

ABSTRACT

This research was carried out to study stress and its possible causes among social workers in the Department of Social Welfare Malaysia (JKMM). A total of 235 social workers from JKMM had participated the surveys via online platform. This study aims to examine the level of stress perceived by social workers in JKMM and explored the source of stress. Four sets of surveys were used, namely (1) Perceived Stress Scale (PSS-10), (2) Job Demands and Decision Latitude, (3) Supportive and Non-Controlling Supervision; and (4) Role Conflict and Role Ambiguity that can be referred to in Appendix A. Results from these surveys showed that the mean stress perceived by social workers is 16.5 out of 40 points of the overall score. This indicate that the social workers of JKMM endured a moderate stress level. This research also found that job stress among social workers at JKMM has a significant relationship with employees' job demand, decision authority, management style, role ambiguity and role conflict. In addition, based on the results from multiple regression, only role ambiguity and role conflict had strong relationship with job stress. It was found that role ambiguity and role conflict have a significant influence on stress among social workers in JKMM and 41% of stress can be explained by these variables. Interestingly, based on the findings, role ambiguity demonstrated the strongest correlation with stress and have the highest influence on stress compared to other factors of stress. The findings of this study could assist JKMM to understand and identify the factors that lead to stress in the workplace. Furthermore, this study can aid the human resource department to improve and support their employees by implementing effective training and wellness program for their employees and help them to manage work-related stress and personal life effectively. On top of that, it is suggested that JKMM can delegate certain jobs to other department or increases the number of staffs in order to reduce the total workload of the social workers.

Keyword: Job stress, social workers, job demand, skill discretion, decision authority, management style, role ambiguity and role conflict.