



**“A STUDY ON FACTORS INFLUENCING STRESS AMONG
WORKERS AT MALAYSIA AIRPORTS HOLDING BERHAD”**

IBRAHIM BIN ZAZALI

2009596575

BACHELOR OF BUSINESS ADMINISTRATION (HONS)

HUMAN RESOURCES

UNIVERSITI TEKNOLOGI MARA BANDARAYA MELAKA

DISEMBER 2011

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Acknowledgement

I would start by praising Allah for giving me strength and well being in completing this study. I wish to acknowledge everyone who helped me on my research and in the preparation of this thesis. I would like to express appreciation to Mr. Masanuri Bin Mothar for his advice, understanding, patience and guidance throughout the period of study. I am also thankful for their help in finding a suitable number of subjects for the study and giving me chance to explore various types of data which being very helpful in completing this thesis.

Beside that, I would also like to extend my gratitude to Mr. Harun Bin Shaudin for his immeasurable advice, and constant support, in the course of this work, and also my family who supported and encouraged me all the time. I do take this opportunity to acknowledge my friends, course mates and seniors whom have shared their experiences and ideas from development of their own thesis and provide invaluable amount of guidance for my research.

Finally, I would like to thank the employee in Client Office, Malaysia Airports, for being kind enough to share their information and being helpful all the time.

ABSTRACT

Now-a-days everyone talks about stress. It is cutting across all socio economic groups of population and becoming the great leveler. Not only just high pressure executives are its key victims but it also includes labourers, slum dwellers, working women, businessmen, professionals and even children. Stress is an inevitable and unavoidable component of life due to increasing complexities and competitiveness in living standards. The speed at which change is taking place in the world today is certainly overwhelming and breathe taking. In the fast changing world of today, no individual is free from stress and no profession is stress free. This research will determine which of the factor between demographic factor, organizational factor and interpersonal relationship have the most influence factor on stress. A Likert-type scale has been developed and tested in this study. The result of this research were obtained by using methods analysis such as reliability test, frequency distribution, and pearson correlation. Pearson correlation was using to identify the relationship between the independent variable and dependent variable. The process of analyzing and interpreting of data was presented through tables.

Table of Content	Page
Acknowledgement	
List of Table	
Abstract	
Chapter 1	
1.0 Introduction	1
1.1 Background of Company	1
1.2 Background of Study	4
1.3 Problem Statement	6
1.4 Research Objective	6
1.5 Research Question	6
1.6 Significance of Study	7
1.7 Scope and Coverage of the study	8
1.8 Limitation of Study	8
Chapter 2	
2.0 Introduction	9
2.1 Stress	9
2.2 Demographic Factor	10
2.3 organizational factor	14
2.4 Interpersonal Relationship	15
2.5 Theoretical Framework	16
2.6 Hypotheses	16

Chapter 3

3.0	Introduction	17
3.1	Research design	17
3.2	Data Collection Method	19
3.3	Data Analysis	20

Chapter 4

4.0	Introduction	22
4.1	Reliability	22
4.2	Frequencies and Characteristics of Respondents	23
4.3	Hypotheses Testing	36
4.4	Correlation	37

Chapter 5

5.0	Introduction	40
5.1	Conclusion	40
5.2	Recommendation	41

6.0	References	46
------------	-------------------	-----------

7.0	Appendix	50
------------	-----------------	-----------