



**FACTORS OF JOB STRESS THAT INFLUENCE JOB SATISFACTION AMONG  
MANAGEMENT STAFF IN KPJ JOHOR SPECIALIST HOSPITAL**

**NURUL FARHANA BINTI JIMIN**

**2009885596**

**BACHELOR OF BUSINESS ADMINISTRATION**

**(HONS) HUMAN RESOURCE**

**FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITI TEKNOLOGI MARA**

**KAMPUS BANDARAYA MELAKA**

**APRIL 2011**



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

“DECLARATION OF ORIGINAL WORK”

I, \_\_\_\_\_, (I/C Number : \_\_\_\_\_)

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 : \_\_\_\_\_

Date : \_\_\_\_\_

## **ACKNOWLEDGEMENT**

I would like to praise the Almighty Allah because of His kindness, I am still breathing the air and able to finish off these research on the given time. Therefore, due to His power, I am able to perform my duty and conclude my industrial training at KPJ Johor Specialist Hospital.

First of all, I would like to thank my family because without them I would not be here. Thanks for giving me supports and made me who I am today. I also would like to thank everyone that has helped me directly or indirectly in preparing this for this project in particular, my advisor, Madam Lina Mazwein Ibrahim and Practical Training Coordinator, Mr. Rizuwan Abdul Karim for the guidance to make this report.

Therefore, I would like to thank you to my supervisor, Encik Mohamad Rosli Yusof, Puan Hamita Emylia Abdul Mutalib, HR staffs and all staffs in KPJ Johor Specialist Hospital for their patience and guidance as well as their support that they offered to me.

Apart from that, I hope that all the information and data that I have gathered here will increase knowledge of anyone who will be accessing it regarding the proposal On “Factors of Job Stress That Influence Job Satisfaction Among Management Staff in KPJ Johor Specialist Hospital” and its related topics, it would be great honour to me if it is use as reference or for any good cause.

Lastly as a student, I would like to apologize for any mistake and weakness in this project. Therefore, I sincerely welcome any comments and suggestions for further improvements on our behalf.

Thank you to all.

## **ABSTRACT**

Stress is a reaction when someone is faced with unwanted situation that cannot be avoided. The issue of stress is very important because it affects many areas of a person's life primarily on one's health. Nevertheless, it also affects an organizational outcome such as productivity<sup>1</sup>. These days, many organizations are facing economic lost due to the cost related with job stress. Many companies are spending billions of dollars for the costs related to job stress such as sick leave as well as hospitalization fee.

There are many effects of job stress in an organization. An organization can experience high absenteeism among their employees, low productivity and also a decrease in decision making abilities. Stress in an organization can also lead to employees leaving the company for a job that is less stressful and early retirement for those having difficulty coping with stress.

This article investigates the relationship between job stress and job satisfaction. The determinants of job stress that have been examined under this study include management role, performance pressure, home-work interface and workload pressure. The sample consists of a private hospital from Johor Bahru area in Malaysia. The results show there is a significant relationship between four of the constructs tested. The results also show that there is significant positive and negative relationship between job stress and job satisfaction.

## TABLE OF CONTENTS

	<b>ACKNOWLEDGEMENT</b>	iv
	<b>LIST OF TABLES</b>	v - vi
	<b>LIST OF FIGURES</b>	vii
	<b>LIST OF ABBREVIATIONS</b>	viii
	<b>ABSTRACT</b>	ix
	<b>CHAPTER 1 : INTRODUCTION</b>	
	1.0 Background of Study	1
	1.1 Problem Statement	4
	1.2 Research Question	6
	1.3 Research Objectives	6 - 7
	1.4 Significant of the Study	7
	1.5 Scope of Study	8
	1.6 Limitation of Study	9
	1.7 Summary	9 - 10
	<b>CHAPTER 2 : LITERATURE REVIEW</b>	
	2.0 Introduction	11
	2.1 Theoretical Framework	26
	2.1.1 Management Role	26
	2.1.2 Performance Pressure	27
	2.1.3 Home-Work Interface	27
	2.1.4 Workload Pressure	28
	2.3 Summary	29
	<b>CHAPTER 3 : RESEARCH METHODOLOGY</b>	
	3.0 Introduction	30
	3.1 Data Collection	30
	3.2 Sampling Frame	31
	3.3 Variables and Measurement	31
	3.3.1 Dependent Variables	31
	3.3.2 Independent Variables	31
	3.4 Research Design	32
	3.4.1 Primary Data	32
	3.4.2 Secondary Data	33
	3.4.2.1 Questionnaire	33
	3.5 Theoretical Framework	34
	3.6 Hypothesis Statement	35
	3.7 Summary	36