



**JOB DEMAND VERSES BURNOUT AT BANK RAKYAT**

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## **Jobs demand and burnout in banking industry (Bank Rakyat)**

### **1.1) Introduction**

Primarily this research will be used to study the relationship between the jobs demand and burnout that will be face by the employees of Bank Rakyat. The dependent variable for this study is stress and the independent variable for it is the workloads. Furthermore, the banking industry is well known as one of the industry that has busy working environment and the employees are exposed to work's burnout that may also affect their daily life style. Besides, the research may also help to find the solution for the problems by identify the causes of burnout and researcher will have the chance to solve the problems or may also try to avoid the problem from happening.

### **1.2) Background of study**

#### **1.2.1) General background of employees' burnout in banking industry**

According to the article from Mardy Dungey, banking crises are costly, and a great deal of prudential effort is undertaken to avoid them. Bordo et al. (2001) estimate losses of around 6 percent of GDP associated with a banking crisis in the last quarter of the 20th century, whilst Laeven and Valencia (2013) document losses of about 30 percent of GDP during the global financial crisis (GFC) of 2007–2009. So basically the crisis in banking industry will influence the people who work in the banking industry and give burnout to them. When there are crisis means the job demand increase and thus give the employees burnout. In the nutshell, this research will discover what type of job demands and burnouts happen in the banking industry in Malaysia especially. According to Rosengren A the stress at work can be define as linked with coronary heart disease in retrospective and prospective studies. The biological mechanisms remain unclear. Plausible pathophysiological mechanisms involve direct neuroendocrine effects and indirect effects mediated by adverse health behaviors (Rosengren A, 2004). A major limitation of previous studies is the lack of information on the duration of exposure to work stress. Repeated measurements of work stress over a person's career provide a more accurate



## Literature review

### 2.0 Introduction

Firstly this section will explain about the contents of chapter two which are discussion about the definition and explanation of burnout especially in the banking industry also the causes (workload) of this stress to occurred. In this study the researcher will use the burnout as the dependent variable and the workload will be the independent variable. In addition, researcher will highlight the relationship between both variable and how the independent variables will affect the dependent variable. Furthermore, the researcher will illustrate the framework for this study in order to make clearer about how this relationship occurred.

### 2.1) The Burnout ( Dependent variable )

Based on the past study they had shown that stress at work are the effect from the pressure of workloads that one have to face at work. The dependent variable that the researcher chooses which the stress can be in negative output and positive output but it depends on how they face the workloads given to them. According to Aishath M. and Ite the Islamic banking is a booming industry in the world today. And it is universally accepted by all groups of people now, irrespective of their faith. The range of products utilized in different parts of the globe vary based on custom and needs of the community in that particular area (Aishath M. and Ite, 2011). The booming phenomenal of Islamic banking does affect the burnout among the employees. According to Maslach Burnout Inventory, the most influential burnout definition describes burnout as a three dimensional construct composed of emotional exhaustion, depersonalization, and professional efficacy (Maslach, Schaufeli, & Leiter, 2001).

#### **2.1.1) Emotional exhaustion**

From the study made by Cordes et al., (1997) measurable work overload and demands of interpersonal interactions were important in order to determinants of emotional exhaustion at their work place. A greater number of frontal interactions last longer, will be more challenging and result in higher levels of emotional exhaustion (Cordes et al., 1997). Furthermore, according to Hsieh and Hsieh, (2001) the organization that explain its expectations and performances