

**WORK STRESSOR AND JOB PERFORMANCE
OF EMPLOYEES IN SYSTEM OPERATION
DEPARTMENT AT TENAGA NASIONAL
BERHAD**

By

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ABSTRAK

Kajian ini menyiasat hubungan antara mengurangkan tekanan kerja dan prestasi kerja di kalangan kakitangan Jabatan Operasi Sistem, Tenaga Nasional Berhad. Objektif utama kajian ini adalah untuk menentukan; (i) hubungan diantara beban kerja dan prestasi kerja; (ii) hubungan diantara kekaburan kerja dan prestasi kerja; (iii) hubungan diantara konflik keluarga dan prestasi kerja.

Data untuk kajian ini dikumpulkan daripada kakitangan Jabatan Operasi Sistem di TNB sahaja yang terdiri daripada 105 kakitangan termasuk 30 wanita dan 75 lelaki, 85 eksekutif dan 20 bukan eksekutif tetapi hanya 89 menyertai dan memberi maklum balas. Majoriti pekerja terdiri daripada latar belakang teknikal termasuk eksekutif dan bukan eksekutif. Ujian yang dijalankan adalah Regresi Berganda dan Korelasi Pearson telah dijalankan dalam menjawab objektif kajian. Korelasi Pearson menunjukkan bahawa beban kerja dan konflik keluarga sahaja mempunyai hubungan dengan prestasi kerja. Walau bagaimanapun, Ujian Regresi berganda menunjukkan bahawa mengurangkan tekanan kerja keseluruhan memberi kesan yang ketara kepada prestasi kerja.

ABSTRACT

The study investigated the relationship between job stressor and job performance among staffs of System Operation department, Tenaga Nasional Berhad. The main objectives of the study is to determined; (i) relationship between workload and job performance; (ii) relationship between work ambiguity and job performance; (iii) relationship between family conflict and job performance.

The data for this study were collected from staffs of System Operation Department at TNB only which consist of 105 employees include 30 female and 75 male, 85 executives and 20 non-executives but only 89 participate and gave the feedback. The majority of the employees are come from technical background include executives and non executives. The tests conducted were Multiple Regression and Pearson's Correlation was carried out in answering the objectives of the research. The Pearson's Correlation showed that only workload and family conflict have a relationship with job performance. However, multiple regression tests showed that overall job stressor give a significant impact to the job performance.

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CHAPTER 1: INTRODUCTION

1.1 BACKGROUND OF THE STUDY

All company in the world regardless what industries have always strived for success, it is more focus on the amount of profit they receive from their business activities. Currently, the situation has change because they were focusing on long term success which is has a wide meaning (Hollensen, 2004). It means that the organizations were not only focusing on profit itself but focus on other areas of the organization such as environmental-friendly entrepreneurship, corporate social responsibility, customer's satisfaction, and efficient human resource management (Dicken, 2003). It does not mean that gaining profit is being left behind because it is still playing a great role in the business, however the customer nowadays are more alert about their right and quality of the product and services. Therefore, the quality of operation becomes more important than it was before.

Rapid changes of the business environment and time efficiency factor cause by rapid development of information technology. Consequently, the employers tend to get pressured in order to achieve and adapt the requirement of new technology and also to meet customer's satisfaction because the implementation of new technology lead to the changes of work process. Organizations that wish to be at the forefront of their industries must focus on making their workplace as attractive as possible (Jac Fitz-enz, 2000). In directly, it shows that the workplace must free from stress condition.

In order to boost employee's motivation, job satisfaction and increase their performance, human resource management must provide the employees with many benefit and good environment. As a result, increase the employee's job related well-being in general.

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