

**A STUDY ON THE RELATIONSHIP BETWEEN CAUSES OF  
STRESS AND ORGANIZATIONAL COMMITMENT AMONG  
SUPPORTING STAFF AT UITM PAHANG KAMPUS  
JENGKA**

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## **ABSTRACT**

The study was conducted in Universiti Teknologi MARA Cawangan Pahang Kampus Jengka. The purpose of this study was to identify the factors of the relationship between causes of stress and organizational commitment among the supporting staff in UiTM Cawangan Pahang Kampus Jengka.

The population taken was all the supporting staff in every department in UiTM Cawangan Pahang Kampus Jengka. The population of this study is 224. The researcher decided to take only 140 respondents based on Krejcie and Morgan Theory.

The importance of the study is to know the causes of stress that affected employee in the organization. The important of this study were identifying significant causes that influence the organizational commitment among supporting staff in UiTM Cawangan Pahang Kampus Jengka.

The observation of causes of stress in UiTM Cawangan Pahang Kampus Jengka shows that the most causes of stress that influence organizational commitment in the organization is harassment.

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## CHAPTER 1

### INTRODUCTION

According to the Hens Selye (2008) as cited Vitousek, Wada (2018) stress can be described as the psychological response of the body to any given stressor, real or imagined or psychological. The other than that, employees need to fulfill their duties exceed the other work such as person's ability and resource and to perform these duties they have to try hard to get some rewards and to fulfilling the duties. If the employees not perform their job and can't complete their task they will feels the stress (McGrath, 1976) as cited Umar Akram and Muhammad Hashim (2016).

There are two types of stress which are psychological and physiological stress. Psychological is an emotional reaction such as depression and anxiety and job burnout. Physiological stress in other hand is viewed as the physiological reaction of the body such as headache, migraine, fatigue, chest pain and sleep disturbance as well as changes in sleeping, eating, drinking and smoking habits (Mansor, 2013) as cited Umar Akram and Muhammad Hashim (2016).

According to the Mowday (2000) as cited Misbah Hayat Bhatti, Muhammad Hasnat Bhatti, Muhammad Umair Akram, Muhammad Hasim and Zubair Akram (2015) stated that organizational commitment is the employee loyal to the company and company also loyal to the employees. It also depends to the behavior within his or her employing organization.