

A RELATIONSHIP BETWEEN STRESS AND JOB PERFORMANCE
AMONG OFFICE SUPPORT STAFF IN SARAWAK ENERGY
BERHAD, KUCHING

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ABSTRACT

The purpose of this study was to identify the relationship between stress and job performance among office support personnel or office support staff. The elements of job stress or stress includes role conflict and workload. The research population was taken from office support personnel or office support staff from Sarawak Energy Berhad, Kuching according to the theory of Kregjie & Morgan table (1970), in determining the sample size. For this study, quantitative method which was questionnaire was used for data collection purpose. The data then analyzed using IBM Statistic Packages for Science Social (SPSS) version 21.0. The researcher further recommended that this research finding were useful to future researcher and provided valuable information and data regarding the relationship between job stress and job performance among office support personnel or office support staff.

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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 stress and job performance among office support personnel in Sarawak Energy Berhad, Kuching.

This chapter explains 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. It is clearly understood that most of everyone face stress at any rate once in their life. However it is still hard to plainly characterize the term of stress. Throughout the centuries that idea of stress was changing, acquiring new meaning or returning to the old definitions.