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***THE RELATIONSHIP BETWEEN JOB BURNOUT AND  
TURNOVER INTENTION IN SAMARAHAN DISTRICT  
COUNCIL***

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## **ABSTRACT**

Burnout is a psychological syndrome that is characterized by a negative emotional reaction to one's job as a consequence of extended exposure to a stressful work environment which consists of three processes, which are, emotional exhaustion, depersonalization and reduced personal accomplishment. Whereas, turnover intention is defined as an employee's intention to voluntarily change jobs or companies. One of the most important challenges facing organizations is the increasing levels of job burnout among their employees. In the meantime, it poses the question as what the relationship between this factor and turnover intention is. The aim of this study was to investigate the relationship between burnout and turnover intention in Samarahan District Council. Questionnaires distributed to a simple random sample of 77 employees. It shows that most of the employees suffered reduce sense of accomplishment. Moreover, there is a positive relationship between job burnout and turnover intention among the employee in Samarahan District Council. However, the percentage of the employee to leave the job is not critical. This is maybe because working with the government always gives much benefit than working with the private sector in term of job security and have more benefits. Although the employee may feel burnout, the intention to leave the organization is still low and not too severe.

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## CHAPTER 1

### INTRODUCTION

This chapter focused on job burnout and turnover intention in general among the employee especially in Malaysia.

#### 1.1 Introduction

Burnout among employee can give a big impact to the employee and their clients. The term "burnout" can be defined as a state of chronic emotional fatigue (Freudenberger, 1974). This phenomenon has been the focus of much research interest. Burn out can occur due to stressful work conditions and intense interaction with clients. The most widely accepted definition of burnout conceptualizes the phenomenon as "a syndrome of emotional exhaustion, depersonalization and reduced personal accomplishment that can occur among people who do 'people work' of some kind" (Maslach J. , 1996). It can be indicated through the Maslach Burn-out Inventory (MBI).

As measured by MBI, there are 3 stages of burnout which is emotional exhaustion, depersonalization, and reduced personal accomplishment. Emotional exhaustion is happen when the employee has depleted energy which is assumed to be cause by the excessive psychological and emotional demands made on people helping people (Susan E, 1987).

## CHAPTER 2

### LITERATURE REVIEW

This chapter provides a review of literature on Job Burnout and Turnover Intention among employee in organization.

#### **2.1. Introduction**

Burnout is described as a chronic affective response to stressful work conditions (Brillhart, 2004). The concept of Burnout is first introduced by a Psychiatrist name Fredenberger in the United States (1974). According to Freudenberg (1974), the characteristics of a burned out person are boredom, unhappiness, and depression. Job burnout is the stresses that been experienced by the people who are working in the human services. It is the condition of someone who has become very physically and emotionally tired after doing a difficult job for a long time. The situation can become much worse when the employee cannot control their burnout and will decide to think about quitting their present job to find the new one.

#### **2.2 Burnout**

Burnout can be defined as the condition of someone who has become very physically and emotionally tired after doing a difficult job for a long time. According to Freundengerberger (1974), burnout has been defined as exhaustion, wearing out and failing.