

THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB
PERFORMANCE AMONG SUPPORT STAFF: A CASE STUDY AT
BANK ISLAM MALAYSIA BERHAD, KUALA LUMPUR,
SELANGOR

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AUTHOR'S DECLARATION



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ABSTRACT

The 'Burnout' concept was first introduced in 1974 by Freudenberger (1974). Employees in the private sector are normally working longer hours but they receive lower wages in return. This study examined the relationship between job burnout and job performance among support staff in the private sector. A correlational design was used in this study to answer the objective which is to identify the relationship between job burnout and job performance among support staff in Bank Islam Malaysia Berhad. A total of 103 respondents answered the questionnaire with the response rate of 93.64%. The data was analyzed using Statistical Package for Social Sciences (SPSS) version 23. The result shows that there was a relationship between job burnout and job performance with a significantly positive and weak correlation when emotional exhaustion ($r = .232$ $n=102$ $p < .0005$) and personal accomplishment ($r = .250$ $n=102$ $p < .0005$) are concerned. There is in an average and positive relationship between depersonalization ($r = .330$ $n=102$ $p < .0001$) and job performance. This study provided some recommendation to future researchers or stakeholders such as employees or organization in the private sector. Burnout effects are serious problems that can affect an employee negatively. Exposure to burnout has been shown to adversely effect job performance. Therefore, burnout has become a great concern in today's work society because it affects the individuals and the organization

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CHAPTER 1

INTRODUCTION

Background of the Study

The term 'Burnout' is defined as a situation encountered by the employees during work hours at their workplace. (Falcone, 1991, as cited in Raja, 2013). Employees in the private sector are normally working longer hours but they receive lower wages in return. When the employee works for extremely long hours, most of them will suffer from problems and will have difficulties trying to stay focused on their work and as a result, they have shorter attention span, feel lethargic, and they will be less motivated to go to work. A clear example of a burnout cause is an unscheduled timetable for work hours and this results in employees not having enough rest and will be unable to cope with tasks delegated to them especially in the private sector. The burnout signs can be seen in many job fields (Caron, 2000 as cited in Khan, 2012). The 'Burnout' concept was first introduced in 1974 by Freudenberger (1974).

Due to a very high degree stress and feeling drained, an individual will find it difficult to improve their performance. The definition of job performance can be generally defined as a job or work that can be accomplished by making full use of the resources that is in their control (Jamal, 2007, as cited in Manderson, 2014). In the private firms, goals are set for their employees to gain rewards but if they could accomplish their work, it could lead to a stressful situation (Vigoda-Gadot, 2005, as