# THE RELATIONSHIPS BETWEEN JOB STRESS AND PRODUCTIVITY AMONG EMPLOYEES AT RISDA SARAWAK

Prepared for: ARROMINY BINTI ARABI

Prepared by: MOHAMAD AMIRUL AIMAN BIN RADZALI BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

# UNIVERSITI TEKNOLOGI MARA (SARAWAK) FACULTY OF BUSINESS MANAGEMENT

December 2016



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

"DECLARATION OF ORIGINAL WORK"

I, Mohamad Amirul Aiman Bin Radzali, (I/C: 930929095039)

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 main objective of this research is to study the relationship between job stress and productivity in the RISDA Sarawak. There are 100 sets of questionnaires were prepared and distributed to the targeted respondents who are working in the organization. After that, the SPSS software was used to examine those data which were collected and also to generate the final result. The result shows that, there are significant correlations between employee productivity with the other two independent variables (workload demand and social frame). The major findings, limitations for the study, implications of the study and recommendations of this study will be discussed.

## TABLE OF CONTENTS

| Page                      | ; |
|---------------------------|---|
| AUTHOR'S DECLARATIONii    |   |
| ABSTRACTiii               |   |
| ACKNOWLEDGEMENT iv        |   |
| TABLE OF CONTENTS         |   |
| LIST OF TABLES            |   |
| LIST OF FIGURESix         |   |
| APPENDICESx               |   |
| CHAPTER 1                 |   |
| INTRODUCTION              |   |
| Background of the Study   |   |
| Statement of the Problem2 |   |
| Research Objectives       |   |
| Research Questions        |   |
| Significance of the Study |   |
| Limitations of the Study  |   |
| Definition of Terms       | , |
| CHAPTER 2                 |   |
| LITERATURE REVIEW         |   |
| Definition                |   |
| Workload Demad            | , |
| Social Frame12            |   |
| Productivity13            |   |
| Conceptual Framework      |   |

## CHAPTER 1

## **INTRODUCTION**

### Background of the Study

Stress was a general component and persons who face stress will do anything to release the tension. According to Imtiaz and Ahmad (2011), employers are fundamental investigating the stress issues that encourage employees to move job performance and productivity that can affect organizational goals and objectives. At the point when the level of stress turns out to be too high, the performance of employees will decrease (Gino, 2016).

In past study, the decline in result human performance from the work condition had certainly had one of the most comprehensive learns all the psychological problems (Mackworth, 2013). The results showed by the indicator that causes his error reference major other is their major issue in model health.

Based on an article by Health and Safety Executive (2012) the stress can be occur at any business level and that the research it's showed that the stress due to from work extensive and unsure to certain sectors job or industry. The workplace will