



LEVEL OF STRESS AMONG WOMEN STAFF AT SUMMERSET COLONIAL HOTEL
AND VILLAS KUALA ROMPIN, PAHANG

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ABSTRACT

Stress is cannot be avoided especially at work in an organization. This research is conducted to identify level of stress among women staff at Summerset Colonial Hotel and Villas, Kuala Rompin, Pahang. Researchers are focusing on women because women with career may experience stress more than male. This study also has identified what are the factors that influenced them to feel stress by given factors such as working conditions, working environment, office layout and personal problems. This study is also to investigate whether stress will affect their job performance in the organization.

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CHAPTER 1

INTRODUCTION

1.0 Background of the Study

Stress is the experience of opportunities or threats that people perceive as important and also perceive they might not be able to handle or deal with effectively. As the personal lives of individuals become more hectic, they begin to experience increased levels of stress. More often than not, personal stress and job stress eventually become interrelated to the point that making distinctions between the two becomes difficult (Zane K. Quible 8th edition, *Administrative office Management an introduction*).

Stress is the general term applied to the pressures people feel in life. When pressure begins to build up, it can cause adverse strains on ones emotions, thought process and physical condition. When stress becomes excessive, employees develop various symptoms of stress that can harm their performance and health and even threaten their ability to cope up with the environment (Garima Marthur, Silky Vigg, Simranjeet Sandhar, and Prof. Umesh Holani. *Journal of Advances in Management Research, vol. 4 (II), (2007) .pp. 79-85*). The effects of stress also can be positive or negative. What is perceived as positive stress by one person may be perceived as negative stress by another, since everyone perceives situations differently.