THE EFFECT OF JOB STRESS ON EMPLOYEES PERFORMANCE IN JABATAN BELIA DAN SUKAN NEGERI SEMBILAN

NUR KHAIRUN NISAH BINTI MUSA
2016675734

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCE)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLGI MARA
KAMPUS BANDARAYA MELAKA

JULY 2018
THE EFFECT OF JOB STRESS ON EMPLOYEES’ PERFORMANCE

NUR KHAIRUN NISAH BINTI MUSA
2016675734

Submitted in Partial Fulfilment of the
Requirement for the
Bachelor of Business Administration with Honours (Human Resource Management)

FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TECHNOLOGY MARA
KAMPUS BANDARAYA MELAKA

JULY 2018
DECLARATION OF ORIGINAL WORK

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

CAMPUS BANDARAYA MELAKA

“DECLARATION OF ORIGINAL WORK”

I, Nur Khairun nisah binti Musa (I/C Number: 941109-01-6212)

Hereby, declare that:

• This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.

• This project-paper is the result of my independent work and investigation, except where otherwise stated.

• All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _________________ Date: _______________
LETTER OF SUBMISSION

JULY 2018

The head Program
Bachelor of Business Administration (Hons) Human Resource
Faculty of Business Management
Universiti Teknologi MARA
75300 Melaka

Dear Sir/Madam

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “The Effect of Job Stress on Employees’ Performance” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Your sincerely,

____________________________________
NUR KHAIRUN NISAH BINTI MUSA
2016675734
BBA (HONS) HUMAN RESOURCE MANAGEMENT
ABSTRACT

The purpose of this research was to analyse the effects of four factors including work overload, role ambiguity & role conflict, working relationship, and career development on job stress and employee job performance in Jabatan Belia dan Sukan Negeri Sembilan (JBSNS). To collect primary data based on a questionnaire that was directly sent to 75 respondents. The purpose of this research is to investigate the effect of job stress on employees’ performance. This research is a quantitative research which used questionnaires as the instrument for the collection of data. The data was collected and the possible 75 respondents were derived from the total population of 81 elements. Sample selection was based on simple random sampling method. The data collected was then evaluated using Statistical Package for the Social Science (SPSS) Version 20 software. Using SPSS, numerous tests were converged such as reliability analysis, frequency distribution, descriptive analysis, Pearson’s correlation analysis, and multiple regression. The results indicated that job stress, which includes work overload, role ambiguity, working relationship, and career development, are related to the employees’ performance.