

**OCCUPATIONAL STRESS AND ITS EFFECT ON JOB
PERFORMANCE**



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OCCUPATIONAL STRESS AND ITS EFFECT ON JOB PERFORMANCE

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Othman Yeop Abdullah Graduate School of Business,
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Master of Human Resource Management**

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This declaration is to clarify that all of the submitted contents of this project paper are original in its stature, excluding those, which have been, acknowledge specifically in the references. All the work process involved is from my own idea and work. All of the content of this project paper has been submitted as a part of partial fulfilment of Master of Human Resource Management programme. I hereby declare that this project paper is the work of my own excluded for the references document and summaries that has been acknowledge.

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ABSTRAK

Tujuan kajian ini adalah untuk menyiasat samada terdapat sebarang hubungan di antara tekanan kerja dan prestasi pekerja. Kaedah tinjauan ini menggunakan data kuantitatif yang diperolehi melalui instrumen soal selidik di kalangan pekerja-pekerja di Hospital Kampar. Statistik deskriptif seperti kekerapan dan peratusan digunakan untuk mengukur peratusan soal selidik yang dikembalikan oleh responden. Di samping itu, ia juga digunakan untuk menerangkan profil responden seperti jantina, umur, taraf perkahwinan, jawatan, tempoh perkhidmatan, unit bertugas, tahap pendidikan dan juga jumlah pendapatan sebulan. Kolerasi dan regresi linear digunakan untuk statistik. Kolerasi Pearson digunakan untuk mengukur kepentingan bivarian linear antara pembolehubah bersandar dengan untuk mencapai objektif tujuan kajian ini. Regreasi Linear digunakan untuk menentukan hubungan antara pembolehubah bersandarkan hala tuju hubungan, tahap hubungan dan kekuatan hubungan. Kajian ini mendapati bahawa faktor yang menyumbang kepada tekanan kerja adalah signifikan dengan prestasi pekerja dan ianya juga merumuskan bahawa pekerja-pekerja di Hospital Kampar mengalami tekanan kerja.

Kata Kunci: Tekanan Kerja, Tahap Tekanan, Prestasi Pekerja

ABSTRACT

The aim of this study is to investigate whether the demographic and external stress factors have effect on job performance among employees in Hospital Kampar and the research was conducted using the survey method which 132 respondents answered the question. The Descriptive statistics such as frequency and percentage used to measure the percentage questionnaire returned also to describe the respondents' profile such as gender, marital status, age, position, education level, length of service, division and monthly income. The Correlation and Linear Regression were used for inferential statistics. The Pearson Correlation was used to measure the significance of linear bivariate between the independent and dependent variables. The Linear Regressions was used to determine the significance of the relationship. The thesis found that demographic and external stress factors have significance influence on the job performance.

Keywords: Occupational Stress, Level Of Stress, Job Performance

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LIST OF ABBREVIATIONS

HR	:	Human Resource
UUM	:	University Utara Malaysia
MOH	:	Ministry Of Health
CME	:	Continuous Medical Education

Emotional Symptoms

- Anxiousness, tenseness or nervousness.
- Depression, sadness or unhappiness
- Fear, worry, pessimism.
- Irritability, impatience anger, frustration.
- Apathy, indifference, loss of motivation

Behavioral Symptoms

- Fidgeting, pacing, restlessness
- Compulsive smoking, drinking, overeating
- Nail biting, foot tapping, knee jiggling
- Blaming, yelling swearing
- Crying, weeping, feeling on the verge of tears.

Based on the symptoms above, we can assume that one is going through a stressful condition. Unfortunately, this will lead to a negative outcome and it will effect the stressors working life. Their job performance will decrease and the organization has to face the consequences that may arise due to this. Job performance involves a quantity and quality of outcomes from individual or group effort attainment (Schermerhorn, Hunt, & Osborn, 2005). Robbins (2005) described job performance as the amount of effort an individual will excel in his or her job. Moreover, the essence of job performance relies on "the demands of the job, the goals and missions of the organization, and beliefs in the organization about which behaviors are most valued" (Befort & Hattrup, 2003,).

5.6 CONCLUSION

The finding from this study will provides the overall conclusion of the study. The cause of occupational stress is an external environment which effects the job performance if it is not handled wisely. The study has conclusively found answer to all research questions and research objectives. For the overall, it can be concluded that when an occupational stress increases, the job performance will decrease.

The informations collected from this survey will be very useful as it could help the management of the Hospital Kampar to take further steps in order to overcome the occupational stress faced by the employees. The hospital might use the data collected and use it as their tool to handle and avoid stress. The reports gained will be shared with the hospital management itself and also with other hospitals. The researcher hope that more research will be conducted on occupational stress and its effect on job performance in future. Therefore, more findings will help to overcome this problem in all hospitals and also in other organizations as one of the most stressful periods of a normal day is during working hours as we spent about eight to ten hours at work, five or six days a week,

Lastly, every employees should know on how to handle stress and decrease them, Their organization should be active in organizing activities that will reduce the stress of their employees. The researcher hopes that by doing this, the employees will be more prepared and in comfortable zone to do their job without effecting the performance.

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