



**FACTORS CONTRIBUTING TO JOB STRESS IN PUBLIC
SERVICES:**

A CASE OF JABATAN KESIHATAN NEGERI MELAKA

NURUL NADHIRAH BINTI ABDUL AZIZ

2016686496

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES MANAGEMENT)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA
KAMPUS BANDARAYA**

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**Submitted in Partial Fulfillment of the
Requirement for the
Bachelor of Business Administration with Honours
(Human Resources Management)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA
KAMPUS BANDARAYA**

JULY 2018

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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UNIVERSITI TEKNOLOGI MARA**

“DECLARATION OF ORIGINAL WORK”

I, Nurul Nadhirah Binti Abdul Aziz, (I/C Number: 950715-06-5844)

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 paper is result of my independent work and investigation, except where otherwise stated
- All verbatim extract have been distinguished by quotation marks and source of my information have been specifically acknowledge

Signatures: _____ Date: _____

LETTER OF SUBMISSION

July 2018

The Head of Program
Bachelor of Business Administration (Hons) Human Resources Management
Faculty of Business Management
Universiti Teknologi MARA (UiTM)
Kampus Bandaraya Melaka
Off Jalan Hang Tuah
75300 Melaka

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title —Factors Contributing To Job Stress in Public Services: A Case of Jabatan Kesihatan Negeri Melaka among employees to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you,

Sincerely,

(Nurul Nadhirah Binti Abdul Aziz)

ABSTRACT

Due to era globalization, the nature of work have change and requires employees more skills, more time, more comfortable physical environment in the workplace to improve their work performance. Thus, in time with increasingly diverse the ability to adapt with changes is the most important components that employees should focus on and the organization needs to look for the important elements that will affect job stress among employees. Therefore, job stress is the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the employees. Therefore, the purpose of this research is to investigate the factors contributing to job stress in public services in Jabatan Kesihatan Negeri Melaka. This study used simple random sampling techniques and personally administered questionnaires as an instrument to collect data. The data from 70% out of 181 employees are collected then evaluated by using Statistical Package for the Social Science (SPSS) Version 22 Software. The result from Multiple Regression analysis indicates that all the elements in job stress which is role conflict, role ambiguity, work overload and work-family conflict have positive significant relationship. Moreover, it has revealed that, role conflict found to be most influential variables towards job stress among employees at Jabatan Kesihatan Negeri Melaka.