



**CAUSES OF STRESS TOWARD HUMAN RESOURCE EMPLOYEES:
A CASE STUDY IN MENARA TM BERHAD**

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BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE

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HUMAN RESOURCE EMPLOYEES:
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“DECLARATION OF ORIGINAL WORK”

I, Nor Fatimah Binti Mat Nawi, (I/C Number: 851102145952)

Hereby, declare that

- This work has not previously been accepted in substances for any degree, locally or overseas and is not being concurrently submitted for this degree or any others 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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TABLE OF CONTENTS	PAGES
ACKNOWLEDGEMENT	iv
LIST OF TABLES	v
LIST OF FIGURES	vi
ABSTRACT	vii
CHAPTER 1: INTRODUCTION	
1.1 Introduction	1
1.2 Background of Company	3
1.3 Background of Study	7
1.4 Problem Statement	8
1.5 Theoretical Framework	9
1.6 Research Question	10
1.7 Research Objective	10
1.8 Hypothesis	10
1.9 Significance of Study	11
1.10 Scope of Study	12
1.11 Time Frame	13
1.12 Limitation	13
1.13 Definition of Terms	14
CHAPTER 2: LITERATURE REVIEW	
2.1 Introduction	15
2.2 Role Conflict and Role Ambiguity	16
2.3 Work Overload and Work Under load	19
2.3 Feelings of inadequacy	20
2.4 Changes	21
CHAPTER 3: RESEARCH METHODOLOGY	
3.1 Data Collection Methods	23
3.2 Research Design	24
3.3 Sampling	25

ABSTRACT

The research is study about the causes of stress toward Human Resource employees at Level 10 in Menara Telekom Malaysia, Pantai Bharu. The scope will be focus on the role conflict and role ambiguity, work overload and work under load, feeling inadequacy and changes against work environment, technology, working life and job title. Stress denotes the cause of disruption, the disruption itself and the consequences of that disruption. It is define as any adjustive demand to one's physiological and psychological reaction to a challenge imposed on him or her, which requires coping behaviors.

From the theoretical framework, the causes of stress is dependent variable that the variable of primary interest to the researcher while the variance in dependent variable can be explained by four independent variables which are role conflict and ambiguity, work overload and work under load, feeling of inadequacy and changes. *Role conflict* occurs when conflicting roles are required to be carried out by an individual member within an organization. Faced with mutually exclusive expectations, the member experiences role conflict and cannot make a proper judgment about which one to satisfy. *Work overload and work under load* is employees are need to work overtime for make sure the organization can achieve their target demand with time given and there will never be enough time to do everything that needs to be done. *Feeling of inadequacy* is instability emotion from individual himself or herself and last but not least is *changes* either from work environment, working life, technology and job title.