



WORK STRESS: THE EFFECT OF WORK OVERLOAD AND ROLE AMBIGUITY

MUHAMMAD AZIZAN BIN HUSIN KAMAL

2015270272

**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA (MELAKA)
KAMPUS BANDARAYA**

JULY 2017

ACKNOWLEDGEMENT

Bismillahirrahmanirrahim,

First and foremost, researcher is very thankful to Allah S.W.T for making all thing is possible related to this research and with His permission and blessing, researcher can finish this assigment on time and smoothly without unfavourable issue.

Researcher would like to deliver his gratitude to University Technology Mara Malacca for giving him a valuable opportunity to expose himself in learning through conducting the research projects. Hereby, researcher would like to express their appreciation to his supervisor, Madam Nur Hidayah Zaini for her dedication and patience in guiding researcher throughout all the process in completing the research project. Without her proper guidance, researcher might not have been complete this research project successfully.

During the whole process of conducting the research project, researcher are well assisted and helped by his course mates, peers, family members and also part of corporate employees by helping them to fill up the questionnaire needed to perform this research. Therefore, researcher would like to express his greater appreciation to them.

ABSTRACT

The purpose of conducting this study is to examine the stress-related factors that impact on employees' work stress. The population of this study consists of 741 employees from an organization located at Johor Bahru which is Majlis Perbandaran Johor Bahru Tengah. Total number of questionnaire distributed is two hundred and thirty four (234), to obtain relevant information needed for this study. The sample was obtained by using the convenience sampling technique in which gathering of information from the employees of chosen companies. The variables from stress related factors that are chosen as independent variables are work overload and role ambiguity. This study is conducted within the time frame of February 2017 to June 2017. Based on the result from this study, it shown that only work overload that have significant relationship with work stress while role ambiguity has no significant relationship with work stress. The result of this study recommends that organization should take actions to reduce work overload in order to overcome work stress among their employees such as allowing employees to work remotely, or even on a flexible time scheme that can be good for morale and thus profitability. Besides for future research, researcher suggests that other stress related variables can be added in this study.

TABLE OF CONTENT

	Page
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF TRANSMITTAL	iii
ACKNOWLEDGEMENT	iV
TABLE OF CONTENTS	V
LIST OF TABLES	ix
LIST OF FIGURES	x
ABBREVIATIONS	xi
ABSTRACT	xii

CHAPTER 1

INTRODUCTION

1.0 Introduction	1
1.1 Background of the Study	3
1.2 Background of Organization	5
1.2.1 History	5
1.3 Problem Statement	6
1.4.Purpose of the Study	7
1.5 Research Question	7
1.6 Research Objective	7
1.7 Definition Of Terms	8
1.8 Significance Of Study	9
1.8.1 Researcher	9
1.8.2 Faculty	9

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction	10
2.1 Work Stress	11
2.2 Work Overload	13
2.3 Role Ambiguity	14
2.4 Research Framework	16
2.5 Hypothesis Development	16
2.6 Conclusion	17

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction	18
3.2 Population	18
3.3 Sampling	
3.3.1 Sampling Frame	19
3.3.2 Sample Size	19
3.4 Data Collection Methods	20
3.4.1 Primary Data	
3.4.1.1 Questionnaires	20
3.4.1.2 Questionnaire Design	21
3.5 Data Analysis	22
3.6 Pilot Test	23
3.7 Conclusion	24