

**WORKPLACE STRESS AND JOB PERFORMANCE AMONG
CLERICAL EMPLOYEES AT CONSTRUCTION
AREAS IN KOTA KINABALU**

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**FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTANCY
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DECLARATION

I hereby declare that the material in this thesis is my own except for quotations, accepts, quotations, summaries and references, which have been duly acknowledged.

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IN THE NAME OF ALLAH THE MOST GRACIOUS AND THE MOST MERCIFUL

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ABSTRACT

WORKPLACE STRESS AND JOB PERFORMANCE AMONG CLERICAL EMPLOYEES AT CONSTRUCTION AREAS IN KOTA KINABALU

The focus of this study to determine the relationship between workplace stress and job performance among clerical employees in the construction area in Kota Kinabalu, Sabah. Data were obtained via questionnaire from 300 participants and conducted specific area construction at Kota Kinabalu, which targeting only clerical workers for construction building and roads, focus on administrative clerk. The data collected was analyzed using Partial Least Squares (PLS). Result showed that there are significant relationships between workplace stress and job performance. However, the result shows that only career development as an independent variable supported stress as mediating effect with job performance. The results suggest that the construction of the clerical workers in Kota Kinabalu is not too stressed at their workplace.

ABSTRAK

TEKANAN DI TEMPAT KERJA DAN PRESTASI KERJA DI KALANGAN PEKERJA PERKERANIAN KAWASAN PEMBINAAN DI KOTA KINABALU

Tujuan kajian ini dijalankan adalah untuk mengkaji hubungan diantara tekanan kerja dan pencapaian kerja merangkumi kerja pengkeranian dalam bidang pembinaan di kawasan Kota Kinabalu, Sabah. Data yang diperolehi dianalisis dengan menggunakan separa kuasa dua terkecil (PLS). Keputusan menunjukkan bahawa terdapat hubungan yang signifikan di antara tekanan kerja dan pencapaian kerja. Walau bagaimanapun, hasil daripada analisis data menunjukkan bahawa hanya pembangunan kerjaya sebagai pembolehubah bebas disokong tekanan sebagai pengantara yang memberikan kesan dengan prestasi kerja. Keputusan menunjukkan bahawa pembinaan pekerja perkeranian di Kota Kinabalu tidak terlalu tertekan di tempat kerja mereka.

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LIST OF ABBREVIATION

AVE	Average variance extracted
CR	Composite Reliability
CIDB	Construction Industry Development Board
DASS	Depression Anxiety and Stress Scale
DOSH	Department of Occupational Safety and Health
PLS	Partial Least Squares
PKK	Pusat Khidmat Kontraktor
OSHA	Occupational Safety and Health Act
WHO	World Health Organisation

LIST OF SYMBOL

α	Alpha
β	Beta
$/$	Divide
$=$	Equal
$>$	Less Than
$-$	Less
$<$	More Than
$*$	Multiplication
$\%$	Percent
$+$	Plus

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CHAPTER 1

INTRODUCTION

1.1 OVERVIEW

The construction industry plays an important role in economic development in industrialized countries because it is a source of national income for most of the country and is a contributor to the employment in developing countries. One of the key role the construction industry also trying to satisfy a wide range of physical, economic, and social needs and also contributes significantly to the fulfilment of various major national goals commonly in developing countries. In addition, for developing countries commonly experiences for looking industry's size for the nature of its operation, and every development activity can make an attractive area for the activity transfer, adaptation, and development of technologies consistent with the developmental goals (Moavenzadeh & Rossow, 1976).

While Sundaraj (2006) mentions that the construction industry is one of the biggest sectors that contributed productivity to the economy of the country. It is because the demand for construction is highly increase to developments in other sectors. The construction sector does not produce its own demand, but derived demand from economic sector, public and individual sectors. Malaysia has started to build up its building industry since independence.

According to Abdul Razak et al. (2010), observes that the construction industry can be amplified because there a half of capital formation consists of study in construction depending on the expansion of capital the function and rate of involved. Concerning to the economic plan (1956-1960) where it was basically a development expenditure plan concern for getting the base industry. Likewise, in order to focus on the nation to economy prosper, before to take another stride in developing in the hereafter. In addition, Mohd Awang Idris et al. (2010), emphasis that stress at work reportedly increasing around the world. UK, USA, Canada and Australia were identified contributing to stress at work accordingly majority of subjects. Component such as workloads, organizational politics and a lack of

autonomy in the workplace are constantly described by employees in Malaysia for a contributor of experienced stress.

In special, stress actually is generally of occupational stress of modern day life increase every year. Strauss became occupied academics' and practitioners' attention now for more than half a century (Vikic & Bogdanic, 2007). Actually, Stress is not negative or defective. There two categories good or desirable stress (eustress) and bad or undesirable stress (distress). Eustress is positive stress. Stress at optimum levels, it will increase motivation and productivity. Stress is much depends on the values of employees. On the physiological level, when confronted with a major stressor, some people experience a speedy increase in heart rate while others feel tightness or knotting in the stomach or tension headaches. Stress is cannot be avoided because it an intact component of routine life and very plainly. Most of people encounter stressful stimuli many times a day in their personal and social domains and, as work aspect of human existence, in the workplace (Kendall et al, 2000).

Stress is a natural component of individual varying levels and outside of the work. There are so many issues with stress, such as absenteeism, work related accidents, stress claim and etc. It causes of lost productivity of profit organization. From The National Women's Health Resource Canter, the leading independent health information source for women mentioned that stress is probably a growing issue following inflated health care prices. In increase, stress actually very simply like built-in condition. Humans are hard-wired to have a physical and psychological "stress" response when facing a perceived threat, whether it is genuine or not. The body was reacting with the "fight or escape response" triggered by the sudden departure of the cortisol and adrenaline hormones. From these hormones keep the body and mind coiled, alert and ready for reaction to the menace. Yet, even in the modern day work world, being under stress can serve as a useful motivation to perform, provided it is in the proper degree and does not produce job strain.

Workplace stress defines that 'adverse reaction people have to undue pressure or other types of demands posed on them' or workplace stress in this context, refers to stress experienced as a direct consequence of a person's occupation (Campbell, 2006). All the same, in persistent presence in the U.S. labor market discussing that workplace stress difference between men and women in are

traditional blue-collar jobs such as operatives and craft continue to be male dominated, while women remain concentrated in service and clerical occupations the recent analyses of gender employment. Further occupations, such as managerial, professional and technical, and sales seem to be distributed popular by gender. Recent news discussing that women, the most popular occupations are clerical (female dominated occupation a traditionally) and professional and technical; for men, the most popular occupations are production and craft, professional and technical, and managerial.

Essentially, stress is to develop ways to understanding the dominant civilization in the world and besides as a preaching of social science research in addition to the ability to do in the public interest. In addition, stress is the historical, social, and institutional structures, terms, categories and beliefs that are embedded in social relations. It is known that the effects of strain from prolonged playmates cause constraints and restrictions, but likewise in the possibility. In this study was to study how stress women clerical workers talk about, understand, and experience stress in the workplace (Harkness et al, 2005) it.

However, termination of limited theoretical and empirical research into workplace stress and job performance with clerical construction. It appears that many potential consequences of the work stress for job performance. Few of the existing research addresses that the workplace stress and job performance can also be reduced with involved any activities (Yip & Rowlinson, 2006).

1.2 PROBLEM STATEMENT

Stress in the workplace really reacted badly to those who suffer from excessive pressure or other types of responsibility placed on them. Equally, work tension is what caused as a direct outcome of the work and the physical and emotional reactions that can be dangerous is when there is a difference between business requirements on the employee and the employee has control to conform to these demands. This can affect the performance of the employees special for clerical construction (Wahab, 2011).

Work-related stress is actually different from the stress in general because it is more of a nature organization. Workplace-related stress can be the outcome of a mismatch between workers in terms of the power of the technical capabilities and

the skills of interpersonal skills. This includes those who are not given equal training and resources in the slaying of their obligations in the most efficient way. Workplace-related stress may result from a labor demand faced aligned with the demands of the job that conflicts with the demand (Tan & Ismail, 2011). Furthermore, the highest points of job strain are frequently reported work pressure to 'epidemic', as considerably as the reactions of individuals and particular history associated with bad experiences in the fields of clerical employment, particularly in the building sector (Harknessi et al, 2005).

Tan & Ismail (2011) stated that stress is linked to job dissatisfaction due to the result of the difference between field works among the proletarians, and likewise a basic human physiological response depending on the conditions of real animation in their workplace find uncomfortable and not appropriate for them in the work. In addition, stress can also occur when an individual is faced with too much work to be divided. Potential stress in the workplace is considered with the growth of the construction industry employing a diversity of origins. This involves the dangerous work and dirty at the construction site; role conflict and role ambiguity in the organization, especially the division of labor; long hours at work; high bureaucracy and lack of lucre to learn new skills from colleagues and conflict between work and family among themselves. Those who suffer from long-term chronic stress may cause physical health problems and reduce productivity or efficiency and lower layers of satisfaction and organizational loyalty. This phenomenon is not just threatening the construction industry among clerical workers, but as well brings down the efficiency of the industry and long-term competitiveness in the future (Yip & Rowlinson, 2006).

1.3 RESEARCH QUESTIONS

The primary question of this inquiry is to find out whether the clerk of the construction is experiencing stress with the job performance specific area in Kota Kinabalu, Sabah. This question then leads several research questions of the survey, which are as follows:

- a) Does the source of stress have significant relationship with job performance or not?

- i. Intrinsic to Job
- ii. Role in Organization
- iii. Career Development
- iv. Relationships at Work
- v. Organizational Structure and Climate

b) Does stress level mediate the relationship between sources of stress and job performance?

1.4 RESEARCH OBJECTIVE

The research aims are to examine occupational stress clerical employees construction with job performance in the Kota Kinabalu specification. More specific researches emphasize 'workplace stresses'. From the research questions, the objectives of this study are then formulated, then are as follows:

- a) To investigate the relationship between sources of stress and job performance :-
 - i. Intrinsic to Job
 - ii. Role in Organization
 - iii. Career Development
 - iv. Relationships at Work
 - v. Organizational Structure and Climate
- b) To measure the mediating effect between sources of stress between job performance.

1.5 SCOPE OF THE STUDY

Stress in the workplace is a something that is not working for organizations and collaborate with their members. Stress has been regarded as an environmental stimulus for affected people, as well as individual responses to environmental, energy, or mismatch between people and the environment carried out in a recapitulation of the literature. In addition, the pressure was mainly considered as a

dependent variable resulting from a variety of pressure-stimulus psychological or physiological negative reaction (Xie & Johns, 1996).

The focus of the study is on the occupational stress among clerical in construction area in Kota Kinabalu, Sabah specifically. From the study, the more relevant that identified to be doing research targeted are who working as a clerical specific construction area in Kota Kinabalu. Due to the limitations of geographical boundaries of time, the respondents of this study will conduct those be working in Kota Kinabalu only. This is enough to collect data because there so many construction companies in Kota Kinabalu as a built fast time to time.

1.6 SIGNIFICANCE OF STUDY

The result of the work aims to supply important information towards many parties involved in the construction industries. It will benefit to the clerical employees construction based on organization specific private sector. In summation, the object of the study also to provide an empirical study for clerical employees in building area in Kota Kinabalu.

Occupational stress, if not found the most appropriate methods to reduce, will turn harmful to an individual's health and well-being. From the study carried out by Mozzola *et al* (2011), they had found that work is the main source of stress for the employed individual. Therefore, it is of almost relevance that a research on occupational stress is carried out to from a means to reduce overall stress levels. Organization construction employing the clerical workers will reap the benefits from the outcomes of this study as when the main sources and workflow activities may be revised to suit the maximum productivity level of their staff. Constant experience of stress would only prevent smooth job productivity, therefore if this problem is identified earlier the organizations would save more costs on turnover and medical expenses.

This study will be significant for the resources of the construction industry commonly. However, the study more on focused for clerical construction area in Kota Kinabalu only. This study will also provide essential information to the some other parties such as the Construction Industry Development Board (CIDB) where these results may be further investigated and projected towards the other workers

of the construction industry. Recognition and awareness of occupational stress occurrence can contribute highly towards the Ministry of Human resources as well as the Ministry of Health Malaysia for the purpose of an insight into smaller sub-department of tasks under the roof of the construction industry. These ministries may then be able to learn the best methods to visualize and implement efforts to cut tension.

1.7 DEFINITION OF TERMS

The definitions of terminologies used for this study is as follows:-

1.7.1 Workplace Stress

"Work Stress" is a physical and emotional response that is really dangerous that can occur when there is a difference between business requirements on the employee and the total demand for workers control in meeting these needs. In summation, the combination of high demand in the area of exercise and low volume control can contribute to stress in the workplace.

1.7.2 Intrinsic to Job

Intrinsic to a job or anything intrinsic comes from within. For example, when doing a job for only money is not categories intrinsic. But when doing a job because of love, it is definition for intrinsic which is the motivation and strengths comes from within. Really, it's beneficial to treat people as possessing intrinsic value. Nevertheless, if like someone for intrinsic reasons, then will receive no other motivation. The opposite of *intrinsic* is *extrinsic*, for things that come from the outside instead of from the inside. For instance, in this research, we focused on clerical, construction either there have intrinsic to the job or also target money for full treatment to come through their lives in the future.

1.7.3 Role in Organization

Role in organization is a behavior that has been assigned or expected. This is linked to the office held or status within the group or formation. For example, in this research, we focused on clerical, construction either they have a role in organization to show instructions way towards achieving organizational goals.

1.7.4 Career Development

Career development is a lifelong process with a person on work experience either within or between organizations. For example, in this study, we will look to career development for clerical, construction whether they felt that was organized to have a career development in their organization.

1.7.5 Relationships at Work

Relationships at work discussing relationship with workplace either involve with colleagues, bosses or employees. It would be better if a good relationship established between them involving the assignment and if the person has a good working relationship, this is over the top on good terms, and can work effectively together. For example, in this study, we look closely to relationships at work for clerical, construction whether they have relationship each other in the organization.

1.7.6 Organizational Structure and Climate

Term organizational climate known as corporate climate sometimes which is the operation of assessing the "culture" of an arrangement in order to introduce the notion of organisational culture. In addition, it is a set of properties of the work environment in an organization, directly or indirectly supposed by the employees, that is expected to be a major force in persuading employee behavior. Climate and culture actually are both important facets of the overall context, environment or situation. For example, in this study, we review the organizational structure and climate for clerical, construction whether they have relationship each organizational structure and climate in the organization.

1.7.7 Depression Anxiety and Stress Scale (DASS)

The DASS is a set of three self-report scales designed to measure the negative emotional states of depression, anxiety and stress. The DASS was constructed not merely as another set of scales to measure conventionally defined emotional states, but to further the process of defining, understanding, and measuring the ubiquitous and clinically significant emotional states usually described as depression, anxiety and stress. The DASS should thus meet the requirements of both researchers and

scientist-professional clinicians. For example, in this research, we use DASS for measuring stress clerical, construction employee in their organization.

1.7.8 Job Performance

Job performance means work related whether the employee is expected and how well those activities were executed in the organization. Job performance of each employee assessed the on an annual or quarterly basis in order to assist them identify suggested areas for improvement. For example, in this study, job performance for clerical construction measuring with several questions.

1.7.9 Clerical

Ketchley & Anderson (1978) mentions that definition clerical staff is transmit information, receive information, process information, store information or, retrieve information. While Brown (1970) Analysing that the job responsibilities of clerks it is necessary to divide the approach into four major areas:-

- The specialist nature of the work routine
- The special relationship that should exist between the immediate superior and the senior clerk
- The supervisory and personal relationships between the senior clerk and the clerical staff under his control
- The relationship between his department or section and the organisation as a whole, together with external relationships where they are applicable

Clerical also can be defined with a person who works in an office performing such tasks as keeping records, attending to correspondence, or filing, keeps the records and performs the regular business of a court, legislative body, or municipal district (thefreedictionary.com)

1.8 ORGANIZATION OF THESIS

Chapter one of these studies is brought out to the project paper aims to present a general background and overview workplace stress and business performance among clerical construction employees in Kota Kinabalu. This chapter also discusses the statement of the research problem, the objectives and significance of the work,

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