



**THE DIMENSIONS OF WORK STRESS AMONG
EXPATRIATES IN PETRONAS CARIGALI SDN BHD
MALAYSIA (PCSB MALAYSIA)**

**SHEIKH MOHAMAD ADZMIR BIN SHEIKH RAMDZAN
2009910371**

**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) INTERNATIONAL BUSINESS
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

JANUARY 2012

ACKNOWLEDGMENT

First of all, I would like to express my deepest gratitude to Almighty Allah S.W.T. for blessing me with the strength and ability to complete my duty. Alhamdulillah with his guidance and will, this report is finally completed. Next, I would like to specially acknowledge the following people for their invaluable contributions in the preparation of this report:

1. Academic advisor, Miss Norshafaf bte Jailani, for her invaluable support, tolerance, encouragement, patience, supervision and useful suggestions and comments throughout this research project. Her moral support and continuous guidance enabled me to complete this report successfully. Also a million thanks to my second examiner, Mr Mohd Halim bin Mahphoth.
2. Training supervisor, Pn Haslina Abd Ghani, Manager of Remuneration Strategy, Human Resource Management Division in PCSB Malaysia, who had provides lot of guidance's and knowledge. My colleagues, Pn Nadzifah Ghazali, Jessica Lim, Pn Rozalina Abd Razak, Mohd Zhafran Faiz, Kamarul Fahmi and also colleagues from others department for lot of help and advice during my training period.
3. Mr Norazaman Harun and Mr Muhammad Dehya Zainal Azlan, Lecturer of UiTM Malacca City Campus by giving advice and share information.
4. My beloved family, friends and course mates, for their valuable suggestion throughout this task. Without their support, this research project would not have been completed perfectly in its present form.

All in all, thank you to those who have helped me directly or indirectly from the beginning all throughout the completion of this research. Without their kindness and willingness to

help, it would be impossible for me to complete this study thoroughly. Thank you very much.

TABLE OF CONTENT

CONTENTS	PAGE
TITLE PAGE	i
LETTER OF DECLARATION	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
LIST OF TABLES	viii
LIST OF FIGURES	ix
ABSTRACT	x
CHAPTER 1: INTRODUCTION	
1.1 Background of Study	1
1.2 Background of Company	2
1.3 Problem Statement	3
1.4 Research Questions	4
1.5 Research Objectives	4
1.6 Hypothesis	5
1.7 Significance of Study	6
1.7.1 Organization	6
1.7.2 Employees	6
1.7.3 Researcher	6
1.7.4 Reader	7
1.8 Scope of Study	7
1.9 Limitation of Study	7

ABSTRACT

Work stress becomes a common problem faced by employees in many organizations today. In almost all cases, the responsibilities of expatriates in emerging countries will be larger than they are used to overseeing. It affects employees mental and physical health in the long run affects organization performance. This research studies on three dimensions that influence work stress among the expatriates which are workload, role conflict and interpersonal relationship at work. The expatriates in the company which come from ages range from 25 to 45 years old and from different races, culture and region which consists of Asia, Africa, America, Europe and Middle Eastern. Data is collected through a questionnaire distributed to 50 expatriates in the PCSB Malaysia using stratified sampling. Result of the present study showed that the significant correlation relationship between factors of work stress and work stress. This study also used regression backward analysis in order to identify which factor is most significant to work stress among expatriates in PCSB Malaysia. This study is said to be beneficial to the company especially as they are currently facing high level of job stress. It will help them gain awareness on the main factor of their work stress and in turn help them to manage the condition from getting worse. Recommendations for future research are also having been discussed.

CHAPTER 1

INTRODUCTION

1.1 Background of Study

This research title is “The Dimensions of Work Stress among Expatriates in PETRONAS Carigali Sdn Bhd Malaysia (PCSB Malaysia)”. In today's era of globalization, companies from different nationalities are trying to capture new markets and proving their presence all over the globe the value of expatriates increase significantly. However, the issue of work stress has increased dramatically among expatriates who have a negative impact on them and their work as well. For instance, people have been suffering from all types of diseases such as heart attack, back pain, neck pain, fatigue, high blood pressure, eye problem and many other diseases caused by work stress. As an MNC, PCSB Malaysia faced the phenomenon; where managing human resources in international business is not easy. For global organizations there is an increasing needs to get groups of managers from different nationalities to work together effectively either as enduring management teams or to resource specific projects addressing key business issues. Many organizations have found that bringing such groups of managers together can be problematic and performance is not always at the level required or expected. Performance is then related to workplace stress, which is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the employees. Hence, the researcher chooses expatriates as a respondent for this study because most expatriates are challenged and excited to be in their new postings. They need to spend a lot of time at work since they are under pressure to adapt to the new culture and their overall responsibilities are often larger than they have experienced before.