

**A CASE STUDY ON STRESS MANAGEMENT AMONG  
EMPLOYEES OF CIMB BANK AT JERANTUT,  
TEMERLOH AND MENTAKAB, PAHANG BRANCHES**

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## **ABSTRACT**

The purpose of this study is to explore how employee managed his or her work related stress. Specifically the study will make a descriptive analysis on how employees of an organization manage his or her stress. Our scope of study involved an organization known as CIMB bank at three branches at Jerantut, Mentakab and Temerloh, Pahang. The descriptive study used a convenience sampling techniques. The methodology used in this study was questionnaires which were distributed to 45 respondents. The data collected was analyzed using the Statistical Package for Social Science (SPSS, Version 20.0). Finding shown these staff does experienced work related stress and the management does not provide a proper stress management program. Furthermore, the staffs manage their stress by their own technique. The major findings for this research are the main stressor affecting employee's performance, impact of stress on employee well-being, the way staffs cope with their stress and there is no stress management program conducted by this organization. This study also highlighted several recommendations to decrease levels of stress among employees. Among the suggestions are organization should provide stress management program in helping employees to manage their stress effectively. Another recommendation put forward is to implement a proper time management techniques enabling employees to handle their workloads in effective manner because a study conducted by Annals Internal Medical showed that Adults who worked 11 hours a day or more had a 67 percent higher risk of developing coronary heart disease than those who worked only eight hours. In addition, the analysis by scientists at the Finnish Institute of Occupational Health, found that employees whose working days that were longer than eight hours had a 40 to 80 per cent greater chance of

heart disease. Top management can use this recommendation to improve levels of stress among employees.

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