



FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
UNIVERSITI TEKNOLOGI MARA

PERCEPTION ON WORK STRESSOR AND
STRESS MANAGEMENT : A CASE STUDY AT
SABAH ROYAL MALAYSIAN CUSTOM
DEPARTMENT (RMC)

SHahrul Azhar Bin Sardilin
2007120091

DECEMBER 2011



DECLARATION OF ORIGINAL WORK



BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
UNIVERSITY TEKNOLOGY MARA
'DECLARATION OF ORIGINAL WORK'

I, SHAHRUL AZHAR BIN SARDILIN, (I/C Number: 850916-12-5139)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, any 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: 05.01.12



TABLE OF CONTENT

Description	Page
ACKNOWLEDGEMENT	vi
LIST OF TABLE	vii
LIST OF ABBREVIATIONS	ix
ABSTRACT	x
CHAPTER 1: INTRODUCTION	1
1.1 BACKGROUND OF STUDY	1
1.2 PROBLEM STATEMENT	5
1.3 RESEARCH OBJECTIVES	6
1.4 RESEARCH QUESTION	6
1.5 SCOPE OF STUDY	6
1.4.1 Place / Area of the Study	6
1.4.2 Target Group of the Study	6
1.6 SIGNIFICANCE OF STUDY	7
1.6.1 The Researchers	7
1.6.2 The Students	7
1.6.3 The Organization	7
1.7 LIMITATION OF STUDY	8
1.8 DEFINITION OF TERM / CONCEPT	9
CHAPTER 2: LITERATURE REVIEW AND THEORETICAL FRAMEWORK	10
2.1 LITERATURE REVIEW	10
2.1.1 Introduction	10
2.1.2 A Study among Sabah royal Malaysian Customs (RMC) Officers towards Work Stressors and Stress Management.	11
2.1.3 Sources of Work Stressors	14
2.1.4 Stress Management	18
2.2 CONCEPTUAL FRAMEWORK	20



LIST OF TABLE

Description	Page
TABLE 1: Case Processing Summary	25
TABLE 2: Reliability Statistics	25
TABLE 3: Gender	26
TABLE 4: Age	27
TABLE 5: Education	28
TABLE 6: Race	29
TABLE 7: Division	30
TABLE 8: Marital Status	31
TABLE 9: Length in Services	32
TABLE 10: Length in Present	33
TABLE 11: Section 2 : Relationship With Others	34
TABLE 12: Section 2 : Responsibility And Work Load	35
TABLE 13: Section 2 : Supervisor And Departmental Support	37
TABLE 14: Section 2 : Environment Of Working	39
TABLE 15: Section 2 : Personal Conflict	41
TABLE 16: Section 3 : Stress Management	43
TABLE 17: Relationship With Others	44
TABLE 18: Responsibility And Work Load	45
TABLE 19: Supervisor & Departmental Support	46
TABLE 20: Environment Of Working	47
TABLE 21: Personal Conflict	48



ABSTRACT

Recently job and workplace stress had attracted concern among the public, media, and especially among the employee (government servant and private sector). Workplace health and safety representative always try to identify why and caused the problem arise and try to find an alternative solution and control tools for this matters. Stress in workplace can influence the officer and the department entirely. Some of the stress may result in individual positively and negatively. Overall workplace climate must be supportive, workload must be delegate fairly, and transparency with the department policies to their officers and the most important thing is having a good relationship within or outside the department.