

**A STUDY ON THE RELATIONSHIP BETWEEN JOB STRESS
AND JOB PERFORMANCE IN THE WORKPLACE**

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ABSTRACT

The purpose of this study was to investigate the relationship of job stressors and job performance in the workplace. The objectives of the study were to identify the most influential types of job stressors that affect employees' job performance and to investigate the relationship of the types of job stressors toward employees' job performance. There were three variables which were work overload, role conflict and role ambiguity while the dependent variable was job performance. About 100 questionnaires were distributed in Universiti Malaysia Perlis (UniMAP) and 90 questionnaires were returned back with complete answers. The balance of 10 questionnaires were missing and rejected due to incomplete answers. The result was analyzed by using SPSS version 20. The result showed that work overload and role conflict had a low relationship with job performance while there was a very low relationship of role ambiguity with job performance in this organization. As a conclusion, the employees were not stress and happy working in this organization as these variables were not a significant factors that affect employees' performance. There are some recommendations for future research such as increase the number of respondents, broad the scope of the study and study the various types of job stressors.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Stress is one of the most serious health issue and cause dominant problems among employees in various levels of management in the organization. More seriously, it can affect anyone and everyone at some point of time in their life. When it occurs frequently, it also can affect health: both physical and mental. In one perspective, for example the situation of employees in the workplace, many types of stress causes have been experienced by them and more seriously when it affects their job performance. Stress is defined as the external stimulus that gives pressure within the person (Kazmi, Amjad, and Khan, 2008) cited by Asma Irfan, Ayesha Farooqui, Fatima Amin, Fauzia Ali, Kawkab Yahya, Maiam Ikhlaiq, Mehmooda Amjad, Nabeela Idrees & Sadia Noreen (2011) which can bring a positive or negative effect to the employees' job performance. In other cases, some people think that stress is the motivational force that can cause encouragement and support for employees that help them to proficiently complete their job. Stress is usually related to the job environment and the job itself. According to National Institute Occupational Safety and Health (1999) cited by Jungwee Park (2007), job stressors are defined as physical and emotional responses that occur when job requirement exceed workers' ability. According to Beehr and Newman (1978) cited by Linda Lee Larson (2004), stress can be categorized into three types which are physiological, psychological