

THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB  
PERFORMANCE AMONG SUPPORT STAFF IN HUMAN  
RESOURCE DEPARTMENT IN UNIVERSITI SAINS  
MALAYSIA, NIBONG TEBAL, PULAU PINANG (USM)

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## AUTHOR'S DECLARATION



**DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**FACULTY OF BUSINESS AND MANAGEMENT**

“DECLARATION OF ORIGINAL WORK”

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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 my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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## **ABSTRACT**

The purpose of this study was to examine the relationship between job burnout and job performance among support staff in Universiti Sains Malaysia (USM), Pulau Pinang. Three components of Maslach Burnout Inventory (MBI) which was known as emotional exhaustion, depersonalization and personal accomplishment have been used as the focus of this research. The data was collected through questionnaire which was adapted from Maslach Burnout Inventory (MBI). The numbers of respondents from the data that have been collected were 85 out of 100 samples. The data were analyzed using Statistical Package Social Science (SPSS) version 20.0. The findings of this study revealed that there were low, negative and insignificance correlation between emotional exhaustion and job performance ( $r=-0.155$ ,  $p<0.05$ ). However, depersonalization and personal accomplishment have positive and significance relationship towards job performance. In conclusion, the result of the findings shows that the independent variables have relationship toward the dependent variable. At the end of this study, the researcher also suggested a few recommendations for future researchers.

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## **CHAPTER 1**

### **INTRODUCTION**

The first chapter describes the background of the study, statement of the problem, research objective, research questions, significance of the study, limitations of the study, and definition of terms.

#### **Background of the Study**

Over the past few decades, burnout is emerging as an incremental problem in organizations (Ahmed & Ramzan, 2013). The statement was reinforced by one researcher who stated job burnout has gradually become a topical issue in the fields of management and organizational behaviour (Cai & Ye, 2016). This crucial issue was happening around the world involving big or small organizations. Job burnout can be defined as a psychological syndrome that engages experiencing emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment (Christina Maslach, Schaufeli, & Leiter, 2001).

Burnout is also referred to as an unwanted reaction that people have to face severe pressures or other types of demands placed upon them (Ahmed & Ramzan, 2013). A huge and multi fields literature points a lot of key factors such as work environment, management support, and work load in determining the stressful the work can be and its effect on employee's physical and mental health (Ganster and Loghan, 2005) as cited in Ahmed and Ramzan (2013). Employees working in a demanding work environment may feel inefficacious, emotionally exhausted, and