

THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB
PERFORMANCE AMONG SUPPORT STAFF IN HUMAN
RESOURCE DEPARTMENT, UNIVERSITI MALAYSIA PERLIS
(UNIMAP)

Prepared for:
MR. MUHAMMAD BIN OMAR AND
MR. ABANG FHAEZDHYALL BIN ABANG MADAUD

Prepared by:
NUR IZZUREEN BINTI ROSLAN
DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA
FACULTY OF BUSINESS AND MANAGEMENT

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AUTHOR'S DECLARATION



DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

FACULTY OF BUSINESS AND MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

I, NUR IZZUREEN BINTI ROSLAN, (I/C: 950703-09-5018)

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ABSTRACT

Job burnout has become a topical issue in the field of management as well as organization currently. Therefore, the management should take this issue as a serious matter because job burnout influences on a person's wellbeing and affects employees' job performance. The current study attempts to investigate the relationship between job burnout and employees job performance toward support staff in Universiti Malaysia Perlis (UNIMAP). By adopting Conceptual Framework of Multidimensional Theory Job Burnout and Job Performance (Christina Maslach, Schaufeli, & Leiter, 2001), the researcher tested the independent variables (emotional exhaustion, depersonalization and personal accomplishment) towards job performance. The sample size was determined using of Krejcie and Morgan Table (n=110, s=87). The data collection was performed by using a set of questionnaires and analysed using Statistical Package for Science Social (SPSS) version 20. The results revealed that job burnout has a correlation with a job performance. Collectively, the entire components tested in job burnout shows the negative, moderate and significant relationship towards employees' job performance. In other words, job burnout resulting in poor performance. At the end of this study, the researcher also suggested a few recommendations for the future researchers in order to gain a various results.

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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 is 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 et al., 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