THE RELATIONSHIP BETWEEN JOB STRESSOR AND THE INTENTION TO LEAVE: A CASE OF PTPL AMPANG COLLEGE

A thesis submitted to the Faculty of Business Management in partial fulfillment of the requirements for the degree Master of Human Resource Management,
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DECLARATION OF THESIS

I declare that the substance of this project paper has never been submitted for any degree or post graduate programs and qualifications.

I certify that all the supports and assistance received in preparing this project paper and all the sources abstracted have been acknowledge in this stated project paper.

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ACKNOWLEDGEMENT

In the name of ALLAH, Most Gracious and Most Merciful. First and foremost, Alhamdulillah, praise to Allah Subhanahhuwata’alah for giving me the will and strength in enduring problem in completing this thesis.

My profound gratitude and thanks to Dr. Wan Shakizah Binti Wan Mohd Noor, supervisor for this research. I also wish to express my sincere appreciation to all the respondents who unhesitant spent time filling the questionnaires in spite of their busy schedule.

It would not have been possible for me to complete this tedious and painstaking research without the understanding and sacrifice of my husband, children and parents for the entire period of my study.

First and last, thank Allah the Almighty for whatever I achieved.
ABSTRACT

This article examine the relationship between of job stress and the intention to leave. The determinants of job stress that have been examined under this study include role conflict, role ambiguity and role overload. This study was done among 51 employees from PTPL Ampang College regardless their position, length of service and work nature in company. Data were gathered through questionaires and was being analyzed using Statistical Package for Social Science (SPSS) version 17. Throughout the statistical analysis using correlation analysis, it is found that there is a significant relationship between Job stress and intention to leave. Among all the dimensions of Job stress, role conflict is found to be the most independent variable in driving the intention to leave among staff at PTPL Ampang College.
ABSTRAK

# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Declaration</td>
<td>i</td>
</tr>
<tr>
<td>Permission To Use</td>
<td>ii</td>
</tr>
<tr>
<td>Abstract</td>
<td>iii</td>
</tr>
<tr>
<td>Abstrak</td>
<td>iv</td>
</tr>
<tr>
<td>Acknowledgement</td>
<td>v</td>
</tr>
<tr>
<td>Table of Content</td>
<td>vi</td>
</tr>
<tr>
<td>List of Tables</td>
<td>vii</td>
</tr>
<tr>
<td>List of Figures</td>
<td>viii</td>
</tr>
</tbody>
</table>

## CHAPTER 1
### INTRODUCTION
1.1 Research Background 2
1.2 Problem Statement 3
1.3 Research Questions 5
1.4 Research Objectives 5
1.5 Significant of the Study 6
1.6 Scope and Limitations of the Study 7
1.7 Definition of Key Terms
   1.7.1 Role Conflict 8
   1.7.2 Role Ambiguity 8
   1.7.3 Role Overload 8
   1.7.4 Intention to Leave 9
1.8 Organization of the Study 9

## CHAPTER 2
### LITERATURE REVIEW
2.1 Introduction 11
2.2 Conceptualization of variables 11
   2.2.1 Job Stressor 12
   2.2.1.1 Role Conflict 13
   2.2.1.2 Role Ambiguity 14
   2.2.1.3 Role Overload 15
   2.2.2 Intention to Leave 16
CHAPTER 3
METHODOLOGY

3.1 Research Framework 19
3.2 Hypotheses/Propositions Development 20
   3.2.1 Role Conflict 21
   3.2.2 Role Ambiguity 21
   3.2.3 Role Overload 22
3.3 Data Collection 22
3.4 Population and Sample 23
3.5 Research Instrument 23
3.6 Data Collection Procedure 25
3.7 Techniques of Data Analysis 26
   3.7.1 Descriptive Statistics 26
   3.7.2 Reliability Analysis 26
   3.7.3 Correlations 27

CHAPTER 4
RESULTS AND DISCUSSION

4.1 Response Rate 28
4.2 Background of Respondents 28
4.3 Reliability Analysis 30
4.4 Correlation Analysis 32
4.5 Discussion 35
   4.5.1 To examine whether there is a significant relationship between role conflict and intention to leave 35
   4.5.2 To analyze whether there is a significant relationship between role ambiguity and intention to leave 36
   4.5.3 To investigate whether there is significant relationship between role overload and intention to leave 37
   4.5.4 To examine whether there is significant relationship between job stressor and intention to leave 37

CHAPTER 5
CONCLUSION AND RECOMMENDATION

5.1 Introduction 39
5.2 Recapitulation of the Study 39
5.3 Recommendation 40
5.4 Conclusion 41
# LIST OF TABLE

<table>
<thead>
<tr>
<th>List of Table</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table 4.1: Respondent’s Background</td>
<td>30</td>
</tr>
<tr>
<td>Table 4.2: Reliability Statistics</td>
<td>31</td>
</tr>
<tr>
<td>Table 4.3: Davis’s Scale Model</td>
<td>32</td>
</tr>
<tr>
<td>Table 4.4: Correlation</td>
<td>35</td>
</tr>
<tr>
<td>Table 5.1: A Summary of Result of Hypotheses Testing</td>
<td>40</td>
</tr>
<tr>
<td>List of Figure</td>
<td>Page</td>
</tr>
<tr>
<td>---------------</td>
<td>------</td>
</tr>
<tr>
<td>Figure 3.1: Conceptual framework of the relationship Between job stressor and intention to leave</td>
<td>20</td>
</tr>
</tbody>
</table>
CHAPTER 1

INTRODUCTION

1.1 Research Background

The term stress is basically from physical science where it means the force placed upon an object to cause damage, bending, or breaking. In case of human beings stress is often used to describe the body’s responses to demands placed upon it, whether these demands are favorable or unfavorable (Mansor, Fida, & Nasir, 2011). They also claimed that anything that causes stress is called a stressor (Mansor et al, 2011). “Stress is a condition which happens when one realizes the pressure on them or requirements of situation are wider than they can handle, and if these requirements are huge and continue for a long period of time without any interval, mental, physical or behavioral problems may occur.”(Mansor et al, 2011)

Job stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker (NIOSH, 1999). A variety of factors contribute to workplace stress such as negative workload, isolation, extensive hours worked, toxic work environments, lack of autonomy, difficult relationships among coworkers and management, management bullying, harassment and lack of opportunities or motivation to advancement in one’s skill level (Thomas, W; Colligan MSW, & Higgins M. 2006).

Schaubroeck, J., Cotton, J.L. and Jennings, K.R. (1989) claimed that stress and the negative outcomes of stress have been recognized as financially costly to any
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