

**THE RELATIONSHIP BETWEEN EMPLOYEES JOB STRESS
AND JOB PERFORMANCE AMONG STAFF AT SARAWAK
TIMBER INDUSTRY DEVELOPMENT CORPORATION (STIDC)**

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July 2019

ABSTRACT

This study is explore the relationship between employee job stress and employee job performance at Sarawak Timber Industry Development Corporation. The framework of this research was adapted based on Karasek's Job Demands-Control (JDC) Model. The design used for this study was correlational research. Convenience sampling was used to collect data. 10-point Likert Scale items were used in this study. Out of 100 support staff participated in this study, only 66 sets questionnaire were returned and considered usable. The result indicates that workloads, time pressure, skill discretion, and decision authority had positive and significant relationship with job performance. For workload, majority of the employees at STIDC were capable of managing heavy workload and they have been working at the company for more than 10 years. Due to that, they already had adapted fast-paced workload. In addition, with a little push of time pressure, employee real-time job performance would increase. Acquiring appropriate skills is also important for the employees to perform their job efficiently. To increase employee job performance management needs to trust employee by practicing empowerment to enhance more ideas and sense of control. This paper will be useful to the organizations as well as to the employees because they are aware of what factors related to job stress that can affect their job performance. This study contributes to the body of knowledge and thorough investigation in exploring factors related to job stress that affect employees' job performance in the timber industry.

Keywords: Workload, Time pressure, Skill discretion, Decision authority

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CHAPTER 1

INTRODUCTION

This chapter provides an introduction to the study as well as the background of the study, problem statement, research objectives and questions. Other than that, it also deals with the significance of the study, the limitations of the study and also the definition of terms.

Background of the Study

The purpose of this study is to examine the effect of job stress on the individual's job performance and to investigate the relationship between factors of job stress and job performance among support staff. The major focus of outcome for this research was the employees' job performance. According to Bruggen (2015), employees' job performance can be influenced by job stress. Job performance refers to an employee's proficiency, well-performance in achieving goals and behaviour involving deliberate acts that are harmful to the organization. Besides that, the work performance of employees can also be improved if they are able to manage and maintain a good job stress.

According to Karasek (1979), stress in real was when a level of stress was used in the learning process. Based on the study, it was illustrated in job demands-control model that low levels of stress activation might be too low to encourage effective performance, while at high levels of stress arousal, the levels were too high to be beneficial for an effective task performance.

CHAPTER 2

LITERATURE REVIEW

Introduction

This chapter comprises the literature review from various authors on job stress. Both dependent and independent variables were discussed in this chapter through citation from different authors.

Dependent Variable

Job Performance

Based on the research held by Bruggen (2015), it was found that performances of employees were affected by workload. Too high or too low workload leads to poor performance. A well-established HR controlling system might help in balancing workload, thus, in improving employees' job performance.

A study carried out by Garrido et al. (2017) involving 1,511 employees of the Spanish banking sector found that time flexibility had a positive effect on job performance. Job performance increased when they were given sufficient time and flexible hours to finish their task whereas when employees were time pressured, their job performance decreased.

Another earlier study was also carried out by Ahmed and Ramzan (2013) to examine the relationship between workload and job performance on employees of banking sectors in Pakistan. The study was to determine the purpose of job stress and its impact on job performance. The author found that when stress was lower, employees