



**Bachelor of Administrative Science (Hons)
Faculty of Administrative Science
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Title

The Causes of Stress among the MACC Officers

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Stress has several meanings in terms of verbal form and noun. In the verbal form, stress means to subject to physical stress. As a noun, stress can be defined as the state or condition of strain and especially of intense and strain. The word stress comes from the Middle English word "stresse," which was short for "distresse or distress. According to this book, stress also means being subjected to external forces or pressures, and it can be positive and negative relying on the effect of the external forces (Melgosa, 2001).

According by John W. Newstrom and Keith Davis (Human behavior at work, 1985), stress is a condition of stain on one's emotion, thought processes and physical condition. When it happened, it can threaten one's ability to cope with the environment. Stress is the general term applied to the pressure people feel in life. As an action of these pressures, employees develop various symptoms of stress that can harm their job performance example like chronic worry, inability to relax, high blood pressure and feelings of inability to cope.

In addition, stress is defined by Selyen (1975) suggests the idea that stress itself is not necessarily bad. "The term stress can be considered neutral with the words distress and eustress used for designating bad and good effects." Selven propose a model that defines an optimum range of stress in terms of its effect on performance. Stress levels that exceed an optimum level result in decreased performance and eventual burnout. Burnout can be define as a psychological term for the experience of long-term exhaustion and diminished interest. It

can happen caused by the working environment (Kraft, 2006). Stress levels below a minimum level result in decreased performance and "rust-out".

There are two different categories of the major types of stress which are eustress and distress. Eustress is one of the helpful types of stress. Eustress prepares the muscles, heart and mind for the strength that are needed if the stressful things occur. Eustress can also apply to creative endeavors by definition, is to bring into existence something not previously seen or experienced or something significantly from the past (Ferlic, 2007). It also brings the aspiration for people under stress when they need some extra energy or creativity. For example, an athlete will experience the strength that comes from eustress before they play a big game or enter a big competition. It happens because eustress helps them to receive the strength that they need to perform immediately. The eustress prepares the body to fight from an imposing danger. This type of stress will cause the blood to pump to the major muscle groups, and will increase the heart rate and blood pressure. If the event or danger passes, the body will eventually return to its normal state (Kreitner and Kinicki, 2004)

Second, is about distress. Distress is one of the negative types of stress. This is one of the types of stress that the mind and body undergoes when the normal routine is changed. The mind is not comfortable with this routine. There are actually two types of distress which are acute stress and chronic stress. Here, acute stress comes immediately with a change of routine. It is known as an intense type of stress. It is a way of getting a person to stand up to the event that happened and to make sure that everything is good. Furthermore, chronic stress will occur if there is a constant change of routine for week after week. This type of distress will affect the body for a long period of time. Chronic stress is also experienced by someone who faces moves or job changes. (Kreitner and Kinicki, 2004)