

A RELATIONSHIP BETWEEN ORGANIZATIONAL STRESS AND  
JOB SATISFACTION AMONG OFFICE SUPPORT PERSONNEL AT  
GENERAL ACCOUNTANT DEPARTMENT OF MALAYSIA,  
KUCHING, SARAWAK

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**“DECLARATION OF ORIGINAL WORK”**

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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.
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## ABSTRACT

This study is made as an attempt to identify the factors that contribute organizational stress among office support personnel at General Accountant Department of Malaysia, Kuching and to identify the relationships between organizational stress and job satisfaction. In competitive world nowadays, organizational stress is strongly related with employee's job satisfaction which is including the performance and the productivity of work. Correlation research design was making using a simple random sampling with a sample of 73 employees from General Accountant Department of Malaysia, Kuching.

The data was collected through three sections which are demographic background, factors that cause organizational stress and job satisfaction. The data was analyzed and report was done using SPSS Version 20.0.

According to the findings for the first research objective, it was found that workload is the highest factor that contributes to the organizational stress which had the mean value of 3.91, followed by leadership 3.80 and lastly, role ambiguity 3.72. This is because according to the mean scores, the higher the mean value, the most significant it is. Besides that, the factors are accepted because the mean score is more than 3.00.

Based on the findings for second objective, it was found that is no relationship between workload and job satisfaction. The correlation coefficient is ( $r = -0.013$ ,  $p > 0.05$ ). Other than that, there is also had no relationship between leadership and job satisfaction. The correlation coefficient is ( $r = 0.231$ ,  $p > 0.05$ ). It was also found that, there is no relationship also between role ambiguity and job satisfaction. The correlation coefficient is ( $r = 0.156$ ,  $p > 0.05$ ).

From the findings also, the researcher would like to suggest several recommendations: For organization, they must build in stress management system that is supervised by Human Resources (HR) departments. The systems give employees' opportunities to release their stress and free them from having too many tasks. For employees, they must need to give full cooperation to any program related to stress management by participating in the program and express factors that make them stressful to let the managers know. Then, for future researcher it is recommended that other researchers can use other types of research such as qualitative research to explore in detail.

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