

**A CASE STUDY ON STRESS MANAGEMENT AMONG  
EMPLOYEES OF MAYBANK AT JERANTUT,  
MENTAKAB AND TEMERLOH PAHANG**

**SITI AZWANI BINTI ABDULLAH  
BACHELOR IN OFFICE SYSTEM MANAGEMENT  
(HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)  
FACULTY OF BUSINESS MANAGEMENT**

**JULY 2013**

## **ABSTRACT**

Stress is a common feeling or emotion that everyone will be faced. The purpose of this study is to explore how employee managed his or her work related stress specifically in banking sector. The scope of this study is all the staff at Maybank in Jerantut, Mentakab and Temerloh. The descriptive study used a random sampling technique. The methodology used in this study was questionnaires. The data collected was analyzed using the Statistical Package for Social Science (SPSS, Version 20.0). Random sampling has been used to conduct this research where a sample random is applied to choose the respondents. The major findings for this research are the main stressor affecting employee's performance, impact of stress on employee well-being, the way staffs cope with their stress and the program that organization was provided for their staff to manage stress. Thus, finding was found that Maybank have their own initiative in order to prevent their staff from stress such as providing training. The training was conducted by the academy itself. This study highlighted several recommendations in order to continuously improve their productivity. Maybank must upgraded their training for the staff. Indirectly, it will increase their productivity and the image of Maybank will be recognized and equitable around the world.

## **ACKNOWLEDGEMENT**

Thanks Allah SWT, because with His mercy we are able to complete my project paper to fulfill the requirements of the Research Methods course. This project could not have been written without the assistance and guidance of Puan Hajah Siti Khalijah Binti Majid who not only served as my supervisor but also encouraged and challenged me throughout my academic program. Along do this project paper, I get the obviously view about the stress management in banking sector that provided by Maybank. Also thanks to all of the classmates because give support and cooperation for this project paper. I am blessed to have both parents who have been the source of inspiration. I thank them all.

Siti Azwani Binti Abdullah

July, 2013  
Faculty of Business Management  
Universiti Teknologi MARA Malaysia

## TABLE OF CONTENT

|                                        | <b>Page</b> |
|----------------------------------------|-------------|
| LIST OF TABLE.....                     | i           |
| LIST OF FIGURE.....                    | ii          |
| ABSTRACT.....                          | iii         |
| ACKNOWLEDGEMENT.....                   | iv          |
| CHAPTER 1.....                         | 1           |
| Background of the study.....           | 1           |
| Statement of Problem.....              | 3           |
| Research Objective.....                | 6           |
| Research Questions.....                | 6           |
| Significant of Study.....              | 6           |
| Scope and Limitation of Study.....     | 7           |
| Terminologies.....                     | 8           |
| 1) Stress.....                         | 8           |
| 2) Work Related Stress.....            | 8           |
| 3) Stress Management.....              | 8           |
| 4) Employee Performance.....           | 8           |
| CHAPTER 2.....                         | 9           |
| Literature Review.....                 | 10          |
| Stress.....                            | 10          |
| Work Related Stress.....               | 12          |
| Factors that contribute to stress..... | 12          |
| Impact of stress in workplace.....     | 15          |
| Dealing with workplace stress.....     | 16          |
| Stress management program.....         | 18          |
| CHAPTER 3.....                         | 20          |
| Research Design.....                   | 20          |
| Sampling Frame.....                    | 20          |
| Population.....                        | 21          |
| Sampling Technique.....                | 21          |
| Sample size.....                       | 21          |
| Unit of analysis.....                  | 21          |

|                                                                            |    |
|----------------------------------------------------------------------------|----|
| Data collection procedures.....                                            | 21 |
| Instrument.....                                                            | 22 |
| Validity of instrument.....                                                | 22 |
| Plan for Data Analysis.....                                                | 23 |
| CHAPTER 4.....                                                             | 24 |
| CHAPTER 5.....                                                             | 41 |
| CONCLUSION AND RECOMMENDATION.....                                         | 41 |
| Introduction.....                                                          | 41 |
| Demographic background.....                                                | 42 |
| Research Question 1.....                                                   | 43 |
| Research Question 2.....                                                   | 45 |
| Research Question 3.....                                                   | 46 |
| Research Question 4.....                                                   | 48 |
| Research Question 5.....                                                   | 49 |
| Recommendation.....                                                        | 51 |
| Conclusion.....                                                            | 53 |
| References.....                                                            | 54 |
| Appendices.....                                                            | 57 |
| APPENDIX A: Agreement Form (Supervisor).....                               | 58 |
| APPENDIX B: Agreement Form (Co-Supervisor).....                            | 60 |
| APPENDIX C: Consultation Form.....                                         | 61 |
| APPENDIX D: Submission of Final Academic Report.....                       | 63 |
| APPENDIX E: Submission of Final Academic Report after<br>Presentation..... | 65 |