

RELATIONSHIP BETWEEN JOB STRESS AND EMPLOYEES' JOB SATISFACTION  
AMONG STAFF AT CAHYA MATA SARAWAK (CMS), KUCHING, SARAWAK.

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## ABSTRACT

The study investigated the relationship between job stress and employees' job satisfaction at Cahya Mata Sarawak (CMS). The objectives of the study were; to identify the relationship between workload and employees' job satisfaction in Cahya Mata Sarawak, Kuching, to identify the relationship between role conflict and employees' job satisfaction and also to identify the relationship between physical environment and employees' job satisfaction. The literature review was done by using the conceptual framework as adapted for analysis. Then, the data were collected through the questionnaire instrument. A correlation survey research design was adapted using quantitative methods. Therefore, a census sampling technique was used to select the staff department and the questionnaire distributed to 100 respondents in CMS. Data analysis involved frequency and inferential statistic such as correlation and coefficient of determination. Findings reveal that workload, role conflict, and physical environment had the positive relationship with the employees' job satisfaction at CMS Kuching, Sarawak. The researcher study recommends that the management should provide a safe environment for employees to perform their task. Increase the interaction among the employees and give recognition to the employees' good services.

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## CHAPTER 1

### INTRODUCTION

This chapter discusses the background of the study, underlying problems regarding the variables, research objective, research questions, the 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 the organization can be influenced by many factors but employee satisfaction is one of the most influences factors in the workplace (Singh & Jain, 2013). There were many psychological factors that can build employee satisfaction in the organization. Commonly, employee satisfaction can be defined as the feeling of the employee inside or outside that describe either they happy when doing their responsibilities in the organization (Monga, Verma, & Monga, 2015). The building of employee satisfaction can lead the organization to become more effective and high in quality. When the employees feel happy during their work, it will grow the employee job satisfaction (Riaz et al., 2016). If the higher the job satisfaction in the responsibilities that employees' make, it will influence employees' performance in the workplace. However, the fewer employees' job satisfaction in the organization can make the quality of the work and performance decline. The loss of job satisfaction commonly influences and related to the job stress in the workplace (Dugguh & Ayaga, 2014).