

**JOB STRESS AS PERCEIVED BY STAFFS OF
MAJLIS AMANAH RAKYAT (MARA) KUCHING**

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CHAPTER ONE - INTRODUCTION

1.0 OVERVIEW

Many people think that they understand stress. In reality, it is complex and misunderstood. Stress is a reaction to excessive pressure or harassment at work. It is a physical, mental, or emotional response to events that cause bodily or mental tension.

"The perfect no-stress environment is the grave. When we change our perception we gain control. The stress becomes a challenge, not a threat. When we commit to action, to actually doing something rather than feeling trapped by events, the stress in our life becomes manageable." - Greg Anderson

For many professions, of course competing demand and pressures cannot be avoided. All the workers experience stress. The volume of work also can be overwhelming at times. No matter what professions such as social workers, doctors, managers or teachers, they know that stress can be very serious consequences especially when it cannot be controlled or handled.

Work stress is a poor working condition and this will create a stressful work atmosphere. Actually, a little stress at work is good as it can enhance productive work performance. However, if it becomes excessive, it will create stress towards a person. The symptoms of stress include:-

Anxiety – cook up

Aggressiveness – immediate change of mood swing

Loss of appetite – sometimes people don't eat and sometimes eat a lot

Alcohol abuse – it is a quick fixed solutions

Depression – solitude, aloof

Excessive worries – too much worry, become a worrier

Easily irritated – not normal self

Fatigue – easily get tired

Lack of concentration and motivation – under estimate ourselves

Restlessness – no calmness

Sleep disturbances – not enough sleep, insomnia

CHAPTER TWO - LITERATURE REVIEW

2.0 INTRODUCTION

For better understanding for this study, the writer will in this chapter make an attempt to review several important literatures. Numerous surveys and studies confirm that occupational pressures and fears are the leading source of stress and these have steadily increased over the past few decades. National Institute for Occupational Safety and Health (NIOSH) report that was obtained in the 1999 cites that the nature of work is changing at whirlwind speed. Perhaps now more than ever before, job stress poses a threat to the health of workers and, in turn, to the health organizations. Percentage of workers who report their job is very extremely stressful is 40% (Survey by North western National Life). Percentage of workers who report that they are often or very often burned out or stressed by their work is 26% (Survey by The Families and Work Institute). Percentage of workers who report they feel quite a bit or extremely stressed at work is 29% (Survey made by Yale University).

In the United Kingdom, over 40 million working days are lost each year due to stress related disorders. In Australia, the Federal Assistant Minister for Industrial relations estimated the cost to be round A\$30 million in 1994. While in United States, over half of the 550 million working days lost each year due to absenteeism (Research on Work Related Stress, European Agency for Safety and Health at Work, 2000).

2.1 STAFFS STRESS

Based on the finding of the study of Job Stress on Job Satisfaction among University Staff in Malaysia: Empirical Study, there are a few key points that can be used to conclude this research paper. It is very important that the university understands the needs of its employees and provide what is best for the employees. Constant appraisal programs and appreciation should be given to reinstate and motivate the employees. Motivation is a key factor as well in affecting job stress among employees. Employees who are highly motivated will feel happier and are more willing to work for the organizations. Unhealthy job stress among the people responsible in assisting the future generation's education will ultimately affect their intellectual and social abilities. Failure of the educational institutions in providing a healthy working

CHAPTER THREE - RESEARCH METHODOLOGY

3.0 RESEARCH DESIGN

This study was carried out using a set of questionnaire and a survey method with the intention to determine the 'Job Stress as Perceived by Staffs of Majlis Amanah Rakyat (MARA) Kuching'. The survey method was the most appropriate way to collect data from the samples so that generalization from the findings can represent the population of MARA staffs. The questionnaire was distributed to 150 staffs of Majlis Amanah Rakyat (MARA) Kuching that consists of Pejabat MARA Negeri Sarawak, Pejabat MARA Daerah Kuching, Maktab Rendah Sains MARA (MRSM) Kuching and Institut Kemahiran MARA (IKM) Kuching.

The questionnaire was used in this survey consists of items of which some are self design and some are modified from existing questionnaire. Some of the items are adopted from modified version of McCormick and Solman (1992). The questionnaire then was distributed to the MARA staffs concerned. Data given by the respondents were analysed and findings from the study was discussed. Suggestions and recommendations were also presented for further study.

3.1 POPULATIONS AND SAMPLES

Sampling involves any procedure that uses a small number of items or parts of the MARA staffs to make a conclusion regarding the topic of "Job Stress as Perceived by Staffs of Majlis Amanah Rakyat (MARA) Kuching". The populations of this study consist of all MARA staffs who are presently employed in MARA. For this research, the sample size is 150 MARA staffs that will be from all units, divisions and department.

Researcher can summarize the factor influence decisions on sample size from the questionnaire in Section A – respondent background. Further to that, researcher can make conclusions that the sample size of 150 respondents could be effective depending on the type of research questions that was investigated.