

**THE IMPLICATION OF OCCUPATIONAL STRESS
TOWARD EMPLOYEE JOB PERFORMANCE AT
KPJ RAWANG SPECIALIST HOSPITAL**

SITI NUR AMALINA BINTI AZMAN

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT
(HONS.)
UNIVERSITI TEKNOLOGI MARA (UiTM)**

January 2018

ABSTRACT

The purpose of this research study is to investigate the relationship between level of occupational stress toward employee job performance at KPJ Rawang Specialist Hospital. There are several factor will be discussed under this research study which consist of Workload, Poor Working Condition, Role Ambiguity and Inadequate Monetary Reward. There are few study had been conducted by previous researchers will be the references to hypothesis development in this research project.

The sample size of 80 respondents had been conducted and simple random sampling method been used to distributed the questionnaires to the selected respondents. The sample size is selected from all support services at KPJ Rawang Specialist Hospital which consist of Administration, Talent Management, Information Technology, Finance, Credit control, Billing and Admission, Marketing and Public Relation, Purchasing and Maintenance Department. This research also aimed to identify the frequency and descriptive of data collected, the relationship between variables, reliability analysis and hypothesis testing among the variables using Statistical Package Social Science (SPSS) Software.

The result between these factor has positive significant relationship with employee job performance at the organization. The final chapter of this research study will elaborately explain the conclusion of research finding and suggested recommendation to future research have been done.

TABLE OF CONTENTS

	Page
LIST OF TABLES	i
LIST OF FIGURES	ii
CHAPTER 1	
INTRODUCTION	1
Background of the Study	1 - 3
Statement of the Problem.....	3 - 5
Research Objectives.....	5
Research Questions.....	5 - 6
Hypothesis	6 - 7
Limitation of Study.....	7
Significant of Study	7 - 8
Definition of Terms	8 - 10
CHAPTER 2	
LITERATURE REVIEW	11
Definition.....	11 - 12
Sub-Topics.....	12 - 17
CHAPTER 3	
METHODOLOGY	18
Research Design	18
Sampling Frame.....	19
Population.....	19
Sampling Technique	19 - 20
Sample Size	20
Unit of Analysis.....	20
Data Collection Procedures	20
Instrument.....	21 - 22
Validity of Instrument.....	22
Reliability of Instrument.....	23 - 24
Plan of Data Analysis	24 - 26
CHAPTER 4	
FINDINGS.....	27
Profile of Respondents.....	27 - 50
CHAPTER 5	
CONCLUSIONS AND RECOMMENDATIONS	51
Conclusion	51 - 55
Recommendations.....	55 - 56
REFERENCES	57 - 60
APPENDICES	
A Original Data	61
B Cover Letter	62
C Questionnaires	63 - 68
D Data Analysis	69 - 74

LIST OF TABLES

Table	Page
3.1 Linkert Scale	21
3.2 Cronbach's Alpha result	23
3.3 Reliability's interpretation	24
3.4 Plan of Analysis	24 - 26
4.1 Gender.....	28
4.2 Age.....	29
4.3 Marital.....	30
4.4 Education	31
4.5 Position	32
4.6 Experiences.....	34
4.7 Reliability Statistic	35
4.8 Mean interpretation.....	36
4.9 Workload Descriptive Result.....	36 - 37
4.10 Poor Working Condition Descriptive Result.....	38 - 39
4.11 Role Ambiguity Descriptive Result.....	40 - 42
4.12 Inadequate Monetary Reward Descriptive Result	43
4.13 Employee Job Performance Descriptive Result	44 - 45
4.14 Interpretation table for correlation coefficient.....	46
4.15 Relationship between IV and DV (Pearson Correlation)	47
4.16 Summary of hypothesis finding and discussion	48 - 49
4.17 Coefficient	49

LIST OF FIGURES

Figure	Page
2.1 Conceptual Framework.....	17
4.1 Gender.....	28
4.2 Age.....	29
4.3 Marital.....	30
4.4 Education.....	32
4.5 Position.....	33
4.6 Experience.....	34