

**STRESS FACTORS EFFECT EMPLOYEE BEHAVIOR IN WORKPLACE AT
NATIONWIDE EXPRESS COURIER SERVICE BERHAD**

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CHAPTER 1

INTRODUCTION

Background of Study

In this century, most of the employee faced with stress. This behavior will affect their job performance and somehow will affect 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). According to the (Goethe, 2003), he mention that behavior is the mirror in which everyone shows their image. The organization also should play a main role in shaping their staff behavior.

In addition, without a good practice of behavior, the organization could not operate well and may course many problems. Behavior itself may come from two factors, which is internal and external factor. Internal factor may 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 not to mixing 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

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. Work performance is very important in order to have some quality tasks that need to 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. However, some organization also believes that bad behavior are strongly cause by external factors. External factors are excessively 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.