

**THE RELATIONSHIP BETWEEN EMPLOYEES' JOB STRESS
AND JOB PERFORMANCE AMONG EMPLOYEES AT
PEJABAT RESIDEN BAHAGIAN SAMARAHAN**

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AUTHOR'S DECLARATION



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“AUTHOR'S DECLARATION OF ORIGINAL WORK”

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- 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.
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ABSTRACT

The purpose of this study is to investigate the relationship between factors of job stress and the job performance among staff at Pejabat Residen, Bahagian Samarahan. This research is applying the Job Demands-Control (JDC) Model by Karasek which focused on two categories: job demand and job control. Job demand comprises of two constructs which are workload and time pressure. Whilst job control consists of skill discretion and decision authority.

A total of 100 questionnaires were conveniently distributed and only 90 were returned and considered usable answering the questionnaires on workload, time pressure, skills discretion and decision authority. The result shows that job demand, job control, work load and time pressure do have significant relationship towards job performance. It proves that when the candidates are given a sufficient amount of work and ample time to perform their tasks, empowerment in making decision and acquiring necessary skills related to the tasks they are performed, their job performance increases.

The significance of the study would be beneficial to three areas which are theory, management and employees. This research would contribute to the body of knowledge surrounding the job stress field that would affect the employees' job performance. In addition, the result of this study would also benefit the management of the organization, in which, it would assist them in helping their employees to reduce the issue on stress that they may encounter at workplace. Lastly, employees from the organization would also benefit from the outcome of this research as they are aware what factors connected to job stress that might affect their job performance.

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CHAPTER 1

INTRODUCTION

This chapter provides an introduction to the study as well as the background of the study, problem statement, research objectives and questions. Other than that, it also deals with the significance of the study, the limitations of the study and also the definition of terms.

Background of the Study

The purpose of this study is to examine the effect of job stress on the individual's job performance and to investigate the relationship between factors of job stress and job performance among staff. The major focus of outcome for this research was the employees' job performance. According to Bruggen (2015), employees' job performance can be influenced by job stress. Job performance refers to an employee's proficiency, well-performance in achieving goals and behavior involving deliberate acts that are harmful to the organization. Besides that, the work performance of employees can also be improved if they are able to manage and maintain a good job stress.

According to Karasek (1979), stress in was when a level of stress was used in the learning process. Based on the study, it was illustrated in job demands-control model that low levels of stress activation might be too low to encourage effective performance, while at high levels of stress arousal, the levels were too high to be beneficial for an effective task performance. According to the Job Demands-Control (JDC) model (Karasek 1979),