

THE RELATIONSHIP BETWEEN WORK RELATED-STRESS AND JOB
PERFORMANCE AT PENGURUSAN AIR PAHANG BERHAD (PAIP)
BENTONG PAHANG

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ABSTRACT

This study was undertaken to identify the relationship between work-related stress and job performance among employee in Pengurusan Air Pahang Berhad (PAIP) Daerah Bentong. In this research report there are four chapters that have been discussed. For the chapter one, brief about information regarding background study, problem statement, research objectives and research questions that has been formed as to guide and support the progress of research that conducted.

Pengurusan Air Pahang Berhad as known as PAIP Pahang was formally established on 1st February 2012 through corporatization of *Jabatan Bekalan Air Pahang* (JBAP) and wholly owned subsidiary of *Kerajaan Negeri Pahang*. Through the corporatization of JBAP, *Kerajaan Negeri* officially hand over the operation, maintenance, supplies, clean water and collect revenue from the sale of clean water that had been controlled by JBAP to PAIP. PAIP has been licensed by *Suruhanjaya Perkhidmatan Air Negara* (SPAN) as operator of water supply to the state of Pahang in accordance with provisions of Act 655 (*Akta Industri Perkhidmatan Air 2006*). Thus, PAIP function to provide clean water supply satisfactory in terms of quantity and quality to consumers in the most economical way to meet the needs of social and economic development of state, Pahang Darul Makmur.

In addition, PAIP is also responsible for the planning, development and management of *Sistem Bekalan Air Negeri Pahang Darul Makmur* in addition to billing and collection of water supply for *Kerajaan Negeri Pahang*. PAIP also acts as an advisor or consultant to *Kerajaan Negeri Pahang* on matters affecting the water supply industry.

Besides that, this study was focused on the relationship of work-related stress and job performance among employees at Pengurusan Air Pahang Berhad (PAIP) Daerah Bentong. All the work-related stress has been measured based on four elements which is workload, poor working environment, working long hour and also external interference. While the job performances are based on job satisfaction. The sampling techniques that have been used for getting the sample size are simple random sampling.

Keywords: Work-related stress, Job Performance, corporatization, poor working environment, external interference.

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