



**THE EFFECT OF PSYCHOLOGICAL EMPOWERMENT ON JOB BURNOUT
AMONG EXECUTIVES IN PETRONAS PENAPISAN (MELAKA) SDN BHD**

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(HUMAN RESOURCES MANAGEMENT)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA (MELAKA)

KAMPUS BANDARAYA

JUNE 2015

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**Submitted in Partial Fulfilment of the
Requirement for the
Bachelor of Business Administration with Honours
(Human Resource Management)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA (MELAKA)
KAMPUS BANDARAYA**

June 2015

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
"DECLARATION OF ORIGINAL WORK"**

We, Ainul Farhana Husna Binti Ismail, (I/C Number: 931013-04-5490)
and Nurul Anis Amylisa Binti Jaafar (I/C Number : 930407-01-6444)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature:

Date: 30 June 2015

(Ainul Farhana Husna binti Ismail)

(Nurul Anis Amylisa binti Jaafar)

LETTER OF SUBMISSION

June, 2015

The Head of Program

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management

Universiti Teknologi MARA,

110, Off Jalan Hang Tuah,

75300, Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “THE EFFECT OF PSYCHOLOGICAL EMPOWERMENT ON JOB BURNOUT AMONG EXECUTIVES IN PETRONAS PENAPISAN (MELAKA) SDN BHD” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours Sincerely,

**Ainul Farhana Husna binti Ismail
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BBA (Hons) Human Resource Management
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**Nurul Anis Amylisa binti Jaafar
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ABSTRACT

Nowadays burnout is commonly occur in our society. This support by Maslach & Jackson, (1981), Maslach, Schaufeli & Leiter, (2001) that state “burnout is a global problem happened in human service profession. Therefore, this research examined the effect of psychological empowerment on job burnout in a sample of executives in Petronas Penapisan (Melaka) Sdn. Bhd. The data collected through questionnaire from 115 respondents was used to test the proposed hypothesis. A self-administered, paper and pencil, mailed survey was used to collect data using three instruments: (a) Demographic data, (b) The Psychological Empowerment Scale and (c) The Maslach-Burnout Inventory-Emotional Exhaustion Subscale.

This study employs a correlations analysis in order to address the effect of the relationship between empowerment with burnout. The results indicate meaning and impact has relationship between job burnout while competence and self-determination not. In addition to the effect of empowerment or the dimensions of empowerment, it was found that others various background factors influence the level of burnout perceived by executives in workplace. Finally, the researcher discusses the conclusion, methodological limitations of this study as well as some recommendations for further research.