rotating schedule, such as in the morning, evening, or night. Shift work not only causes occupational stress for employees, but it also has an impact on individuals' physical and psychological well-being and work performance due to circadian rhythm disruption. Working in shifts has caused biological clocks to shift, reducing individuals' performance efficiency and jeopardizing any potential economic benefits. Many studies have looked into the effects of shift work on physical health, but little attention has been paid to shift workers' mental health. The purpose of this study is to investigate shift workers' psychosocial status and risk factors. Shift workers (n = 165) were chosen at random to complete questionnaires about LEOs and DASS-21. It was discovered that the working environment and work status influenced the likelihood of employees experiencing mental health illnesses due to stress, anxiety and depression. More research is needed to better understand the effects of shift work on employee mental health.

Keywords: Shift work, mental health, psychological well-being, LEOs, DASS-21, likelihood, psychosocial status, risk factors.

CHAPTER 1

INTRODUCTION

1.1 Background

Throughout the world, twenty-four-hour services are a thriving part of the community. In order to meet the continuous demand of the urban world, crucial services are established by several industries and business establishments, which operate on a 24-hours basis. It is a necessity for many industries, including healthcare, transport, mining, and aviation to have staff available 24 hours a day. These industries demand workers to perform significant tasks over a 24 hours period. Hence, it causes workers to routinely work on the basis of shift schedules. Any work schedule outside of the hours of 7 a.m. and 6 p.m. is known as shift work. It covers regular or rotating schedules as well as evening, night, and early morning shifts. Shift work has been linked to occupational stress and health issues among employees. Furthermore, shift work, often known as night shift, is one of the most common causes of circadian rhythm disruption, which results in major changes in sleep and biological functions, which severely impact physical and psychological well-being and work performance.

Working in shifts consequently leads to an alteration in the biological clock. This affects psychosocial well-being and disrupts circadian rhythm due to sleep deprivation. Shift work also is frequently introduced for purely economic reasons in order to maximize the use of costly equipment. While many shift work researchers would argue that this practice should be discouraged in view of health and well-being costs to the individual shift workers, the economic arguments in favor of introducing shift work clearly depend on productivity and safety being maintained at an acceptable level. However, an impairment of individuals' performance efficiency on a shift system may thus seriously undermine any potential economic benefits derived by introducing it.