

## **Stress and Commitment Organization: Case Study in Youth and Sports Department Penang, Malaysia**

Tuan Muhammad Zukri T. S, Mohd Syaiful Nizam Abu Hassan,  
Sabri Sulaiman, Hezzrin Mohd Pauzi

Faculty of Applied Social Sciences (FSSG), Universiti Sultan Zainal Abidin (UniSZA)  
Terengganu, Malaysia  
Email: tuanmuhammadzukri.edu.my

**To Link this Article:** <http://dx.doi.org/10.6007/IJARBSS/v13-i5/17007> DOI:10.6007/IJARBSS/v13-i5/17007

**Published Date:** 04 May 2023

### **Abstract**

This study was conducted to look at something. According to demographic factors (such as gender and marital status), there may be considerable differences in pressure work. Articles also analyse the relationship and level of pressure work by commitment organisation. 51 individuals in total have already responded to the survey's questions. The study methodology is quantitative, and it already makes use of a census by involving the entire crew. The T-test and Spearman's Correlation are employed as test statistics. The findings of the study indicate that commitment and stress levels are both very high. While there is no discernible difference in the pressure placed on individuals by commitment organisations based on gender or marital status. While pressure from various elements (including internal factors, role management, relationships with others, success and achievement, structure, and organisational climate) is evident.

**Keywords:** Stress, Organization Commitment and Community

### **Introduction**

Among social service organisations, Jabatan Belia dan Sukan Negeri Pulau Pinang (JBSNPP) is the only one that actively pursues the crucial goal of assisting in the payment of *belas* in Malaysia. In the age of globalisation, there are numerous *cabarans* and *rintangans* that must be handled by organisations that offer assistance to those in need. In the context of Malaysia, the issue of *beli* construction is a very important one given that at one point in time, *beli* was a *tonggak* nation.

Youth development issue is very important because the country currently has 11.1 million *belies*, or 45 *peratus* more than the number of people who were originally intended to serve as *belies* (Sukan, 2007). As a result of this important issue, Y.A.B. Perdana Menteri, Dato Seri Abdullah Ahmad Badawi, has started the Rancangan Malaysia Ke-9 (RMK-9) project, which covers the period from 2006 to 2010, during which time it will serve as a particular *perancangan*. The COVID-19 pandemic, also known as the coronavirus pandemic, is a global

pandemic of COVID-19, caused by severe acute respiratory syndrome coronavirus 2. (SARS-CoV-2). On 11 March 2020, the World Health Organization characterized the spread of COVID-19 as a pandemic, marking the first global pandemic (WHO, 2021).

In Malaysia, until mid-July 2021, the total number of cases had risen between 9,000-13,000 cases per day (Dollah et al., 2022). For young people, and especially for vulnerable youth, the COVID-19 crisis poses considerable risks and disrupts education.

### **Reality Staff Youth and Sports Department**

JBSNPP primary goal is to change young people's mindsets towards more rational and dynamic ways of thinking while also providing them with the best possible preparation for a more constructive role in society. This goal goes beyond simply protecting the youth from things that society does not desire (Nor, 1987). In order to save the children, JBSNPP must come up with the greatest programmes and plans, which has an indirect impact on the staff members of JBSNPP who must perform both mental and physical labour. There is a lot of work that needs to be done by the personnel, which could put pressure on the JBSNPP staff. JBSNPP agency must participate, which includes giving young organisations leadership training.

The JBSNPP agency must take action, which includes educating youth organisations and sports leagues about leadership and boosting the number of associations and community organisers. As a result, this type of employment puts a lot of pressure on the JBSNPP employees to perform well within strict deadlines set by the Malaysian Ministry of Youth and Sports.

Therefore, JBSNPP staff also needs to have a strong commitment to offering the best social services to the youth in Malaysia after understanding the role, function, and all the challenges that JBSNPP has to overcome in rescuing the youth from the verge of destruction from positive values and being accountable in the matter of youth development. However, it must be remembered that the numerous duties and responsibilities performed by JBSNPP will, if they are unable to conquer them, produce a pressure-filled environment among them. This strain can have an impact not only on the staff members but also on the company.

I want to clarify that the risk of low commitment among employees will be affected by the strain that they are under. For instance, the researcher spoke with an officer at JBSNPP who claimed that he was too lethargic to work since the programme required too many outdoor activities, which meant that they had to forgo spending the weekends with their families. This demonstrates that the workload for JBSNPP employees is heavy, which has an impact on their devotion to their jobs. However, it must be underlined that does organisational commitment and job pressure correlate? This makes this research crucial to determining the connection between dedication to and work stress.

The repercussions of the pressure can affect both the organisation and the individual. According to Ab Aziz (2003), there are numerous adverse consequences that people may experience. The first is the effect on physiology, which will cause blood pressure to rise, lightheadedness, chest pain, and sleep disturbances. Second only to psychology, which can lead to unhappiness, exhaustion, worry, low self-esteem, and purposeful work delays. The third is against conduct that affects output, prevents workers from showing up for work, increases the number of workers quitting, alters eating patterns, consumes alcohol, smokes, and is prone to workplace accidents. Finally, stress can affect cognitive function, impairing an individual's ability to focus and make wise decisions.

**Methodology**

The repercussions of the pressure can affect both the organisation and the individual. According to Ab Aziz (2003), there are numerous adverse consequences that people may experience. The first is the effect on physiology, which will cause blood pressure to rise, lightheadedness, chest pain, and sleep disturbances. Second only to psychology, which can lead to unhappiness, exhaustion, worry, low self-esteem, and purposeful work delays. The third is against conduct that affects output, prevents workers from showing up for work, increases the number of workers quitting, alters eating patterns, consumes alcohol, smokes, and is prone to workplace accidents. Finally, stress can affect cognitive function, impairing an individual's ability to focus and make wise decisions.

Cooper et al (1988) Occupational Stress Indicator study tool has been updated by the Psychology and Social Health Research Unit at Universiti Malaysia Sabah (UMS). While the organisational commitment research tool was taken from Aishah (1999), who in turn had taken it from Turiman, and modified. This questionnaire includes three definitions for the concept of commitment to the organisation: a firm belief in and acceptance of the organization's objectives and core principles; a readiness to put out significant effort on its behalf; and a desire to remain with the organisation.

**Result and Discussion**

According to table 1, the average respondent is 31.45 (M) and 9.95 (SP) years old. Things here indicate that average. The respondent is 31 years old, ranging from 20 to 60 years old in the setting. The respondent's age is broken down into 4 levels: those aged 20–31 are represented by 36 people (70.5%), those aged 31–40 by 6 people (11.9%), those aged 41–50 by 5 people (9.9%), and those aged 51–60 by a total of 4 people (7.9%). It is evident from table 4 above that there were 51 responses in total. 25 of those were men (49.0%), while the remaining 26 (51.0%) were women.

One factor's of stress is smoking. According to the study's findings, of the 51 respondents, 39 (76.5%) were nonsmokers, and 12 (23.5%) were not smokers. Out of the total, 34 people (66.6%) claimed to be in good health, while just 17 people (33.3%) reported being in poor health.

Table 1  
*Socio-demographic Characteristics of Participants*

Characteristics	Number (Mean)	Percent
Gender (N=51)		
Men	25	49.0
Female	26	51.0
Age (N=51)		
20-30	36	70.5
31-40	6	11.9
41-50	5	9.9
51-60	4	7.9
Marital Status (N=51)		
Married	27	52.9
Unmarried	24	47.1
Long Working in the Organization (N=51)		
1-10 years	4	7.8
11-20	6	11.8
21-30	2	3.9
31-40		
Job Category (N=51)		
Administration	18	35.3
Field Workers	13	25.3
Leadership	20	39.2
Smoking (N=51)		
Yes	12	23.5
No	39	76.5
Health (N=51)		
Yes	34	66.7
No	17	33.3

### **Hypothesis**

#### **There is no Significant Difference in Overall Stress Factors based on Gender**

Based on table 2, the result of statistical test using t-test (t-test) found  $t=1.42$  and  $p=.160$ . This means that there is no significant difference between the overall stress factors between men ( $M= 220.96$ ,  $SP= 46.81$ ) and women ( $M= 208.38$ ,  $SP= 50.21$ ) Thus, hypothesis 1 is accepted.

Table 2

*Results of t Test Analysis of Overall Stress Based on Gender*

Stress Factors	Demographic Factors	Min	Standard deviation	t	<i>p</i>
Overall Pressure	Gender				
	- Men	220.96	46.81	.924	.360
	-Female	208.38	50.21		

**There was no significant difference in overall stress factors based on marital status**

Based on table 10, the results of the statistical test using the t-test (t-test) found  $t=1.42$  and  $p= .160$ . This means that there is no significant difference between the overall stress factor and stress based on marital status, that is married ( $M= 223.59$ ,  $SP= 43.31$ ) and unmarried ( $M= 204.38$ ,  $SP= 52.82$ ). Thus, this hypothesis is accepted.

Table 3

*T-Test Results of Overall Stress Based on Marital Status*

Stress factor	Demographic Factors	Min	Standard deviation	T	<i>p</i>
Overall Pressure	Marital Status (N=51)				
	-Get married				
	- Not married yet	223.59	43.31	1.42	.160
		204.38	52.82		

**There is no significant relationship between overall stress factors and organizational commitment**

Based on table 4, the results of a statistical test using Spearman's correlation found that there is no significant relationship between the overall stress factor and organizational commitment. With that, hypothesis 5 is accepted.

*There is no significant relationship between job intrinsic factors and organizational commitment*

Based on table 4, the results of a statistical test using Spearman's correlation found that there is no significant relationship between intrinsic factors and organizational commitment. With that, this hypothesis is accepted.

*There is no significant relationship between management role factors and organizational commitment*

Based on table 4, the results of a statistical test using Spearman's correlation found that there is no significant relationship between management factors and organizational commitment. With that, this hypothesis is accepted.

*There is no significant relationship between relationships with others and organizational commitment.*

Based on table 4, the results of a statistical test using Spearman's correlation found that there is no significant relationship between the relationship factor with other people and organizational commitment. With that, this hypothesis is accepted.

*There is no significant relationship between success/achievement factors and organizational commitment.*

Based on table 4, the results of a statistical test using Spearman's correlation found that there is no significant relationship between success/achievement factors and organizational commitment. With that, this hypothesis is accepted.

*There is no significant relationship between structure and climate with organizational commitment*

Based on table 4, the results of a statistical test using Spearman's correlation found that there is no significant relationship between structural and climate factors with organizational commitment. With that, this hypothesis is accepted.

*There is no significant relationship between work/home barriers and organizational commitment*

Based on table 4, the results of a statistical test using Spearman's correlation found that there is no significant relationship between work/home obstacles and organizational commitment. With that, this hypothesis is accepted .

Table 4

*Correlation test analysis between stress factors and organizational commitment*

Stress Factor	r	p	N
Overall Pressure	.145	.310	51
Intrinsic Factors	.144	.313	51
Management Role	.100	.484	51
Relationships with Others	-.033	.821	51
Success and Achievement	.002	.991	51
Organizational Structure and Climate	.020	.891	51
Work/Home Obstacles	.105	.465	51

After going through some preliminary steps, some conclusions can be drawn from the research. The overall level of pressure experienced by study respondents is high. But, according to the research, the level of commitment in the respondent organisation is at a high level, despite the fact that they are under a lot of pressure. This demonstrates that, despite the fact that staff at JBSNPP are depressed, they remain committed to the organisation. When researchers want to see what different factors demographics can be found (gender and marital status). There is no discernible difference between male and female respondents, indicating that men and women face the same pressure. Similarly, test statistics that are performed on an upward overall pressure.

The researcher would like to make some recommendations that will benefit the JBSNPP organisation as well as other human service organisations. First, such an organisation should have some social workers who not only help to solve organisational management issues such as stress, but also assist the organisation in designing the best programmes for the youth.

Because Malaysia is experiencing an increase in the number of social problems, the organisation requires experts in resolving these issues.

Second, it is suggested that the organisation provide more opportunities and encourage employee motivation in terms of providing ideas to strengthen management in the organisation as well as creative ideas in solving youth problems at the grass roots level. Furthermore, staff, particularly those in positions of leadership and field work, should go down and meet the youth themselves to see what their needs and wants are, in addition to being able to relieve stress from the organization's environment and climate.

Third, researchers suggest that JBSNPP can improve the environment and climate in the organisation by providing a new building and rest areas such as T-Corner to relieve thirst, which can prevent staff from going down to the stalls to eat and drink.

In addition, some other recommendations are recommended by the researchers for follow-up studies to researchers interested in this study

- a) Researchers can also look at other aspects of the impact when stress occurs such as the impact on health.
- b) In addition, the researcher also broadened the scope of the study to all the same organizations for youth and sports departments throughout Malaysia.
- c) Researchers can also make a comparison between the youth and sports departments according to the zones in Malaysia, which are the northern, southern, eastern and western zones of Malaysia.
- d) Conduct research on other human service organizations.
- e) Looking at the relationship between stress, job satisfaction and organizational commitment.

## **References**

- Aziz, Y. (2003). *Organizational behavior, theory, issues and applications*. Prentice Hall, Pearson Malaysia.
- Aishah, S. Y. (1999). *Commitment member movement youth 4B Penang against organization ( no published ) Thesis , ( Master ) Universiti Sains Malaysia*.
- Cooper, C. L., Sloan, S. J., & Williams, S. (1988). *Occupational Stress Indicator Management Guide*. Oxford: NFER -Nelson Publishing Company Limited.
- Cooper, C. L., William, S. (1998). *Measuring Occupational Stress: Development of the Pressure Management Indicator*. *Journal of Occupational Health Psychology*. Vol 3, No 4, 306-321.
- Ministry of Youth and Sports. (2006), *Annual Report 2006*, KBS Malaysia.
- Nor, M. M. (1987). *Youth and Social Development*. Social Welfare Seminar in Malaysia, April 17 - April 19, 1978. School of Social Sciences, Development and Social Administration, Universiti Sains Malaysia.
- Seok, C. B. (2000). *The resources stress job at three department government state Sabah\_ School Psychology and Social Work*, Universiti Malaysia Sabah.