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**EFFECT OF OCCUPATIONAL STRESS TOWARDS JOB  
PERFORMANCE**

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## CHAPTER 1

### INTRODUCTION

#### 1.1 Introduction

Occupational stress has nowadays become a prevalent state in everyday human life especially among different employees at various levels of job. On the one hand occupational stress is the motivational force and on the other side it is the cause of depression. In fact the lack of stress is the end of life, as there is no enthusiasm towards the accomplishment of goals (Fouzia Ali 2009). In contrast, stress can also be a cause of inspiration for an employee that helps them to efficiently perform their job. Moreover, stress is a universal factor that continuously disturbs the life of an individual either directly or indirectly. Every individual of the society is facing stress with its different forms and impacts.

According to Kazmi, Amjad, and Khan (2008), occupational stress is considered as the external stimulus that initiates the strain within the person and such a stimulus may bring a positive or negative effect upon the performance of an employee on the job. In this study, we are going to determine whether stress can causes the imbalance in one's life where it may improve the efficiency of the individual or badly affect the health, attitude and performance of the individuals.

As John Herman (2000) said, moderate stress in many cases increases productivity and can be pleasant for some people. But higher levels of stress can

## CHAPTER 2

### LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

#### 2.1 Literature review

This chapter includes with a brief description of stress, the discussion of types of stress and the description of how stress can affect toward employee's job performance.

A mainstream group of employees articulated that their organizations did not care for its employees and sometimes employees don't like to work with their organizations indicating high levels of occupational stress among them and majority were between the age brackets of 26-35 years. Misfit with organization, no part in decision making, were reported main causes of stress as well no control over work environment, personality traits, lack of relaxation along with ambiguous rules affect employees performance (Meneze 2005). In this study, we are going to identify whether a better managed employees are more cooperative and serve as assets for an organization and when their stress is ignored by the employer the results are increased absenteeism, cost, low productivity, low motivation and usually legal financial damages.

Robert Harrold and Michael Wayland (2002) reported that increasing stress affects morale, productivity, organizational efficiency, absenteeism, and profitability for both individuals and the organization. The problem for today's

## CHAPTER 3

### RESEARCH METHOD

The purpose of this study is to identify the effect of the occupational stress towards job performance. This chapter highlights the research design, sampling frame, population, sampling technique, sampling size, unit of analysis, data collection procedures, survey instrument, and validity of instrument in gaining information and data to answer the research question.

#### 3.1 Research design

Descriptive research is chosen as the research design. According to Nathan (2007), descriptive research is designed to describe the characteristics or behaviors of a particular population in systematic, often providing leads in identifying required changes or improvement and may be used to explore the relationship between two or more variables.

#### 3.2 Unit of analysis

The unit of analysis for this research paper is the employees that working at Bangunan Sultan Iskandar Kuching. The respondent will be focus on the administrative support employees range from N1 to N41.