

TO STUDY THE IMPLICATION OF OCCUPATIONAL STRESS TOWARD
EMPLOYEE JOB PERFORMANCE AT
NOOR ARFA HOLDINGS SDN. BHD.

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ABSTRACT

The purpose of the study is to investigate the relationship between occupational stress toward employee job performances. Factors that has been included in the study are workload, poor working conditions, role ambiguity also inadequate monetary rewards. There were two objectives for this research which are to identify the level of the employee's job performances also to examine the relationship between occupational stress and employee job performance

Method that has been used to conducting the research are correlational and the selected respondent has been choose by using simple random table for the sampling technique at Noor Arfa Holdings Sdn. Bhd. Out of 70 set of questionnaires that had been dispersed, only 65 set of questionnaires able to be collected back and another 5 set of questionnaires were missing.

Based on the research that has been conduct, I can conclude that although, there were high turnover rates from the employees at Noor Arfa Holdings Sdn. Bhd. The finding result shows all the variables of occupational stress have significant relationship towards employee job performances. But, all the employee at this company can perform their work under stress but they need the reward to be increase in the company as the employees seem agree to improve their performances if there were monetary or any rewards offered to them.

TABLE OF CONTENTS

	Page
LIST OF TABLES	i
LIST OF FIGURES	ii
CHAPTER 1	
INTRODUCTION	1
Background of the Study	1 – 2
Statement of the Problem.....	3 – 4
Research Objectives.....	5
Research Questions.....	5
Hypothesis	5 – 6
Limitation of Study.....	7
Significant of Study	7 – 8
Definition of Terms	8 – 9
CHAPTER 2	
LITERATURE REVIEW	10
Definition.....	10 – 14
Conceptual Framework.....	15
CHAPTER 3	
METHODOLOGY	16
Research Design	16
Sampling Frame.....	17
Population	17
Sampling Technique	17
Sample Size	17 – 18
Unit of Analysis.....	18
Data Collection Procedures	18
Instrument.....	19 – 20
Validity of Instrument.....	19
Reliability of Instrument.....	21
Plan of Data Analysis	22
CHAPTER 4: FINDINGS AND DISCUSSION	24
4.1 Introduction.....	24
4.2 Survey Return Rate	19
4.3 Demographic Analysis of Respondent.....	26 – 30
4.4 Frequency of Respondent.....	39 – 45
4.5 Reliability Statistic Analysis.....	46
4.6 Correlational Analysis	47 – 49
4.7 Analysis of Findings.....	50 – 53
4.8 Multiple Regression Analysis	54 – 55
4.9 Summary	55
vii	
CHAPTER 5: CONCLUSION AND RECOMMENDATIONS	56

5.1 Discussion and Conclusion.....	56 – 58
5.2 Recommendation	58 – 59
5.4 References.....	60 – 63
BIBLIOGRAPHY	64

CHAPTER 1

INTRODUCTION

Background of the Study

Working circumstances create possibility of characteristic and performance of employee. Employees are exposed to stress of work because they need to do multi-tasking job. According to Subha and Shakil (2010), the researcher has mentioned stress has become a major problem for most developing countries where the employers do not understand the impact of stress toward their employee performance in which it ultimately leads to a critical management dilemma.

Occupational stress is defined as any inconvenience condition in which it may felt by a person at a certain level and it was caused by an overly egregious event or situation in nature to transcend someone dealing with the ability and resources to handle them adequately (Melta 2004 and Asiimwe, 2011). Occupational stress comes with different signs and side effects arranged as physical, psychological and behavioral indications (HFRS, 2011). Occupational stress also has consequences leading to low organizational performance and has impact on any organization an individual's performance even leading to health care problem. (Elovainio et al.,2002 and Asiimwe 2011).

The employee performance has an important connection toward organizational level (Abu Al Rub, 2004). Analyst expressed that organizational policies, for example, long hours of work, insufficient training, insecurity of work, insufficient compensation and a shortage of profession prospect can likewise be the unpleasant or stress condition. (McCann et al.,2009; Schmitz et al.,2000, and Mosadeghrad, 2013).