

**THE IMPLICATIONS OF STRESS TOWARDS EMPLOYEE'S JOB PERFORMANCE AT
UNIVERSITY COLLEGE BESTARI, SETIU TERENGGANU.**

Prepared for:

MADAM NOOR DALILA BINTI MUSA

Prepared by:

**NOR HASIMA BINTI ABD AZIZ
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT**

December 2014

TABLE OF CONTENTS

	Page
ABSTRACT.....	i
ACKNOWLEDGEMENT.....	ii
LIST OF TABLES.....	iii
LIST OF FIGURES.....	iii
CHAPTER 1.....	1
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem.....	3
Research Objective.....	6
Research Questions.....	6
Hypothesis.....	6
Significant of the Study.....	7
Limitations of the Study.....	8
Definition of Terms.....	9
CHAPTER 2.....	11
LITERATURE REVIEW.....	11
CHAPTER 3.....	19
METHODOLOGY.....	19
Research Design.....	19
Sampling Frame.....	19
Population.....	19
Sampling Technique.....	20
Sample Size.....	20
Unit of Analysis.....	20
Data Collection Procedures.....	20
Survey Instrume.....	21
Validity of Instrument.....	22
Data Analysis.....	23
CHAPTER 4.....	25
Findings & Data Analysis.....	25
CHAPTER 5.....	36
Conclusions and recommendations.....	36
REFERENCES.....	41
APPENDIX.....	45

ABSTRACT

The purpose of this study is to find out the factors of stress that affecting employees' job performance among the staff in University College Bestari (UCB). The objective of this study is to investigate the factors of stress that can influence employees' job performance and to study the effect of stress on employees' job performance. Besides that, 92 questionnaire have been distributed among the staff in order to achieve the objectives of the study. The data collected are then analyzed by using SPSS program. The statistical analysis that used in this study are Descriptive statistic and Pearson correlation and coefficient statistic. The result found that all variables are reliable and significantly affected the relationship between independent and dependent variables. It was also found that the non-work factor is the most elements that affect employees' job performance. Thus, some recommendations have been suggested in order to improve the employees' job performance.

ACKNOWLEDGEMENT

In the name of Allah, the Most Beneficent and the Most Merciful

All praises to be Allah, the Creator and Guardian of the universe. Praise and peace be upon our Prophet Muhammad S.A.W., the Messenger of Allah, his family and his companions from whom we gain the enlightenment.

My sincere appreciation is extended to those whose help, encouragement and understanding this research report could not have been possible in order to fulfilling the requirement of the Research Methods course. First and foremost, I would like to express my sincere gratitude, heartfelt and deepest appreciation to my supervisor Madam Noor Dalila binti Musa for her dedication, encouragement, enthusiasm and guidance accorded to me throughout the semester.

A special thank you and appreciation goes to my Research Methods lecturer, Dr. Mas Anom b. Rashid for her generous guidance and advice in accomplishing this research report. I feel blessed to have my parent who has been the source of inspiration, support me whenever I feel down and always am there for me. I thank them all.

Lastly, my appreciation goes to my fellow friends who have been helping by sharing ideas and suggestions in accomplishing this research. Thank you.

Nor Hasima bt Abd Aziz
Bachelor in Office Systems Management (Hons.)
Universiti Teknologi MARA Jengka, Pahang.

LIST OF TABLES

Table	Page
3.1 Data Analysis.....	17
4.1 Survey Return Rate.....	25
4.2 Rules of thumb about Cronbach's Alpha Coefficient Size.....	26
4.2.1 Reliability Analysis for Variables.....	26
4.3 Normality Analysis.....	27
4.3.1 Normality Analysis for Variables.....	27
4.4 Demographic Statistics.....	29
4.4.1 Position Level.....	29
4.4.2 Marital Status.....	29
4.4.3 Gender.....	30
4.4.4 Age.....	30
4.4.5 Educational Level.....	31
4.4.6 Years of Service.....	31
4.5 Mean Score Range.....	32
4.5.1 Descriptive Statistic for Independent Variables.....	33
4.5.2 Descriptive Statistic for the Variables.....	33
4.6 Rules of Thumbs for Correlation Coefficient Size.....	34
4.6.1 Pearson Correlation Statistic.....	34

LIST OF FIGURES

Figure	Page
2.1 Theoretical Framework for the Factor of Stress.....	16
2.2 Theoretical Framework for the Factor of Stress.....	16
2.3 Conceptual Framework.....	17