



**INDIVIDUAL WORK PERFORMANCE,  
MENTAL WELL-BEING, WORK  
ENGAGEMENT AND BURNOUT AMONG  
EMPLOYEES IN DB SCHENKER PENANG**

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## **ABSTRACT**

The objective of the study is to examine and investigate individual work performance, mental well-being, work engagement and burnout among employees in DB Schenker Penang. This study is conducted at the Penang. The populations at the targeted area are 700 and the sample size were 100 respondents. The data is collected by using a set of questionnaire. The dependent variable is individual work performance. Mental well-being, work engagement and burnout were the independent variables. The analysis methods used were reliability analysis, compare mean and correlation. The results show a strong and positive correlation between individual work performance and mental well-being and work engagement among employees in DB Schenker Penang. However, there is a negative and weak correlation between individual work performance and burnout among employees in DB Schenker Penang. This study also points out several conclusions and recommendation for future research.

**Keywords:** Individual Work Performance, Mental Well-Being, Work Engagement and Burnout.

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# CHAPTER 1

## INTRODUCTION

### 1.1 INTRODUCTION

Firstly, this chapter discusses the individual work performance, mental well-being, work engagement and burnout among employees in DB Schenker Penang. Next, it will also describe the problem statement, research objective, research question, scope of study, significant of study definition of term.

### 1.2 Background of study

DB Schenker underpins industry and exchange the worldwide trade of merchandise in land transport, worldwide air and sea cargo or freight, contract logistics and production network administration. As an expert in European land transport, both by road and rail, DB Schenker Logistics Penang interfaces the majority of the critical monetary districts in more than forty European nations by means of a thick system of standard booked services. The organization additionally works in worldwide air and sea freight arrangements and also all related logistics services. Incorporated logistics focuses at the world's most critical crossing points where streams of merchandise merge make a viable connection between all transporters and empower an extensive variety of quality included services. DB Schenker Logistics Penang holds top positions in automotive, high-tech, consumer goods, trade fair forwarding, special transports and services for major sporting events.

In order to get the high prestige company value, DB Schenker Logistics Penang need a very good team of employee in order to achieve it. This is where the thesis begin with to search or detected the individual work performance, mental well-being, work engagement and burnout among employees. Employee performance evaluations focus on job outcomes, employees may feel helpless regarding their work and their performance behavior. In this research, employees ways of work individually, the physical work activity that influence the mental well-being of the employees, the focuses, responsiveness and participants of the employees on their work, and causes that might be the reason of the burnout of the employees.

## CHAPTER 2

### LITERATURE REVIEW

#### 2.1 Introduction

This chapter reviews some theories that related to the individual work performance, mental well-being, work engagement and burnout among employees. It will be elaborated in detailed in order to gain deep understanding related to this study. Then, the link between these concepts and sets of independent variables and dependent variables will be discussed in detailed. Finally, the development of proposed conceptual framework of the study will be explained.

#### 2.2 The individual work performance, mental well-being, work engagement and burnout among employees

##### 2.2.1 *Individual Work Performance (IWP)*

IWP was defined as “behaviors or actions that are relevant to the goals of organization” by (Campbell, 1990). Moreover, IWP focus on behaviors and action of employees, rather than the results of these actions. IWP consists of three dimensions which are task performance, contextual performance and counterproductive work behavior (Rotundo & Sackett, 2002). Besides that, according to recent review by (Koopmans, et al., 2011) has discovered new and upcoming dimension which is adaptive performance in IWP frameworks.

According to (Campbell, 1990) task performance is the proficiency with which individuals perform the core substantive or technical tasks central to his or her job. Next, contextual performance is behaviors that support the organizational, social, and psycho logical environment in which the technical core must function, this statement is according to (Borman & Motowidlo, 1993). For counterproductive work behavior (Rotundo & Sackett, 2002) state that it is the behavior that harms the well-being of the organization. And the fourth dimension is adaptive performance is the extent to which an individual adapt to changes in the work role of environment (Griffin, Neal, & Parker, 2007).