

AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student : Amir B Mohd. Hadi
Student I.D. No. : 2017314055
Programme : Master in Office Systems Management
Faculty : Business and Management
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Department In Eastern Pasific Industrial Corporation
Berhad (EPIIC) Kemaman, Terengganu.

Signature of Student :

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السَّلَامُ عَلَيْكُمْ وَرَحْمَةُ اللَّهِ وَبَرَكَاتُهُ

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Amir Bin Mohd Hadi

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Faculty of Business and Management

Universiti Teknologi MARA.

CHAPTER 1

INTRODUCTION

1.1 Background of the study

Stress means the body's response to physical, mental and emotional changes. Stress is common in human life. we cannot escape from good stress through the environment, body and mind. The cause of stress can be caused by stimuli or physical as well as emotional states. Stress is usually associated with various types of situations and conditions such as stress at work, stress in human relationships or stress from the environment.

Stress can also be associated as a feeling when a person experiences an unbearable burden on the individual's abilities. This burden exists due to various influencing factors such as financial resources, absence or workload, problems in daily relationships as well as other situations that can affect a person's emotions. According to Mohamad et al., (2015) stress usually involves two (2) categories that are both positive and negative. Stress can also have a positive impact on a person as a motivator to be more competitive in work, resilient, patient and have high motivation in going through daily life and survive to survive. The "flight-or-flight" mechanism can warn us when and how to respond to stress. However, if this mechanism is often used too easily, or too much pressure at one time, it can cause damage to a person's mental and physical health and make him fail to control emotions and can take drastic action beyond self-control. Stress can give a picture to a person according to the stressful situation he is facing for example, the stress of unemployment will give a thousand and one negative and positive path to a person. Negative actions that are often done such as suicide or committing the crime of theft to survive. Positive stress is known as 'eustress' which means a living situation in which a person faces the stress, space and opportunity or desired loss and their decision becomes something important to resolve.

Eastern Pacific Industrial Corporation Berhad ('EPIC') is an associate under Terengganu Incorporated (TI) of which 41% of its shares are owned by Terengganu

that can cause losses and unwanted things. However, today's busy world with more competitive change and progress in the workplace often looks like a roller coaster that is always moving fast on the right track. Short-term work situations such as work deadlines need to be completed, as well as ever-increasing demands can make employees feel anxious, short of time, and stressed by circumstances. A stress exceeds a person's ability to cope and fails to fight the stress, it will stop helping and begin to cause damage to one's mind and body as well as one's job satisfaction. If work stress interferes with work performance, health, or personal life, it is time to take action to overcome it. No matter what a person does to earn a living, or how stressful the job is, positive action needs to be taken to overcome or reduce overall stress levels and regain control at work as well as give self-confidence to continue producing quality products.

This study was conducted at Kemaman, Terengganu which has a population of 281,654 people. Stress in the workplace is often referred to as 'occupational stress' (Mphil, 2003). This research is focusing on strategies and management on how to overcome stress among employees in this private sector. There are problems and challenges in any sector of employment. This study also discusses the issues faced by employees that lead them to stress.

Conditions that may be subject to stress are conditions that are out of control or wild, beyond self-influence including disputes, accidents or desires of execution. Stress may be due to time constraints in producing work on time, assessment or by circumstances of increasing work demands, or pressures in the workplace environment such as, family demands, job weaknesses, or lengthy adventures (Michie, 2002).

According to Michie (2002), resources that can help and overcome stress, will be willing to think positively in meeting work demands faced in the workplace encompassing an employee's personal characteristics such as skills to cope with work stress (e.g., ability to solve problems, assertiveness and wisely determine next steps, time management) and work situations such as good work environment and social support. These resources can be enhanced with the support of all parties including the employer himself who needs to design or make investments in work infrastructure, training, management and good work practices, and the way work is organized. Many studies have

1.5 Significance of the Study

- Significance to researcher

This study can provide information on strategies and management methods that can be applied on employees' daily life-style and can help the researcher to have understanding on how much and to what extent these factors influence employees in handling their stress and managing their job also to increase to the existing literatures about stress management, can be used by other researchers to extend the study, etc.

- Significance to employees

This study can provide a clear understanding to employees on various types of strategy and management actions to overcome their daily life-style stress at their workplace.

- Significance to organization

This study can provide clear information to the organization on how to deal with stress on employers and employees in performing the tasks assigned to them efficiently and effectively without experiencing any stress, and the results can increase the productivity of both parties.

1.6 Scope of study

The main focus of this research is to study the stress among employees in the Management Department, EPIC Berhad. Respondents were easily approached and given a questionnaire for the purpose of data collection. This research focuses on employees working at EPIC Kemaman, Terengganu.