

**A CASE STUDY ON STRESS MANAGEMENT AMONG  
EMPLOYEES OF COMMERCIAL BANKS AT  
JERANTUT, PAHANG**

**Prepared By:**

**NURUL HIDAYAH BT MUHAMMAD NASRI  
BACHELOR IN OFFICE SYSTEM MANAGEMENT  
(HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)  
FACULTY OF BUSINESS MANAGEMENT**

**Date of Submission:  
JULY 2013**

## **Abstract**

Each of the people will feel a stress especially when they are working. They can feel stress at any time if they cannot control it by slowly. It can be proved by Mohamed and Tan that claimed about “work-related stress is distinct from stress in general because it is in the nature of the organization.” There are many factors that can make a stress which are job burnout, poor ergonomic workstation environment, problems with colleagues, high number of hours and others. However, organizations can implement some of the program to reduce stress among employees. Thus, this study aims to examine the stress management program in commercial banking sector at Jerantut, Pahang. Questionnaires which were used for the data collections process were distributed to 41 respondents who are the employees in three commercial banking.

Findings from the study shows that these organizations has implemented stress management program, but unfortunately there are some of the employees who did not participated in this program. The percentage of employees who join this program was less than 50 percent. The implementation of this program also low and most of the employees have reduced their stress through personal techniques such as sharing the problem with their colleagues, taking leave, praying, taking break for a while, involving in sports, eat, and sleep. Meanwhile, it is efficient to them because they can control their stress effectively. In conclusion, stress management program is important to organization’s productivity. This is to ensure that productivity of every employee would be increased every year. Besides that, the organizations must encourage each of their employees to join this program at least once a year. For a future research, the scope of the study should be expanded by increasing the number of respondents in a future in order to get more accurate and relevant data. In addition, the researcher should focus more on effectiveness of stress management program in banking sector to ensure they can see the results of before and after the program have been organized.

## **ACKNOWLEDGEMENT**

Assalamualaikum w.b.t

With the praise of Almighty Allah, I felt thankful and grateful because giving me strength to complete my project paper to fulfill the requirements of the Research Method Course. This project could not have been done without the support, guidance, and motivation from my supervisor research, Hajah Puan Siti Khalijah Binti Majid who not only served as my supervisor but also encouraged and challenged me on how to complete this research.

Besides that, I would like to extend my gratitude to my family especially my beloved parents and my siblings whom always being supportive and inspired me to complete this assignment. Not forgotten, special thanks to my friends that always giving me advices, opinion, and ideas to fulfill this research. I am blessed to have them who have been the source of inspiration. Thank you so much.

Nurul Hidayah Binti Muhammad Nasri

July, 2013  
Faculty of Business Management  
Universiti Teknologi Mara (UiTM) Pahang

# TABLE OF CONTENTS

	<b>Page</b>
ABSTRACT.....	ii
ACKNOWLEDGEMENT.....	iii
LIST OF TABLES.....	iv
LIST OF FIGURES.....	v
CHAPTER 1.....	1
INTRODUCTION.....	1
Background Of The Study.....	1
Statement of the Problem.....	3
Research Objective.....	5
Research Question.....	5
Significance Of Study.....	6
Scope And Limitation Of Study.....	7
Terminologies.....	8
CHAPTER 2.....	10
LITERATURE REVIEW.....	10
The Theoretical Framework Between Two Variables.....	20
CHAPTER 3.....	21
METHODOLOGY.....	21
Research Design.....	21
Sampling Frame.....	21
Population.....	22
Sampling Technique.....	22
Sample Size.....	22

Unit Of Analysis.....	22
Data Collection Procedure.....	23
Instrument Questionnaires.....	23
Validity Of Instrument.....	23
Plan For Data Analysis.....	24
CHAPTER 4.....	25
FINDINGS.....	25
Demographics of Respondents.....	26
Statistic Level of Stress.....	28
Stress Management in Organization.....	30
Effectiveness of Stress Management Program.....	32
Personally Techniques in Managing Stress.....	34
CHAPTER 5.....	35
CONCLUSION AND RECOMMENDATION.....	35
Introduction.....	35
Demographics.....	36
Research Question 1.....	38
Research Question 2.....	38
Research Question 3.....	39
Research Question 4.....	40
Research Question 5.....	40
Recommendations.....	42
Conclusion.....	44
REFERENCES.....	45
APPENDICES.....	48