

ASIA UNIVERSITY

EMPLOYEE AWARENESS ON OFFICE ERGONOMICS AT
MALAYSIAN COMMUNICATIONS AND MULTIMEDIA COMMISSION.

BY

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M60301140005

MASTER IN MANAGEMENT
SCHOOL OF MANAGEMENT

2016

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ABSTRACT

This review summarizes the knowledge regarding ergonomics and musculoskeletal disorders associated with computer work. A model of musculoskeletal disorders and computer work is proposed and the evidence and implications of the model together with issues for future research are discussed. The model emphasizes the associations between work organization, psychosocial factors and mental stress on the one hand and physical demands and physical load on the other. Interventions aimed at reducing musculoskeletal disorders due to computer work should be directed at both physical/ergonomic factors and work organizational and psychosocial factors. Interventions should be carried out with management support and active involvement of the individual workers.

The purpose of this research is to examine the factors that contribute to employee awareness on office ergonomics. The data analysis is based on the theoretical framework developed in consideration of the independent variables in this study, viz., Training and Employer Commitment and the dependent variable, viz., Employee Awareness. The results derived from this study would enable the Malaysian Communications and Multimedia Commission to identify factors that most influence Employee Awareness among employees. For the purpose of data collection for this research, primary data and secondary data is used. A sample of 169 respondents was assembled to respond to the questionnaire. Responses collected were processed and analyzed using Reliability Analysis, Pearson Correlation Analysis and Multiple Regression Analysis. The final result established that both research hypotheses are accepted, suggesting that Training and Employer Commitment have a significant influence on Employee Awareness of office ergonomics and musculoskeletal disorders associated with computer work.

APPROVAL PAGE

I certify that I have supervised / read this study and that in my opinion it conforms to acceptable standards of scholarly presentation and is fully adequate, in quality and scope, as a thesis for the fulfilment of the requirements for Master in Management.

.....

Dr Oo Yu Hock

Supervisor

DECLARATION

I hereby declare that the thesis submitted in fulfilment of the Master's Degree is my own work and that all contributions from any other persons or sources are properly and duly cited. I further declare that the material has not been submitted either in whole or in part, for a degree at these or any other university. In making this declaration, I understand and acknowledge any breaches in this declaration constituted academic misconduct, which may result in any expulsion from the program and / or exclusion from the award of the degree.

Name: Nithyaletchumy Devi A/P Thirunyanam



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Date: 04/08/2016

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ACKNOWLEDGEMENT

It gives me tremendous gratification in expressing my appreciation to all the individuals who have supported me in completing this project paper, directly or indirectly. Their positive criticism, critical remarks and suggestions have contributed toward improving my personal and research skills. I am sincerely appreciative of their supportive participation.

I take this opportunity to express my heartfelt gratitude to my organization supervisors for their support and guidance throughout my study and the duration of my research survey.

I am grateful to have had the benefit of my learning experience at AeU for the Project Paper under Dr Oo Yu Hock who is also the advisor-supervisor of this project paper. Also, I had memorable experience in all my classes and subjects which I underwent the last two years with my classmates and academic facilitators.

Lastly, I owe much to my family and friends for their patience and support throughout my MIM journey. They have been a remarkable influence in my life. Thank you!

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Chapter 1

INTRODUCTION

The introductory chapter of the study plays a pivotal role in the successful completion of the whole study, by providing a pathway that the researcher has to follow till the accomplishment of the research. The chapter depicts an initial introductory information on the company related to the subject under consideration which incorporates the background of the research accompanying the reason behind the selection of the particular topic. The chapter also exhibits the research questions of the study. Problem statement of the study has also been drafted in light of the research background and research questions. Apart from this, the researcher has also utilized this chapter in order to provide an understanding about the significance and scope of the study. A brief chapter summary has also been drafted in the end of this introductory chapter.

1.1 Background of the Company

With the birth and explosion of a new convergent communications and multimedia industry in Malaysia in the mid-1990s, a new paradigm requiring new approaches in media policies and regulation became a necessity. In line with this, Malaysia adopted a convergence regulation model with regards to the communications and multimedia industry in November 1998. Two legislations were enacted to give effect to the new regulatory model: the Communications and Multimedia Act 1998 which set out a new regulatory licensing framework for the industry and the Malaysian Communications and Multimedia Commission Act (1998) which created a new regulatory body, the Malaysian Communications and Multimedia Commission.

The Communications and Multimedia Act (1998) came into enacted on 1 April 1999, while with it, the Telecommunications Act (1950) and the Broadcasting Act (1988) were repealed.

With its creation, the Commission set forth 10 national policy objectives to:

- Establish Malaysia as a major global centre and hub for communications and multimedia information and content services
- Promote a civil society where information-based services will provide the basis of continuing enhancements to quality of work and life
- Grow and nurture local information resources and cultural representation that facilitate the national identity and global diversity;
- Regulate for the long-term benefit of the end user;
- Promote a high level of consumer confidence in service delivery from the industry;
- Ensure an equitable provision of affordable services over ubiquitous national infrastructure;
- Create a robust applications environment for end users;
- Facilitate the efficient allocation of resources such as skilled labor, capital, knowledge and national assets;
- Promote the development of capabilities and skills within Malaysia's convergence industries; and
- Ensure information security and network reliability and integrity

The 10 national policy objectives are the regulatory basis of SKMM's regulatory framework which include, economic regulation, technical regulation, consumer protection and social regulation. On 1 November 2001, MCMC also took over the regulatory functions of the Postal Services Act 1991 and the Digital Signature Act 1997.

Vision

A globally competitive, efficient and increasingly self-regulating communications and multimedia industry generating growth to meet the economic and social needs of Malaysia.

Mission

We are committed to:

- Promoting access to communications and multimedia services;
- Ensuring consumers enjoy choice and a satisfactory level of services at affordable prices;
- Providing transparent regulatory processes to facilitate fair competition and efficiency in the industry;
- Ensuring best use of spectrum and number resources; and
- Consulting regularly with consumers and service providers and facilitating industry collaboration.

1.2 Background of the Study

The overall objective of this study was to investigate the factors that contribute to employee's awareness on office ergonomics at Malaysian Communication and Multimedia Commission (MCMC). The most relevant aspect of this study is several variables have been observed and study to seek their relationship either they are directly or indirectly contribute to the issue. Different people interpret the meaning of ergonomics differently.

Ergonomics is the application of scientific information concerning humans to the design of objects (e.g., tools), systems (e.g., job process), and environment (e.g., indoor or outdoor) for human use (Ergonomics Society, 1996). It is fitting the task (i.e., work or job) to the worker (i.e., human). The purpose of ergonomics is to design and modify the workplace to maximize production while still acting in the best interest of the health and well-being of the employee. The increasing interest in ergonomics can be attributed to a number of factors. The most obvious is the rising costs associated with work-related injuries or illnesses. The move towards legal regulation in Europe and North America, pressure from labour unions and insurers, increasing employee awareness and the mounting evidence that ergonomics programmes can positively affect quality and productivity combine to make ergonomics an important issue. Worker injuries and their attendant costs, both direct and indirect, often are the result of some problem with the interface between a worker and a machine system.

1.3 Problem Statement

This study is conducted in order to examine the factors contribute to the employees awareness of office ergonomics at Malaysian Communication and Multimedia Commission (MCMC). A healthy organization is defined as one that has low rates of injury, illness, and disability in its workplace but also is competitive in the marketplace (NIOSH, 1998).

Based on a preliminary survey that was done randomly on the knowledge of ergonomics in employees in MCMC, only 7 persons out of 30 that were asked generally knew while the rest of the respondents know nothing about ergonomics. This result shows that the level of awareness of employees towards office ergonomics in MCMC is quite low. Therefore, the management should give more attention on this matter and try to come out with a solution. This research can be one of the solutions to know the factors that can contribute to employees' awareness towards office ergonomics.

By knowing the factors that contribute to employees' awareness of office ergonomics, management can reduce the amount of medical bills in long term. The probability of getting illness related to office ergonomics such as Musculoskeletal Disorders (MSD) in long term is low if employees are aware and practice what they know and have learned about ergonomics.

The surprising growth in computer use in the last decade is paralleled by a rise of work-related discomfort experienced by office workers and associated costs (Bohr, 2000; Rempel et al., 2006;

Robertson & O'Neill, 2003; Wilkens, 2003). These discomforts include headaches, eye strain, and a number of work-related musculoskeletal disorders (WRMD) which affect the neck, back, shoulder, arm, and hand (Bettendorf, 1999). More than 50% of computer users reported musculoskeletal symptoms and disorders during the first year after starting a job that requires computer use (Marcus et al. (2002).

Work-related musculoskeletal disorders embody a growing and costly burden on the employee, the workplace, the health care system, and society; they are the single largest cause of lost time injuries in Canada (Cole & Wells, 2002). According to a report from Statistics Canada, 10 percent of Canadian adults report having an upper extremity WRMD at some point in the past year based on the Canadian Community Health Survey (Statistics Canada, 2003).

Usually in the office, the economic impact includes claim and risk management costs, lost productivity, overtime associated with compensating for injured workers, work-site modifications, and human resources costs for managing injuries (Amell & Kumar, 2001; Green, De Joy & Olejnik, 2005). The etiology of musculoskeletal disorders and symptoms in computer users is complex and controversial (Greene, De Joy, & Olejnik, 2005). Although the exact cause of WRMD remains unclear, the literature suggests that it includes a number of factors and results from repeated micro trauma to tissues and through overload of the upper extremities, neck, shoulders and trunk (Street, Kramer, Harburn, Hansen, & MacDermid, 2003).

1.4 Research Questions

- To what extent related training contribute to employees' awareness on office ergonomics?
- To what extent employer's commitment contribute to employees' awareness on office ergonomics?

1.5 Research Objectives

1.5.1 General Objective

The principle aim of this research is to determine and identify the factors that contribute to employees' awareness on office ergonomics.

1.5.2 Specific Objective

- To identify the relationship between any related training and employees' awareness on office ergonomics.
- To identify the relationship between employer's commitment and employees' awareness on office ergonomics.

1.6 Limitations of the Study

There are several limitations that have been identified with regards to the exploration of the research:

Time Constraint

While engaged to a full-time job, conducting such survey was difficult as far as research depth is concern. Respondents are only available to participate in the survey outside the working hours. The duration period to conduct this whole study was also not enough to perform a long thorough research.

Information Availability

The area of study is still new, and therefore there has been limited information to refer. And especially in Malaysia, this topic is also a little difficult to penetrate in due to our lifestyle and working culture. In addition, the available information is kept private and confidential to prevent unnecessary liability.

Lack of Experience

This study was found to be with difficulties due to the fact of lacking in experience in conducting a full-fledged thesis study. Though theories of business research have been learned through the course, but practical wise it was still tough to produce a brilliant project paper.

Financial Constraint

As a family woman and a student, the researcher faced some financial problems during the research. These include a lot of money to retrieve information, for transportation and tools.

1.7 Scope of the Study

The research has been conducted in the context of awareness among employees on office ergonomics in Malaysian Communications and Multimedia Commission. Sample of respondent has been chosen from total number of workers in Malaysian Communications and Multimedia Commission. They have been selected by using probability sampling techniques in which Simple Random Sampling has been used to answer the questionnaires. According to Sekaran (2003), this sampling design has the least bias and offers the most generalizability. However, this sampling process could become awkward and expensive; furthermore an entirely updated listing of the population may not always be accessible.

1.8 Significance of the Study

The Organization

The benefits that Malaysian Communications and Multimedia Commission can gain through this study are aplenty. They can recognize the factors that contribute to employees' awareness on office ergonomics. When the factors have been identified, it would be easier for the organization to make changes and improvement to increase awareness and application of office ergonomics among the employees. With this, employees can lead on a healthy fit lifestyle that will also influence their medical conditions and bills eventually and perpetually the organization also benefits from this by having fit employees and save cost on extra medical insurance expenses.

Asia e University (AeU)

The information gathered and findings discovered from this study will enable AeU or any other institutions to make more reference for further study and it is a definite use for knowledge sharing as well.

The Researcher

The study reveals the researcher on many areas that can be implemented in life. Now that this study is done, the researcher now knows how to perform a research work, conduct primary and secondary research, and giving opinion and suggestions to a topic otherwise was unknown and unfamiliar. With this the researcher can also implement the results obtained for betterment in life.

1.9 Hypothesis

Hypothesis 1

There is a significant relationship between Training and Employees' Awareness on office ergonomics.

Hypothesis 2

There is a significant relationship between Employer's Commitment and Employees' Awareness on office ergonomics.