

**INFLUENCE OF STRESS TOWARDS
EMPLOYEE'S PERFORMANCE IN
OIL & GAS INDUSTRY AT KUALA LUMPUR.**

NUR ANNISSA BINTI NAJIB

PB12016

PM – ANNISSA NAJIB

BACHELOR OF PROJECT MANAGEMENT WITH HONOURS

UNIVERSITI MALAYSIA PAHANG

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NUR ANNISSA BINTI NAJIB

Thesis submitted in fulfillment of the requirements for the award of the degree of
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SUPERVISOR'S DECLARATION

I hereby declare that I have checked this study and in my opinion, this study is adequate in terms of scope and quality for the ward of the degree of Bachelor in Project Management with Honors.

SIGNITURE :

NAME OF SUPERVISOR : MR. MOHAMAD ROZI BIN HASSAN

POSITION : LECTURER

DATE : DECEMBER 2015

STUDENT'S DECLARATION

I hereby declare that the work in this study is my own except for quotations and summaries which have been duly acknowledged. This study has not been accepted for any degree and is not concurrently for award of other degree.

SIGNITURE : *Nur Annissa Najib*

NAME : NUR ANNISSA BINTI NAJIB

ID NUMBER : PB12016

DATE : DECEMBER 2015

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ABSTRACT

This research is about the impact of stress towards employee's performance in oil and gas industry at Kuala Lumpur. The purpose of this research is to recognize whether the stress can influence employee's performance. This research is also to find how the sources of stress (conflict factor, role factor and workload factor) influence the overall impact of stress. 70 selected employees which were random representative including administrative, executive, supervisor or manager and others staff from oil and gas industries that answer the questionnaire given through email. The final result will describe the impact of stress towards employee's performance and actions required to reduce stress in oil and gas industry at Kuala Lumpur. In this research, the researcher will present the result of the research to prove the relationship between stresses towards employee's performance.

ABSTRAK

Kajian ini adalah mengenai kesan tekanan terhadap prestasi pekerja dalam industri minyak dan gas di Kuala Lumpur. Tujuan kajian ini adalah untuk mengenal pasti sama ada tekanan yang boleh mempengaruhi prestasi pekerja. Kajian ini juga adalah untuk mencari bagaimana punca tekanan (faktor konflik, faktor peranan dan faktor beban kerja) mempengaruhi kesan keseluruhan tekanan. 70 kakitangan terpilih yang merupakan wakil rawak termasuk pentadbiran, eksekutif, penyelia atau pengurus dan kakitangan lain daripada industri minyak dan gas yang menjawab soal selidik yang diberikan melalui e-mel. Keputusan akhir akan menerangkan kesan tekanan terhadap prestasi dan tindakan yang diperlukan untuk mengurangkan tekanan dalam industri minyak dan gas di Kuala Lumpur pekerja. Dalam kajian ini, pengkaji akan membentangkan hasil penyelidikan untuk membuktikan hubungan antara tekanan terhadap prestasi pekerja.

CHAPTER 1

INTRODUCTION

1.1 Introduction

Stress has emerged in the last few decades, which is a very acute problem in the organization. Stress is present where one is dealing with opportunities, demand, or requirement of the individual who is seen as an important resource. Stress as the force, pressure, or tension subjected upon an individual who resists these forces and attempt to uphold its true state (Hans, 1936). Some stress can be good, and some can make it worse. The strain that is seen as something positive actually helps improve our performance. While pressure is seen as something negative actually led to the deterioration of our performance in the organization in a variety of industry whatsoever. For athlete, actor or any actress all said that, they need certain amount of stress or pressure to perform well. However, the problems arise when the sources of pressure become too frequent without time to recover, or when just one source of pressure is too great for us to cope with. Stress can be understood more comprehensively as, it is a condition which happens when one realizes the pressures on them, or the requirements of a situation, are wider than their recognition that they can handle. If these requirements are huge and continue for a longer period of time without any interval, mental, physical or behavioral problems may occur (HSE, 2001).

1.2 Background of study

Mental disorder that involves pressure can be dangerous if not managed properly. Refer to (Statistic Sweden, 2010), the country's one of the biggest contributors to long-term sick leave among the people is stress. According to the situation, we can determine that the pressure is unexpected and can also be a disaster. In addition, the rapid changes in the workforce not only will affect the management of human services, but it also interferes with the performance in the presentation and everyday tasks in the organization

The pressure is clearly understood by everyone because they will face pressure at least once in a lifetime and it's difficult to determine the period. However, pressure has two methods and related diseases such as psychology and physiology. Among the circumstances that will occur as hysteria, passion, steam, nerves, neurasthenia, anxiety, mental stress, and tension.

1.3 Problem statement

Stress is one of critical risk that can destroy the individual performance in the workplace. In addition, the increased psychosocial stress makes sick leave increase, which could result in loss of productivity. Some of past researches suggest that to reduce stress, one of solution is to reduce work capacity of a person that having stressed. But if we reduce working force capacity in the organization, we might not be able to deliver the good tasks or project that have been given, not able to motivate or meet opportunities to utilize those competencies. In order to avoid stress influence towards employee's performance, it is suggested that a task or project that given to them is prepare with management planning to countermeasure the unknown risk cause by time and resource.

Moreover, when we identify strategies that can prevent stress from affecting the performance of employees, we can order to make sure that the pressure does not cause workers to lose their productivity. Furthermore, planning mostly involves time management, so the good time management can also reduce stress. Others, if workers feel

that they have enough time to complete their work , so they can do their best in the work without worries (Schuler, 1979).

1.4 Research objective

The objective of this research:

- 1.4.1** To identify the sources of stress that influences the employee at the workplace in oil & gas industry.
- 1.4.2** To measure the significant relationship between sources of stress and employee's performance in oil & gas industry.

1.5 Research question

This research shall answer the following research questions:

- 1.5.1** What are the sources that influence stress among employee at the workplace in oil & gas industry?
- 1.5.2** Is there any significant relationship between sources of stress and employee performance in oil & gas industry?