

**THE IMPLICATIONS OF STRESS TOWARDS
EMPLOYEE'S JOB PERFORMANCE AT AMANAH
MUTUAL BERHAD**

FARAH NORHAFIEZA BINTI ROSLI

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA (UiTM)**

2014

ABSTRACT

The purpose of this study was to investigate the factors of stress that can influence employees' job performance at Amanah Mutual Berhad. This study also uses to study the effect of stress on employees' job performance. The method that researcher used in conducting this study is by using questionnaires. The questionnaires has been distributed randomly to 63 respondents who working at Amanah Mutual Berhad from Business Strategy & Marketing Support Department, Direct & Institutional Client Department, Business & Sales Channel Department, Product Development & Administration Department, Funds Operation Department, IT Support Department and Account Department. However, only 60 respondents successfully returned them back.

ACKNOWLEDGEMENT

Alhamdulillah, by the will of Allah S.W.T, I am able to complete this research within the required time.

First and foremost I would like to acknowledge my project supervisor, Madam Noor Dalila Binti Musa for her efforts and time in providing proper guidance, assistance and effortless support throughout the entire process.

My sincere gratitude goes to Amanah Mutual Berhad CEO, Puan Aldilla@Zilfalila Abdul Halim and especially to management for granting permission for me to carry out this research. To my respondents, my sincere appreciation for taking time and effort to participate in this research and without your participation, this research will never complete.

A special thanks goes to my beloved parents, Rosli Awang Yusof and Zaida Hassim, for being the greatest source of support, encouragement and prayers throughout the entire process.

Finally, I would like to thank everybody who was important to the successful realization of my research project paper and not to be forgotten my appreciation goes to my fellow friends who have been helping by sharing ideas and suggestions in accomplishing this research project. Thank you.

Farah Norhafieza Binti Rosli
Bachelor in Office Systems Management (Hons.)
Universiti Teknologi MARA Jengka, Pahang

TABLE OF CONTENTS

ABSTRACT.....	i
ACKNOWLEDGEMENT.....	ii
LIST OF TABLES.....	iii
LIST OF FIGURES.....	v
CHAPTER 1.....	1
INTRODUCTION.....	1
1.0 Background of Study.....	1
1.1 Problem Statement.....	2
1.2 Research Objective.....	5
1.3 Research Questions.....	5
1.4 Significant of Study.....	6
1.5 Scope of Study.....	8
1.6 Limitation of Study.....	
1.7 Definition of Terms.....	9
CHAPTER 2.....	10
LITERATURE REVIEW.....	10
2.0 Introduction.....	10
2.1 Literature on Independent Variables.....	11
2.2 Literature on Dependent Variables.....	14
2.3 Related Model of Study.....	18
2.4 Conceptual Framework.....	26
CHAPTER 3.....	27
RESEARCH AND METHODOLOGY.....	27
3.0 Research Design.....	27
3.1 Unit of Analysis.....	28
3.2 Population.....	28
3.3 Sampling Technique.....	28
3.4 Sample Size.....	29
3.5 Data Collection Procedure.....	29
3.6 Instrument.....	30
3.7 Measurement.....	30
3.8 Validity of Instrument.....	31
3.9 Data Analysis.....	32
CHAPTER 4.....	34
FINDINGS.....	34
4.0 Introduction.....	34
4.1 Survey Return Rate.....	34
4.2 Section A: Respondent's Details.....	35
4.3 Section B: Factors of Stress.....	39
4.4 Data Analysis.....	53
4.5 Summary of Findings.....	60
CHAPTER 5.....	69
CONCLUSION AND RECOMMENDATION.....	69
5.0 Introduction.....	69
5.1 Conclusion.....	70

5.2 Recommendations.....	71
5.3 Recommendation For Future Research.....	72
APPENDICES.....	73
A. Cover Letter.....	73
B. Questionnaires.....	75
C. Data Analysis.....	79
REFERENCES.....	93