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**THE STUDY OF BURNOUT AMONG EMPLOYEES IN LAND AND  
SURVEY DEPARTMENT SAMARAHAN SARAWAK**

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## **Abstract**

Continuous stress experienced by someone especially in a workplace may lead to burnout. Burnout is a syndrome characterized by extreme physical and mental fatigue and emotional exhaustion. Three dimension of burnout which primarily affect people who are somehow dealing with other people in their work. This study examined burnout among employees in Samarahan Land & Survey Department. The objectives of the study are to determine the level of burnout which is emotional exhaustion, depersonalization and personal accomplishment among the employees. Besides that, it also to determine relationship between burnout and organizational support and at the same time to determine whether working experienced contribute to burnout. Questionnaires distributed to a simple random sample of 170 employees. It shows that most of the employees suffered reduce sense of accomplishment. In fact, from the study the working experienced also contribute to burnout and on the other hand, organizational support does not contributed to burnout.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

According to Herbert Freudenberger, burnout can be identically defined as the extinction of motivation or incentive, especially where one's devotion to cause or relationship fails to produce the desired results. Whereas according to Maslach & Leiter (2001) it can be defined as the index of the dislocation between what people are and what they have to do. It represents erosion in values, dignity, will and spirit an erosion of the human soul.

Burnout is worst than stress whereby it is more chronic condition happened when a body or mind can no longer cope with overwhelmingly high demands especially in the stressful working conditions. There are many factors can contribute to the burnout which according to the Maslach & Leiter, they had identified 6 Key areas of work life that could be the reason of burnout for instance such as workload, control, reward, community, fairness and values. On the other way around it clearly can be seen in the organization once if they are facing with the mismanagement issues, imbalance schedule, intense work day, chronic of the downsizing which lead the employees become fear to be dismissed, lack of appreciation in term of employee's benefits and personal risk. There are people who may experience high stress at their job time after time and give the tremendous impact towards their life and also health condition.

The elements of burnout (Beating Burnout, 2002) are depersonalization, reversed personal accomplishment and emotional exhaustion which can be indicated through the Maslach Burn-out Inventory (MBI). MBI is a measure which classifies burn-out in eight phases one being the lowest and phase eight the highest level of burn-out.

The symptoms of burnout (Elizabeth Scott, 2006) which had been experienced by the people such as depleted physical energy such as physically draining, causing to be more tired much of the time. Emotional exhaustion also one of the symptoms which lead to the feel of impatient, moody, inexplicably sad, or just get frustrated more easily than the normally would be.

## **CHAPTER 2**

### **LITERATURE REVIEW & CONCEPTUAL FRAMEWORK**

#### **2.1 Literature Review**

This chapter provides a review of literature on burnout among employee in organization and conceptual framework of the study

##### **2.1.1 Introduction**

The term burnout has been widely used since the 1970's to describe the stresses experienced by people working in the human services. Burnout is a chronic condition that happens when your body or mind can no longer cope with overwhelmingly high demands. It means that you are trapped in the state of emotional exhaustion and difficult for the particular person to get out of that state.

Burning out is not just stress, it is much more than that. There are people who may experience high stress at their job time after time. But job stress does not necessarily mean that they are at risk of job burnout. Certain categories of people and professions are particularly susceptible to job burnout. Most often these are people who are highly committed and motivated, who have high standards and idealistic dedication to their jobs. This condition more commonly occurs for such professions as entrepreneurs, managers (in business, education, health care, and many other fields), teachers and social workers, athletes.

Employee burnout can be thought of as a psychological process – a series of attitudinal and emotional reactions that an employee goes through a result of job related and personal experiences. Work related burnout in employees is believed to result in physiological, psychological, and behavioral consequences which are detrimental to the health of the employee and the effectiveness and efficiency of the organization (van Dierendonck, Schaufeli & Buunk, 1998).