



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

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## **ABSTRACT**

The main objective for this research was to determine the relationship between job stressor and job performance. It is about to identify if there are any relationship between job stressor and job performance in the workplace. The main independent variable job stressors that been studied in this research are work overload, role conflict and role ambiguity. One hundred and twenty questionnaires were distributed in Nihon Canpack (M) Sdn. Bhd. About 100 questionnaires were returned back and the missing questionnaires are 20 sets. The data was analysed using SPSS 2.0 software. The data showed the role conflict had the most influence on job performance for employees in the workplace. The most influence types of stressor that relate to job performance can be made to corrective action. For this research the method used were questionnaires as mainly to collect and analyze the data. The form of questionnaire is based on the job performance of the employee that has been influenced with the role conflict. Positive role conflict that was managed properly can increase the productivity in job performance and efficiency of the work. In conclusion, employer and employees play important role in managing job stressor and increase job performance.

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## CHAPTER 1

### INTRODUCTION

#### 1.1 Background of the Study

Stress is one of the most serious health issues and is the cause of dominant problems for employees at various levels of management in Nihon Canpack (M) Sdn. Bhd. It can affect anyone and everyone at some point of time in their life. When occurred frequently, it can also affect both physical and mental health. After observation of the employees' situation at the workplace, it can be said that many types of stress causes are being experienced by them and more seriously affecting their job performance. Stress is 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 Ikhlqa, 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 helps 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 exceeds workers' ability. According to Beehr and Newman (1978) cited by Linda Lee Larson