

## RESEARCH ARTICLE

# Burnout and Job Satisfaction Among Community-Based Rehabilitation (CBR) Workers in Kedah

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## Abstract:

Burnout and job satisfaction were often associated with among workers in health care including Community-Based Rehabilitation (CBR) workers. This study aims to identify burnout and worker satisfaction working at CBR in Kedah, Malaysia. The workers who have working experience of at least six months in CBR in Kedah and can understand English were eligible to participate in the study. Maslach Burnout Inventory (MBI) and Minnesota Satisfaction Questionnaire (Short version) questionnaires were the main instruments that was used in this study. Kruskal-Wallis statistical analysis and multiple regression analysis were used to answer the objectives. The results showed a low level of burnout in Emotional Exhaustion (EE) and Personal Accomplishment (PA) subscales while the Depersonalization (DP) showed a moderate level of burnout. The job satisfaction level showed the mean score of 65.32 (SD=16.86) which indicated the high job satisfaction level among CBR workers. Other than that, there was a significant relationship between burnout and job satisfaction among CBR workers while there was no correlation between demographic data and job satisfaction. This study could assist occupational therapists in developing plan and organize the most effective strategy of action to increase awareness regarding burnout and job satisfaction.

**Keywords:** Burnout, Community-Based Rehabilitation (CBR), job satisfaction

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## 1. INTRODUCTION

Burnout has become a substantial issue that cannot be seen lightly in various occupations in recent years due to the increasing patterns among workers, which creates significant interest in this topic. Social workers are among the main risk categories that are vulnerable to burnout, as they frequently encounter workplace incidents that could severely impact them (Hombrados-Mendieta & Cosano-Rivas, 2013). Burnout is a clinical condition caused by persistent and chronic stress, resulting in physical, emotional, and mental tiredness (Alrwashdeh et al., 2021). It can be associated with the overuse of energy and resources, resulting in emotions of failure and tiredness in the person itself (Freudenberger, 1986, as cited by Awajeh et al., 2018). It is due to the interaction and participation of the workers with other people daily, which can be associated with social workers. According to Farber (1985), burnout developed due to the perceived imbalance between job effort and reward, which is influenced by organizational, personal, and societal factors. This factor will lead to a decline in the quality of work since they feel a burden to carry out their required jobs.

Within the last decade, most job satisfaction research has emphasized it as an essential measure to quantify service quality and maintain the programme or products provided in

every workplace. Job satisfaction is one of the essential issues needed to understand the aspects that can promote employee satisfaction and the impact job satisfaction will have on an organization's overall success (Mari et al., 2018). Additionally, it was discovered that job satisfaction among workers, particularly among healthcare professionals, helped to prevent staff turnover and guaranteed the sustainability of the services or programmes provided (Hasan & Aljunid, 2019).

The World Health Organization (WHO) started to idealize community-based rehabilitation (CBR) as one of the alternatives with the fundamental goal of providing rehabilitation services to people with disabilities in developing countries (Finkenflügel et al., 2005). CBR refers to local efforts to utilize and strengthen community resources, such as impaired, disabled, and disabled individuals, their families, and the community (Finkenflügel et al., 2005). According to Hasan and Aljunid (2014), the first CBR programme in Malaysia was initiated in 1984 at Batu Rakit, Terengganu. Most CBR's staff members are volunteers willing to contribute their time to assist with tasks that benefit those with disabilities, particularly the trainees. In addition, employees working at the CBR center may be teachers, healthcare professionals, or social workers, and

they are the persons who form the core of the CBR programme itself.

CBR services were initially established by the Ministry of Women, Family, and Community Development's Social Welfare Services in association with the Malaysian Ministry of Health (Hasan et al., 2021). The CBR programme here emphasizes long-term care and serves as a training facility that prepares people with disabilities to enroll in special schools, get jobs, and ultimately live in the community with the best capabilities or maximum independent level (Hasan & Aljunid, 2019). It is a practice used in the growth of local communities for the social inclusion, opportunity equality, training, and rehabilitation of persons with disabilities (PWDs) (Department of Social Welfare, n.d.). The implementation of CBR involves workers' participation, which needs to ensure that the trainees can carry out the rehabilitation activities provided mainly for the center based on which they are attending the CBR center for the session. According to the Department of Social Welfare (n.d.), the acceptance to the center applies to all types of PWD categories so that when attending the rehabilitation at CBR, the workers need to carry out the activities for the trainee such as circle time, exercise, group and individual activities, music and also basic religious instruction which is known as "*fardhu ain*."

In Malaysia, cultural factors such as strong community ties, religious beliefs, and a collectivist mindset influence the work environment of CBR staff. Workers often come from the same communities as the individuals they serve, which can increase their sense of responsibility but also add emotional pressure. Many CBR workers, particularly volunteers, may face challenges balancing their personal and professional lives, as they are often expected to contribute to the well-being of their community in both capacities. Additionally, Malaysia's diverse cultural and religious landscape plays a role in shaping how workers view job satisfaction and burnout. For instance, religious practices such as the teaching of '*fardhu ain*' at CBR centers integrate spiritual duties into their roles, which may affect how workers cope with stress and exhaustion. However, the combination of limited resources, heavy reliance on volunteer staff, and societal expectations can exacerbate burnout, especially in rural areas where CBR services are crucial. These local factors are integral to understanding the unique challenges faced by CBR workers in Malaysia. This current study aimed to identify burnout and worker satisfaction working at CBR in Kedah, Malaysia. The results of this study will be able to assist occupational therapists in developing a suitable intervention plan that could assist these workers.

## 2. MATERIALS AND METHODS

### 2.1 Design

This study employed a cross-sectional design. According to Setia (2016), this study design was suitable to be used because it was less expensive and can be completed more quickly compared to cohort study. According to Wang and Cheng (2020), It was simpler to access a significant subject population when cross-sectional investigations were carried out using questionnaires (Wang and Cheng, 2020). Ethical approval was obtained from the Ethical Committee of the Universiti Teknologi MARA on 18th December 2023 (FERC/FSK/MR2023/00312).

### 2.2 Instruments and measures

This study required a simple demographic data questionnaire that includes questions regarding the participants' age, duration of working experience at CBR centre, duration hours working at CBR per day, number of trainees at CBR, type of trainee's problem which includes cognitive or physical difficulties. There were two main instruments used in this study which were Maslach Burnout Inventory (MBI) and Minnesota Satisfaction Questionnaire (Short version). Other than that, a demographic data questionnaire was also used to obtain additional information from the participants who were involved in the study.

MBI is a type of self-rated questionnaire which consisted of 22 items and was further broken down into three subscales to measure burnout. This instrument was used in order to evaluate the three elements of burnout syndrome which consist of emotional exhaustion (EE), depersonalization (DP), and reduced personal accomplishment (PA) (Zalauett & Wood, 1998). The MBI had three subscales which were EE (9 items), DP (5 items) and also PA (8 items). A high score of burnouts was the outcome of low levels of personal accomplishment or success, high levels of emotional tiredness, and depersonalization. The scores for each item range from 0 (never) to 6 (every day). Each subscale's score was considered separately and was not added together to form a single overall score. Burnout was characterized as a high level of emotional exhaustion and depersonalization and also a low level of personal accomplishment. In the scientific research literature, the MBI had established the gold standard for detecting burnout and had been confirmed to be reliable and valid (Awajeh et al., 2018).

The Minnesota Satisfaction Questionnaire was a self-reported questionnaire in which the respondents could answer the questions individually. The questionnaire was developed as part of the University of Minnesota's "Work Adjustment Project", the underlying theory was based on the assumption that work fit was dependent on the correspondence between individual skills and the reinforcements that exist in the work environment (Weiss & Cropanzano, 1996 as cited by Martins & Proenca, 2012).

According to Ahmadi and Alireza (2007), only 20 of the 100 original items from original version, which was the items that better represented each of the 20 original subscales, were included in the MSQ of short form scale (Martins & Proenca, 2012). The 20 MSQ-short version items were rated on a 5-point Likert scale which the score of 1 being "very dissatisfied with this aspect of my job," 2 being "dissatisfied with this aspect of my job," 3 being "can't decide whether I'm satisfied or dissatisfied with this aspect of my job," 4 being "satisfied with this aspect of my job," and 5 being "very satisfied with this aspect of my job". Item responses were added together or averaged to provide a total score in which the lower the score, the lower the level of work satisfaction (Martins & Proenca, 2012).

### 2.3 Data Analysis

The Statistical Package for Social Science (SPSS) software version 27 for Windows had been used to evaluate the study's results. Burnout and job satisfaction of the respondents were represented through descriptive analysis. In addition, Kruskal-Wallis statistical analysis was used to analyze the relationship between workers' burnout and job satisfaction among workers at CBR in Kedah. Multiple regression analysis was used to identify the relationship between job satisfaction and demographic data.

## 3. RESULTS

### 3.1 Demographic Data of Respondents

A total of 76 participants were involved in this study. Demographic data of the respondents were presented in the Table 4.1 below. From the data obtained, the majority of the respondents were female (82.9%, n=63), with a mean age of 38.12 (SD=9.56, ranging from 21 to 62) years old. All of the respondents involved were Malay and the religion was Islam (100%, n=76). For marital status, most of the respondents were married (61.8%, n=47), followed by single (30.3%, n=23), widowed (5.3%, n=4) and divorced (2.6%, n=2). For the duration of working experience at CBR, the highest number of participants working at range 1 until 10 years (60.3%, n=46), followed by working between 11 until 20 years (31.5%, n=24) and working between 21 until 30 years (8.2%, n=6). For the duration of working hours at CBR, majority of the respondents worked for 7 hours (38.2%, n=29), followed by 8 hours (30.3%, n=23), 6 hours (22.4%, n=17) and minority claimed that they worked for 9 hours (9.2%, n=7). The participants were also asked to determine the number of CBR trainees under their care. The highest number of respondents answered with the range of 1 until 10 trainees (43.3%, n=33), followed by the range number of 21 until 30 trainees (18.4%, n=14) and from 31 until 40 trainees with the percentage of 11.7% (n=9). Other than that, the range of trainees between 41 to 50 indicated the same value with 51 to 60 trainees with 9.2% (n=7) and finally with the range of trainees between 11 and 20 (7.8%, n= 6). Majority of the workers claimed that the trainee were having both cognitive and physical problems (55.3%, n=42), followed by

cognitive problems (38.2%, n=29) and physical problems (6.6%, n=5). Detailed demographics were presented in Table 1 below.

Table 1: Demographic data of the respondents (n=76)

Variables	N	%
<b>Gender</b>		
Female	63	82.9
Male	13	17.1
<b>Religion</b>		
Islam	76	100.0
Buddha	0	0
Christian	0	0
Hindu	0	0
Others	0	0
<b>Race</b>		
Malay	76	100.0
Chinese	0	0
Indian	0	0
Others	0	0
<b>Marital status</b>		
Married	47	61.8
Single	23	30.3
Widowed	4	5.3
Divorced	2	2.6
<b>Duration Working Experience</b>		
1-10 years	46	60.3
11-20 years	24	31.5
21-30 years	6	8.2
<b>Duration Working Hours</b>		
7 hours	29	38.2
8 hours	23	30.3
6 hours	17	22.4
9 hours	7	9.2
<b>Number of Trainees</b>		
1-10 trainees	33	43.3
21-30 trainees	14	18.4
31-40 trainees	9	11.7
41-50 trainees	7	9.2
51-60 trainees	7	9.2
11-20 trainees	6	7.8
<b>Type of Cognitive Problem</b>		
Both	42	55.3
Cognitive	29	38.2
Physical	5	6.6
	<b>Mean</b>	<b>SD</b>
<b>Age (Year)</b>	38.12	9.56

### 3.2 Level of Burnout and Worker Satisfaction Working at Community-Based Rehabilitation (CBR) in Kedah

For the burnout level which was being assessed using MBI the burnout was categorized into three subscales which were emotional exhaustion (EE), depersonalization (DP) and personal accomplishment (PA). As shown in Figure 1, the subscale of EE indicated the majority of the respondents obtained the low level of burnout (64.5%, n=49), followed by moderate burnout (21.1%, n=16) and high level (14.5%, n=11). Apart from that, the second subscale which was the DP obtained the highest category of burnout in moderate level (40.8%, n=31), followed by low level of burnout (34.2%, n=26) and also high level (25.0%, n=19). The last component of burnout which was PA also revealed that the majority of the respondents obtained a low level of burnout (67.1%, n=51), followed by moderate level (21.1%, n=16) and high level of burnout (11.8%, n=9). The results obtained shows that the CBR workers in Kedah were having low burnout in EE and PA subscales and also moderate level of burnout in DP subscale while handling the trainees at the CBR in Kedah. The results show that employees were not experiencing burnout, with high degrees of burnout being less common in all three subscales.

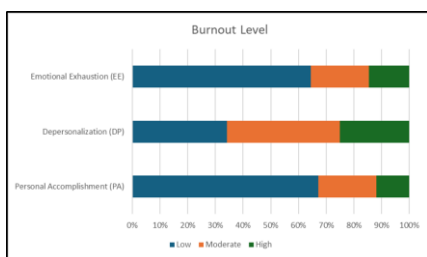


Figure 1: Burnout level of CBR workers according to subscale (n=76)

Other than that, for the job satisfaction level among CBR workers which was being assessed using the Minnesota Satisfaction Scale (Short Ver), the score obtained showed the mean score of 65.32 (SD=16.86). Generally, CBR workers were satisfied working at the CBR with the majority of the workers obtaining the highest score of 79 from the full score of 100 (10.5%, n=8) despite the need to deal with the different types of problems among the trainees.

### 3.3 Relationship Between Burnout and Job Satisfaction Among CBR Workers

A non-parametric test was chosen to analyze the data because the burnout and job satisfaction scores were not normally distributed ( $p < 0.05$ ) using Kolmogorv-Smirnov. Kolmogorv-Smirnov was applied because the sample consisted of more than 50 participants in the study. A Kruskal-Wallis test was used to evaluate whether the burnout and job satisfaction among CBR workers were correlated between each other and the results were shown in Table 2 below. The Kruskal-Wallis test revealed that there was no significant correlation between EE burnout subscales with the job satisfaction  $H(2) = 4.69, p = 0.096$ . However, there

was a significant correlation between DP subscales and job satisfaction  $H(2) = 6.355, p = 0.042$  and PA subscales with job satisfaction  $H(2) = 27.508, p = < 0.001$ . The hypothesis was accepted since the p value was less than 0.05 indicating that there was a relationship between both of the variables although EE subscales of burnout were not correlated with job satisfaction.

Table 2: Kruskal-Wallis test for relationship between burnout and job satisfaction (n=76)

Burnout Subscale	Job Satisfaction		
	Median (IQR)	X <sup>2</sup>	P-Value
<b>Emotional Exhaustion</b>			
Low	6.00 (6.00)		
Moderate	12.00 (7.00)	4.69(2)	0.096
High	13.00 (13.00)		
<b>Depersonalization</b>			
Low	3.00 (3.25)		
Moderate	8.00 (2.00)	6.355 (2)	0.042
High	15.00 (9.00)		
<b>Personal Accomplishment</b>			
Low	8.00 (8.00)		
Moderate	3.50 (4.50)	27.508 (2)	<0.001
High	9.00 (8.50)		

### 3.4 Relationship Between Demographic Data and Job Satisfaction Among Workers At CBR

A multiple regression analysis was performed to evaluate the significant relationship between demographic data and job satisfaction among workers at CBR. The demographic variables considered in the analysis included age, gender, religion, race, marital status, duration of working experience, duration working hours, number of trainees and type of cognitive problem. The demographic variables were separated into two separate regression analyses to obtain more accurate and significant results. The demographic variables were divided into two distinct regression analyses which were basic demographic variables and work-related variables.

This study initially considered age, gender, marital status, religion, and race as demographic variables in the analysis. However, due to the homogeneity of the participants' religion and race 100% Malay and Muslim, these variables were excluded from the regression analysis to ensure stability and interpretability. Below are the results of the multiple regression analysis based on the remaining demographic variables. Table 3 below indicates the results of multiple regression analysis based on the basic demographic variables of the participants.

Table 3: Multiple Regression Analysis test for basic demographic variables (n=76)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.205 <sup>a</sup>	0.042	0.002	0.86295

a. Predictors: (Constant), Marital Status, Gender, Age

Table 4: Multiple Regression Analysis of Job Satisfaction (n=76)

Model	Sum of Squares	df	Mean Square	F	Sig
Regression	2.358	3	0.786	1.056	0.373
Residual	53.617	72	0.745		
Total	55.975	75			

a. Dependent Variable: Overall Job Satisfaction

b. Predictors: (Constant), Marital Status, Gender, Age

Based on the output from Table 3, it was shown that the three independent variables do not significantly influence job satisfaction. Table 3, which was the model summary table showed that R value which was 0.205 indicated a weak correlation between the variables. R2 value, which was 0.042 represents that the independent variables explained 4.2% of the total variation in job satisfaction among workers at CBR. Table 4 for the Multiple Regression Analysis of job satisfaction further indicated the p-value was 0.373. Since the  $p > 0.05$ , this indicates that the model did not have a statistically significant effect on job satisfaction among workers at CBR based on age, gender and marital status. The hypothesis was rejected since the p value had a value greater than 0.05 which indicated that there was no correlation between age, gender and marital status with job satisfaction.

### 3.5 Work-Related Demographic Variables

The variables considered in the analysis included duration of working experience, duration of working hours, number of trainees and type of cognitive problem. The results for the work-related variables were shown in Table 5 below.

Table 5: Multiple Regression Analysis for work-related variables data (n=76)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.245 <sup>a</sup>	0.060	0.007	0.86087

a. Predictors: (Constant), Trainee's Problem, Working Duration, Working hours, Number of Trainees

ANOVA<sup>a</sup>

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	3.357	4	0.839	1.132	0.348 <sup>b</sup>
Residual	52.618	71	0.741		
Total	55.975	75			

a. Dependent Variable: Overall Job Satisfaction

b. Predictors: (Constant), Trainee's Problem, Working duration, Number of trainees

Based on output from Table 5, it was shown that the four independent variables do not significantly influence job satisfaction. In the model summary, R was 0.245 which indicates a weak correlation between the variables. Other than that, R2 value which was 0.060 represents that the independent variables explained 6.0% of the total variation in job satisfaction among workers at CBR. The ANOVA table reports the p-value was 0.348. Since the  $p > 0.05$ , it indicated that the model did not have a statistically significant effect on job satisfaction among workers at CBR. The hypothesis was rejected since the p value had a value greater than 0.05 which indicated that there was no correlation between duration working experience, duration working hours, number of trainees and type of cognitive problem with job satisfaction.

## 5. DISCUSSION

### 5.1 Burnout and Worker Satisfaction Level Working with Community-Based Rehabilitation (CBR) in Kedah

The results of this study showed that, among CBR workers, majority of respondents had low levels of burnout in the EE subscale. Other than that, the DP subscale generated the highest category of burnout at a moderate level, and the PA subscale also showed that most respondents had low levels of burnout. Awajeh et al. (2018) stated that an individual with significant burnout would score high on the emotional exhaustion (EE) and depersonalization (DP) components of the MBI, while scoring poorly on the personal accomplishment (PA) component. The findings indicate that the low prevalence of burnout was not parallel with the research done by Awajeh et al. in 2018 since their results indicated a high level of burnout prevalence among critical care nurses with the percentage of 65.9%. According to the results obtained, it indicated that work overload, a lack of staff, salary, and financial reasons had become the main factors of burnout among the workers (Awajeh et al., 2018). In addition, the results obtained were also in contrast with another study conducted by Alrawashdeh et al. (2021) which indicated the prevalence data of burnout among physicians was recorded at 57.7%. The study also highlighted the factors which were workplace, salary and workload that they had during working. However, the factors stated by the

researchers in their study were not implied to CBR workers who had contributed to the low level of burnout in results.

A study done by De Vasconcelos and De Martino (2018) in which the nurses with high levels of burnout had lower levels compared to the medium and low levels with the prevalence of 14.3% (n=13) which supported the findings of the result. Despite the need to manage the cognitive and physical problem types among the trainees in the CBR for the rehabilitation session, it shows that the workers were not experiencing high levels of burnout.

The level of job satisfaction among the CBR workers using the Minnesota Satisfaction Scale in the current study shows a high mean value of 65.32 (SD=13.86) It is indicated that the majority of the workers showed satisfaction when working at the CBR in Kedah due to the high score obtained. According to Kader et al. (2021), a person may succeed professionally and maintain a healthy work-life balance when they have a steady job. The finding of this current study was not parallel with a study conducted by Akyurt (2021) among radiology technicians in which; participants' job satisfaction level was low. The researcher stated that the factors that contributed to low job satisfaction was due to their workload, pay, and also workplace safety.

## 5.2 Relationship Between Burnout and Job Satisfaction Among CBR Workers in Kedah

The current study shows that relationship between burnout and job satisfaction was statistically significant for the DP and PA subscales with P value of 0.042 and <0.001 respectively. As stated by F. Wu et al. (2020), job satisfaction acted as a mediator in the relationship between workplace stress and a number of elements of burnout at work which related to the job satisfaction among CBR in Kedah. Another study that was conducted by Akyurt in 2021 stated that the burnout at the workplace was associated with the low job satisfaction among the radiology technicians. The author mentioned that the excessive workload was one of the factors which were contributing to job satisfaction among them. The study was parallel with this study finding that there was a significant relationship between burnout and also job satisfaction. Other than that, a study conducted by Alrawashdeh et al. (2021) found that there was a positive correlation between burnout and job satisfaction levels which indicated the results were parallel with the findings of this study.

## 5.3 Relationship Between Demographic Data and Job Satisfaction Among Workers at CBR

The demographic data variables which were gender, age, marital status, duration of working experience, duration of working hours, number of trainees and type of cognitive problems among CBR trainees had been analyzed to identify their relationship with job satisfaction among CBR workers

in Kedah. The results indicated that age was not significant with the job satisfaction with the p-value of 0.160. The study findings were parallel with research conducted by Matagi et al. (2022) among local government employees in Uganda which indicated that age was not significantly correlated with job satisfaction. This study was also supported by other research in which there were no age-moderated effects observed in the correlation between work satisfaction and the other personality factors (Topino et al., 2021). Despite that, another variable used which was gender indicated that the results were not significant with job satisfaction (p=0.587). The results were parallel with the longitudinal study conducted by Marini et al. (1996) which revealed that there were no differences in the value placed on demanding work and decision-making involvement, as well as the importance of intrinsic benefits (such as income, status, and security) between males and females.

From the results obtained, it can be concluded that the marital status was not significantly related to the job satisfaction among the CBR workers (p= 0.869). The results contrast from the study conducted by Austrom et. al. (1988) in which the study stated that married workers reported higher levels of satisfaction than single workers. However, the results were parallel with the study by Azim et al. (2013) among the employees in Bangladesh in which they also found that the marital status was not significantly different with the job satisfaction. The study findings were also supported by another study conducted by Raso in 2014 in which the results revealed that there was no correlation between job satisfaction and duration of working among the special education teachers in Johor Bahru.

Apart from that, the variables which were the duration of working hours per day also did not correlated with job satisfaction (p=0.188). The findings of this study did not parallel with a study by Zheng et al. (2023) in which the employees earning a wage report less job satisfaction when they work in the longer hours in China. The study results were also not supported with another study which stated that long working hours affect job satisfaction (Bartoll & Ramos, 2020). Moreover, the variable which was the number of trainees also showed no correlation to job satisfaction (P=0.659). The study findings were not supported by a study conducted by Osifila and Abimbola (2020) in which there was a correlation between the number of students attending the classes with job satisfaction among the lecturers in Nigeria.

The last variable which was the type of problems among CBR trainees indicated that there was no association with job satisfaction (p=0.722). The results showed that the trainees were having problems in both physical and cognitive skills that required assistance from the workers when they attended the CBR. According to Iemmi et al. (2016), CBR had the potential to improve functionality and quality of life for individuals with disabilities and their caregivers, as well as

improve clinical results. Due to that, the workers needed to assist the trainee who went to the CBR for rehabilitation and from the results, it indicated that the CBR workers had high satisfaction when dealing with the trainee. The study findings were in contrast with a study conducted by Rostami et al. (2021) in which the workload among the healthcare workers with job satisfaction was correlated. It was due to their workload of work to deal with their patients with many problems and conditions that had caused low levels of job satisfaction among them.

The findings of this study must be understood within the unique cultural and healthcare context of Kedah, Malaysia. CBR workers in this region often operate within resource-limited settings, relying heavily on community and familial support to manage the rehabilitation of persons with disabilities. The healthcare system in Malaysia, particularly in rural areas like Kedah, is characterized by limited access to specialist services, placing additional demands on CBR workers who are expected to fill gaps in care.

#### 4. CONCLUSION

The study managed to shed light on the level of burnout and job satisfaction among CBR workers in kedah. However, it was necessary to acknowledge a few limitations in this study. First, this study does not fulfill Raosoft's minimum sample size criteria. It is because the participants did not respond to the Email and Whatsapps when reached by the researcher to participate in the research. Additionally, a small sample size may have an effect on the statistical power and the ability to generalize results. Moreover, since the questionnaires given to them were self-rated, some of them may over/underestimate themselves when answering the questionnaire, thus may affect the results obtained due to bias.

Since this study only applied to one state only which is in Kedah, future of the study can be done at another setting in Malaysia to identify the findings since the study location may affect the results obtained. Other than that, the face-to-face interview can also be conducted in the future research since the method would be more efficient to obtain the results since the participants can directly ask with the researcher if there are any inquiries.

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