

**A STUDY ON STRESS AMONG CUSTOMER
SERVICE OFFICER AND EXECUTIVES IN
CENTRAL REGION,
EMPLOYEES PROVIDENT FUND**

KAMISAH ABDUL LATIB

UNIVERSITI UTARA MALAYSIA

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Othman Yeop Abdullah
Graduate School of Business

Universiti Utara Malaysia

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Abstract

In modern lifestyle, stress is a common problem. However stress can be negative effects and positive effects depending on the individual. Negative effects of stress can affects individuals' health and performance. Nevertheless positive stress can make an employee more energetic and strive harder to achieve their goals and objectives. A study on stress among customer service executive and officers was conducted through questionnaires of 81 customer service executives and officers at Central Region, Employees Provident Fund. This research found that factors contribute to stress among customer service are customer attitudes and time constraint.

Abstrak

Stress adalah masalah biasa di dalam kehidupan yang moden. Stress juga boleh membawa kesan yang negatif dan kesan yang positif bergantung kepada individu masing-masing. Stress yang negatif boleh memberi kesan pada kesihatan individu dan pencapaian individu berkenaan. Namun stress yang positif berupaya membuatkan individu lebih agresif dan berusaha lebih keras dalam mencapai objektif dan tujuan. Satu kajian berkaitan stress di kalangan pegawai dan eksekutif perkhidmatan pelanggan telah dijalankan yang meliputi responden seramai 81 orang di Wilayah Tengah, Kumpulan Wang Simpanan Pekerja. Kajian ini dijalankan dengan menggunakan kaedah soal selidik. Berdasarkan kepada kajian yang dilaksanakan, didapati faktor yang menyumbang kepada stress di kalangan pegawai dan eksekutif perkhidmatan pelanggan adalah tindak tanduk pelanggan dan masa yang terhad.

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Stress at work is a relatively new phenomenon of modern lifestyles. The nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed. Stress can be divided into four different types of stress. Eustress or positive stress helps an individual feel motivated to finish and to achieve creative mindset on completing the task. In fact, it is often what provides us with the energy and motivation meeting our daily challenges both at home and at the workplace. Distress is a bad form of stress. This is when an individual feels frustrated, fearful or have unresolved anger. However when too much of this stress will cause anxiety or mental suffering. Third type of stress is known as under-stress. This happened when an individual don't have enough positive stress and can lead to create some problem. Boredom and hopelessness are two effects of this stress and also can make individuals less motivated to be creative. Lastly, the type of stress is over-stress. This is what an individual feels after pushing too hard for upcoming deadline.

According to Matteson and Ivancevich (1987), hundreds of definitions about stress can be found in the literature. This lack of a clear, agreed upon definition limits a researcher's ability to compare results across studies because what is called stress in one study may differ from

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