

**THE ANALYSIS OF WORK STRESS AMONG  
BANK RAKYAT EMPLOYEES:  
A CASE STUDY OF SABAH REGION**

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**Disertation Submitted to  
Universiti Islam Antarabangsa Sultan Abdul Halim  
Mu'adzam Shah (UniSHAMS),  
in Fulfilment of the Requirement for the  
Master of Islamic Banking and Finance**

## ABSTRACT

Nowadays, stress has become an important part in every sector. Most of the people in this world experience the stress, and I believe that many people also can roughly understand what is meant by stress. Job stress can be described as the negative physical and emotional responses that occur when the job needs do not suit the worker's skill, resources, or needs. The purpose of this study is to determine factors of work stress among the Bank Rakyat's employees. The survey was carried out at 12 branches of Bank Rakyat in Sabah. A total of 160 bank employees participated in this study. Data was collected through 40 items questionnaires on a five-point Likert scale. Both descriptive and inferential statistics were used to analyze the data using the SPSS version 17.0. Regression analysis was conducted to test the relationship between levels of work stress and personal factors, organizational factors and environmental factors. The findings of this study showed that there was no statistically significant difference in the level of work stress by demographic factors (gender, status, education qualification, job position and length of service). However, the findings showed that only personal factors have significant relationship with work stress level. The data results showed that personal factor is 0.000. The findings of this study also resulted in the overall level of work stress among respondent is moderate.

## ABSTRAK

Pada masa kini, tekanan telah menjadi bahagian penting dalam setiap sektor. Sebilangan besar orang di dunia ini mengalami tekanan, dan saya percaya bahawa banyak orang juga dapat memahami apa yang dimaksudkan dengan tekanan. Tekanan kerja boleh digambarkan sebagai tindak balas fizikal dan emosi negatif yang berlaku apabila keperluan pekerjaan tidak sesuai dengan kemahiran, sumber daya, atau keperluan pekerja. Tujuan kajian ini adalah untuk menentukan faktor tekanan kerja di kalangan pekerja Bank Rakyat. Tinjauan dilakukan di 12 cawangan Bank Rakyat di negeri Sabah. Seramai 132 pegawai bank mengambil bahagian dalam kajian ini. Data dikumpulkan melalui 40 item soal selidik pada skala Likert lima mata. Kedua-dua statistik deskriptif dan inferensi digunakan untuk menganalisis data menggunakan SPSS versi 17.0. Analisis regresi dilakukan untuk menguji hubungan antara tahap tekanan kerja dengan faktor peribadi, faktor organisasi dan faktor persekitaran. Dapatan kajian ini menunjukkan bahawa tidak terdapat perbezaan yang signifikan secara statistik dalam tahap tekanan kerja oleh faktor demografi (jantina, status, kelayakan pendidikan, kedudukan pekerjaan dan lama perkhidmatan). Walau bagaimanapun, hasil kajian menunjukkan bahawa hanya faktor organisasi yang mempunyai hubungan yang signifikan dengan tahap tekanan kerja. Hasil data menunjukkan bahawa faktor organisasi adalah 0.000. Dapatan kajian ini juga mendapati bahawa tahap tekanan kerja secara keseluruhan di kalangan responden adalah sederhana.

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