

RELATIONSHIP ON STRESS MANAGEMENT  
AND JOB PERFORMANCE OF GOVERNMENT  
SERVANT AT BANGUNAN PERSEKUTUAN  
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# CHAPTER 1

## INTRODUCTION

### Background of the Study

Stress will be described as how an individual feel with his or her job. Stress is an excuse, a state of mind, and a marketing tool and also a physiological experience (Smith and Segal, 2013). Stress is a common physical response to people that lead to the feel of threaten or upset. When there is a sense of danger whether it is real or imagined, the body's defences will automatically kick into a rapid response. It is the way of protecting the body. Somehow, when the stress works properly, it will benefit the people to stay focus, energetic and alert. American Psychological Association (2008) has indicated that job stress is generally defined as the risky physical and emotional reactions those happen when the demands of the job overdo the capabilities, needs or resources of the worker.

There is undeniable that the pressure or stress distracting individual in performing the task and stress at workplace is not a new phenomenon in the career life (Zafir et al., 2009). The existence of stress at workplace will impact the organization as a whole. Thus, the stress should be managed wisely and effectively. Stress management started by identifying the causes of stress in the life. The keys to the success of managing stress are to think positively, control, and learn effectively the techniques to deal with stress. There is no special technique or strategy in dealing with stress.

According to Latack (1986), the strategy to cope with stress is depends on the individual's stress level. Seyle (1976) noted that there are two categories of stress. There is overwhelming stress (eustress) and stress affects (distress). Eustress