

**THE RELATIONSHIP BETWEEN JOB STRESS AND JOB
PERFORMANCE: A CASE OF NON-EXECUTIVE EMPLOYEES IN
JABATAN KERJA RAYA (JKR) KUCHING, SARAWAK**

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ABSTRACT

This study aimed to investigate the relationship of job stress and job performance among non-executive employees. It was based on the correlational research conducted on 80 of the non-executive employees of public sectors in Jabatan Kerja Raya, Kuching. The data was collected through questionnaires based on close-ended questions. Pearson correlation test was used to determine the relationship between the variables. The results from the data revealed that workload, role conflict, and inadequate monetary reward were the factors causing job stress in employees' job performance. Thus, it was recommended that the manager should minimize stress by lowering the workload, provide clear definition of what is expected from the employees, pay adequate salary and provide counseling to the employees in order to improve their job performance.

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CHAPTER 1

INTRODUCTION

This section is an overview of the study. This study aimed to investigate the relationship between the factors that cause job stress and the job performance of the non-executive employees in Jabatan Kerja Raya (JKR), Kuching Sarawak.

Background of the Study

Today, stress is not a new topic since it has been much discussed by many scholars for the past decades. In any organization, managers cannot ignore the issue of stress because it incurs direct cost and indirect costs such as medical cost, training and retraining, lower performance and productivity of the employees', the cost of overtime for employees as well as the implication of the absent employees to name a few. On the other hand, the indirect cost would involve lower motivation among the employees, decrease in job performance, absenteeism, and turnover. Thus, by taking into consideration the various implications of stress, it is not only affecting the individual, but also affecting the organization at the same time.

Stress can be categorized into two groups which are eustress and distress. Kozusznik (2012) defined eustress as a positive feeling which results from a stressful condition while distress is related to threats and harmful effects. According to