



**THE FACTOR INFLUENCE OF WORK STRESS AMONG  
BANK EMPLOYEES:  
(BANK RAKYAT AT SIMPANG TIGA BRANCH,  
KUCHING, SARAWAK )**

**NORAINA BINTI RAHIM  
2013160973**

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## **ABSTRACT**

Work stress is the adverse reaction people have to excessive pressures or other types of demand placed on them at work. Stress is not an illness but it is a state. However, if stress becomes too excessive and prolonged, mental and physical illness may develop. Workplace stress is to be expected. Stress is a natural human response to its environment. In fact, moderate levels of stress are considered essential motivators. However, high levels of stress have the capacity to greatly impact physical and emotional health. As leaders, it is our responsibility to assess and manage levels of stress in the workplace to ensure a safe and productive work environment. This study attempts to investigate the factor that influences the work stress among Bank Rakyat employees at Simpang Tiga branch, Kuching, Sarawak. There are several factors that influence the work stress such as personal factors, organizational factors and environmental factors. The study will use a quantitative method approach. The primary data collection will be through survey questionnaire which is will distribute to the employees.

## CHAPTER 1 : INTRODUCTION

### **1.1 : Introduction**

This chapter will discuss about the background of the study, problem statement of the study, research question, research objective and significant of the study. This research is focused on factor that influence the work stress among Bank Rakyat employees at Simpang Tiga branch, Kuching, Sarawak.

This research will discuss about the dependent and independent variables. Dependent variable in this study is the factor of work stress and the independent variables are personal factors, organizational factors and environmental factors.