THE IMPACT OF JOB STRESS ON JOB SATISFACTION AMONG UNIVERSITY STAFF: CASE STUDY AT JABATAN PEMBANGUNAN, UNIVERSITY SAINS MALAYSIA (USM), PULAU PINANG.

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THE IMPACT OF JOB STRESS ON JOB SATISFACTION AMONG UNIVERSITY STAFF: CASE STUDY AT JABATAN PEMBANGUNAN, UNIVERSITY SAINS MALAYSIA (USM), PULAU PINANG.

A thesis submitted to the College of Business in partial fulfillment of the Requirements for the degree Master of Human Resource Management Universiti Utara Malaysia

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I certify that the substance of this thesis has not been already submitted for any degree and is not currently being submitted for and other degree or qualification.

I certify that any help received in preparing this thesis and all sources used have been acknowledged in this thesis.

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ABSTRACT

This article investigates the relationship between job stress and job satisfaction. The determinants of job stress that have been examined under this study include, role conflict, workload pressure, homework interface, role ambiguity, and performance pressure. A convenience sample of 150 university staff from Universiti Sains Malaysia (USM), Pulau Pinang. The results show there is a significant relationship between four of the constructs tested.

Pearson Product Moment Correlation to find out correlations and Multiple Linear Regression Technique were used to find out effect between variables. The finding indicates that factors such as external environment contribute to the occupational stress. This external factor is beyond the control of the organization. The occupational stress do not have direct effect on intention to leave and absenteeism but have direct negative effect on job satisfaction. Job satisfaction have negative effect on intention to leave and absenteeism.
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CHAPTER 1
INTRODUCTION

1.0 Chapter Overview

This initial chapter will focus on the introduction and background of Job Stress on Job Satisfaction in a general sense. Subsequently, it will discuss the purpose of the study, the objectives, its scope, and its limitations before concluding with the organization of the study. Job satisfaction and occupational stress both indicate workers' appraisal towards the workplace and work itself. Thus, it is important to have valid measure of job satisfaction and occupational stress. This measure is also important in the Malaysian workplace context. Additionally, the study determined the level of occupational stress, job satisfaction and relationship between occupational stress and job satisfaction facets.

1.1 Introduction / Background Of The Study

Job life is one of the important parts of our daily lives which cause a great deal of stress. Due to the competitive nature of the job environment most of the people in the world are spending their time for job related work purposes resulting ignore the stressor those are influencing their work and life. Usually people are more worry about their outcome of their work that can even affect the way they treat other people and how they communicate with their peers and customers. For example, people with a higher percentage of
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