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**RELATIONSHIP OF ROLE CONFLICT, PERSON-JOB FIT AND SOCIAL
SUPPORT WITH WORK STRESS AMONG TRAVEL AGENCIES'
EMPLOYEES IN KEDAH**



UUM
BY
ALIAA DIYANA BINTI ZAMRI
Universiti Utara Malaysia

MASTER OF HUMAN RESOURCE MANAGEMENT

JUNE 2016

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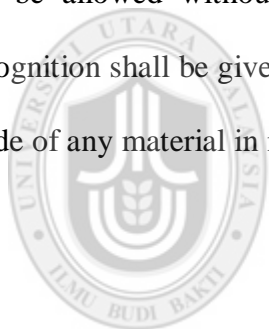
**BY
ALIAA DIYANA BINTI ZAMRI**

UUM
Universiti Utara Malaysia

**A thesis Submitted to
Othman Yeop Abdullah Graduate School of Business
In partial fulfillment of the Requirement for the
Master of Human Resources Management
Universiti Utara Malaysia
2016**

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ABSTRACT

This research examines the relationship of role conflict, person-job fit and social support with work stress among 140 employees of travel agencies in Kedah (Kota Setar). It also investigates the difference in experiencing work stress between male and female employees. The level of work stress among employees is also examined. Descriptive analysis is conducted to ascertain the data normality as well as to analyze the frequencies of the respondents' demographic profile. Multiple regression outputs show that the relationships of role conflict and social support with stress are significant, but not with person job fit. While the t-test shows that there is a difference between male and female employees in experiencing work stress. Based on the research findings several recommendations to reduce work stress in the agencies are made. Finally, the directions for future research are also discussed among employees.



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ABSTRAK

Kajian ini meneliti faktor-faktor tekanan kerja seperti konflik peranan, kesesuaian pekerjaan individu dan sokongan sosial dalam kalangan pekerja di agensi pelancongan. Ianya juga bertujuan untuk mengkaji perbezaan di antara pekerja lelaki dan perempuan dalam menghadapi tekanan kerja. Tahap tekanan pekerjaan dalam kalangan pekerja juga dikaji. Analisis deskriptif dijalankan untuk memastikan kenormalan data dan juga untuk menganalisis kekerapan profil demografi responden. Output regresi berganda menunjukkan bahawa hubungan konflik peranan dan sokongan sosial dengan tekanan adalah penting, tetapi bukan dengan kesesuaian pekerjaan individu. Ujian t telah menunjukkan bahawa terdapat perbezaan antara lelaki dan perempuan dalam mengalami tekanan. Beberapa cadangan untuk mengurangkan atau mengelakkan berlakunya tekanan dalam agensi dibuat. Akhir sekali, cadangan untuk penyelidikan di masa hadapan juga dibincangkan dengan sewajarnya.



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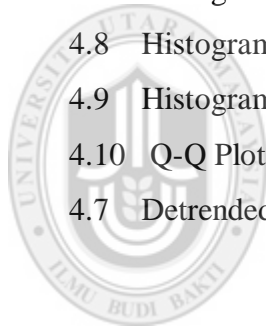
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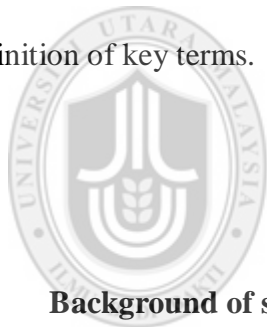
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CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter comprehensively describes the background of the study which subsequently followed by the actual research problem and the research gap in the following sub-topic of problem statement. The outcomes of research problem discussions have yielded four research objectives as well as research questions. Significance of the study is explained and finally this chapter ends with the definition of key terms.



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1.1 Background of study

Malaysia is a Southeast Asian country which including the Malaysian Peninsula and part of the Island of Borneo. Malaysia is known as a peaceful country with different races of people such as Malays, Chinese and Indian. The current Prime Minister of Malaysia, Dato' Sri Mohd Najib bin Tun Haji Abdul Razak, has presented the Eleventh Malaysia Plan in 2015. The Eleventh Malaysia Plan has focused on the plans to make Malaysia as an advanced nation that is inclusive and sustainable by 2020. Based on the Eleventh Malaysia Plan, during the year of 2010 to 2015, the gross domestic product (GDP) in Malaysia shows that services sector contribute the most (53.8% in 2015) compared to manufacturing (23%), construction (4.5%),

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