

UNIVERSITI TEKNOLOGI MARA

**FACTORS THAT CONTRIBUTE TO
WORK STRESS AMONG STAFF IN
PEJABAT TANAH DAN GALIAN
NEGERI SELANGOR**

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Dissertation submitted in partial fulfillment
of the requirements for the degree of
Master in Business Administration

Arshad Ayub Graduate Business School

December 2018

AUTHOR'S DECLARATION

We declare the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of our own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

We, hereby, acknowledge that we have been supplied with Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of our study and research.

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Faculty : Arshad Ayub Graduate Business School
Dissertation Title : Factors That Contribute to Work Stress among Staff in
Pejabat Tanah dan Galian Negeri Selangor
Date : December 2018

ABSTRACT

This research presents a study on determining factors that contribute to work stress among staff in Pejabat Tanah dan Galian Negeri Selangor (PTGS). Based on the questionnaires and interviews carried out with the representatives in PTGS, it was found that there were few factors that contribute to work stress among PTGS staff during the 'Data Cleaning Project'. The management of PTGS was concerned on what was causing the stress among employees. Therefore, this study is aimed to find factors which are significantly responsible for causing work stress during the exercise. This study was done using qualitative and quantitative methods which include interviews with the PTGS representatives and questionnaires which were distributed among the staff. The correlation test was used to determine whether there are a significant relationships between the independent variable and the dependent variable. Furthermore, Regression Analysis (Standard Multiple Regression) was used to examine which variables influenced the dependent variable the most. The study suggests that employees should take time to recharge in order to avoid any worsened consequences that may occur due to prolonged stress which may affect their performance and health. The results of the study also suggest that PTGS management should apply more effective communication methods to enhance feedback on bad working conditions from employees. Moreover, the study also suggests that the PTGS management should arrange or promote peer support training, which includes continuous learning and skill development to ensure that employees have the skill and knowledge to work efficiently. This training could build morale, sense of urgency, shared purpose and value among the peer support team. Besides that, it could detect erosion and burnout among colleagues that could trigger a red flag for any action or early prevention of deteriorating mental health among employees.

ACKNOWLEDGEMENT

Firstly, praise to Allah Subhanahu wata'ala for giving us the opportunity to embark on our MBA course and for giving us the capability to complete this long and challenging journey successfully. Our gratitude and thanks goes to our beloved advisor, Dr. Hadijah Binti Iberahim for her valuable contributions throughout the development of this research. We would also like to express our gratitude to the staff of Arshad Ayub Graduate Business School (AAGBS), UiTM Shah Alam for providing facilities, knowledge, and assistance throughout the journey of our research.

We would like to extend our appreciation to the entire management and staff of Pejabat Tanah & Galian Selangor for their unconditional support and assistance during the conduct of this study. A very special thanks to our colleagues and friends who have helped us out throughout the entire process of the study.

Finally, this thesis is dedicated to our family members who have never failed to give us endless support, being our pillar of strength, and loving us unconditionally for the vision and determination to complete this thesis. This piece of victory is dedicated to all of our families. Alhamdulillah.

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