



**FACTORS THAT CONTRIBUTE TO WORKPLACE STRESS AT HRM
DIVISION IN PETRONAS CARIGALI SDN BHD (PCSB)**

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KAMPUS BANDARAYA MELAKA

JANUARY 2014

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**Submitted in Partial Fulfillment of the
Requirement for the
Bachelor of Human Resources Management**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

JANUARY 2014

LETTER OF SUBMISSION

Date: 8th January 2014

Program Coordinator
Bachelor of Business Administration (Hons.) HRM
Faculty of Business Management
Universiti Teknologi Mara
Kampus Bandaraya Melaka

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 663)

Enclosed here is the research entitled “**FACTORS THAT CONTRIBUTE TO WORKPLACE STRESS AT HRM DIVISION IN PETRONAS CARIGALI SDN BHD (PCSB)**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

I hope this report will fulfill the requirement of Bachelor of Business Administration with Honours and also achieved the objectives of this study.

Thank you.

Yours faithfully,
AMIRAH BINTI AMIR
2010866522
BBA (HONS.) HUMAN RESOURCE MANAGEMENT

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS HUMAN RESOURCES MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”

I, AMIRAH BINTI AMIR, (I/C NUMBER: 890710-14-5106)

Hereby, declared that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for these 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 distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

ABSTRACT

This study conducted to identify the factors that contribute to workplace stress. The researchers have chosen HRM Division in Petronas Carigali Sdn Bhd (PCSB) to represent this study. Researchers have listed three variables which are support at work, work overload and workplace bullying as the independent variables and workplace stress as the dependent variable. The researcher distributed 70 set of questionnaires to respondents which are employees at HRM division in PCSB. This study discussed the factors that improve and reduce workplace stress in PCSB and those factors will be the outcome of this study. The finding and analysis were made based on Statistical Package for Social Science (SPSS) version 20.0 to analyze the data. The finding of this study proves that the support at work, work overload and workplace bullying influenced the level of stress in the workplace. Support at work appears to be the most influenced factor towards workplace stress at HRM Division in Petronas Carigali Sdn Bhd.