



**Faculty of Administrative Science & Policy Studies  
Universiti Teknologi MARA**

**Bachelor of Administrative Science**

**Title of Research**

**Research Study in a Manufacturing The Determinants of Stress in the  
Workplace**

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I have reviewed the final and complete research report and approve the submission of this report evaluation.

A handwritten signature in black ink, consisting of a vertical line on the left, a horizontal line crossing it, and a large, stylized loop on the right.

(Signature)

## **ACKNOWLEDGEMENT**

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# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 Introduction**

Chapter One has discussed about background of study, problem statement, research question, research objective, scope of study, significance of study and definition of term.

### **1.2 Background of study**

Stress is an adaptive response to a situation that perceived as challenging or threatening to a person's well-being. The stress response is a complex emotion that produce physiological changes to prepare us for 'fight or flight' to defend ourselves from the treat or escape from it. People are stress from workload, information overload, job insecurity and received low salary from employer. Stress also can be seen in a positive side of stress, which is eustress that refers to healthy, positive, constructive outcome of stressful events and the stress response. Employee normally experience stress that affect their job performance and increase their risk of physical and mental health problems (Steven L. McShane, 2008). Stress as a condition or feeling experienced when an individual perceives that demands exceed the personal and social resources the individual is able to mobilize (Lazarus, 2000). Clearly, it can explain that job stress arises when there is excessive job demand that not align with skills of an