

**FACTORS THAT ASSOCIATED WITH STRESS ON  
ORGANIZATIONAL PERFORMANCE AT TENAGA NASIONAL  
BERHAD, NEGERI SEMBILAN**

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## ABSTRACT

The purpose of this study was to investigate the factors that associated with stress on organizational performance in Tenaga Nasional Berhad (TNB), Negeri Sembilan. This study also uses to identify the current problem face by the employees. As Tenaga Nasional Berhad (TNB), Negeri Sembilan is the only electrical supplier in Seremban, an organizational performance is important to maintain their quality. Thus, it is very important to take care of level of stress among employees to ensuring they will provide the best service and a quality to customers. Employee's satisfaction can improve the image of that organization profit as well as attracting more customers/vendors to enroll at Tenaga Nasional Berhad (TNB) to use their services. As Tenaga Nasional Berhad (TNB), Negeri Sembilan is the only electrical supplier in Seremban, an organizational performance is important to maintain their quality.. This study was carried out at TNB, Negeri Sembilan which had several department which is Administrative, Human Resource, Financial, Customer Services, Technical, Mechanical and electrical, and Network. Besides that, this study was focused on factors that associated with stress towards organizational performance by employees of TNB, Negeri Sembilan. The factors of stress has been measured based on three elements which are role ambiguity and role conflict, workload and work condition. The sampling technique used in getting the sample size is stratified random sampling.

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