



**FACTORS INFLUENCING WORK STRESS AMONG NON-EXECUTIVE
STAFF**

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(INTERNATIONAL BUSINESS)

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MALACCA CITY CAMPUS

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DECLARATION OF ORIGINAL WORK



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“ DECLARATION OF ORIGINAL WORK “

I, Raziah Binti Zainal Abidin, (2016734647)

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.

Signature : _____

Date : 26 October 2019

LETTER OF SUBMISSION

Dr. Koe Wei Loon

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Dear Sir,

SUBMISSION OF PROJECT PAPER (IBM 672)

Enclosed here is the project paper entitled “ FACTORS INFLUENCING WORK STRESS AMONG NON-EXECUTIVE STAFF “ to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA. I hope this report will achieve this objective of this study.

Thank you.

Yours sincerely,

Raziah Binti Zainal Abidin

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ABSTRACT

This research is conducted to determine the factors that influencing work stress among non-executive staff. The study was conducted by distributing 132 sets of questionnaires, which all of it were being distributed conveniently for the non-executive staff that are working at the headquarters (HQ) of Syarikat Air Melaka Berhad. All the questionnaires were answered by respondent using a printed questionnaire. The distribution of questionnaire by hand were done from 1st until 3rd November 2019 and the time of distribution are starting from 9 am until 4.30 pm. Based on the data finding, it shows that two out of three independent variable which is workload and interpersonal relationship have positive relationship towards work stress. Besides that, the hypothesis that were developed at the beginning stage of research process that is (H1) workload has relationship with work stress, (H2) role conflict has no relationship with work stress and (H3) interpersonal relationship has relationship with work stress are supported as the result.

Keywords : Work stress, Workload, Role conflict, Interpersonal relationship