

**THE RELATIONSHIP BETWEEN WORK CHARACTERISTICS
AND PSYCHOLOGICAL WORK REACTIONS IN
MANUFACTURING COMPANY IN MALAYSIA**

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ABSTRACT

Burnout and intrinsic motivation often viewed as negative emotional reaction of the individual to work related stress. Each worker has the possibility to face with those elements at their workplace. Therefore, this correlation research design had focused on the relationship between the element of work characteristics and psychological work reactions in manufacturing company at Malaysia, which are ALPS. The element of the work characteristics includes workload, social support, authority and working condition and the element for psychological work reactions are burnout and motivation. The total of 129 questionnaires was received from a total of 140 sent out and this is equivalent to 92.14% of the response rate. Mean value for burnout is 3.31 and motivation is 3.21. Meanwhile, mean value for work characteristics are workload (3.35), authority (3.48), working condition (3.054) and social support (3.53). From the findings, the respondents do not agreed that they faced with the problem of job burnout and intrinsic motivation at their workplace. Based on the study it also showed that workload contributed to the problem but there was a weak relationship. Therefore, gender did not give any relationship and differences on the level of reaction. The recommendation also stated to bring the company toward development.

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