

**THE RELATIONSHIP BETWEEN JOB STRESS AND
JOB PERFORMANCE AMONG THE EMPLOYEES
AT MAJLIS DAERAH TANAH MERAH, KELANTAN**

SITI NORHAFIZAH BINTI ZAINI

**BACHELOR IN OFFICE SYSTEMS MANAGMENT
(HONS)
UNIVERSITI TEKNOLOGI MARA**

2014

TABLE OF CONTENTS

	Page
ACKNOWLEDGEMENT.....	i
LIST OF TABLES.....	ii
LIST OF FIGURES.....	iii
CHAPTER 1	
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem.....	3
Research Objectives.....	5
Research Questions.....	5
Research Hypothesis.....	5
Significant of the Study.....	6
Limitation of the Study.....	6
Definition of Terms.....	7
CHAPTER 2	
LITERATURE REVIEW.....	9
Definition of Job Stress.....	9
Conceptual Framework.....	13
CHAPTER 3	
METHODOLOGY.....	14
Research Design.....	14
Sampling Frame.....	15
Population.....	15
Sampling Technique.....	15
Sample Size.....	16
Unit of Analysis.....	17
Instrument.....	17
Validity of Instrument.....	18
Data Collection Procedures.....	19
Plan of Data Analysis.....	20
CHAPTER 4	
FINDINGS.....	22
Findings.....	22
Survey Return Rate.....	22
Frequency Analysis: Demographic Data.....	23
Reliability Analysis.....	26
Finding Based on Research Questions.....	28
Correlation Coefficient Analysis.....	35
CHAPTER 5	
CONCLUSION AND RECOMMENDATION.....	42
Conclusion.....	42
Recommendations.....	42
APPENDICES	
A Cover Letter.....	47
B Questionnaire.....	48
C Data Analysis.....	49
D Table Krejcie and Morgan, 1970.....	50
REFERENCES	

ACKNOWLEDGEMENT

First of all I want to acknowledge and praise to Allah S.W.T. with my deepest appreciation for giving the healthier and strength in completing this thesis. Without guidance and support from many parties in preparing this thesis, I may not complete this thesis according to deadline and not meet the classification needed in completing this thesis. My sincere thanks and appreciate to Madam Farah AhlamibintiMansor as a lecturer and my advisor for her commitment, energy and ideas starting from the start date of this research until the completed of this thesis.

I also greatly thankful to my supervisor Che KhairulAzhan bin Che Ahmad and his assistant Madam NurharyanibintiMohdAzami for their support and guidance during the internship program at Majlis Daerah Tanah Merah and providing the needed information until can completing this research project. Special thanks to my beloved parents, Zaini bin Hassan and Maimunah binti Mamat and my sibling for their never ending support and prayer during my study.

My continuing thanks to my friend for their support and opinion in completing the research project. I am also very grateful to all the respondent because without them to answering my questionnaire I cannot completed my research project on time and cannot provide a good finding through this study.

Last but not least, I would like to thank you to anybody who has helped me directly or indirectly in completing this study. Thank you again and hope Allah S.W.T will bless all of you.

Siti Norhafizah binti Zaini

January, 18, 2015

Faculty of Business Management

LIST OF TABLES

Table	Page
3.1 Calculation of Stratified Sampling.....	16
3.2 Validity of Instrument.....	19
3.3 Data Collection Procedure.....	19
3.4 Data Analysis.....	20
4.1 Age of Respondents.....	23
4.2 Gender of Respondents.....	24
4.3 Status of Respondents.....	24
4.4 Unit of Respondents.....	25
4.5 Rue of Thumb of Cronbach's Alpha.....	26
4.6 Comparison Reliability Analysis between Pilot Test and Actual Study.....	27
4.7 Descriptive Statistics.....	29
4.8 Rule of thumb Correlation size.....	29
4.9 Descriptive analysis of workload.....	32
4.10 Descriptive analysis for job control.....	33
4.11 Descriptive analysis for relationship with colleague.....	35
4.12 Correlation between job stress and job performance.....	36
4.13 Correlation hypothesis analysis	41

LIST OF FIGURES

Figure	Page
2.1 Conceptual Framework.....	12
4.1 Normality of the workload variable.....	31
4.2 Normality of the job control variable.....	33
4.3 Normality of the relationship with colleague variable.....	35
4.4 Scatterplot of the job stress.....	36
4.5 Scatterplot of the workload.....	37
4.6 Scatterplot of the job control.....	37
4.7 Scatterplot of the relationship with colleague.....	38