



**A STUDY ON THE IMPACT OF JOB STRESS TOWARDS EMPLOYEE'S
JOB PERFORMANCE IN SELANGOR STATE DEVELOPMENT
CORPORATION (PKNS)**

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JUNE 2016

“DECLARATION OF ORIGINAL WORK”



BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE
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We, Nur Alia Bt Mohd Sanuri, (I/C Number: 940717-14-6382), and Nabilah Syafiqah Bt Nordin (I/C Number: 941107–14-6638)

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 our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature:

Date:

(Nur Alia Bt Mohd Sanuri)

Signature:

Date:

(Nabilah Syafiqah Bt Nordin)

LETTER OF SUBMISSION

July 2016

The Head of Program

Bachelor in Business Administration (Hons) Human Resource Management

Faculty of Business Management

Kampus Bandaraya Melaka

Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project title “A Study on the Impact of Job Stress towards Employee’s Job Performance in Selangor State Development Corporation (PKNS)” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara (UiTM).

Thank you

Sincerely,

Nur Alia Bt Mohd Sanuri

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ABSTRACT

The high level of stress in organization is a serious problem which can cause a decreasing in job performance and motivation level of employees. In order to retain excellent employees and stimulating them to do their best to perform the job, the researchers are motivated for this study to identify the relationship between job stress (workload, role conflict, inadequate monetary rewards, working environment and management support) and employee's job performance in PKNS. Also, to identify which dimensions of job stress can affect employees the most in PKNS.

A descriptive survey design was adopted for the present study. The study was conducted in PKNS. The researchers relied on the questionnaire as the major instrument in order to gather information from employees. The sample size consists of 116 employees in which samples were selected by simple random sampling. SPSS20.0 statistical analysis software was used for reliability analysis, correlation analysis and multiple regression analysis to test the hypothesis.

The study findings demonstrated that the rank order of job stress' factors were workload having first rank, inadequate monetary rewards was ranked second, working environment ranked third, management support ranked forth and role conflict was having fifth rank. The findings of the study may help to increase employee's job performance in PKNS and encourage them to stay at their work. This also can avoid high turnover which it can be a wasteful of organization's human resource.

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