



**FACTORS OF WORK STRESS AMONG EMPLOYEES
AT TNB KUALA PILAH**

NOR FAZERAH BINTI AMIR

2014669498

NURUL NABILA AIN BINTI IBRAHIM

2014252986

BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA

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UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA

“DECLARATION OF ORIGINAL WORK”

We, Nor Fazerah binti Amir (I/C Number: 930520-05-5568) and Nurul Nabila Ain binti Ibrahim (I/C Number: 930202-14-5656)

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 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.

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Signature:

Date :

Date :

LETTER OF SUBMISSION

July 2016

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

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “FACTORS OF WORK STRESS AMONG EMPLOYEES AT TNB KUALA PILAH” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

NOR FAZERAH AMIR

2014669498

NURUL NABILA AIN IBRAHIM

2014252986

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ABSTRACT

Work stress is common issues in today's organizations either for small organizations or large organizations and it has been recognized as a challenge for the employees and for the organization. Employees who faced the problems of work stress will either give positive effects or negative effects depend on how the employees receive and adapt to the situation. In this research, the aim is to conduct a research on the factors that create work stress among employees at TNB station Kuala Pilah. There are three independent variables that are the factors of work stress which are; workload, role conflict and interpersonal relationship at the workplace. This research was conducted at TNB station Kuala Pilah. 80 questionnaires were distributed to the employees randomly but only 76 questionnaires were received by the researchers. This research was conducted to answer the research questions and also the research objectives. The data collected were analysed by the researchers. The findings of this study indicate that workload is the most significant or influential factor that contributes to work stress in the organization. The study would be beneficial to the employees and company as they are facing stress at work. In the end of this research paper, the researchers discussed some recommendations as the best method for employees and employers at TNB Kuala Pilah to minimize their level of work stress and also for the future researchers.

Keyword: Work Stress, Workload, Role Conflict and Interpersonal Relationship at Workplace.