



A STUDY ON JOB STRESS AND EMPLOYEE'S
PERFORMANCE IN SARAWAK FORESTRY
DEPARTMENT, KUCHING

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ABSTRACT

The objective of this study was to examine the relationship of job stress and work performance in Sarawak Forestry Department, Kuching. Correlation analyses were conducted to examine the associations between the variables to understand the relationship between job stress and work performance. The data of the study was collected by using the questionnaires, personal interviews for the pre-test and information was extracted from relevant journals. A total of 130 questionnaires were distributed to the employees of Sarawak Forestry Department, Kuching and a total of 100 respondents had responded to the questionnaires. The study reveals that workers performance was affected by the following factors; role conflict, role ambiguity and role conflict. To reduce the job stress, the management of the organization could implement a stress management programme and redesign the job. Based on the findings of this study, the study concluded that job stress has significant effect on employee's performance in Sarawak Forestry Department, Kuching.

Keywords: Job stress, employee, work performance, role conflict, role ambiguity, role overload

LIST OF TABLES

| Table | Page |
|--|------|
| 3.1 Sample Size of Sarawak Forestry Department | 21 |
| 3.2 Total of Employees in Sarawak Forestry Department..... | 22 |
| 3.3 Pre-test Procedures..... | 23 |
| 3.4 Data Collection Procedures..... | 23 |
| 3.5 Instrument Table | 24 |
| 3.6 Plan for Data Analysis | 26 |
| 4.1 Response Rate for Time Data Collection..... | 28 |
| 4.2 Gender of the Respondents | 29 |
| 4.3 Marital Status of the Respondents | 29 |
| 4.4 Age of the Respondents | 30 |
| 4.5 Race of the Respondents | 30 |
| 4.6 Highest Education Level of the Respondents | 31 |
| 4.7 Working Experience of the Respondents..... | 32 |
| 4.8 Current Position of the Respondents | 32 |
| 4.9 Normality Test for Variables | 33 |
| 4.10 Reliability Analysis of the Questionnaires | 34 |
| 4.11 Reliability of Job Stress and Work Performance..... | 35 |
| 4.12 Descriptive Statistic Means for each Variable..... | 35 |
| 4.13 Mean and Standard Deviation for Types of Job Stress..... | 37 |
| 4.14 Correlation Strengths | 38 |
| 4.15 Correlation between Independent Variables and Dependent Variables | 39 |
| 4.16 Correlation between Role Conflict and Work Performance..... | 40 |
| 4.17 Correlation between Role Ambiguity and Work Performance..... | 42 |

CHAPTER 1

INTRODUCTION

This chapter will focus on the elements that involved in job stress and their relationship toward work performance among the employees at Sarawak Forestry Department, Kuching. This chapter also explain on the background of the study, followed by the statement of the problem. Several research objective and research questions will be also identified as well as the significance of the study, the conceptual framework of the study, limitations of the study and lastly the definition of the terms.

Background of the Study

Job stress is an activity which influences the individuals' minds and performance when perform any job or task, it will affect the feelings individuals mind and will produce a negative productivity and behavior, the job stress explain on how a stages of stress that will affect the person characteristic which confronted with their opportunity and produce unclear statements (Ahmad, Safaria, & Wahab, 2011). Hence they are demanding what are the others wishes from others and as the conclusion is perceived to be both unclear and essential (Ahmad et al, 2011).