

**THE IMPACT OF STRESS ON EMPLOYEES'  
PERFORMANCE AND SATISFACTION AT  
JABATAN KETUA MENTERI MELAKA**

**NUR'AINI BINTI BUANG**

**Submitted in Partial Fulfillment  
Of the Requirement for the  
Bachelor of Business Administration  
(Hons) Marketing**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MELAKA**

**2007**

**DECLARATION OF ORIGINAL WORK**



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

**“DECLARATION OF ORIGINAL WORK”**

I, Nur'Aini Binti Buang, (I/C Number: 830613-04-5168)

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: Nur Aini Buang

Date: 6/11/07

## LETTER OF SUBMISSION

6 November 2007

The Head of Program  
Bachelor of Business Administration (Hons) Marketing  
Faculty of Business Management  
UiTM Kampus Bandaraya Melaka  
Off Jalan Hang Tuah  
75300 Melaka

Dear Sir,

### **SUBMISSION OF PROJECT PAPER**

Enclosed herewith is the project paper titled **“THE IMPACT OF STRESS ON EMPLOYEES’ PERFORMANCE AND SASTISFACTION AT JABATAN KETUA MENTERI MELAKA”** to fulfill the requirements as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,



.....  
**(NUR'AINI BTE BUANG)**

2005639425

Bachelor of Business Administration (Hons) Marketing

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## **ABSTRACT**

Stress is feelings that make individuals feel bad in his or her life in a moment. Sometimes stress can make people angry, moody and cannot do their work appropriately. Even though stress is bad, yet, there are stresses that give good ones to individual life.

The main objective of this paper is to identify the impact of job stress on employees' performance and job satisfaction at Jabatan Ketua Menteri Melaka. It also will help the company to determine whether their new strategies had been done effectively or otherwise. Thus, the objectives of the study are to determine factors that contribute to stress among employees, to examine the impact of job stress on employees' performance and to examine the impact of job stress on employees' satisfaction.

The scope of the study focuses on organizational stress factors and its impact on employees' performance and job satisfaction. The respondents are the employees who work in Jabatan Ketua Menteri Melaka.

In this study, researcher used secondary and primary data in collecting the necessary data. The sampling type used was the stratified sampling where 4 departments from Jabatan Ketua Menteri Melaka and simple random sampling where 40 respondents are being chosen to answer the questionnaires. In order to run data, Statistical Package for Social Science (SPSS) are been used. A factor analysis was done for the purpose of determining the construct validity of the questionnaire and three (3) variables were grouped in the organizational stress factors. The findings give a better understanding about level of employee stress in government sectors.