

**MANAGEMENT OF STRESS: USE OF INFORMATION SYSTEMS IN  
MANAGING STRESS WITHIN THE LOWER RANK SOLDIERS IN A  
MILITARY ORGANIZATION**

**A Thesis Submitted to College of Business in Partial  
Fulfillment of the Requirement for the Degree  
Master of Human Resource  
Universiti Utara Malaysia**

**By**

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## **ABSTRACT**

Stress in workplace is not a new phenomenon for it is known to have a negative impact upon the business world as well as to the military organization. Stress is a dynamic condition in which an individual is confronted with an opportunity, constraint or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important. There are many causes of stress in which few include low morale, sickness and diseases, personal problem, workload, lack of job satisfaction, poor working environment, leadership and change of technology. This thesis studied and researched was conducted to determine the relation of stress having the independent variables, job satisfaction, working environment and utilization of technology (HRIS). It is desired that this research would provide a positive input in the process of management of stress of the lower rank soldiers, especially to the Commanding Officer and officers as leaders in the military organization.

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**CHAPTER 1**

**1.0 INTRODUCTION**

Stress in the military organization can cause many effects to soldier's mood, productivity, attitudes and relationships between soldiers and the organization as well as between themselves. Stress can result in significant productivity losses, low performance and administrative expenditures. Many factors happen to be the causes of soldiers stress. Hence, stress has become a major problem happening in the workplace. Stress in the military is not widely researched even though the problem is occurring in most organizations. Considerable research on this topic has concerned the links between stress from work and work related attitudes such as organizational commitment and job satisfaction. Stress and other withdrawal behaviors reflect invisible attitudes such as job dissatisfaction, low level of organizational commitment, or an intention to quit. According to this view, a soldier who is stressed consciously or unconsciously expressing negative attachment to the organization. Furthermore, for a lowly committed or dissatisfied soldier, stress can have a negative role. It may provide him or her opportunity to avoid the negative emotions associated with work. On the other hand, soldiers who are highly satisfied with their jobs or strongly committed to the organization will avoid withdrawal behaviors and maintain continued attachment to perform work.

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