

**AN INVESTIGATION ON FACTORS OF WORK
STRESS INFLUENCE JOB PERFORMANCE:
MODERATING BY SOCIAL SUPPORT**

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**MASTER OF SCIENCE
UNIVERSITI UTARA MALAYSIA
MAY 2014**

**AN INVESTIGATION ON FACTORS OF WORK STRESS INFLUENCE JOB
PERFORMANCE: MODERATING SOCIAL SUPPORT**

By

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**Dissertation Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
In Fulfillment of the Requirement for the Master Degree**

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ABSTRACT

There are several studies that have suggested many factors of work stress predictors which influence on job performance in an organization. Even though, empirical studies focus on factors of work stress influence job performance at the workplace, literatures indicates that lack of interest in investigating about job stress, role ambiguity, role conflict, job control, social support towards job performance. Hence, the present study fill in the gap by investigating the relationship job stress, role ambiguity, role conflict, job control, social support and job performance among administrative staffs in University Utara Malaysia (UUM), Kedah. The purpose of present study is to investigate the effect of job stress, role ambiguity, role conflict influence on job performance of employees, in addition the moderating effect of social support also accessible in this study. The data was collected from administrative staffs working in Malaysia Public University (UUM). There are 215 questionnaires were used to analyze the data. Results indicate that negative and significant relationship was found between role ambiguity and job performance. Next, a positive and significant relationship found between job control and job performance. Next, the results indicated that social support is positively and significantly related to job performance. Besides, results indicated social support moderate between job stress and job performance showed a significant relationship. Finally, Social support moderates the relationship between role ambiguity and job performance. Social support moderates the relationship between role conflict and job performance and has a significant relationship. The conclusion of this study is able to contribute to the UUM employees to be aware of the work stress issues in their workplace and able to maintain their job performance.

Keywords: Job performance, job stress, role ambiguity, role conflict, job control, social support

ACKNOWLEDGEMENT

Praise to God for giving me chances and direction for me to be strength, patience and wisdom while conducting this research. I would like to thank to my respect and gratitude to my supervisor Dr. Muhammad Awais Bhatti for his expert and his advice, support, teaching and guidance throughout this research.

Besides, I also would like to say my deepest thanks to my family members my mother, father and sister for their great moral and financial support, not forget to thank my friends for helping me throughout this research.

DEDICATION

To my parents, Sai Ah Kow and M. Danalaksmy and my brothers and sister Wai Kheung, Wai Hong and Mei Lai.

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CHAPTER ONE

INTRODUCTION

1.1 Background of Study

Over the past few decades the stress had become a growing dilemma in organization and cause unfavorable effects on job performance. The idea of stress presents into life science by Selye (1936). Stress is a universal element that affects employees worldwide (Imtiaz & Ahmad, 2009). There are many barriers that affecting the employees in the workplace. Work stress often affects the employees in the workplace, where each employee will feel it at least once in their workplace. Work stress is a real life problem that not only affects the organization, but the employees mainly become victims of stress. According to Shah & Hasnu, (2013) stress become a familiar element in organization and nowadays the workplace become more complicated, which bring more negative impacts to the employees compared to positive impacts. Stress among workers is greater than before which also effect on the whole performance of the employees.

Stress which occurred in workplace declared as harmful to physical and emotional responses that happen within a human being when the requirement of the job do not match the employees' capacity, resources and needs. In addition, according to Shahu and Gole (2008) higher levels of stress are connecting to lower performance, whereas higher job satisfaction point out higher performance.

Besides, according Meneze (2005) work stress has become challenging to the employers because this issue is rising in employment world high level of the stress

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