

**STRESS FACTORS THAT EFFECT EMPLOYEE  
BEHAVIOR AT PADITERAS NASIONAL BERHAD (BERNAS)**

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# **CHAPTER 1**

## **INTRODUCTION**

### **Background of Study**

In this century, most of the employee is facing with stress. This behavior affects their job performance and also somehow affects the organization. Employer and all employees should show a good behavior in the organization. A good behavior of each employee also can be a mirror or image to company identity as cited by (Albert, 2010).

In addition, without a good practice of behavior, the organization could not operate well and may cause many problems. Behavior itself comes from two factors, which is internal and external factor. Internal factor come from the organizational itself, while the external factor comes from outside of the organization for example financial, health and personal problem.

Based on the pass research a leader also should play a main role in shaping their staff behavior, as a leader is the backbones of the society in the organization. All those factors that occurred may also course from the leader who do not concern about the external factor, as the external not clearly seen by an individual. From this, any misunderstanding between employer and employees may occur in the organization. Because of the misunderstanding, the employee can be less respect to the leader and affect the employee performance or commitment in the organization.

To retain a good behavior in organization, employee needs to motivate his or her own self-first. It is because, only employee their self know what is actually occur by the external factor. At the same time, employee should not mix up their problem between the personal problem and commitment in the workplace.

Therefore, organization plays vital role to motivate the employee in reducing their stress as well as they need to perform well in order to achieve organization goals.

### **Statement of the Problem**

It is important to recognize that the stress reaction is a normal part of human functioning. (Teressa, 2012). In this era of globalization, something will be harder or more complicated due to the modern life. This is because the modern the life the more the problem occur towards an individual or organization. For example that we can clearly see nowadays like, living cost are higher but the monthly come of individual is lower. This would be the main problem in this modern life.

In addition, the behavior of an individual leads the organization to achieve some goals. Some organization believes the better the behavior the better the work performance. Research has shown that employees with improved morale are likely to be more productive as a result of an increased sense of responsibility to the employer and an improved overall job satisfaction (Shiney and Crossley, 2010). In term of work performance, it is very important in order to have some quality tasks that need to be done. Sometimes, an individual behavior controls everything which affects the work performance. The bad behavior will lead to bad outcomes.

The problems which always occurred in the organization may be from internal or external factors. But some organization also believes that bad behavior strongly caused by external factors. External factors are way too serious compared to internal factors. This is because external factors are different and wide, appear in very large aspects for example financial, health, personal problems and more.

### **Research Objective**

The objective of the study is to determine the effect of external factor of individual behavior in organization. The specific objectives are to:

1. To measure either financial status of employee effect individual behavior in the organization
2. To identify the growth of technology that effect employee behavior in organization
3. To identify the employee's family problem toward the positive or negative attitude
4. To measure the living environment of employee that might affect employee attitude in workplace.

### **Research Question**

1. Does financial status affect individual behavior in organization?
2. Does the technology affect employee behavior in organization?
3. Does the employee's family problem drive to the positive or negative attitude?
4. Does the living environment of employee can affect employee attitude in workplace?