



**AN ANALYSIS OF WORK STRESS AMONG BANK  
EMPLOYEES:  
A CASE STUDY OF BANK RAKYAT HEAD QUARTER**

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## **ABSTRACT**

This paper's main objective is to investigate factors that influence work stress among bank employee. Besides that the main factors that influenced the work stress among bank employee was also being studied between age, marital status, organizational, and environmental forces. Significant difference between the work stress among bank employee was also identified. Respondents in this research comprised of 200 employee in Bank Rakyat Head Quarter. The questionnaire used to analyse work stress and the possible factors that influence respondents on work stress was designed based on the previous research. About 200 set of questionnaire form and Google Form were distributed to the Bank Rakyat employee and the response rate was 100%. The answers were analysed by several statistical test methods using Statistical Package for Social Science (SPSS) version 21.0. Based on Multiple Regression analysis, it was identified that age and marital status factor is the main factor that influence work stress among bank employee. The implication and limitations of this research also were discussed. Suggestions and recommendations for management of Bank Rakyat, and future researcher were also given. The variables considered are age, marital status, organizational and environmental. The sample of this study will be collect using questionnaire, which will distribute randomly to employee in Bank Rakyat Head Quarter within period over 16 weeks from February 2016 until Jun 2016.

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## **CHAPTER 1 INTRODUCTION**

### **1.1 INTRODUCTION**

In this introduction chapter, nine main areas of interest will be discussed. The first section will be an explanation of the background of the study. The second section will enlighten about the problem statement. The third part will be the research objectives and the next, research questions will be presented. The fifth section will present the scope of the study will be discussed in the following section. The sixth section is about the significance of the study whereas the seventh section will discuss about assumption. The eighth section is about limitation of study and the final section is the definition of terms in this research will be further discussed.

### **1.2 BACKGROUND OF THE STUDY**

There's no doubt, society have high sense value of respect for people that working at a giant institution or company especially if it is from banking constitution. Banking institution often view as a place that only the richest and successful person only assuming the salary is so promising. On the other hand, only a few people knew the obstacles and trouble ones need to overcome if ones work in banking institution. Locally, Bank Rakyat is not a strange name anymore. Bank Rakyat known as one of the bank that practices Syariah compliant as one of their protocol and policies in order to serve customer and gain profit in a way of Islam. As any type of job, ones will have to deal with