

THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB SATISFACTION
AMONG SUPPORT STAFF AT SARAWAK ENERGY BERHAD (SEB),
KUCHING SARAWAK

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- 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.
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ABSTRACT

The purpose of this study was to examine the relationship between job burnout and job satisfaction in Sarawak Energy Berhad, Kuching, Sarawak. Particularly, this research examines the dimension of job burnout such as low personal achievement, emotional and physical factors, and passive aggressive behaviour between job satisfactions in Sarawak Energy Berhad. To answer this study, 98 questionnaires were distributed to employees at Sarawak Energy Berhad, Kuching, Sarawak and the response rate at 100%. The data were analysed using Statistical Package for Social Science (SPSS) version 20. The result indicated that not all dimensions of job burnout had the same result. For low personal achievement the result showed it positively and significantly ($r = .482$ and $p < 0.01$) affected employees' job satisfaction, while for passive aggressive behaviour the result revealed it negatively and significantly ($r = -.288$ and $p < 0.01$) affected employees' job satisfaction. Apart from that, emotional and physical factors showed no relationship between this dimension and job satisfaction. Furthermore, the researcher also discussed the conclusion based on each research questions and developed recommendations for management, employees and future researchers.

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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 Sarawak Energy Berhad (SEB), Kuching.

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).