

**THE RELATIONSHIP BETWEEN JOB STRESS AND JOB
SATISFACTION AT YAYASAN SARAWAK**

**Prepared For:
LIBRARY UITM SAMARAHAN**

**Prepared By:
MOHD FIRDAUS BIN DAHLAN
(2015270172)
DEGREE IN OFFICE SYSTEM MANAGEMENT (HONS.)**

**UNIVERSITY TEKNOLOGI MARA (UITM)
FACULTY OF BUSINESS MANAGEMENT**

June 2018

AUTHOR'S DECLARATION



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

“DECLARATION OF ORIGINAL WORK”

I, Mohd Firdaus Bin Dahlan, (941216-13-5225)

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

Signature: _____

Date: _____

ABSTRACT

The study carries out the relationship between Job Stress and Job Satisfaction at Yayasan Sarawak. The objective of the study was to identify relationship between elements of job stress and job satisfaction among employees at Yayasan Sarawak. The conceptual framework was done by adapting from the previous study about impact of job stress on employees job satisfaction. All of the elements in job stress are including workload, role conflict and physical environment. These elements are discussed at literature review. Then, the data were collected by using questionnaire. For this method, 100 respondents from Yayasan Sarawak staff were given to answering the questionnaires. Based on the result, it was found that workload, role conflict and physical environment are the element which influences job satisfaction among employees in Yayasan Sarawak. Also, there was some recommendation displayed to the employees, organization and future researcher who would like to conduct the same study in future.

TABLE OF CONTENTS

AUTHOR’S DECLARATION.....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES.....	viii
TABLE OF FIGURES.....	ix
CHAPTER 1	1
INTRODUCTION	1
Background of the Study	1
Statement of the Problem.....	1
Research Objectives.....	2
Research Questions.....	2
Significance of the Study.....	2
Limitation of the Study.....	3
Definition of Terms.....	3
CHAPTER 2	5
LITERATURE REVIEW	5
Job stress.....	5
Workload.....	6
Role conflict.....	9
Physical Environment	11

CHAPTER 1

INTRODUCTION

This chapter discusses the background of the study, underlying problems regarding the variables, research objective, research questions, importance of the study and limitations. At the end of this chapter, the definition of terms is also provided.

Background of the Study

Employee performance in an organization can be influenced by many factors but employee satisfaction is one of the most influences factors in the workplace (Singh & Jain, 2013). There were many psychological factors that can build employee satisfaction in the organization. Commonly, employee satisfaction can be defined as the feeling of an employee inside or outside that describes either they happy when doing their responsibilities in the organization (Monga, Verma, & Monga, 2015). The building of employee satisfaction can lead the organization to become more effective and high in quality. When the employees feel happy during their work, it will grow the employee job satisfaction (Riaz, 2016). Hence, fewer job satisfactions among employee are assuredly declining quality and performance in the organization (Dugguh & Ayaga, 2014).

Job stress can be understood as the condition of conflict in psychological factor of employees' response when the job does not tally with the job responsibilities (Ali, 2011). Job stress logically decreasing the job performance due to poor health lead by harmful of physical