



**FACTORS THAT LEAD TO JOB STRESS AMONG EMPLOYEES IN
URBAN TRANSFORMATION CENTRE (UTC),
JALAN HANG TUAH MELAKA**

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ABSTRACT

This research intended to explore the factors that lead to job stress among employees in Urban Transformation Centre (UTC), Jalan Hang Tuah, Melaka. However, to conduct a survey of employees regarding the sources or factors of job stress was conducted to determine the significant and the relationship between workload, role ambiguity and work-family conflict to job stress toward employee in Urban Transformation Centre(UTC), Jalan Hang Tuah . A survey has been conducted by distributed 140 questionnaires to the employees under agencies in UTC and only 120 questionnaires were returned. The results of the findings show that the two from 3 which are workload and work-family conflict are influence on job stress among employees in UTC. However, role ambiguity was not influence on job stress. Therefore, agencies under UTC should consider those factors as reasons that create tension and lead to low performance and should provide the best way to solve the problem.