



**PERSONALITY , WORK LIFE BALANCE AND COMMUNICATION  
COMPETENCE AMONG TECHNICAL AND NON TECHNICAL STAFF ON  
OCCUPATIONAL STRESS**

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## ABSTRACT

Nowadays people are focusing on work to have a better income to be able afford up to date lifestyle. Because of this many employees tend to be stress at workplace to be able to achieve their goal. As this not only impact the performance of the employee but also towards the organization itself. The purpose of this research is to see how the personality, work life balance and communication competence among technical and non technical staff on occupational stress. This paper is measured by quantitatively surveyed 305 respondents among technical and non technical employees of the Cahaya Mata Sarawak Sdn. Bhd. From this research, argument can be made as employees are failed to balance their personal life, work life balance and communication competence. In addition, personal character of personality will focused on the big five personality which is conscientiousness, emotional neuroticism, openness to experience, extraversion and agreeableness found contributes to the occupational stress especially during their working hours.

***Keywords*** - *Personality, Work life Balance, Occupational Stress, Communication Competence*

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# **CHAPTER ONE**

## **INTRODUCTION**

### **1.0 INTRODUCTION**

The purpose of this research is to study the personality, work life balance and communication competence among technical staff and non-technical staff on occupational stress. The research is focus on occupational stress can be defined as a pressure in the work environment or as the change in one's physical or mental state in respond to environment workplace. There are two kind of stress, which can be good that help boost the mood of the employee and also bad experience that may negatively effect the workspace environment. There are few factor that can caused occupational stress such as personality, work life balance and communication competence. The personality can be classified into Five types which is extroversion, agreeableness, conscientiousness, neuroticism and openness. Thus, important for employer know the employee personality to cope with occupational stress to shows how they can handle pressure and whether or not their personality helps them or make them more stress. Work life balance also important in managing occupational stress as the division of one's time and focus between working and family or leisure activities. Lastly, communication competence is the phase of the correspondence procedure and the communication ability of the employee.