



THE RELATIONSHIP BETWEEN JOB STRESS AND JOB SATISFACTION
AMONG EMPLOYEES AT KUCHING PORT AUTHORITY, SARAWAK.

NURUL NABILA BINTI JOL
2015474818

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA (UTM)

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PREPARED FOR:
DR. NORLINA MOHAMMED NOOR

PREPARED BY:
NURUL NABILA BINTI JOL (2015474818)
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (KOTA SAMARAHAN)
FACULTY OF BUSINESS AND MANAGEMENT

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ABSTRACT

This study was conducted to investigate the relationship between job stress and employees' job satisfaction at the Kuching Port Authority, Sarawak. There were three objectives for this study which were to identify the relationship between workload and employees' job satisfaction, to identify the relationship between role conflict and employees' job satisfaction, and to identify the relationship between the physical environment and employee' job satisfaction. The conceptual framework was adapted to complete the literature review. The instrument of the questionnaire was used for the data collection purposes. Meanwhile, the correlational survey research design was adapted using quantitative methods. The simple census sampling technique was used to select the staff department and the questionnaires were distributed to 100 respondents at Kuching Port Authority, Sarawak. The data analysis involved frequencies and inferential statistics, such as correlations and the coefficient of determination. Based on data findings there are relationships between job stress and employees' job satisfaction at Kuching Port Authority, Sarawak, which are the physical environment ($r=.0550^{**}$), role conflict (0.470^{**}), and workload ($r=0.326^{**}$) . From these findings, it showed that the three elements for this study, workload, role conflict, and physical environment, are the factors that lead to job stress and job satisfaction at Kuching Port Authority, Sarawak. The study recommendation that the organisation should provide more a friendly or comfortable environment to employees so that the employees can be more productive and away from job stress which may affect their job satisfaction. The future researchers may also increase the sample size to more than 100, so that the data will become more accurate and relevant.

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CHAPTER 1

INTRODUCTION

This chapter discusses the background of the study, underlying problems regarding the variables, research objectives, research questions, importance of the study, and its limitations. At the end of this chapter, the definitions of the terms are also provided.

Background of the Study

Employee performance in an organisation can be influenced by many factors but employee satisfaction is one of the most influential factors in the workplace (Singh & Jain, 2013). There are many psychological factors that can build employee satisfaction in an organisation. Commonly, employee satisfaction can be defined as the feeling of an employee, inside or outside, that describes that they are either happy when doing their responsibilities in the organisation or not (Monga, Verma, & Monga, 2015). The building of employee satisfaction can lead the organisation to become more effective and high in quality. When the employees feel happy during their work time, it will build the employees' job satisfaction (Riaz, et al., 2016). If the job satisfaction in the responsibilities that the employees carry out is higher, then it will influence the employees' performance in the workplace. However, lower employee job satisfaction in an organisation can make the quality of the work and the employees' performance decline. The lower job satisfaction is commonly related to and influences and the job stress in the workplace (Dugguh & Ayaga, 2014).