



FACTORS THAT CONTRIBUTE TO WORK STRESS AMONG
EMPLOYEES IN IOI LODERS CROKLAAN OILS SDN BHD

SITI NURAFIQAH BINTI RAHMAT

2010208734

NASHAZIEDA BINTI AZHARI

2011479578

BACHELOR OF BUSINESS ADMINISTRATION (HONS)

HUMAN RESOURCES MANAGEMENT

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITY TEKNOLOGI MARA

BANDARAYA MELAKA

JULY 2013

FACTORS THAT CONTRIBUTE TO WORK STRESS AMONG
EMPLOYEES IN IOI LODERS CROKLAAN OILS SDN BHD

SITI NURAFIQAH BINTI RAHMAT

2010208734

NASHAZIEDA BINTI AZHARI

2011479578

Submitted in Partial Fulfillment of the
Requirement for the
Bachelor of Business Administration (Hons)
Human Resources

FACULTY OF BUSINESS ADMINISTRATION
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA

JULY 2013



BACHELOR OF BUSINESS ADMINISTRATION (HONS)
HUMAN RESOURCES MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA

“DECLARATION OF ORIGINAL WORK”

We, Siti Nurafiqah binti Rahmat, (I/C Number: 911114-14-6444) and Nashazieda binti Azhari, (I/C Number: 900710-01-5818)

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:

Signature:

Date:

Date:

LETTER OF SUBMISSION

July 2013

The Head of Program

Bachelor of Business administration (Hons) Human Resources

Faculty of Business Management

Universiti Teknologi Mara

Bandaraya Melaka

Dear Sir/ Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled 'FACTORS THAT CONTRIBUTE TO WORK STRESS AMONG EMPLOYEES IN IOI LODERS CROKLAAN OILS SDN BHD' to fulfill the requirements as needed by the faculty of Business Management, university Teknologi Mara.

Thank You.

Yours sincerely,

.....

SITI NURAFIQAH BINTI RAHMAT

2010208734

Bachelor of Business Administration

(Hons) Human Resources

Yours Sincerely,

.....

NASHAZIEDA BINTI AZHARI

2011479578

Bachelor of Business Administration

(Hons) Human Resources

ABSTRACT

This research paper will study about the factors that contribute to work stress among employees in IOI Loders Crokiaan Oils Sdn Bhd. The objective of this study is to examine the relationship between workload, interpersonal relationship at work and work stress. The other objective is to identify the factor that mostly contributes to work stress. In this study the researchers used secondary and primary data in collecting the necessary data. The data of this study was collected by using questionnaires that distributed randomly among the employees in IOI Loders Crokiaan Oils Sdn Bhd. The data is analyzed by using Statistical Package for the Social Sciences (SPSS) version 20. A factor analysis was done for the purpose of determining the construct validity of the questionnaire and the independent and dependent variables used in this research. Overall, this research support all the theory made by the previous researchers.