

A STUDY ON RELATIONSHIP BETWEEN OCCUPATIONAL STRESS
AND QUALITY OF WORKING LIFE AMONG EMPLOYEES IN TENAGA
NASIONAL BERHAD (TNB) BAGAN SERAI, PERAK.

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ABSTRACT

The aim of this study is to identify the factors of occupational stress and to identify the impact of quality of working life. This study also determines the relationship between the factors of occupational stress and quality of working life among the employees in Tenaga Nasional Berhad, Bagan Serai, Perak. All fifty two respondents participated in this correlational research was randomly selected and a questionnaire was distributed among them. The results show that majority of respondents are male, age is from 31 to 35 years old, STPM/Certificate holder and are from Technical department. The findings show that the role ambiguity contributes more to occupational stress compared to role conflict with the mean value of 3.8308. Then, productivity gives more impact towards quality of working life compared to safety and health with the mean value of 4.0769. Apart from that, the result also shows that there is no relationship between both of the occupational stress factors which are role ambiguity and role conflict and quality of working life, with the level of significant value of 0.224. Some recommendations given by respondents on the actions to improve the quality of working life are employees need to maintain good relationship with managers, colleagues and others, employer should organize training and development program, employer should provide good and complete facilities and equipments. In order to improve quality of working life, it is recommended that, employer should provide maintenance for facilities and equipments and protective clothing and equipment, employer should organize more training and forum to manage stress at the workplace and employees should be given the opportunities to voice out their ideas, opinions and suggestion in order to improve their quality of working life.

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