

**THE RELATIONSHIP BETWEEN ROLE OVERLOAD,  
ROLE CONFLICT AND ROLE AMBIGUITY ON JOB  
STRESS AMONG EMPLOYEES AT KEMENTERIAN  
PERDAGANGAN DALAM NEGERI, KOPERASI DAN  
KEPENGUNAAN TEMERLOH**

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**DECEMBER 2016**

## ACKNOWLEDGEMENT

First of all, I would like to express my sincere gratitude to Universiti Teknologi Mara (UiTM) for allowing me to gained experiences and exposure toward the introduction of Academic Project (ASM 662).

I would like to give my gratitude to my supervisor, Madam Rozita binti Mengen, without the guidance and support, it will be hard for me to continue doing this academic project. The sacrifice and willingness to help really motivate me in doing this thesis.

Last but not least, I would like to thank my family especially my parents and siblings for supporting me spiritually unconditionally throughout completing this academic project in general. Also, given gratitude towards my team member, Siti Aisyah binti Yaakub because without the contribution, supports and motivation, it will be hard for me to complete the academic project within the due date. Thank you for those who gave their support directly or indirectly in the completion of this academic project. May Allah S.W.T. repay all your kindness.

Thank you.

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December 2016  
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## ABSTRACT

The study was conducted in order to identify the relationship between Role Overload, Role Conflict and Role Ambiguity on Job Stress. According to previous research, stress has become a worldwide phenomenon, which occurs in various forms in every workplace. Most of the causes of work stress concern the way work is designed and the how organizations are managed. Role overload occurs when people feel inconsistency between the time required to finish the task and the time available for them. Role conflict can be defined as when individuals simultaneously perform multiple roles and they conflict each other. Role ambiguity is another factor that leads to job stress, thus it occurs when the expectations, objectives, responsibilities have not been clearly designed for employees. The questionnaires were distributed to 30 respondents at KPDNKK Temerloh by using simple random sampling technique.

The findings of data clearly show that mean for Role Conflict is weak positive and significant relationship with Job Stress while Role Overload and Role Ambiguity have no significant with Job Stress. Therefore, the Hypothesis 1 and 3 was rejected and Hypothesis 2 is accepted.

Majority of the respondents at KPDNKK Temerloh is female and were married. Most of respondents have working experience above 9 years. The findings show among Independent Variables, Role Conflict give most influential factor to Job Stress.

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