

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE
AND POLICY STUDIES**



**STRESS AMONG UITM SABAH STAFF IN UITM
KOTA KINABALU, SABAH.**

**NURFAZIZI BINTI BEDU
2018287578**

**HAREZZAH BINTI HARUN
2018264862**

JULY 2020

ACKNOWLEDGEMENT

First, a very grateful to The Almighty God for each step that we take in completing this research of study. This research study also becomes a reality with the kind of support and help from many individuals and we would like to thank them so much. We would like to express sincere gratitude to the UiTM Kota Kinabalu, Sabah for letting us be a student here on the very first day.

We would like to thank our supervisor Dr. Asri Salleh, who always helping, assist, support, motivation, and teaching us since the day one of our bachelor's degree in doing this research study. His guidance helped us in all the time in doing the research and writing this research paper which we could not have imagined having a better supervisor and mentor for our bachelor's degree in UiTM Kota Kinabalu, Sabah.

Besides our supervisor, we would like to thank Madam Dg. Siti Noor Saufidah Hj. Ag Mohd Saufi in assist and teaching us using the SPSS calculation. Other than that, we also thank to Madam Jennifah Binti Nordin for teaching us in making the proposal paper during semester 5 to making this research study run smoothly.

Next, we would like to thank to all the respondents who gave cooperation in answering the questionnaire that been given to them. Moreover, we also want to thank our all course mate who also contributed either directly or indirectly in completing this study. Finally, we would like to thank our family, for being supportive and motivating to us in completing this research of study in UiTM Kota Kinabalu, Sabah.

CONTENTS

Clearance of Submission	i
Declaration of Original Work	ii
Acknowledgement	iii
Table of Content	iv
List of Figure	vi
List of Table	vii
Abstract	viii

CHAPTER 1: INTRODUCTION

1.0 Introduction	1
1.1 Background of the study	1
1.2 Problem Statement	2
1.3 Research Questions	3
1.4 Research Objectives	3
1.5 Scope of the study	3
1.6 Significance of the Study	3
1.7 Definition of terms/concepts	4

CHAPTER 2: LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.0 Introduction	6
2.1 Stress	6
2.2 Stress at the workplace	9
2.2.1 Stress as a Global at workplace	9
2.2.2 Stress at Workplace in Malaysia	10
2.3 Factors that lead to stress among Academic and Non-Academic staff at the workplace	13
2.4 Stress and Socio-demographic	17
2.5 Conceptual Framework	19
2.5.1 Factors of Stress	19
2.5.2 Socio-Demographic	19
2.5.3 Stress among UiTM Sabah Staff	19

CHAPTER 3: RESEARCH METHODOLOGY

3.0 Introduction	20
3.1 Research design	20
3.2 Unit of analysis	20
3.3 Sample size	20
3.4 Sample technique	22
3.5 Measurement/Instrument	22
3.5.1 Respondent Information	23
3.5.2 Stress at Workplace	23
3.5.3 Factors of Stress	23
3.6 Data collection	23
3.7 Data analysis	24
CHAPTER 4: FINDINGS AND ANALYSIS	
4.0 Introduction	25
4.1 Reliability	26
4.2 Descriptive Statistic	27
4.3 Spearman Rho-Research Findings Objective One (1)	36
4.4 Kruskal Wallis Analysis-Research Finding Objective Two (2)	37
CHAPTER 5: DISCUSSION AND CONCLUSION	
5.0 Introduction	41
5.1 Discussion	41
5.1.1 RO1: To investigate the relationship between factors of stress and stress.	41
5.1.2 RO2: To determine the significant different between stress and selected socio-demographic (Age, Income, Marital Status, and Level of Education).	45
5.2 Implications of the Findings	48
5.3 Limitation of the Studies	51
5.4 Recommendation	52
5.5 Conclusion	53
References	55

ABSTRACT

Stress is a situation in which someone feeling emotional or physical tension from any event or thought that makes them feel angry, nervous, and frustrated. If stress still not being handle, the individual may give a bad impact on their health. There are several types of stress that also contributed to harm individual health especially if the individual was facing with severe Distress at workplace. The purpose of this study is to investigate the factors and relationship of stress between selected socio-demographic among UiTM Sabah Staff in Kota Kinabalu. The questionnaire consists of three parts which are Socio-demographic, Stress Level, and Factors of Stress such as Workloads, Career Development, Social Support, and Time Pressure were measured using Likert's 5 scales. There are 150 respondents were selected using Snowball sample techniques which participate by UiTM Sabah Staff from academic and non-academic staff. By using the Spearman Rho and Kruskal Wills which indicate as non-parametric methods to show the comparison and association between the variables. The finding shows that factors that may lead the Staff of UiTM Sabah facing stress at the workplace are Workloads, Social Support, and Time pressure. Meanwhile, Career development also one of the factors but do not have any correlation between the level of stress among UiTM Sabah Staff. Thus, the significant difference between stress and selected socio-demographic (Age, Income, Occupation, and Level of Education) has been determined.