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**FACTORS AFFECTING JOB STRESS AMONG EXECUTIVE EMPLOYEES AT
A GLC**

By

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**Thesis Submitted To
School of Business Management,
Universiti Utara Malaysia,
In Partial Fulfillment of the Requirement for the Master of Human Resource
Management**

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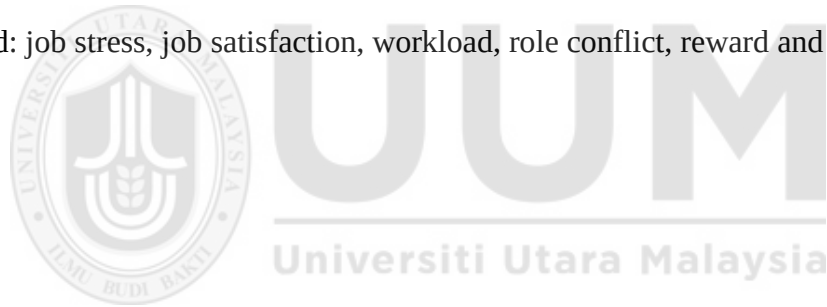
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ABSTRACT

Currently, one of the most serious situations handled by employees is job stress. Stress has been remarked as a cutting-edge the world's disease that develops in various forms in place of work. Stress is an effect of damaging psychological and physical harms that that develop in someone as the effect of failing to adapt to the demand that way beyond the expectation. This study wants to determine whether job satisfaction, workload, role conflict and reward and recognition influence job stress. Data was obtained from 130 employees in Penang, Malaysia. The result were analyzed with Statistical Package for the Social Sciences (SPSS) version 24 indicate negative relationship of job stress with job satisfaction, no correlation of job stress with reward and recognition and positive relationship between workload and role conflict with job stress. The result also showed workload, role conflict and reward and recognition have significant impact on job stress but not job satisfaction. This study contributes to the understanding of factors influencing job stress among employees in the one of the GLC (Government Linked Companies) in Malaysia

Keyword: job stress, job satisfaction, workload, role conflict, reward and recognition



ABSTRAK

Pada masa kini, tekanan di tempat kerja merupakan salah satu masalah terbesar yang harus dialami oleh pekerja. Tekanan di tempat kerja dikatakan penyakit dunia masa kini yang telah merebak ke tempat kerja. Tekanan di tempat kerja membawa implikasi kepada psikologi dan fizikal seseorang pekerja apabila mereka gagal untuk mengatasinya. Kajian ini ingin mengkaji sama ada kepuasan kerja, bebanan kerja, konflik peranan dan ganjaran dan pengiktirafan mempengaruhi tekanan kerja atau tidak. Data kajian diperolehi daripada 130 pekerja di Pulau Pinang, Malaysia. Keputusan dianalisa menggunakan Statistical Package for the Social Sciences (SPSS) versi 24 menunjukkan hubungan negatif antara kepuasan kerja dan tekanan kerja, tiada hubungan antara tekanan kerja dan ganjaran dan pengiktirafan dan hubungan positif antara tekanan kerja, bebanan kerja dan konflik peranan. Hasil kajian juga menunjukkan bahawa bebanan kerja, konflik peranan dan ganjaran dan pengiktirafan mempengaruhi tekanan kerja manakala kepuasan kerja tidak mempengaruhi tekanan kerja. Kajian ini akan menyumbang kepada kefahaman mengenai faktor yang mempengaruhi tekanan kerja dalam kalangan pekerja di salah sebuah syarikat GLC di Malaysia.

Kata kunci: tekanan kerja, kepuasan kerja, bebanan kerja, konflik peranan, ganjaran dan pengiktirafan

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TABLE OF CONTENTS

Permission to use	i
Abstract	ii
Abstrak	iii
Acknowledgement	iv
Table of Contents	v
List of Table	ix
List of Figures	x
List of Graph	x
CHAPTER ONE: INTRODUCTION	1
1.1 Background of study	1
1.2 Problem statement	5
1.3 Research questions	10
1.4 Research objectives	11
1.5 Scope of the study	11
1.6 Significance of the study	11
1.7 Definition of key terms	12
1.7.1 Job Stress	12
1.7.2 Job Satisfaction	12
1.7.3 Workload	13
1.7.4 Role Conflict	13
1.7.5 Rewards and Recognition	13

1.8	Organization of the study	13
CHAPTER TWO: LITERATURE REVIEW		15
2.1	Introduction	15
2.2	Definition of Concept	15
2.2.1	Job Stress	15
2.2.2	Job Satisfaction	19
2.2.3	Workload	21
2.2.4	Role Conflict	22
2.2.5	Rewards and Recognition	24
2.3	Hypotheses development	25
2.3.1	Relationship between job satisfaction and job stress	25
2.3.2	Relationship between workload and job stress	27
2.3.3	Relationship between role conflict and job stress	28
2.3.4	Relationship between rewards and recognition and job stress	29
2.4	Related Theory on the Variables	30
2.4.1	Model of Job Stress and Health	30
2.4.2	Model of Effort-Reward Imbalance	33
2.5	Research Framework	34
2.6	Conclusion	35
CHAPTER THREE: METHODOLOGY		36
3.1	Introduction	36
3.2	Research Design	36
3.3	Population and Sample	38

3.4	Measurement	39
3.4.1	Job Stress	39
3.4.2	Job Satisfaction	41
3.4.3	Workload	42
3.4.4	Role Conflict	42
3.4.5	Rewards and Recognition	43
3.5	Pilot Test	45
3.7	Data Collection Procedure	47
3.8	Technique of Data Analysis	47
3.8.1	Descriptive Analysis	48
3.8.2	Correlation Analysis	48
3.8.3	Regression Analysis	49
3.9	Conclusion	49
CHAPTER FOUR: FINDINGS		50
4.1	Introduction	50
4.2	Response Rate	50
4.3	Data Screening	51
4.3.1	Reverse Coding	51
4.3.3	Descriptive Analysis and Normality Test	52
4.4	Profile of the Respondent	54
4.5	Statistical Test	55
4.5.1	Correlation Analysis	56
4.5.2	Multiple Regressions	57
4.6	Conclusion	59

CHAPTER FIVE: DISCUSSIONS	60
5.1 Introduction	60
5.2 Recapitulation of the study	60
5.3 Discussion of findings	61
5.3.1 The relationship between job satisfaction and job stress	61
5.3.2 The relationship between workload and job stress	62
5.3.3 The relationship between role conflict and job stress	64
5.3.4 The relationship between rewards and recognition and job stress	66
5.4 Implication of the study	67
5.4.1 Theoretical Implication	68
5.4.2 Practical Implication	68
5.5 Limitation of the study	71
5.6 Suggestion for Future Research	72
5.7 Conclusion	73
REFERENCES	74
APPENDICES	88
APPENDIX 1: English Questionnaire	88
APPENDIX 2: Skewness and Kurtosis Result	94

LIST OF TABLE

Table 1.1:	Change in stress-related absence over the past year (%)	3
Table 3.1:	Total Number of Executives in the Company in Penang	39
Table 3.2:	Operational Definition and Items for Job Stress	40
Table 3.3:	Operational Definition and Items for Job Satisfaction	41
Table 3.4:	Operational Definition and Items for Workload	42
Table 3.5:	Operational Definition and Items for Role Conflict	43
Table 3.6:	Operational Definition and Items for Reward and Recognition	44
Table 3.7:	Reliability test for Pilot Test	47
Table 4.1:	Response Rate of Questionnaires	50
Table 4.2:	Test of Reliability for the research variables	52
Table 4.3:	Skewness and Kurtosis for Dependent and Independent Variables	53
Table 4.4:	Demographic Profile of Respondents	55
Table 4.5:	Pearson Correlation Analysis of the Variables	56
Table 4.6:	Multiple Regressions for Research Variables	57
Table 4.7:	Summary of Analyses Results	58

LIST OF FIGURE

Figure 2.1:	Yerkes-Dodson Law	17
Figure 2.2:	Model Of Job Stress and Health	31
Figure 2.3:	Effort-Reward Imbalance Model	34
Figure 2.4:	Research Framework	35

LIST OF GRAPH

Graph 1.1: Absent and work sick days based on level of psychological distress	4
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CHAPTER ONE

INTRODUCTION

1.1 Background of Study

Recently one of the most serious situations handled by employees is job stress (Darus, et al, 2013). Stress has been remarked as a cutting-edge the world's disease that develops in various forms in place of work (Kumar & Yadav, 2014). Stress is an effect of damaging psychological and physical harms that develop in someone as the effect of failing to adapt to the demand way beyond the expectation (Dwamena, 2012; Shahu & Gole, 2008).

Employees' realization of incapable handling the demands at workplace with the occurrence of emotional response is job stress (Malaysian Psychiatric Association, 2009). When job demand and pressures are not align with knowledge and ability, employees tend to have stress (Houtman et al, 2007). According to Noblet et al, (2002) stated that job stress can be deliberated as critical problems that give consequence to organization because it is a risk factor to performance and health of employees.

In general, to encourage creativity and efforts of employees, enough pressure is needed, but if the level of pressure is too much, the encouragement will turn off (Idris, 2011). Besides that, organizations' performance and competitiveness will be affected if extreme stress is beyond the ideal level (Idris, 2011). Above and beyond, lack of motivation and poor health condition can be damage effects towards employees that have stress (Houtman et al, 2007). Chronic illness like stroke, cancer and heart disease can also be

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Appendix 1

Questionnaire



UNIVERSITI UTARA MALAYSIA

Dear respected respondents,

I am Norzarafina binti Abdul Malek, a Master student from College of Business, Universiti Utara Malaysia (UUM). I am conducting a research on 'Factors Affecting Job Stress Among Executive Employees At A GLC In Penang'. This research is the fulfillment of Master in Human Resource Program.

All of the information gained is crucial to assist me to complete my theses. I would appreciate if you could spare 15 minutes of your time to complete this questionnaire. All information given by the respondent will be classified as CONFIDENTIAL. All responses given will remain confidential and will be used for academic purposes only.

Thank you for your cooperation.

Norzarafina binti Abdul Malek,

Master in Human Resource Management

School of Business Management

Section A

Please tick (✓) the best answer that fit you.

Gender

Female ☐

Male ☐

Tenure

Less than 5 years ☐

6-10 years ☐

11-15 years ☐

16-20 years ☐

>21 years ☐

Age

20-29 years old ☐

30-39 years old ☐

40-49 years old ☐

>50 years old ☐

Position

Managerial ☐

Executive ☐

Assistant Executive ☐

Educational Qualification

Diploma ☐

Degree ☐

Master/PhD ☐

Executive grade

E15 – E17 ☐

E12 – E14 ☐

E07 – E 08 ☐

Section B

Please read the following statements, and circle (O) the answer that best explains your opinion.

		Strongly Disagree	→				Strongly Agree
1	I have felt fidgety or nervous as a result of my job.	1	2	3	4	5	
2	Working here makes it hard to spend enough time with my family.	1	2	3	4	5	
3	My job gets to me more than it should.	1	2	3	4	5	
4	I spend so much time at work.	1	2	3	4	5	
5	There are lots of times when my job drives me right up the wall.	1	2	3	4	5	
6	Working here leaves little time for other activities.	1	2	3	4	5	
7	Sometimes when I think about my job I get a tight feeling in my chest.	1	2	3	4	5	
8	I frequently get the feeling I am married to the company.	1	2	3	4	5	
9	I have too much work and too little time to do it in.	1	2	3	4	5	
10	I feel guilty when I take time off from job.	1	2	3	4	5	
11	I sometimes dread the telephone ringing at home because the call might be job-related.	1	2	3	4	5	
12	I feel like I never have a day off.	1	2	3	4	5	
13	Too many people at my level in the company get burned out by job demands.	1	2	3	4	5	

Section C

Please read the following statements, and circle (O) the answer that best explains your opinion.

		Very Unsatisfied	→				Very Satisfied
1	How satisfied are you with the nature of the work you perform?	1	2	3	4	5	
2	How satisfied are you with the person who supervises you [your organizational superior]?	1	2	3	4	5	
3	How satisfied are you with your relations with others in the organization with whom you work [your co-workers or peers]?	1	2	3	4	5	
4	How satisfied are you with the pay you receive for your job?	1	2	3	4	5	
5	How satisfied are you with the opportunities which exist in this organization for advancement [promotion]?	1	2	3	4	5	
6	Considering everything, how satisfied are you with your current job situation?	1	2	3	4	5	

Section D

Please read the following statements, and circle (O) the answer that best explains your opinion.

		Strongly Disagree	→				Strongly Agree
1	My job often requires me to work very fast.	1	2	3	4	5	
2	My job often requires me to work very hard.	1	2	3	4	5	
3	My job often leaves me with little time to get things done.	1	2	3	4	5	
4	My job often requires a great deal to be done.	1	2	3	4	5	
5	I often have to do more work than I can do well.	1	2	3	4	5	

Section E

Please read the following statements, and circle (O) the answer that best explains your opinion.

		Strongly Disagree	→				Strongly Agree
1	I have enough time to complete my work.	1	2	3	4	5	
2	I perform tasks that are too easy or boring.	1	2	3	4	5	
3	I have to do things that should be done differently.	1	2	3	4	5	
4	I am able to act the same regardless of the group I am with.	1	2	3	4	5	
5	I work under incompatible policies and guidelines.	1	2	3	4	5	
6	I receive an assignment without the manpower to complete it.	1	2	3	4	5	
7	I have to buck a rule or policy in order to carry out an assignment.	1	2	3	4	5	
8	I receive assignments that are within my training and capability.	1	2	3	4	5	
9	I have just the right amount of work to do.	1	2	3	4	5	
10	I work with two or more groups who operate quite differently.	1	2	3	4	5	
11	I receive incompatible requests from two or more people.	1	2	3	4	5	
12	I do things that are apt to be accepted by one person and not accepted by others.	1	2	3	4	5	
13	I receive an assignment without adequate resources and materials to execute it.	1	2	3	4	5	
14	I work on unnecessary things.	1	2	3	4	5	
15	I perform work that suits my values.	1	2	3	4	5	

Section F

Please read the following statements, and circle (O) the answer that best explains your opinion.

		Strongly Disagree	→				Strongly Agree
1	I feel I am being paid a fair amount for the work I do.	1	2	3	4	5	
2	I am not satisfied with the benefits I receive.	1	2	3	4	5	
3	When I do a good job, I receive the recognition for it that I should receive.	1	2	3	4	5	
4	Raises are too few and far between.	1	2	3	4	5	
5	There is really too little chance for promotion on my job.	1	2	3	4	5	
6	Those who do well on the job stand a fair chance of being promoted.	1	2	3	4	5	
7	The benefits we receive are as good as most other organizations offer.	1	2	3	4	5	
8	The benefit package we have is equitable.	1	2	3	4	5	
9	There are few rewards for those who work here.	1	2	3	4	5	
10	I feel unappreciated by the organization when I think about what they pay me.	1	2	3	4	5	
11	I feel satisfied with my chances for salary increases.	1	2	3	4	5	
12	I don't feel my efforts are rewarded the way they should be.	1	2	3	4	5	
13	I am satisfied with my chances for promotion.	1	2	3	4	5	

Thank you for your support and cooperation.

Appendix 2

Skewness and Kurtosis Result

	MEANSTRESS	MEANJS	MEANW	MEANRC	MEANRR
N Valid	130	130	130	130	130
Missing	0	0	0	0	0
Mean	4.5550	3.0077	4.6400	4.2841	4.1018
Median	5.0000	3.0000	5.0000	4.0000	4.3846
Std. Deviation	.67421	1.00577	.69031	.67020	.74063
Skewness	-.431	.656	-.668	-.423	-.194
Std. Error of Skewness	.212	.212	.212	.212	.212
Kurtosis	.778	-.491	1.211	-.754	-.414
Std. Error of Kurtosis	.422	.422	.422	.422	.422

