

**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,
Universiti Utara Malaysia

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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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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, lenght of service and work nature in company. Data were gathered through questionnaires 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

Tujuan kajian ini dijalankan ialah untuk mengkaji hubungan diantara tekanan kerja dengan niat untuk berhenti. Penentu tekanan kerja yang telah dikaji dalam kajian ini termasuklah konflik peranan, peranan yang tidak jelas dan peranan yang membebankan. Kajian ini telah dilakukan kepada 51 pekerja dari Kolej PTPL Ampang tanpa mengira kedudukan, tempoh perkhidmatan dan bidang kerja mereka di dalam syarikat. Data telah diambil melalui borang soal selidik and telah dianalisis dengan menggunakan sistem perisian data SPSS versi 17. Setelah melakukan analisis statistik dengan menggunakan analisis korelasi, didapati bahawa tekanan kerja berhubungkait dengan niat untuk berhenti. Diantara semua dimensi pembolehubah yang tidak bersandar, konflik peranan adalah pembolehubah yang paling mempengaruhi iniat untuk berhenti dikalangan pekerja Kolej PTPL Ampang.

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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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