



**THE FACTORS THAT INFLUENCE STRESS AND  
EMPLOYEE COMMITMENT AT CCM FERTILIZERS  
SDN.BHD.**

**NORAI SYARAWATI MOHAMED NOR  
2008280182**

**BACHELOR OF BUSINESS ADMINISTRATION WITH  
HONOURS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MELAKA**

**APRIL 2011**



**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA**

**‘DECLARATION OF ORIGINAL WORK’**

I, Noraisyarawati Binti Mohamed Nor,

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: \_\_\_\_\_

## ACKNOWLEDGEMENTS

In the name of Allah SWT, the most gracious, the most compassionate and the most merciful. Alhamdulillah, all thanks and praises are due to Allah SWT for making things possible, for giving me the strength, spiritual and physical and inspiration to complete this project paper HRM 662 accordingly. Toward to my completion of research, I had endured tremendous challenges, which I regard as a very valuable experience especially in preparing the report for this research.

My foremost gratitude goes to my advisor Madam Noor Azzura bt Mohamed, for her understanding, dedication and advices as well as the precious guidance upon guiding me to complete this research. Her precious guidance may never be forgotten and never be measured with time and money. Thank you too to my second advisor Madam Najihah Hanisah Marmaya.

Besides that, I'm so glad to thanks my supervisor, that is Mr. Abu Shukor bin Abu Bakar, fully thanks to Ms Christina , Madam Nurhamizah Husin and to all staff of Human Resource & Administration Departmant for their patients assistance and cooperation with me during my industrial training from 22<sup>th</sup> November 2010 until 4<sup>th</sup> April 2011 and also respondents of CCM Fertilizers who responded to my survey.

Last but not least, my deepest gratitude goes once again to above for their advice and supports throughout the completion of my research.

Thank you.

APRIL 2011

## ABSTRACT

Stress is not something strange to our daily life nowadays. Therefore, organization need to identify what is the factor that influence stress in the organization. The main objective of the research is to determine the most influence factors that affect stress in the CCM Fertilizers Sdn Bhd. The factors are co-workers, work load, and management factor. Besides, the researcher also determines the level of employee commitment in CCM Fertilizers Sdn Bhd. Next objective is to determine the relationship between the selected independent variables (co-workers, work load, management,) and employee commitment. Researcher used questionnaire as a main instrumental in data collection method. The researcher was distributed 40 questionnaires to the respondents at CCM Fertilizers Sdn Bhd. After data have been collected, it will be analyzed using frequency, percentage, mean and Pearson Correlation. The results showed that the most influence factor is work load. From the findings, the researcher also gives some recommendations for the organization and future researcher.

## TABLE OF CONTENTS

	PAGE	
ACKNOWLEDGEMENT	i	
TABLE OF CONTENT	ii	
LIST OF TABLES	iv	
LIST OF FIGURES	v	
ABSTRACT	vi	
<b>CHAPTER 1: INTRODUCTION</b>		
1.1	Introduction	1
1.2	Background of Study	3
1.3	Background of Company	4
1.4	Problem Statement	6
1.5	Research Question	7
1.6	Research Objectives	8
1.7	Hypothesis	8
1.8	Scope of Study	9
1.9	Significant of Study	9
1.10	Limitation of Study	10
1.11	Definition of Terms	
	1.11.1 Stress	11
	1.11.2 Co-workers	11
	1.11.3 Work load	12
	1.11.4 Management	12
	1.11.5 Employee commitment	13
<b>CHAPTER 2: LITERATURE REVIEW</b>		
2.1	Introduction	14
2.2	Stress at Workplace	14
2.3	Theoretical Framework	15
2.4	The Factors That Influence Stress at Workplace	
	2.4.1 Co-workers	17
	2.4.2 Work load	18
	2.4.3 Management	20
2.5	Relationship Between Factor That Influence Stress and Employee Commitment	21