



UNIVERSITI TEKNOLOGI MARA

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EXECUTIVES MASTER OF BUSINESS ADMINISTRATION

Applied Business Research

*Job Stress, Job Satisfaction, Organizational Commitment,
and Intention to Quit among the Employees of STIDC in
Kuching*

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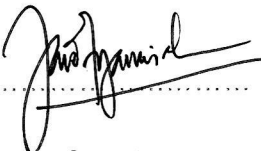
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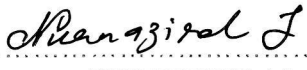
DECLARATION

We hereby declare that this Applied Business Report is our independent work and effort except where otherwise stated.


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Abstract

Purpose – The purpose of this study is to determine the level of job stressors, job stress, job satisfaction, organizational commitment and intention to quit among of STIDC in Kuching. Sample populations are the staffs of STIDC in Kuching only. The component of job stressors includes role ambiguity, role conflict, workload, and work – family conflict. The components of organizational commitment include affective commitment, continuance commitment, and normative commitment.

Design / Methodology/ Approach – The study used self administered questionnaires from the Work Place Scale and it is divided into four parts: Job Stressors, Job Stress, Job Satisfaction, and Intention to Quit. Job Stressors were measured four aspect of stress: Role Ambiguity, Role Conflict, Workload, and Work – Family Conflict. Each of the stressors was measured using three items. Organizational Commitment Questionnaires was used to measure affective commitment (8 items), continuance commitment (7 items), and normative commitment (7 items).

Findings – The findings revealed that the employees of STIDC have low level of role ambiguity, moderate level of role conflict, moderate level of workload, and low level of work - family conflict. The results also reveals that the level of job stress also low and only small rate of employees experience a job stress. The management should concern to this results as prevent earlier the root of the problems is better than cure. The level of job satisfaction indicates that it is at moderate level. The level of intention to quit is at high moderate level. All the components of organizational commitment also shows the level or organizational commitment are at moderate level.

Originality / Value – This research is very important as it reveals areas that need improvement and attention by the management. As employees are the critical asset of organization, the management should take care the employees not only physically but also to their mentally and emotionally (psychologically). The results of this study are useful to better understand the influence of job stressors at work place to the employees' job satisfaction, job stress, organizational commitment and intention to quit from the organization.

It is suggested further research should be carried out focusing on the internal marketing of the organization (a study of how good of an organization take care the employees), and organizational climate yearly (to determine what is happening to the organization in many perspectives), relationship with superior, and opportunity for promotion.

Keywords – Role Ambiguity, Role Conflict, Workload, Work – family conflict, job stress, job satisfaction, affective commitment, continuance commitment, and normative commitment, intention to quit, STIDC Kuching.

Paper Type – Research paper

CHAPTER 1

INTRODUCTION

The term stress is not a new topic today and it has been much discussed by many scholars for almost four decades. The Department of Safety and Health Malaysia (2002) defined stress as the physical and emotional response that occurs when the requirements of the job do not match the capabilities, resources or needs of the employees. An individual could experience stress if he/she perceives negatively towards his/her work environment (Makhbul and Idrus, 2009). Stress, which is a natural reaction that occurs when humans encounter a threatening physical or emotional situation, can have so many harmful effects (Hammed, 2008). To some, it is a trendy modern condition which simply requires those claiming to suffer from it to "pull themselves together"; for others it has been a traumatic experience which has poisoned their working environment and ruined their career prospects forever (Earnshaw and Morrison, 2001). In Malaysia, the rising of stress violence at workplace are increasing slowly and this is particularly due to more reporting cases and more attention given by the media to several dramatic and sometimes tragic workplace incidents perpetrated by disturbed individuals (Department of Safety and Health Malaysia, 2002). Managers in organizations cannot ignore the issue of stress as it incurs considerable costs. An organization would be responsible to cover the direct cost such as medical cost, training and retraining, lower performance and productivity of the employees, the cost of overtime of the employees as the implication of the absent employees and so forth. While the indirect cost would involve lower motivation to work among the employees, decrease in job satisfaction, lowering the employees' commitment to work, absenteeism, turnover, and so on. Therefore by concerning the numerous implications of stress, stress not only affecting the individual of employee but also affecting the organization at the same time.