

Bds assignment



This study aims to investigate to what extent does stress affects employees academic performance. A sample of 50 respondents of employees in MUM (Multimedia University) was selected as a statistical frame. Instrumentation used for this study is previously validated construct in order to evaluate the effect of factor under work. To determine the relationships between the level of stress and work performance, correlation coefficient was calculated. The perceived stress was found to have significant negative correlation with employee's job performance.

Based on stress scores, the major contributor of stress is family purport followed by personal issues and acceptability of work in class. In a nutshell, the perceived stress was found an important factor that needs better understanding and how to manage it well so that it could be useful for achieving job success. ACKNOWLEDGMENT We would like to express our deepest gratitude to our lecturer, Madam Aid Swaying Bin Abdullah for her continuous coaching, advice and precious time spent on guiding us through this assignment.

We have truly benefited and learned a lot from her throughout the duration of completion of this assignment. We would also like to express our special gratitude and thanks to the colleagues in developing the assignment and people who have willingly helped out with their best abilities. Stress is a " nonspecific response of the body to any demands made upon it". In a way, as claims made on an individual or as situations arise and the body attempts to adjust or the condition to recreate the normalcy.

Working life can cause stress, although it is certainly be one of the potential impact on someone's life. Social factors such as family or members relationship, organizations and clubs, and sports activities have effects on employees' job performance. Social factors affect job performance in terms of time demands and the psychological condition they may cause. The employee may be tempted to engage in any of the state variables.

Environment comprises factors that play a role in job performance. The environment may be physical or socio-physical. All factors have a direct or indirect relationship with job performance.

Thus, the social and economic factor is directly linked with employees' job performance. Job performance measurement has received considerable attention which it s challenging aspects of job that are affected due to social, psychological, economic, environmental and personal factors. These factors strongly influence job performance. Besides that, different stress such as time management, financial problems, sleep deprivation, social activities, can all pose their own threat to the employees' job performance. Stress has the capability to prevent them from being successful in their respective goals.

Employees are the people who are going to build a high economy income and matters to the world. Nations need future professional as well as the people who are good human beings and rove beneficial for the society.

Employees are at that point of job career where they are about to enter the professional regions. Usually at this stage, employees face many problems which could hinder their abilities to achieve desired goals. Stress can affect employees in different ways and it could be just about anything. Over the

past few decades stress is emerging as an increasing problem in organizations.

Stress is vigorous state in which a person is confronted with an opportunity, demand, or resource related to what the individual wishes and for which the outcome is perceived to be both vague and vital. Sells, 1936) first introduced the idea of stress in to the life science. The HOSE (Health Safety Executive UK) defines stress is an undesirable response people have to tremendous pressures or other types of demands placed upon them. It arises when they worry they cannot deal with. Some stress can be good, and some can be bad. HOSE distinguishes between stress and pressure.

Pressure is seen as positive and something that actually helps improve our performance. We all need a certain amount of pressure to perform well ask any athlete, actor or actress. However, the problems arise when the sources of reassurance become too frequent without time to recover, or when just one source of pressure is too great for us to cope with. Although there have been studies carried out in Malaysia about how the level of stress affects employees job performance but the emphasize on this issue is not to the extent that it is seen as a mental sickness.

By identifying the core causes of stress towards academic performance, proper measures can be taken to educate and help these young adults to better manage stress. 1. 2 TERMS OF REFERENCE This report is to analyze “to what extend does stress affect employee’s job references” in Multimedia University of Cybercafé. Stress is a feeling that you have when dealing with

some situation you think you cannot manage. You can feel anxious, irritable, forgetful, sleepless and unable to cope.

There are many ways to deal with stress, once you understand the causes you will be able to manage the situation and improve on your job performance. TERMS OF REFERENCES 1. Requested date (Proposal) Monday, 21 October 2013 2. Requested by Miss Aid Swaying Bin Abdullah. Assistant Lecturer. Multimedia University of Cybercafé. Faculty of Learning Institute for Empowerment (LIFE) aid.Du. My 3. Prepared by 1. Unruly Diana Bin Ajar 2. Nurturing Bin Abdul Rasher 3. Nor Hazily Bin Mohammad 4. Nor Hazing Oafish Bin Farad 5. Street Gaur A/P Arrant Sings 6.

Amelia Aimered 1 1 12700360 1 101 109832 4. Report submission Friday, 3rd January 2014 1. 3 PURPOSE AND SCOPE 1. 3. 1 PURPOSE This research is focused on to what extent does stress influence employees job performance. It is also to observe what are the problems faced by the employees and will these problems affect their job performance. Employees may experience stress everyday and can benefit from learning stress management skills. Most employees experience more stress when they perceive a situation as dangerous, difficult, or painful and they do not have the resources to cope.

Some sources of stress for employees might include: Academic (students) Problems with friends Financial problem Taking on too many activities at workplace Health Problems that lead to stress are: 1. To identify the level of stress among employees 2. To identify the level of job performance among employees 3. To determine the effects of stress in employees job performance 1. 32 SCOPE Some employees become overloaded with stress.

When it happens, inadequately engaged stress can lead to anxiety, withdrawal, aggression or physical illness. Indirectly, could affect the job performance.

Based on some researchers, most employees with unhealthy behaviors had significantly lower Kips. Much research has been done looking at the correlation of many stress factors that college employees experience and the effects of stress on their KIP and job performance. In a nutshell, it will be focused more on the lecturers and staffs in different divisions, such as Faculty of Management (FOAM), Faculty of Creative Media (FCC), Faculty of Engineering (FOE), Security Department, Finance Department, Exam Unit Department. 1. 4 METHOD The primary method of collecting data to be used in this research is the questionnaire survey.

The purpose of using questionnaire is to eliminate errors associated with the biasness of the interviewer, making it easier for the respondents to give their response. A total of 50 questionnaires will be administered to the respondents. 1. 4. 1 QUESTIONNAIRE The targeted group for the questionnaire is the employees of Multimedia University (MUM) itself. Questions related to dealing with working-life stress will be asked in the questionnaire. The questionnaire consists of 3 sections in which section A will be the demographic background of the students such as age, positions, gender and status.

While section B and C will be the background of the company and 'feelings and thoughts' of employees. Both section aims at achieving specific objective of the survey. A total of 20 closed ended questions were asked. In

order to allow simple presentation of idea of respondents, Liker five-point scale have been used in which 0 indicates ' never' and 4 indicates ' very often'. Respondents were required to indicate their feelings and thoughts for ACH statement or question in the survey. 1. 4. 2 SOURCES OF DATA i) PRIMARY DATA The purpose of collecting primary data was to obtain employees opinion or perception in dealing with stress.

This was done by carrying out a questionnaire survey as mentioned above. A set of questions was developed and, questions were taken from several reliable sources such as from former employees' thesis and sample journals questionnaires which are related to our topic that has been tested and proven true by researchers of old. ii) SECONDARY DATA Secondary data collection refers to a data collection activity that was carried out by someone else apart from the user. It is used to gain initial insight into a problem. Not only that, it saves time and is readily available.

Online articles and journals specifically, have been used in doing literature review for our research. 1. 4. 3 SAMPLING PROCEDURE Sampling is a process of using a small portion of larger population in order to make conclusions about the whole population. The targeted population for our research is the employees of MUM itself. However, to allow a simple presentation of data, a total of 50 respondents were chosen randomly to be our sample study. It is also to avoid outliers that sample has been used in our research. Through sampling, results of the data will be more accurate and precise. . 4. 4 DATA ANALYSIS All the data from the study was analyzed by using the Statistical Package of Social Sciences (SPSS) software and Microsoft Excel. It functions in providing result in various forms such as in tables, and diagrams.

Descriptive statistics was used to illustrate the essential features of the data in our study. Descriptive statistics which is in the form of mean and standard deviation was used to interpret some of the properties of a set of data known as sample. 2. 0 FINDINGS In this chapter, results from data analysis will be discussed.

All data received from questionnaires were analysed using different statistical methods with the help of SPAS software and Microsoft Excel. This chapter includes analysis of data in two parts which are: 1. Characteristics of sample (profile of respondents) 2. Descriptive analysis of variables 3. Correlation Analysis of variables

Characteristics of Sample (Profile of Respondents) Survey was carried out in MUM itself and the respondents consist of MUM students. Among 50 respondents of the questionnaire, it can be seen that 60.8 percent of the respondents are females whereas 39.2 percent of them are males.

In other words, as figure 2 shows the majority of respondents are females and only 30 controllers are males. Figure 1: Gender of Respondents A comparison of marital statuses of respondents shows that the highest percentage of respondents is single which accounts to 75 percent. As indicated in figure 2, it was further observed that other groups of respondents which are married are only 25 percent. Figure 2: Marital Statuses of Respondents. Descriptive Analysis In this section mean and standard deviation of variables have been calculated to find which variable has the highest rank among others.

Descriptive Analysis of Independent Variables In order to allow simple presentation of idea of respondents from the most effective stress factors to the least, Likert five-point scale have been used in which 1 indicates 'never' and 4 indicates 'very often'. As Table 1 shows, most of the respondents rated work pressure as the most important factor contributing to stress with the mean of 88.77 and SD of 12.709. It is followed by personal issues with the mean of 86.26 and the SD of 9.05. The last important factor for respondents was acceptability of unfair and repetitive work with the mean of 63.8 which is considerably lower than the first stress factor.

Table 1: Mean and Standard Deviation of Independent Variables Stress Factors

Stress Factor	Mean	Standard Deviation
Work Issues	88.77	12.709
Personal Issues	86.26	9.805
2 Relations with faculty members & time pressure	85.79	16.893
Unpredictability in campus nature	77.95	16.770
4 Poor supervision	70.87	27.295
5 Acceptability of unfair & repetitive work	63.38	21.964
6 Overall Stress	56.56	16.267

Correlation Analysis between Variables In order to find linear relationship between independent and dependent variables correlation between them should be measured (Kendall, M.

G, 1955). Since ordinal data is used, correlation should be implemented to find strength of the linear relationship between two variables. The correlation coefficient ranges in value from -1 to +1. A value of 0 indicates no linear relationship between the two variables. A value of +1 indicates a perfect positive relationship (As the values of one variable increase, values of the other also increase). A value of -1 indicates a perfect negative relationship (As the values of one variable increase, the values of the other decrease).

Table 2: Correlation Coefficient between Stress Factors and Job Performance among College Employees

Stress Factor	Academic Performance	Personal Issues	Work Issues	Poor Supervision	Unpredictability in Campus Nature	Relations with Faculty Members & Time Pressure	Acceptability of Unfair & Repetitive Work
Academic Performance	1.000	-0.022	-0.787	-0.531	-0.256	-0.0122	-0.207
Personal Issues	-0.022	1.000	-0.558	-0.331	-0.698	-0.458	-0.332
Work Issues	-0.787	-0.558	1.000	-0.434	-0.496	-0.0369	-0.421
Poor Supervision	-0.531	-0.331	-0.434	1.000	-0.0631	-0.463	-0.786
Unpredictability in Campus Nature	-0.256	-0.698	-0.496	-0.0631	1.000	-0.463	-0.786
Relations with Faculty Members & Time Pressure	-0.0122	-0.458	-0.0369	-0.463	-0.463	1.000	-0.786
Acceptability of Unfair & Repetitive Work	-0.207	-0.332	-0.421	-0.786	-0.786	-0.786	1.000

According to table 2, it could be concluded that: Negative correlation between personal issues and academic performance exist.

Negative correlation between work issues and job performance exist.

Negative correlation between relations with faculty members & time pressure and job performance exist. Negative correlation between unpredictability in campus nature and job performance exist. Negative correlation between acceptability of unfair & repetitive work and job performance exist. Negative correlation between problem poor supervision and job performance exist.

3.0 SUMMARY As summarized in table 1, it can be seen that work issues has been considered by respondents as the most important factor for them with mean of 88.7 while acceptability of work in class done is the least (mean = 63.38). Using correlation analysis it is shown that there is negative relationship between all the stress (personal issues, work issues, relations with faculty members and time pressure, unpredictability in campus nature, acceptability of work and poor supervision) and JOB performance among employees.

4.1 CONCLUSIONS There is a need for this research to inform the general public. Employees are the backbones for the development of a country. Nations need professionals that are proven beneficial for the society.

Employees face many problems which hinder their performance and the most common is the state of being stressed. Stress or “ stress” are the major contributions for not being able to achieve desired goals. The effects of “ stress” can result in negative consequences if not handled properly.

Information about this research will help employees to get a clear grasp of the effects of perceived level of stress with their job performance and what they can do to help themselves. In addition, this research can also help educators to be fully aware of the inability of employees to achieve desired arrests due to the “ stress”.

Noticeably, a constraint of the study is that it focused on a population in one university. The question will be would college employees at larger, more diverse campuses have similar outcomes? Based on the survey itself, we can conclude that based from independent variable which affects employees academic performance among university employees is affecting the respondents job performance. 5. 0. RECOMMENDATION Based on the findings and conclusions in this study, the following recommendations are made: 1. Employers should offer various stress reduction orgasm to help employees manage stress because stress is prevalent in the workplace. . Employers should conduct a survey of the programs they already offer to discover which programs are the most effective for managing their employees’ stress. 3. Employees should share their ideas for managing stress with their employers in order to help their employers implement appropriate stress reduction programs.