

**THE IMPACT OF WORK STRESS TOWARDS JOB
PERFORMANCE AMONG MANAGERS IN
PRIVATE SECTORS IN
KOTA KINABALU
SABAH**

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ABSTRACT

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The problem measure in this research is to identify the impact of work stress towards job performance among managers. This study has put forward five research questions. Firstly what is the level and impact of work stress on job performance?. Second, what is the source of work stress on job performance among managers?. Third, what is the relationship between the sources of work stress and job performance?. Fourth, what is the function of gender as a moderator between source of work stress and work stress among managers? Fifth, what is the role of work stress as a mediator between work stress and job performance?. To answer these research questions, this study has outlined five research objectives. First, to study the level and the impact of work stress towards job performance. Second, to identify the source of work stress on job performance among managers. Third, to examine the relationship between work stress and job performance. Fourth, to identify impact of gender as a moderator between source of work stress and work stress among managers. Lastly, to examine the role of work stress as a mediator between work stress and job performance. This study is conducted in three private companies; Suria Capital Holdings Berhad, Warisan Hartanah Sdn. Bhd and Sabah Bank Development Berhad. The respondents are 105 middle to top management level/managers from those companies. Altogether six hypotheses are forwarded to be tested using Statistical Package Social Sciences (SPSS) Version 14.0. The test conducted had indicate that: i) there is a significant relationship between the sources of work stress towards work stress; ii) there is a significant relationship between sources of work stress and job performance; iii) there is a significant relationship between the impact of work stress and job performance; iv) gender is not a significant moderating variable between sources of work stress and work stress; v) feelings and behaviour is not a significant mediating variable between sources of work stress and job performance. A number of research limitations are identified and suggestions for future research are proposed.

ABSTRAK

Permasalahan yang diteroka dalam kajian ini adalah untuk mengenal pasti impak stress kerja terhadap prestasi pekerja dikalangan pengurus. Kajian ini telah mengemukakan lima persoalan kajian. Pertama, apakah tingkat dan impak stress kerja terhadap prestasi pekerja?. Kedua, apakah punca stress kerja terhadap prestasi pekerja dikalangan pengurus?. Ketiga, apakah hubungan diantara punca stress kerja dan prestasi pekerja?. Keempat, apakah fungsi jantungina sebagai pembolehubah pengantara diantara punca stress kerja dan stress kerja dikalangan pengurus?. Kelima, apakah peranan stress kerja sebagai pembolehubah pengantara diantara stress kerja dan prestasi pekerja?. Bagi menjawab persoalan ini, lima objektif khusus telah digariskan. Pertama, untuk mengkaji tingkat dan impak stress kerja terhadap prestasi pekerja. Kedua, untuk mengenalpasti punca stress kerja terhadap prestasi pekerja dikalangan pengurus. Ketiga, untuk menguji perhubungan diantara stress kerja dan prestasi pekerja. Keempat, untuk mengenal pasti impak jantungina sebagai pembolehubah pengantara diantara punca stress kerja dan stress kerja dikalangan pengurus. Akhirnya, untuk menguji peranan stress kerja sebagai pembolehubah pengantara diantara stress kerja dan prestasi pekerja. Kajian ini telah dijalankan di tiga buah syarikat swasta; Suria Capital Holdings Berhad, Warisan Hartanah Sdn. Bhd and Sabah Bank Development Berhad. Responden kajian adalah terdiri daripada 105 orang tingkat pertengahan hingga atasan/pengurus daripada syarikat berkenaan. Sebanyak tujuh hipotesis telah dikemukakan untuk diuji dan kajian ini telah mengguna pakai *Pakej Statistik Sains Sosial (SPSS) Versi 14.0*. Pengujian yang dilakukan ke atas model tersebut telah menunjukkan bahawa: i) wujud hubungan signifikan diantara punca stress kerja dan stress kerja; ii) wujud hubungan signifikan diantara punca stress kerja dan prestasi pekerja; iii) wujud hubungan signifikan diantara diantara impak stress kerja dan prestasi pekerja; iv) jantungina tidak signifikan sebagai pembolehubah pengantara diantara punca stress kerja dan stress kerja; v) perasaan dan kelakuan tidak signifikan sebagai pembolehubah pengantara diantara punca stress kerja dan prestasi pekerja. Beberapa limitasi kajian telah dikenal pasti dan cadangkankajian masa depan telah dikemukakan.