



**“A STUDY ON THE CAUSE OF JOB STRESS AMONG
EMPLOYEES IN HUMAN RESOURCE DEPARTMENT OF BANK
RAKYAT”**

NATHIRA BINTI HIDZIR PAUZI

2010557531

BACHELOR OF BUSINESS ADMINISTRATION (HONS)

HUMAN RESOURCE MANAGEMENT

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

JAN 2013

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA**

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- 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.
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LETTER OF SUBMISSION

7th JAN 2013

The Head of Program
Bachelor of Business Administration (Hons) Human Resource
Faculty of Business Management
Universiti Teknologi Mara
Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka.

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached Is The Project Paper Titled "A Study On The Cause Of Job Stress Among Employees In Human Resource Department Of Bank Rakyat" to Fulfill The Requirement As Needed By The Faculty Of Business Management, University Teknologi MARA.

Thank You.

Yours sincerely,

.....

NATHIRA BINTI HIDZIR PAUZI

2010557531

Bachelor of Business Administration (Hons)

Human Resource Management

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ABSTRACT

“A STUDY ON THE CAUSE OF JOB STRESS AMONG EMPLOYEES IN HUMAN RESOURCE DEPARTMENT OF BANK RAKYAT”

By:

Nathira Binti Hidzir Pauzi

BBA (HONs) Human Resource Management

Universiti Teknologi MARA, Kampus Bandaraya Melaka

The study is about the cause of job stress among employees in Human Resource Department of Bank Rakyat. The objectives of this study are to investigate the relationship between work overload, career progression, and long working hours as the cause of job stress. The research was carried out at the Human Resource Department of Bank Rakyat at Jalan Tangsi. Both descriptive and inferential statistics were used to analyze the data using the SPSS version 17.0. Correlation analyses were conducted to test the relationship between job stress with work overload, career progression, and long working hours; whereas descriptive analysis was conducted to analyze demographic characteristics of respondents. The findings showed that all three factors have significant and positive relationship with job stress. Findings of this study also resulted in the strong relationship between work overload and job stress, career progression and job stress, and moderate relationship between long working hours and job stress. However, the finding shows that work overload have the strongest relationship with job stress.

Keyword: Job Stress, Work Overload, Career Progression, Long Working Hours

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