

**STRESS FACTORS THAT EFFECT EMPLOYEE  
BEHAVIOR IN ORGANIZATION AT  
PUBLIC SERVICE DEPARTMENT OF MALAYSIA (JPA)**

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## CHAPTER 1

### INTRODUCTION

#### 1.1 Background of Study

In this century, most of the employee faced with stress. This behavior will effect their job performance and also 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 be operate well and may cause 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 past 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.*