

A RELATIONSHIP BETWEEN STRESS AND JOB PERFORMANCE
AMONG OFFICE SUPPORT PERSONNEL IN LAND AND SURVEY
SAMARAHAN DIVISION, IN KOTA SAMARAHAN SARAWAK

Prepared for:
MADAM EMELIA BINTI ABDUL RAHIM

Prepared by:
SITI NURBAYA BINTI BORHAN
BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT

SEPTEMBER 2016



**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)
FACULTY OF BUSINESS MANAGEMENT**

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I, Siti Nurbaya binti Borhan, (I/C: 940201-13-5412)

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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.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

This study was intended to identify is there any relationship between stress and job performance among office support personnel in Land and Survey Samarahan Division, in Kota Samarahan, Sarawak, is there any relationship between workload and job performance among office support personnel in Land and Survey Samarahan Division in Kota Samarahan, Sarawak, and is there any relationship between role conflict and job performance among office support personnel in in Land and Survey Samarahan Division in Kota Samarahan, Sarawak? This research will bring the significance to the Office Support Staff in Land and Survey to identify whether they are in high level of stress that can strongly impacts towards their job performance. The questionnaire was used in order to gained data from the selected respondents in several departments. There were 80 questionnaires that had been distributed. Likert Scale were used for the degree of agreement and disagreement of respondents that were from strongly disagree to strongly agree. Data were analyzed using Statistical Packages for Social Science (SPSS) Version 20. This research was different from other research since this research were only focused stress and job performance among Office Support Staff only. The findings of this results indicated that role conflict and workload does not have a relationship with job performance and it is also not significant. Manager should conduct a healthy environment for their staff to reduce their stress at workplace and management should provide a time to hear employee's suggesting regarding their work, training, pay and future development.

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CHAPTER 1

INTRODUCTION

Job Stress is a prominent topic of discussion these days. The purpose of this study is to investigate the relationship between the stress and job performance among office support personnel in Land and Survey Samarahan Division in Kota Samarahan, Sarawak.

This chapter explain regarding background of study, research objectives, research questions, problem statement, significant of study, limitation of study and definition of term.

Background of Study

According to Lee (2011) stress is not a new problem among the communities and it much currently occurred in the news. Stress is one of the problems that really affect the performance of the workers in the workplace. It could lead to the problems such as staff turnover, office staff absenteeism, low productivity and also increased rates of accidents.