

**THE RELATIONSHIP BETWEEN ROLE AMBIGUITY, ROLE  
CONFLICT, STRESS AND JOB PERFORMANCE AMONGST  
ADMINISTRATIVE STAFF (GRADE 41 BELOW) IN  
UNIVERSITI MALAYSIA SABAH (UMS)**

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## ABSTRACT

### **THE RELATIONSHIP BETWEEN ROLE AMBIGUITY, ROLE CONFLICT, STRESS AND JOB PERFORMANCE AMONGST ADMINISTRATIVE STAFF (GRADE 41 BELOW) IN UNIVERSITI MALAYSIA SABAH (UMS)**

This study aims to investigate as to what extent the relationship between role ambiguity, role conflict, stress and job performance among administration employee in University Malaysia Sabah (UMS). Role ambiguity and role conflict (stressor) which are perceived as the sources of stress towards the level of stress and job performance of the employees. This study also aims to investigate the relationship between stress and job performance and the relationship of personality (Type A and B) on role ambiguity and stress. A total of 48-items of questionnaire was employed to measure the variables in this study based on based on the previous researcher questionnaire and have been modified due to the appropriateness for this thesis. A sample of 122 were selected out of 350 that been distribute because of minimum of feedback with total of 195 and during the screening process, a total of 73 sample been disqualified. The findings indicate that role ambiguity has positive and significant relationship on stress and job performance while role conflict has no positive and significant relationship on stress and job performance among administration employees in UMS. The findings also indicate that stress has significantly mediate the relationship between role ambiguity and job performance. Other than that, Type A and B personality has no significant moderate the relationship between role ambiguity and stress. It is hoped that this study has contributed to studies in this field and played its part in paying the way for future studies to identify a more sustainable and replicable model based on the results of the findings and recommendation in this paper.