

THE RELATIONSHIP BETWEEN ORGANIZATIONAL  
STRESSOR AND PRODUCTIVITY OF OFFICE SUPPORT  
PERSONNEL AT YAYASAN SARAWAK

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JANUARY 2017



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FACULTY OF BUSINESS MANAGEMENT**

**“DECLARATION OF ORIGINAL WORK”**

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- 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.
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- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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## ABSTRACT

This study focuses on organizational stressor and employee productivity of office support personnel at Yayasan Sarawak. Also proposed a statement of the problem to look at in which stress is a widespread component experienced by workers around the world. The objectives of this study are to identify the element between organizational stressor and employee productivity in an organization and to identify the relationship between organizational stressor and employee productivity in an organization. A quantitative study has been conducted by distributing questionnaires to 100 respondents, in which majority of the respondents are from office support personnel at Yayasan Sarawak. A non-experimental study was conducted and the relationship between organizational stressor and productivity was examined in a convenience sample of 100 support staffs. Data collected were analyzed by using SPSS version 23.0. The elements of independent variables Organizational stressor studied in this study are Work Overload, Working Long Hours and Unsupportive Supervisor. Whereby, the elements of dependent variables Employee Productivity are Job Satisfaction and Employee Morale. Based on the finding, majority of respondents agreed that unsupportive supervisor does exist in the organization as one of organizational stressor elements and there is strong correlation between unsupportive supervisor and job satisfaction. Supervisor support creates a sense of reciprocation in employees, who then employee will perform better. It is believed that the current study will recommends ideas and add value to organizations' understanding of organizational stressor and productivity of office support staffs.

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## **CHAPTER 1**

### **INTRODUCTION**

The aim of this study is to identify the relationship of the organizational stressor and employee's productivity. Therefore, this introduction consists of several sections which include the background of the study, statement problem, research objectives, research questions, the significance of the study, limitations of the study and definitions of terms.

#### **Background of the Study**

In Organizational Behaviour book by McShane (2013), stress often described as an adaptive response to a situation that is perceived as challenging or threatening to a person's wellbeing. Stress also a physiological and psychological condition that prepares us to adapt to hostile or harmful environment conditions. Body also moves more blood to the brain, releases adrenaline and other hormones, fuels its systems by releasing more glucose and fatty acids, activates systems that sharpen our sense and conserves resources by shutting down our immune system. In addition, stressor is known as the causes of stress and it include any environmental conditions that place a physical or emotional demand on a person. (McShane, 2013)