

THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB
SATISFACTION AMONG SUPPORT STAFF AT JABATAN HUTAN
SARAWAK

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DECEMBER 2017



BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)

FACULTY OF BUSINESS MANAGEMENT

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ABSTRACT

The main purpose of this study is to examine the relationship between job burnout and job satisfaction among support staffs at Forest Department Kuching in Sarawak. The instrument that was used to collect the data was questionnaire. This study was correlational research. 100 sets of questionnaire were distributed to the respondents personally with return rate of 70%. The data was analysed using Statistical Package for Social Science Software (SPSS) version 20.0. Pearson correlation was performed on the data in order to determine whether there is a relationship between both variables. The correlation values show that low personal achievement has strong relationship with job satisfaction. There is a significant strong positive and high correlation ($r=.518$, $p<0.01$) between job satisfaction and low personal achievement. The values also show that there is a significant positive and medium relationship between job satisfaction with emotional and physical factors ($r=-.438$, $p<0.01$). Researcher recommends that the future research should be expended to other location other than Kuching only.

CHAPTER 1

INTRODUCTION

Background of Study

One of the factors in employee's satisfaction is job burnout. It becomes a major factor in today's world for Malaysians where the employees in an organization have to deal with dissatisfaction about their work performance. This study investigates the relationship between job burnout and employees' satisfaction in Jabatan Hutan Sarawak.

Job burnout has negative effects which are depression, lack of motivation, not caring about work and decreased productivity. Employees generally experience job burnout when they are in work circumstances that keep them in stressful situations over a constant time frame. Depending on the particular case, burnout may be lessened by changes in the work environment and job demands, as well as changes in the individual's behaviour and way to deal with work (Rouse, 2014).

Job satisfaction for the employees includes job security, compensation, benefits and opportunities to use skills and abilities. Most organizations strive for employee satisfaction, yet not all attain this goal. That is why it is vital to know more about the elements that can increase employee satisfaction, and how it fits into an organization's overall success (Bisk, 2015).