



THE RELATIONSHIP BETWEEN JOB STRESS AND JOB SATISFACTION
AMONG EMPLOYEES AT EMPLOYEES PROVIDENT FUND, KUCHING

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ABSTRACT

In this research, it is discussing on the relationship between job stress and job satisfaction, which was analyze through the employees of the Employees Provident Fund Kuching. The study is to see if there is a relationship between workload and job satisfaction as well as if there is any relationship between physical environment and job satisfaction. In examining the data for this study, Statistical Package Social Science Software (SPSS) was utilized to run the collected data and produce a result that show whether or not there is any relationship between the variables.

Questionnaires were used to collect data from respondents. The technique that has been use in this study is census sampling technique. Out of 100 questionnaires distributed at Employees Provident Fund Kuching, only 95 were returned and those are the ones being used to examine the relationship. Through running a correlation analysis, it shows that one of the variables that is workload, has a positive and significant relationship with job satisfaction.

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CHAPTER 1

INTRODUCTION

This chapter discusses the background of the study, underlying problems regarding the variables, research objectives, research questions, importance of the study and limitations. At the end of this chapter, the definitions of terms are also provided.

Background of the Study

Employee performance in organization can be influenced by many factors but employee satisfaction is one of the influencing factors that contributed the most to performance in the workplace (Singh & Jain, 2013). There are many psychological factors that can build employee satisfaction in organization. Commonly, employee satisfaction can be defined as the employees' feeling, both inside or outside which determines their happiness when doing their responsibilities in an organization (Monga, Verma, & Monga, 2015). The increase of employee satisfaction can lead to a more effective and quality organization. When the employees feel happy with their work, it will develop the employees' job satisfaction (Riaz et al., 2016). When employees are satisfied with the job, it influences employees' performance in the workplace. However, the low employees' job satisfaction in organization may also decrease the quality of work

and performance. Indeed, low job satisfaction is commonly influenced by the job stress in the workplace (Dugguh & Ayaga, 2014).

Satisfied with the job, it influences employees' performance in the workplace. However, the low employees' job satisfaction in organization may also decrease the quality of work and performance. Indeed, low job satisfaction is commonly influenced by the job stress in the workplace (Dugguh & Ayaga, 2014). Job stress can be understood as the condition of conflict in psychological factor of employees' response when the job does not tally with the job responsibilities (Ali et al., 2011). Job stress may decrease the job performance due to poor health led by harmful physical and emotional states of the employees (Peters, 2013). Job stress can also be referred as reaction of emotions inside employee. The negative reaction from the employees will contribute to poor job satisfaction, which resulted to the continuous decline of employees' motivation if not controlled (Chughati & Perveen, 2013). Therefore, stress is one of the contributors towards the challenges and problem encountered by employees. The aspects most commonly faced by employees can be divided into two factors such as workload and physical environment.

Statement of the Problem

Job satisfaction and job performance have a moderate relationship. This also refers to as a productive relationship where productive work will lead to happy workers. Nonetheless, job satisfaction is mostly influenced by employee motivation. This means that job satisfaction is the combination of the emotions at work, work environment and job characteristics of employees in an organization. A study conducted by Stephen and