



**A STUDY ON THE STRESS LEVEL AMONG THE NON-
ACADEMIC STAFFS IN UNIVERSITY TECHNOLOGY MARA**

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ABSTRACT

The objective of the study is to study the level of job stress among the non-academic staffs that have three level of stress such as high, medium and low. Then, it is to identify the dominant factors that contribute to the job stress among the non-academic staffs that consist of four factors such as roles of job, peers, supervisors and time. The last objectives of doing this research is to know the recommendation of strategies or other alternatives ways to reduce the level of stress among the non-academic staffs that can be taken based on the study.

The result shows that majority of the respondent among the non academics staffs' in the UiTMCS are not give fully respond to their problem and give much another reason like not have time, lot of work to do, not understand to the question and so on This could be due to the failure to done the research and much time was delay because give their time to fill the questionnaires but most of them not sincerely or "at least I done answer it". Besides that, our group try to make them fulfill this questionnaire o find our their problem even though the responds are too small of the staffs

Under recommendation of this study, as a respondent they should be respond to their surrounding to answer o the question to make a new improvement and better communication between staffs' to the students and so on because of their respond hen they will tell us wrong information about them as a staffs'.

CHAPTER 1

INTRODUCTION

1.0) BACKGROUND /INTRODUCTION OF THE STUDY

Many employees agree one of the most common problems in the workplace today is stress. Stress causes loss of productivity, loss of efficiency, increased employee absenteeism, and many other problems. Stress also comes from several aspects of an employee's life: the workplace, social factors, personal factors, economic and technology factors.

Everyone knows that stress isn't good- that it can get on top of us and affect our well-being. What most people don't realize is that stress can affect much more than just our mood or mental state. Stress has been shown to have a detrimental effect on many parts of our body and indeed people's health in general.

Stress can be defined as an individual's adaptive response to a situation that is perceived as challenging or threatening to the person's well being. Stress can affect the person reaction to a situation. Not the situation itself. Moreover, person who had experience of this stress when something is perceived to interfere with our well being, that is, with our need fulfillment.

Stress can be defined an unpleasant state that results when someone is uncertain of his or her capacity to resolve a perceived challenge to an important value; (**Wagner and Hollenback**). Another definition as a state of tension experienced by individuals facing extraordinary demands, constraints or opportunities by **Robbins**. Stress can happen in many ways, situations or so on like overloaded information, not clear instruction or more for example, employees frequently experience enough stress to hurt their job performance and increased their risk of mental and physical health problems.

CHAPTER 2

INTRODUCTION

2.0) INTRODUCTION LITERATURE REVIEW

According to Hans Selye, M.D, without stress, life would be dull and unexciting. Stress adds flavor, challenge and opportunity to life. Too much stress, however, can seriously affect your physical and mental well being. A major challenge in today's stress-filled world is to make the stress in your life work for you instead of against you.

During the stressful situation, the brain signals the release of stress hormones. These chemicals substances trigger a series of response that gives the body extra energy, blood-sugar levels rise, the heartbeat speeds up and blood pressure increases. The muscles tense for action. The blood supply is diverted away from the gut to the extremities to help the body deal with his situation at hand.

Stress as a nonspecific response of the body to a demand. Too much emotional stress can cause physical illness, such as high blood pressure, ulcers or even heart disease. Physical stress from work or exercise is not likely to cause such illness.

2.1) Factors/ sources of stress

First is in term of the organization like departments, Campus Director of leadership style often sets the tones. If an autocratic style who permits little input from subordinates may create a stressful environment. At the other extreme, a weak way of style may encourage employee to compete for power, resulting in internal conflicts. Individuals can affect in the policies and rules that discourages flexibility in the workplace may create situation that put employee suffer from stress. A number of factors related to the jobs people perform may product excessive stress. Managerial work may itself be sources of stress.