

Office Drama is a Factor Leading to Occupational Stress Burden among Workforce at Penang International Airport

Mohd Zulfadhli Bin Mohd Rasidi¹, Dr. Mohd Zubairy Shamsudin²

¹ Open University Malaysia (OUM), 1 Lebuh Tenggiri 2, Pusat Bandar Sunway, 13700 Seberang Jaya, Pulau Pinang.

² Kuliyyah of Allied Health Sciences, IIUM Kuantan

Corresponding Author: Mohd Zulfadhli Bin Mohd Rasidi; zulfadhli.mrasidi@petronas.com.my

ABSTRACT

Objective: This descriptive and inferential study aims to identify the problem of office drama at work which is a factor that burdens occupational stress among the Penang International Airport workforce. This study is general since it only looks at the side of the issue, effects and factors that affect the workforce. **Method:** The population of this study consists of employees at the Penang International Airport who have various backgrounds, companies, and so forth. The study sample was a total of 313 respondents based on the sampling method proposed by Krejcie and Morgan (1970). The research instrument used is a questionnaire containing 52 items. This set of questionnaire questions contains part A (Respondent Background), part B (Perception of Office Politics), part C (Occupational Stress) and part D (Effect of Occupational Stress). The overall Cronbach's Alpha value for this questionnaire is $\alpha = 0.71$. The data obtained were then analyzed to obtain the percentage value, frequency, mean, etc., through SPSS software version 26. **Findings:** In this study show that the occupational stress workforce at Penang International Airport is high (mean value = 3.64, standard deviation 0.37) while its effect is low (mean value = 2.29, standard deviation 0.77). Occupational stress on gender was found to have no gender difference on occupational stress faced by the workforce at Penang International Airport because the T-Test was shown through "Equal Variance Assumed" P value is $P = 0.78$ ($P > 0.05$). The relationship between occupational stress and office drama has a very low relationship ($r = -0.16$). **Conclusion:** Gathering evidence has provided support for Ferris et al. (1996) place of work dramas model towards work-related stress. Nevertheless, with some exclusions, a study has presented an image of exactly how the workforce responds to place of work dramas devoid of considering it's acute. Investigators discuss the place of work dramas that influence or affect work-related stress as a symptom and together prove a correlation between this variable. Investigator was also surprised by the researcher's assumption proven within this research where there is no significant difference towards gender in this study.

Keywords: Place of work stress, place of work drama, coping mechanism
