



**A STUDY ON RELATIONSHIP BETWEEN WORK STRESS AND EMPLOYEE
PERFORMANCE IN CTRM AERO COMPOSITES (CTRM AC) AT COMPOSITES
TECHNOLOGY CITY IN BATU BERENDAM, MELAKA**

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**BACHELOR BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

JUNE 2014

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**Submitted in Partial Fulfillment of the
Requirement for the
Bachelor of Business Administration
with Honours (Human Resource Management)**

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

JUNE 2014

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
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“DECLARATION OF ORIGINAL WORK”**

I, Rugayah binti Ab Rashid, (I/C Number: 910130-06-5308)

I, Wan Hazwani binti Wan Halimi, (I/C Number: 890322-01-5086)

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: _____

Date: 02nd July 2014

Signature: _____

Date: 02nd July 2014

LETTER OF TRANSMITTAL

02nd July 2014

The Head of Program
Bachelor of Business Administration
(Hons) Human Resource Management
Faculty of Business Management
Universiti Teknologi MARA,
110 Off Jalan Hang Tuah
75300 Melaka, Malaysia

Dear Sir / Madam,

SUBMISSION OF APPLIED BUSINESS RESEARCH REPORT

Attached is the project paper titled “**A STUDY ON RELATIONSHIP BETWEEN WORK STRESS AND EMPLOYEE PERFORMANCE IN CTRM AERO COMPOSITES (CTRM AC) AT COMPOSITES TECHNOLOGY CITY IN BATU BERENDAM, MELAKA**” to fulfillment the requirements as needed by the Faculty of Business Management, University Teknologi MARA.

Thank you.

Regards,

.....
(Rugayah binti Ab Rashid)
2011617166
Bachelor of Business Administration (Hons)
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Regards,

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ABSTRACT

Organization nowadays are facing common problem, which is work stress among their employees. In this study, the researcher choose to study whether work stress factor affect employee performance at CTRM Aero Composites Sdn Bhd, Batu Berendam, Melaka. Work stress can be define as harmful physical and emotional respoonses that occur when the requirements of a job match the capabilities, resources or needs of the worker. Work or stress can result to poor performance, which the management should be aware of the factors and manage or reduce them to avoid loss in the organization. This study consist of the analysis on the relationship between work stress factors with employee performance. The factors are work load, role conflict and work environment.

Data were collected from questionnaires answered by employees from Value Stream 2, CTRM AC, with total respondents of 140. The data then were processed using Statistical Package for Social Science (SPSS) program version 20.0. The data were intepreted in Frequencies Analysis, Reliability Test, Descriptive Analysis, Correlation Analysis and Regression Analysis. The results show that there are relationship between work stress factors with employee performance. The most influential factor was work environment.

This study is beneficial to the organization as the management can have the information about what are the major factor that contribute to work stress among their employees. With that, they can do further actions that are necessary to ocercome this situation in order to ensure organization's effectiveness. Some of the actions were also recommended by the researcher in this tudy. Future study should focus on similar factor but must be expanded to other division or other organizations. With that, we can get a clear picture on workk stress among employees in any industry.