

Tajuk Projek:

**HUBUNGAN SUMBER TEKANAN, STRATEGI
DAYA TINDAK YANG BERKESAN DAN
KESEJAHTERAAN PSIKOLOGI DI KALANGAN
PEKERJA KECEMASAN YANG PELBAGAI ETNIK:
KE ARAH PEMBINAAN TEORI KESEJAHTERAAN
PSIKOLOGI**

Kod Projek:

FRG/SCF/GL (137-SSK-1/2007)

Penyelidik

Mohd. Dahlan Hj. A. Malek

Beddu Salam Baco

Mohamad Azhar Mohammad Nor

Ida Shafinaz Mohd. Kamil



**Hubungan sumber tekanan, strategi daya tindak
yang berkesan dan kesejahteraan psikologi di
kalangan pekerja kecemasan yang pelbagai etnik:
Kearah pembinaan teori kesejahteraan psikologi**

Penyelidik:

Mohd. Dahlan Hj. A. Malek

Beddu Salam Baco

Mohamad Azhar Mohammad. Nor

Sekolah Psikologi dan Kerja Sosial

Universiti Malaysia Sabah

Ida Shafinaz Mohd. Kamil

Sekolah Pemiagaan dan Ekonomi

Universiti Malaysia Sabah

SINOPSIS

Kajian ini bertujuan mengenalpasti sumber-sumber tekanan dan strategi daya tindak dalam menangani tekanan di kalangan pekerja kecemasan di Sabah. Seramai 348 orang pekerja kecemasan yang terdiri daripada anggota bomba (102 orang), polis (96 orang) dan tentera (150 orang) telah terlibat dalam kajian. Satu set soal selidik untuk mengukur sumber tekanan iaitu *Sources of Occupational Stress (SOOS)*, strategi daya tindak iaitu *Coping Oriented to Problem Experienced (COPE)* dan mengukur tahap tekanan iaitu *The Psychological Health Questionnaire* telah digunakan. Hasil kajian mendapati sumber tekanan berhubungan positif secara signifikan dengan tekanan yang dialami. Hasil analisis regresi linear menunjukkan bahawa sumber tekanan yang berpengaruh ke atas kesejahteraan psikologi bagi anggota bomba adalah insiden lepas yang kritikal. Sumber tekanan bagi anggota polis pula adalah kurang mendapat rehat dan standard peralatan yang rendah, manakala sumber tekanan bagi tentera adalah kurang sokongan daripada keluarga/ rakan sekerja/ organisasi. Kajian ini juga mendapati bahawa hubungan di antara sumber tekanan dengan strategi daya tindak adalah berhubungan positif secara signifikan. Hubungan di antara sumber tekanan dengan kesejahteraan psikologi juga menunjukkan hubungan positif yang signifikan. Hasil analisis menggunakan ANOVA Sehalu Sampel Bebas didapati bahawa hanya terdapat dua sumber tekanan yang berbeza secara signifikan iaitu kurang mendapat rehat dan konflik dengan orang lain, manakala sumber-sumber tekanan lain tidak berbeza secara signifikan mengikut tempoh perkhidmatan pekerja kecemasan. Dapatan kajian juga menunjukkan strategi daya tindak menangani tekanan yang sering digunakan adalah bersifat mengelak seperti "*denial*", "*planning*", "*focusing and venting emotion*", dan "*suppression on competing activities*", manakala strategi daya tindak yang bersifat positif tidak berhubungan secara signifikan dengan tekanan yang dialami. Dapatan kajian ini memberi beberapa implikasi dalam pengurusan dan pembangunan sumber manusia bagi pekerja kecemasan.

SYNOPSIS

The purpose of the study was to identify the sources of stress and the coping strategies in dealing with stress among emergency workers in Sabah. A total of 348 emergency workers which were comprised of firefighters (102), police officers (96) and military officers (150) were involved in the study. A set of questionnaires were used: the *Sources of Occupational Stress* (SOOS) to measure the sources of stress, the *Problem Oriented Coping Experienced* (COPE) to measure the coping strategies, and the *Psychological Health Questionnaire* to measure the level of stress. The study found that the sources of stress have a significant positive relationship with the stress experienced by the emergency workers. The results of linear regression analysis showed that the source of stress that affects the psychological well-being of firefighters is past critical incidents. The source of stress for police officers were lack of rest and below-standard equipment, while the source of stress for the militaries is lack of support from family / colleagues / organizations. The study also found that sources of stress and coping strategies were significantly positively associated. The relationship between the sources of stress to the psychological well-being also showed a significant positive relation. The results of the analysis using the independent sample one way ANOVA found that there were only two sources of stress that are significantly different, namely lack of rest and conflict with others, where as other sources of stress were not significantly different based on the length of service of the emergency workers. The results also indicate that the coping strategies often employed in dealing with stress are denial in nature, such as "denial", "planning", "focusing and venting emotion," and "suppression on competing activities", while positive coping strategies are not significantly associated with the stress experienced. These findings provide several implications in the management and development of human resource for emergency workers.