



**FACTORS INFLUENCING JOB STRESS AMONG MILLENNIAL EMPLOYEES
DURING MOVEMENT CONTROL ORDER (MCO)**

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DECLARATION OF ORIGINAL WORK



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I, Siti Hajar Nabilla Binti Ahmad Zupardi,

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: *Siti Hajar Nabilla*

Date: 13th July 2020

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ABSTRACT

Stress is one of the main problems that workers face or can suffer when they work anywhere in the world. Work-related stress problem is one of the key issues facing employees in Malaysia. In fact, the stresses of the demanding contemporary work environment are widespread at the workplace. There are several factors relating to work stress, such as work overload, role conflict and ambiguity of role. This study aims to investigate the relationship between factors influencing job stress during MCO among millennial employees. This study was carried out and the data was gathered through questionnaires involving 155 respondents. Sampling technique used in this research is non-probability sampling which is primarily used in the technique of convenience sampling. The data collected was then analyzed using Statistical Package for the Social Science (SPSS) version 25. Only two (2) predictors of job stress were revealed in the analysis, namely work overload and role conflict were positive and significantly influenced job stress. Only the predictor of role ambiguity has no significant relationship with job stress. As workload is the most important factor in job stress, it further suggested that it is necessary for organizations and managers to pay more attention to the amount of work being done to minimize work-related stress and to provide their subordinates with clear guidance on the roles, duties and responsibilities provided to employees.

Keywords: *Job Stress, Work Overload, Role Conflict, Role Ambiguity, Millennial, MCO*

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