



**A STUDY ON WORK STRESS THAT INFLUENCE WORK LIFE BALANCE AMONG
PETRONITA MEMBERS AT PETRONAS**

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BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS

(HUMAN RESOURCE MANAGEMENT)

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

FACULTY OF BUSINESS MANAGEMENT

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DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”**

I, Nurul Hanani Binti Kemat, (I/C Number: 900910-14-5940)

Hereby, declare that:

- This work has not previously been accepted in substances 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

Date:

The Research Advisor

Associate Professor Shahariah Haji Osman

Faculty of Business Management

Universiti Teknologi MARA,

110 Off Jalan Hang Tuah

75300 Melaka, MALAYSIA

Dear Madam,

SUBMISSION OF APPLIED BUSINESS RESEARCH REPORT

Attached herewith is my research paper entitled **“A Study on Work Stress that influence Work Life Balance among PETRONITA members at PETRONAS”** as a partial fulfillment for the requirements of Bachelor of Business Administration With Honours (Human Resource Management) at Universiti Teknologi MARA.

Thank You.

Regards,

NURUL HANANI BINTI KEMAT

ABSTRACT

Work stress has become a common problem that is faced by employees in many organizations regardless of any industry that they involve today. In this study, the researcher chooses to assess organizational factors as stressors in determining work-life balance among PETRONITA members at PETRONAS. Workload, role conflict, and interpersonal relationships at work are the factors that the researcher emphasized in this study. The researcher needs to find out what are the relationships between these factors with stress as well as affecting work-life balance of PETRONITA members. Thus, this study has been conducted in PETRONAS with 80 respondents as a sample and the technique that will be used is convenient sampling technique in order to get relevant and significant data.

This report consists of 5 main chapters. The first chapter explained the background of the study on general ideas or views regarding this research as well as the problem statement that arises in the company. The second chapter explained the literature review on related journals which lead to the construction of the theoretical framework. The third chapter explained the research methodology. Next, the fourth chapter explained the findings and data analysis to draw conclusions. Last but not least, the fifth chapter focused on the overall conclusion and recommendations.