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THE INFLUENCE OF LEADERSHIP STYLE, SOCIAL SUPPORT AND WORKLOAD TOWARD STRESS AMONG NURSES

By

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Universiti Utara Malaysia

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ABSTRACT

The purpose of the study is to investigate the relationship between leadership style, social support and workload with stress among nurses in Gua Musang Hospital, Kelantan. The health professionals are a group at significant risk from the negative effects of stressful including nurses. Through this study, data were collected successfully from 96 nurses of Gua Musang Hospital and data were analyzed using Statistical Package for Social Science (SPSS) version 22.0. Techniques of data analysis used in this study are frequency analysis, descriptive analysis and reliability analysis. Pearson correlation analysis was performed to examine the relationship between leadership style, social support and workload with stress and also to answer the objective of this research. Besides that, multiple regression analysis is conducted to analyse the relationship between independent variables and dependent variable. From the research finding, it provides better understanding of the factor influence the stress among nurses. The findings revealed that social support and workload was significantly influence to the stress while leadership style was not significantly influence to the stress.

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Keyword: Leadership style, Social Support, Workload and Stress

ABSTRAK

Kajian ini bertujuan mengenal pasti hubungan antara gaya kepimpinan, sokongan sosial dan beban kerja dengan tekanan dalam kalangan jururawat di Hospital Gua Musang, Kelantan. Warga kerja kesihatan, termasuklah jururawat merupakan golongan individu yang paling kerap berhadapan dengan kesan negatif tekanan jiwa. Untuk memenuhi tujuan kajian ini, data telah dikumpul dengan jayanya daripada 96 orang jururawat yang berkhidmat di Hospital Gua Musang. Data kemudiannya dianalisis dengan menggunakan perisian pakej statistik untuk sosial sains (*SPSS*) versi 22.0. Kajian turut menggunakan pendekatan analisis kekerapan, analisis deskriptif dan analisis kebolehpercayaan untuk menganalisis data. Analisis korelasi Pearson telah dijalankan untuk meneliti hubungan antara gaya kepimpinan, sokongan sosial dan beban kerja dengan tekanan dan juga untuk menjawab objektif kajian. Selain itu, analisis regresi berganda telah dikendalikan untuk menganalisis hubungan antara pemboleh ubah bersandar dengan pemboleh ubah tak bersandar. Hasil kajian memberikan pemahaman yang lebih baik tentang faktor yang menyebabkan tekanan dalam kalangan jururawat. Dapatan kajian memperlihatkan bahawa terdapat hubungan yang signifikan antara sokongan sosial dan beban kerja dengan tekanan, manakala gaya kepimpinan tidak mempunyai hubungan yang signifikan dengan tekanan.

Kata kunci: Gaya kepimpinan, sokongan sosial, beban kerja dan tekanan

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter explains the background of the study, problem statement, research objectives, research questions and significance of the study. Following that, this chapter also highlights the scope and also the organization of chapter in this study.

1.2 Background of the Study

In Malaysia, nurse is the most necessary component and largest workforce in the areas of healthcare. Nurses will work under the instructionsprovided by physicians and they are also trained to work independently in case of emergencies. Hundred years ago, Florence Nightingale defined nursing as the function of utilizing the environmental of a patient for their recovery (Wilkins, 2007). Nightingale agreed that having a healthy, clean, well-ventilated, and peaceful environment would result in early recovery of sick patients. In view of Nightingale's definition, nursing consists of three aspects: patient care in the hospital, nursing service administration and nurse's education (Arnstein, 1956). However, she was concerned of the ways how a patient's diseasewas affected by his or her state of mind, worries, the environment, and the sound levels around him or her

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