



**A STUDY ON THE RELATIONSHIP BETWEEN JOB STRESSORS  
AND JOB PERFORMANCE IN THE WORKPLACE**

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## **ABSTRACT**

This research was conducted to investigate the relationship between job stressors and employees' job performance in the workplace. For this research project, the researcher involved employees who work in the public sector. Then, by using the sample random technique, all the questionnaires were distributed in all departments in that organization. After that, all questionnaires had been analyzed and came out with the findings. Based on the findings, it showed that, there were three job stressors that had been faced by the respondents such as work overload, role conflict and role ambiguity. But from all these job stressors, respondents agreed that the role conflict was the highest of job stress that can affect employees' job performance in the organization. Besides that, it can be concluded that work overload and role conflict had strong relationship with the job performance compared with role ambiguity that has very low relationship with the employees' job performance. From all these findings, it can be assumed that role ambiguity was one of the stress factors but it did not affect the employees' job performance in the organization. To improve the weakness in this research, a few suggestions of recommendation that had been made such as broadening the scope of research and the time of completing the research should be improved in the future in order to conduct a good research.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Background of the Study**

Stress is one of the most serious health issue and cause dominant problems for employees in various levels of management in the organization. More seriously, it can affect people at the some point of time in their life. When it occurs frequently, it also can affect health such as physical and mental. When we take a look in the situation of employees in the workplace, any types of stress causes have been experienced by them and more seriously when it affects their job performance. Stress can be defined as the external stimulus that gives pressure within the person (Kazmi, Amjad, and Khan, 2008) cited by Asma Irfan, Ayesha Farooqui, Fatima Amin, Fauzia Ali, Kawkab Yahya, Maiam Ikhlaq, Mehmooda Amjad, Nabeela Idrees & Sadia Noreen (2011) which can bring a positive or negative effect to the employees' job performance. In other cases, some people think that stress is the motivational force that can cause encouragement and support for employees that help them to proficiently complete their job. Stress is usually related with the job environment and the job itself. According to National Institute Occupational Safety and Health (1999) cited by Jungwee Park (2007), job stressors are defined as physical and emotional responses that occur when job requirement exceed workers' ability. According to Beehr and Newman (1978) cited by Linda Lee Larson (2004), stress can be categorized into three types which are physiological, psychological