

**DEMOGRAPHIC PROFILE ON JOB STRESS AMONG EMPLOYEES AT SHAH'S
VILLAGE HOTEL, PETALING JAYA.**

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DECLARATION OF ORIGINAL WORK



**BACHELOR OF SCIENCE (HONS.) TOURISM MANAGEMENT
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We declare that the work in this thesis/dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and the results of our own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree qualification.


We, hereby, acknowledge that we have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of our study and research.

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ABSTRACT

The purpose of this study to identify the demographic profiles on job stress among employees at Shah's Village Hotel. There are six environmental sources of job stress used in this study by Catwright and Copper (1997) include roles in the organisation, the home-work interface, factors intrinsic to the job itself, career development issues, organizational factors and relationships at the work. Furthermore, the objective of this study is to determine social demographic background of respondent, to investigate the job stress difference based on demographic respondents at Shah's Village Hotel and to determine the dominant factors that lead to job stress at Shah's Village Hotel. Other than that, this study used questionnaire method to get data analysis. The researcher used 36 respondents from staff at Shah's Village Hotel. In order to get the data analysis, the researcher used Statistical Package for Special Science (SPSS) version 20.0. In the end of result shows the dominant factors were contribute to the job stress. From the finding, the researcher found that organizational factors are the dominant factors that lead to the job stress.