

THE IMPACT OF JOB STRESS FACTORS TOWARDS JOB PERFORMANCE
IN IPOH TOWN COUNCIL, PERAK

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ABSTRACT

Job stress is a growing concern in the current state the economy, where employees increasingly face conditions of overwork, job insecurity, low levels of job satisfaction, and lack of autonomy. Job stress has been shown to have a detrimental effect on the health and well-being of employees, as well as a negative impact on workplace productivity and profits. There are measures that employees and organizations can take to relieve the negative impact of job stress or stop it from arising. However, employee first need to learn to recognize the signs that indicate they are feeling stressed out, and employers need to be aware of the effect that stress has on their employees' health as well as on company returns. Therefore, employers need to take action on stress level in the workplace.

The aim of this study was to identify the impact job stress factors toward job performance at Management Services Department of Ipoh Town Council, Perak. The study will be useful to lay down further to address specific problems related to job stress and will act as secondary data for future research. The specific objective were determine the factors that lead to job stress and the impact job stress performance. In carrying out the study, random sampling technique will use to select employees of different department from one of the department in Ipoh Town Council, Perak and adopted survey questionnaire from previous study will be use as collected data.

From the overall findings, this study were reliable and normally distributed. The researcher were also measured the correlations between the three independent variables and dependent variable. Therefore, based on the results it can conclude that there is not much stress occurs by the employees of the Ipoh Town Council, Perak.

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TABLE OF CONTENTS

ABSTRACT -----	i
ACKNOWLEDGEMENT -----	ii
TABLE OF CONTENTS -----	iii
LIST OF TABLE-----	v
LIST OF FIGURE -----	vi
CHAPTER 1	
INTRODUCTION -----	1
Background of the Study -----	1
Statement of the Problem-----	3
Research Objectives-----	4
Research Questions-----	5
Significance of the Study -----	5
Limitations of the Study -----	6
Definition of Terms -----	7
CHAPTER 2	
LITERATURE REVIEW -----	8
Job Performance -----	8
Stress -----	9
Sub-topics-----	10
Conceptual Framework -----	15
CHAPTER 3	
METHODOLOGY-----	17
Research Design -----	17
Sampling Frame -----	17
Population -----	18
Sampling Technique -----	18
Sampling Size-----	18
Unit of Analysis-----	18
Data Collection Procedures -----	19
Instrument -----	19
Validity of Instrument-----	19
Data Analysis -----	20

CHAPTER 1

INTRODUCTION

Background of the Study

According to Laiba, Anum, Muhammad Akram and Kashif (2011) job performance can be defined as an action where an employee is able to complete the task effectively that given to him or her in terms of quality and quantity expected from employer by focus to the fully utilization of the available resources that organization provided. In addition, job performance also measures the level of accomplishment of business and social objectives and responsibilities from the perspective of the judging party (Hersey and Blanchard, 1993). Besides that, job performance is often viewed as the degree to which employees complete their job duties, responsibilities and assignments effectively (Ashforth and Saks, 1996; Dubinsky, 1992). Moreover, job performance also refers to “the level of productivity of an individual employee, relative to his or her peers, on several job-related behaviours and outcomes” (Babin and Boles, 1998).

Furthermore, Shore and Barksdale (1995) stated that job performance is a major importance for the management in organizations. In a study conducted by Somers and Birnbaum (1998), have found that relationship between stress and employee job performance, and can be conclude that job stress is clearly related with employee job performance.

Job performance is depends on innovation, enthusiastic, commitment, and creativity by the employee in organization. It is important for the organization achieving their goals (Ramlall, 2008). High level of productivity and high level of job performance by the employee are also important for stabilizing economy such as improve the living standards, higher wages, increase