



**FACTORS CONTRIBUTING TO EMPLOYEES WORK STRESS
IN TNB KLUANG**

ADIBAH BINTI ISMAIL

2011713581

**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCES MANAGEMENT**

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

BANDARAYA MELAKA

JANUARY 2014

**FACTORS CONTRIBUTING TO EMPLOYEES WORK STRESS
IN TNB KLUANG**

ADIBAH BINTI ISMAIL

2011713581

**Submitted in Partial of the Requirement for the
Bachelor of Business Administration (Hons)
(Human Resources Management)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

JANUARY 2014

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION
WITH (HONS) HUMAN RESOURCE MANAGEMENT

FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA

“DECLARATION OF ORIGINAL WORK”

I, ADIBAH BINTI ISMAIL, (I/C NUMBER: 901217016360)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: 08 JANUARY 2014

LETTER OF SUBMISSION

08th January 2014

The Head of Program

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management

University Technology MARA

Malacca City Campus

110 Off Jalan Hang Tuah

75300 Melaka.

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled **'FACTORS CONTRIBUTING TO EMPLOYEES WORK STRESS IN TNB KLUANG'** to fulfil the requirement as needed by the Faculty of Business Management, University Technology MARA.

Thank You

Yours Sincerely,

ADIBAH BINTI ISMAIL

2011713581

ABSTRACT

“FACTORS CONTRIBUTING TO EMPLOYEES WORK STRESS IN TNB KLUANG”

Work stress was generating increasing concern among the public, media, employers and trade union. Workplace health and safety representatives in many countries are seeking solutions to the nature and causes of the problem as well as the legal requirements relating to its prevention and control. According to that, this paper aims to study the ‘Factors Contributing to Employees Work Stress in TNB Kluang’. The independent variables that involved in this study are workload, role conflict and interpersonal relationship at the workplace. For this project paper, this research focused on the employees that have been working at Tenaga Nasional Berhad, Kluang Johor. As 132 questionnaires were distributed to the employees and the data will be analyze by using the *Statistical Package for Social Sciences (SPSS) version 2.0* programs. The variable data that will be used by the researcher is Frequency Distribution, Reliability Analysis, Multiple Regression and Correlations Analysis to answering the three of research objectives in this study. In the end of this paper, the researcher will be discussing about the result of this study and provide some recommendations for the future research.

Keywords: Work Stress, Workload, Role Conflict, Interpersonal Relationship at Workplace