



**THE CONTRIBUTION OF JOB CHARACTERISTICS, WORKING ENVIRONMENT
AND ORGANIZATION CULTURE TOWARDS WORK STRESS
AT HOSPITAL PENAWAR SDN BHD.**

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**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
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**Submitted in Partial Fulfillment of the Requirement for the Bachelor of
Business Administration (Hons) in Human Resource Management**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS.**

2011

DECLARATION OF ORIGINAL WORK



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MELAKA CITY CAMPUS**

“DECLARATION OF ORIGINAL WORK”

I, JULIA BINTI SA’AYON, (I/C Number: 880129-23-5774)

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 results of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotations marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

LETTER OF SUBMISSION

Date: JANUARY 9TH, 2012

The Head of Program
Faculty of Business Management,
University Technology MARA City Campus,
110 Off Jalan Hang Tuah, MELAKA.

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 662)

Attached is the project title “**THE CONTRIBUTION OF JOB CHARACTERISTICS, WORKING ENVIRONMENT AND ORGANIZATION CULTURE TOWARDS WORK STRESS AT HOSPITAL PENAWAR SDN BHD.**” to fulfill the requirement as needed by the Faculty of Business Management, University Technology MARA.

Thank you,

Yours sincerely,

JULIA BINTI SA'AYON

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Bachelor of Business Administration (Hons) in Human Resource Management

ABSTRACT

Stress in organizations is a very critical phenomenon. Work stress commonly can be define as harmful physical and emotional responses that occur when the requirements of a job match the capabilities, resources or needs of the worker. Work stress can lead to poor health or injury towards the employee and will invite an uncomfortable working environment. There are three factors that may contribute to Work Stress and the management should assess and learn that factor. The factors that will be discuss in this study are Job Characteristics, Working Environment and Organization culture. This study consists of the analysis on the relationship between the variable and is there any relationship between them. Pearson Correlation is used to determine the strength of relationship between dependent variable and independent variable. The researcher getting data from questionnaire and that are distributed to all level management of Hospital Penawar Sdn Bhd. Coefficient Correlation shows among three elements of Work Stress only Working Environment shows the most significant relationship and the other two also has a significant relationship but very weak. Some recommendation were given in this research such as Open communication channels between supervisord and their employees, and make sure that the employee encouragement to discuss their concern and the supervisor can valued their suggestion to reduce the Work Stress that they faced. Monitoring is essential to determine progress towards achieving goals, it also useful to monitor the level of stress that will happened among the employee, and hopefully there will be a continuous research about this topic and for future researcher they will take a look at whole industry not just on services industry they also can look from manufacture company