



**A STUDY ON THE DETERMINANTS OF JOB STRESS AMONG  
EMPLOYEES IN HARTA MAINTENANCE SDN BHD**

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**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MELAKA CITY CAMPUS**

**JUNE 2013**

**THE DETERMINANTS OF JOB STRESS AMONG EMPLOYEES IN HARTA  
MAINTENANCE SDN BHD**

**SITI NORLIANA BINTI HAMDAN  
2010374987**

**SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE  
BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) HUMAN RESOURCE MANAGEMENT**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
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**JUNE 2013**

## **DECLARATION OF ORIGINAL WORK**



### **BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE MANAGEMENT UNIVERSITI TEKNOLOGI MARA BANDARAYA MELAKA CAMPUS**

#### **"DECLARATION OF ORIGINAL WORK"**

I, Siti Norliana Binti Hamdan

(I/C Number: 890112-14-6344)

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: \_\_\_\_\_

## LETTER OF TRANSMITTAL

Siti Norliana Binti Hamdan (2010374987),  
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June, 2013.

Mdm Afzan Nor Binti Talib,  
The Head of Program,  
Universiti Teknologi MARA Melaka City Campus,  
110 Off Jalan Hang Tuah, Melaka.

Dear Sir/Madam,

**SUBMISSION OF HUMAN RESOURCE MANAGEMENT PROJECT PAPER (HRM 661): A STUDY ON THE DETERMINANTS OF JOB STRESS AMONG EMPLOYEES IN HARTA MAINTENANCE SDN BHD**

I'm required to do a project paper on the above topic. I hereby submitted this report and I really hope that this work will fulfill the requirement for the Bachelor of Business Administration (Hons) Human Resource Management.

Thank you.

Yours sincerely,

SITI NORLIANA BINTI HAMDAN

2010374987

Bachelor of Business Administration (Hons) Human Resource Management

## **ABSTRACT**

The workplace has changed dramatically due to globalization of the economy, use of new information and communications technology, and growing diversity in the workplace. The increased complexity and the imperative of global competition have exerted tremendous pressure on workers and thus imposed considerable stress on them. Thus, job stress becomes a common problem faced by employees in many organizations today. It affects employee's mental and physical health and in the long run affects company's performance.

The main purpose of this study was to investigate the relationship of job stress, leadership style, individual, and working environment at Harta Maintenance Sdn Bhd. Leadership style, individual and working environment were used to predict the determinants of job stress among employees at Harta Maintenance Sdn Bhd. In this study, a survey has been conducted with the help of questionnaire in which a likert-scale question has been used. Findings showed that leadership style, individual and working environment has significant relationship with job stress. It shows that leadership style, individual and working environment are the determinants of job stress among employees at Harta Maintenance Sdn Bhd.