

CAUSE OF STRESS AT WORKPLACE ON JOB SATISFACTION OF
EMPLOYEES AMONG SUPPORTING STAFF AT JABATAN
KESELAMATAN JALAN RAYA (JKJR) PUTRAJAYA

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ABSTRACT

The main purpose of the study is to examine the causes that affect employees' job satisfaction: Jabatan Keselamatan Jalan Raya (JKJR) Putrajaya. This is a research towards the relationship between causes of stress and job satisfaction among support staff at Jabatan Keselamatan Jalan Raya (JKJR) Putrajaya. Specifically, this research discovers the causes of stress that influence the level of employees' job satisfaction Jabatan Keselamatan Jalan Raya (JKJR) Putrajaya.

A total of 36 respondents from Jabatan Keselamatan Jalan Raya (JKJR) Putrajaya were selected as respondents of the research. A set of questionnaires was designed to gain primary data from the respondents about the causes of stress and job satisfaction among employees in Jabatan Keselamatan Jalan Raya (JKJR) Putrajaya. This study showed that the cause of stress will influence employees' satisfaction at Jabatan Keselamatan Jalan Raya (JKJR) Putrajaya. Furthermore, the study revealed that work overload affected the satisfaction of employees'. Recommendations for future researcher also have been discussed.

Keywords: Stress, Job Satisfaction, Task Control, Work Overload, Interpersonal

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