

THE RELATIONSHIP BETWEEN JOB STRESS AND JOB
PERFORMANCE: A CASE OF NON-EXECUTIVE EMPLOYEES IN
JABATAN LAUT WILAYAH SARAWAK

Prepared for:
MADAM PAULINE JAU

Prepared by:
SITI ASYANTIE BINTI YASILIN
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)
FACULTY OF BUSINESS MANAGEMENT

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I, Siti Asyantie Binti Yasilin, (I/C: 920628-12-6218)

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ABSTRACT

The purpose of this correlational study was to investigate the relationship between job stress and job performance among non-executive employees at the Regional Marine Department of Sarawak (Jabatan Laut Wilayah Sarawak) by adopting Ali, Raheem, Nawaz, and Imamuddin, (2014) conceptual framework. The objective of this study was to investigate the relationship between the factors that cause job stress and the job performance among non-executive employees at Jabatan Laut Wilayah Sarawak. From this study, the researcher has covered 190 non-executive employees from Jabatan Laut Wilayah Sarawak as population while 127 of them were taken as sample size using Krejcie and Morgan (1970) table. Therefore, the effective feedback data from this study was obtained after distributing questionnaires to each of the respondents using quantitative method. The questionnaires were then later analysed by using IBM Statistic Package for Science Social (SPSS) version 20.0. Based on the findings, the factors that cause job stress have a relationship between job performance in Jabatan Laut Wilayah Sarawak and the researcher hopes that all findings will be useful and are able to provide valuable information in the future study.

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CHAPTER 1

INTRODUCTION

This section is an overview of the study. This study aimed to investigate the relationship between the factors that cause job stress and the job performance of the non-executive employees in Jabatan Laut Wilayah Sarawak.

Background of the Study

Today, stress is not a new topic since it has been discussed much by many scholars for the past decades. In the organization, managers cannot ignore the issues of stress because it incurs direct costs and indirect costs such as medical cost, training and retraining, lower performance and productivity of the employees, as well as the implication of employees and so forth. On the other hand, the indirect costs would involve lower motivation among the employees, decrease in job performance, and turnover. Thus, by concerning the various implications of stress, it is not only affecting the individual, but also affecting the organization at the same time.

Stress can be categorized into two groups which are eustress and distress. Kozusznik (2012), defined eustress as a positive feeling which results from a stressful condition while distress relates to threats and harmful effects. According to