

**THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB  
PERFORMANCE AMONG SUPPORT STAFF IN HUMAN  
RESOURCES DEPARTMENT, UNIVERSITI MALAYSIA  
SARAWAK (UNIMAS)**

**Prepared for:  
MR. MUHAMMAD BIN OMAR AND  
MR. ABANG FHAEIZDHYALL BIN ABANG MADAUD**

**Prepared by:  
NURHAYYU BINTI MD JASAIN  
DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)  
FACULTY OF BUSINESS AND MANAGEMENT**

**May 2018**

## **ABSTRACT**

Job burnout causes a severe reduction in job performance. These are giving negative influence towards the quality of job the employees produce. The study aims to determine the relationship between job burnout and job performance among support staffs in Universiti Malaysia Sarawak (UNIMAS). Job burnout factors components which included emotional exhaustion, depersonalization and personal accomplishment were used in this study. In addition, the instrument that has been used to collect the data is questionnaire. Furthermore, the questionnaire was adopted from Maslach Burnout Inventory and using a sample of 81 support staffs from UNIMAS. Meanwhile, validity of the instrument was face validity and pre-test. The data collected was analysed by using Statistical Package for Science Social (SPSS) version 20. The findings of this study revealed that emotional exhaustion, depersonalization and personal accomplishment have a medium, significant and negative relationship toward job performance. There are some recommendations included in this study for future researchers.

## TABLE OF CONTENTS

	<b>Page</b>
AUTHOR’S DECLARATION .....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT .....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES .....	viii
LIST OF FIGURE.....	viii
LIST OF APPENDICES .....	ix
CHAPTER 1 .....	1
INTRODUCTION.....	1
Background of the Study .....	1
Statement of the Problem .....	2
Research Objective .....	3
Research Questions.....	4
Significance of the Study.....	4
Limitations of the Study .....	5
Definition of the Terms .....	6
CHAPTER 2 .....	7
LITERATURE REVIEW.....	7
Introduction .....	7
Job Burnout.....	7
Emotional Exhaustion.....	9
Depersonalization .....	10

## **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, Schaufeli, & Leiter, 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

demanding work environment may feel inefficacious, emotionally exhausted and pessimistic about their future in the organization. For example, when there is a heavy workload to submit in a limited time given by their employer, it will lead to emotional exhaustion which is the one factor that contributes to job burnout (Wang, Huang, & You, 2016).

Issues in relation to job burnout get increasingly serious, such as fatigue, anxiety, depression, and sense of low task performance. According to Cai and Ye (2016), job burnout has become the most serious hazard for office workers. A previous research has also indicated that various stress symptoms like lack of self-respect and drug intake lead to diminished job performance and increased health problems in employees (Manochehri & Malekmohammadi, 2015). Thus, burnout has caused a negative impact on behaviour and attitude among employees. It tends to create a lower job performance among workers.

Burnout disease is a crucial problem among employees. Exposure to burnout has directly affected towards job performance. Apart from job performance, it also indirectly affects on physical and mental health. The individual who work with unwanted working issue such as high work pressure and improper workplace will exhibit psychological symptoms of emotional exhaustion, depersonalization and reduced personal accomplishment. Hence, burnout has become a popular concern in today's work society because it affects the individuals and their organization.

### **Statement of the Problem**

Recent studies by (Manochehri & Malekmohammadi, 2015), indicated independent variables in job burnout such as emotional exhaustion, depersonalization and lack of personal accomplishment have a negative relationship towards job performance. However, recent studies by Williams and Joy (2014), showed that