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**JOB STRESS AMONG EMPLOYEES IN THE DEPARTMENT
OF WELFARE IN KUCHING SARAWAK**

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DECEMBER 2014

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CHAPTER 1

INTRODUCTION

1.0 Title of Study

The title of this study is Job Stress among employees in the Department of Welfare in Kuching Sarawak. In this study, it is focus on the difference impacts of stress on genders, to identify the organizational based factors that can cause stress and also to know the what are the strategies adopted by the workers to face the situational stress in their work areas.

1.1 Background of Study

Stress can bring different meanings to different people. Feeling tense, anxious or worried is the stress experience. Some people can tolerate short period of stress without any serious consequences. However, when stress becomes chronic and in being long duration stress, the consequences can be devastating. In the workplace, a certain level can contribute to employees' job performance and organizational effectiveness. When employees could not bear with some level of stress, this will produce negative effects to health and also to productivity of the workplace.

In this world of globalization, most organizations are trying their best to striving hard to maintain their success. The rapid changing of technology, economy, new system policies in the organizations, changes in consumer taste and preferences, fierce business competitions among competitors, national laws and regulations have brought an unprecedented level of highly demand for employees nowadays. Therefore, the employees feel stress because they are not able to cope with a volatile business environment, technological changes and also increasing in the level of skill demands. For example, the customer service people must have a

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter discuss three main ideas related to stress among the workers. The main point that need to be emphasized in this chapter are the organizational-based factors and stress, the relationship between stress and coping strategies, as well as the level of stress and coping strategies employed by the workers. Furthermore, this chapter discusses previous researches that are related to this study and that they can be used as guidance to focus on the prospect of stress among the workers of any organization.

2.1 Stress

Stress is a complex issues and no two individuals will be affected in the same way either work requirements or the work environment. According to Robbins (2001), stress is seen as a dynamic condition in which an individual is confronted with an opportunity, constraint, or demand that are related to what he or she desires and for which the outcome is perceived to be both uncertain and important. Stress is consciously or unconsciously perceived as a threat, either real or imagined as it is considered to be an internal state or reaction to anything (Clarke & Watson, 1991). According to a 2001 study done by Carole Spiers, many blue collar expatriates in Dubai were genetically predisposed to heart disease and it was reported that such high heart related illness and deaths in Dubai was caused by stress.

Based on Appley & Trumbull (1965), stress could be depicted largely like the followings:

1. Stress is usually indicated as a state of the total organism under explanatory conditions instead of an event in the environment.

CHAPTER 3

RESEARCH METHOD

3.0 Research Method

According to Hazman (2004), research method section of a report explains or outlines the procedures followed in gathering the data necessary for the analysis to meet the research objectives. This section is very critical because the procedures can easily invalidate the study. The research method issues must be consistent with the objectives of the study.

3.1 Research Design

This research is based on qualitative and quantitative research stress and coping strategies adopted among Department of Welfare (Headquarters) employees in Kuching Sarawak. The purpose of a research design is to specify methods and procedures for collecting and analysing information. In research design, the research conducted to identify the organizational based factors that can lead to stress, to identify the difference in worker's stress based on their genders and to determine the relationship between occupational stress and coping strategies employed by the workers. Plus, this is descriptive research that usually designed to provide a summary of some aspect of the environment when the hypothesis are tentative and speculative in nature as explained by Pandiyan and Chandran (2009).

3.2 Sample Size

The sample size of this study is 42 employees in Department of Welfare (Headquarters) in Kuching Sarawak. All the employees are from different gender, race, age, positions and departments.