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**THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB
SATISFACTION AMONG SUPPORT STAFF IN YAYASAN
SARAWAK, KUCHING**

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ABSTRACT

Yayasan Sarawak is an organization that promotes improvement of opportunities for education especially for Sarawakian. This required dedicated staff to handle and facing the problems that occur during their work. The purpose of this correlational quantitative study was to find the relationship between job burnout and job satisfaction among support staffs in Yayasan Sarawak, Kuching.

The framework of this study was adapted from Maslach Model Naser, Omar & Martin (2015), three dimensions of job burnout namely Emotional and Physical Factors, Passive Aggressive Behaviour, and Low Personal Achievement. This study required implementation of a composite survey consisting of the demographic questionnaire, job burnout questionnaire and job satisfaction questionnaire.

Job burnout is a situation whereby the staff is feeling stress about their work to achieve the organization goals. By adopting the appropriate job burnout dimensions, the level of job satisfaction can be measured. 82 support staffs have voluntarily participated in this study. Findings indicated that two types of dimensions namely emotional and physical factor and Passive Aggressive Behaviour

In order to get the data, census technique was used to the support staff in Yayasan Sarawak. A total of 82 questionnaires are distributed personally to the support staffs. This study helps pave a path for researcher to understand the importance of handle job burnout among the support staffs to ensure they achieve the job satisfaction.

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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 Yayasan Sarawak, Kuching.

Job burnout negative effects which are depression, lack of motivation, not caring about work and decreased of productivity. Employees generally experience job burnout when they are in work circumstances that keep them in stressful situations in amount of time. 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)