

THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB
PERFORMANCE AMONG EMPLOYEE: A CASE STUDY AT JASA
MERIN SDN. BHD

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AUTHOR'S DECLARATIONS



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ABSTRACT

The research focused on the relationship between Job Burnout and Job performance among employees in Jasa Merin Sdn. Bhd. This study's objective is to investigate the relationship between job burnout and job performance among employees in the private sector. The independent variable of this study is job burnout and it is influenced by three factors which are emotional exhaustion, depersonalization and personal accomplishment. The dependent variable is the job performance. The survey was done at Jasa Merin Sdn. Bhd, a company that provides offshore support vessels (OSV) services to oil majors. The return rate of the questionnaire was 95 out of 110 (86.36%). The questionnaire was adapted from Maslach Burnout Inventory (MBI) (Maslach & Jackson, 1981) and Perceived Job Performance (Yuanlaie, 2010). Items for both variables in this study were measured by using the Likert scale based on 1 to 5 point scale for levels of agreement. For example, from strongly disagree (1) to strongly agree (5). The results found emotional exhaustion ($r = -.413$ $n=95$ $p<0.01$) is negatively related to the job performance. On the other hand, depersonalization factor ($r=.244$ $n=95$ $p<0.05$) is positively related to the job performance. Other than that, personal accomplishment factor ($r=.102$ $n=95$ $p>0.01$) is positively related to the job performance. If personal accomplishment among officers to support staff increased, the staff's job performance will increase simultaneously. There are also few suggestions for the organization and staff to reduce their job burnout in their workplace. Finally, the suggestions for the future research were included based on the outcome of this study.

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CHAPTER 1

INTRODUCTION

Background of the Study

Burnout can be defined as a situation commonly faced by employees during working hours at their workplace (Falcone, 1991) as cited in (Raja, 2013). Employers in private sectors normally work longer hours and receive lower wages in return. When employees work for long hours, most of them will suffer several problems especially in their ability to stay focused or to maintain their attention span, feel exhausted, and they will have low motivation to go to work. For example, an unscheduled time table for working hours will be a major contribution to job burnout because employees will not have enough rest to be able to cope with other tasks given to them as work juggling is common in the private sector. The signs of burnout can be experienced in many fields of job (Caron, 2000) as cited in (Khan, 2012). The 'Burnout' concept was introduced in 1974 by Freudenberger (1974).

Due to a high degree of the stress and feeling drained, it will be difficult for an individual to improve their performance. Job performance can be widely defined as the jobs that can be accomplished by making full use of the resources within their control (Jamal, 2007) as cited in (Manderson, 2014). In private firms, they set their goals for their employees to gain rewards but if the employees could not