



UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES

THE RELATIONSHIP BETWEEN JOB STRESS AND JOB
PERFORMANCE AMONG ABIM STAFF IN KUCHING

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter focus on the background of the study which is the relationship between job stress and job performance in private organization in Sarawak. It also to dig a factors of job stress that influence job performance.

1.2 Background of study

Most of studies on stress include many aspects such as the effects of stress on individuals, groups and organization. The studies against stress more on the factors of job stress that caused decreasing individual's performance. According to Jick and Mitz (1985), the study against job stress on gender find most female experiencing psychological depression while most of men suffer from physical depression.

However, Martino (2001) said stress is "something that common and necessary". But if that person has more stress or the stress always continues and unable to cope, it will become negative phenomena that can cause psychological problems.

Why the employees stressed? Stress is the situation where the body's normal reaction to daily events. Have are several sources of stress and many ways to prevent or react this problem. Stress cause by various sources of a different nature like emotional, psychological and physical.

Job stress can be a major concern in all developing countries and industrialized countries. It's also not only affecting employees who working in that organization but also will give the impacts to the organizations and society as a whole. In the globalization era, the environment at workplace also will change dramatically. For example, economic activities,

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

A literature review is a synthesis of a relevant and significant literature on a research problem by accredited scholars and researchers in a specified area interest (Chan Yuen Fook, 2015). It is used to show the understanding regarding the research studied. This chapter reviews the existing of stress among employees in the organization. It is beginning with understanding what stress. Besides that, this chapter also will identify the dependent variable and independent variable related to this study which titled relationship between job stress and job performance in ABIM Kuching.

2.1 Job stress

Stress has been viewed as an environmental stimulus to an individual (Cooper and Williams, 1990). Job stress can be stated as the effects that individual get due to the working environment from which he feels not safe. It also can be mostly fixed because of its possible threats to family functioning and individual performance. According to Smola & Sutton, (2002) stress are conditions which occurs when someone know the burden on them or the requirements of situations are more difficult than their recognition that they can handle, if these requirements are huge and still continuously for a longer period without any interval, mental, physical or behaviour problems may occur. Stress already in everywhere either big or small workplaces or organizations.

Job stress can define as work stress or occupational stress. It is defined as the experience of negative emotional situation. It also as negative symptoms like frustration,

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction

This chapter outlines the methodology that the researcher shall employ in the study. The following sections will be discussed; research design, sampling procedure and techniques, data collection procedure and techniques, and data analysis and tools that will be used in the study.

3.2 Research design

This study will use a cross sectional design and correlation design. The design is appropriate for this study because the study goals in collecting information from respondents on their attitudes and opinions in relation to the relationship between stress and work performance. It seeks a description of the situations on the ground regarding the private servants. This is a method for collection and analysis of data in a way that combines the relationship between job stress and job performance with the purpose of research. It is a plan of conducting the study, and it will help to answer the research questions and achieve the objective of the study. Mugenda and Mugenda (2003), describe cross sectional design as a systematic, empirical inquiry into which the scientist does not have direct control of the independent variables as the manifestation has already occurred or because inherently cannot be implemented. Using a cross sectional design to enable interaction with the respondents through a questionnaire.

Apart from that, to measure primary data that collected from ABIMs Kuching, quantitative research method will be used. Quantitative research is a method that involves in