

**A STUDY ON HOW STRESS CAN AFFECT JOB
PERFORMANCE BASED ON PERCEPTION OF
GOVERNMENT SERVANTS AT POLITEKNIK MUADZAM
SHAH (PMS)**

**Prepared for:
DR. HAJJAH MAS ANOM BINTI ABDUL RASHID**

**Prepared by:
NOOR AMALINA BINTI NOOR AZMAN
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF BUSINESS MANAGEMENT**

July

ABSTRACT

This study aims to examine the relationship between factor of stress such as work environment, position, workload, health, co-worker and management support. We are focus on the effect of stress toward job performance. The sample of this study were given to 60 respondents consists of selected respondents from each department at Politeknik Muadzam Shah (PMS). However they are only 50 respondents who responded to our questionnaires. The result showed a significant positive difference existed between the factors of stress that is workload and job performance of the government servants.

Keywords: Stress, Job performance, Perception

ACKNOWLEDGEMENT

Alhamdulillah, praise and gratitude to the Allah s.w.t for giving me a chance and strength to complete my Research Methodology subject (OSM 601) where it is one of compulsory or prerequisite for last semester Degrees' students before we are graduated.

I take this chance also to thank and more respect and gratitude for University Teknologi MARA (UiTM), Pahang especially Faculty of Business Management because offered this Research Methodology subject to ensure their students better know what research is all about. Through this subject, students are exposed to the basic of doing research and it is very useful especially when student further their study at Master level.

I am also indebted to my Research Advisor; Mr. Mohd Azizul bin Sulaiman, for giving me a lot of valuable information and guidance in completing this research. I really appreciate his contribution of advices, ideas, commitment, opinions and time that he spent to us every week in order to ensure this Research Project are done successfully. Thanks for sharing the ideas and information regarding this project.

Finally, I also want to express my appreciation to all parties that were involved directly or indirectly in accomplishing this final academic project paper. For all guidance, assistance and ideas, again from the bottom of our hearts, thank you very much.

Noor Amalina binti Noor Azman

June 25, 2013
Faculty of Office Management and Technology
Universiti Teknologi MARA

TABLE OF CONTENTS

	Page
LIST OF TABLES.....	i
LIST OF FIGURES.....	ii
CHAPTER 1	
INTRODUCTION.....	1
Background of the study.....	1
Statement of the problem.....	3
Research Objectives.....	5
Research Questions.....	5
Significance of the Study.....	6
Limitations of the Study.....	7
Definition of Terms.....	8
CHAPTER 2	
LITERATURE REVIEW.....	9
Definition of Stress.....	9
Effect of Stress toward Job Performance.....	12
Conceptual Framework.....	16
CHAPTER 3	
METHODOLOGY.....	17
Research Design.....	17
Sampling Frame.....	17
Population.....	18
Sampling Technique.....	18
Sampling Size.....	19
Unit of Analysis.....	19
Questionnaire Instrument.....	19
Data Collection Procedure.....	20
Validity of Instrument.....	21
Plan for Data Analysis.....	22

CHAPTER 4

FINDINGS.....23

- Analysis of Data.....23
- Response Rate.....23

CHAPTER 5

CONCLUSION AND RECOMMENDATION.....34

- Conclusion.....34
- Recommendation.....34

REFERENCES.....43

APPENDICES.....48

- A Cover Letter.....49
- B Questionnaires.....50
- C Agreement Form.....55
- D Data Analysis.....57