



اُنْبُوْا سِيِّئَاتِيْ تَيَكُوْنُوْا لِيْ مَبَارَا
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**FACULTY OF BUSINESS MANAGEMENT
BACHELOR OF BUSINESS ADMINISTRATION (HONS)
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***INDIVIDUAL WORK PERFROMANCE, MENTAL WELL-BEING, WORK
ENGAGEMENT AND BURNOUT AMONG NAIM LAND SDN. BHD.
EMPLOYEES.***

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TABLE OF CONTENTS

Title Page	i
Declaration of Original Work	ii
Letter of Submission	iii
Acknowledgement	iv
Tables of Contents	v
List of Tables	viii
List of Figures	ix
Abstract	x

CHAPTER 1: INTRODUCTION

1.1	Introduction.....	1
1.2	Background of the study.....	1
1.3	Problem Statement.....	2
1.4	Research Objectives.....	2
1.5	Research Questions.....	3
1.6	Scope and Limitation of the Study.....	3
1.7	Significance of the Study.....	4

CHAPTER 2: LITERATURE RIVIEW

2.1	Introduction.....	5
2.2	Individual Work Performance and Its Components.....	5
2.2.1	Definition of Individual Work Performance.....	5
2.3	Definition of Mental Well – Being.....	6
2.4	Definition of Work Engagement.....	6

ABSTRACT

This study was conducted to examine the individual work performance, mental well-being, work engagement and burnout among Naim Land Sdn. Bhd. employees. The study aimed to find out the level of individual work performance, mental well-being, work engagement and burnout among Naim Land Sdn. Bhd employees. It was aimed to identify the relationship between individual work performance and mental well-being, relationship between individual work performance and work engagement, relationship between individual work performance and burnout, relationship between mental well-being and work engagement, relationship between mental well-being and burnout and relationship between work engagement and burnout. This study adopts quantitative approach with collected samples of 80 respondents through direct questionnaires method. SPSS statistical tool was used to test the descriptive statistics. Results show employees at Naim Land Sdn. Bhd. have a high level of work engagement, followed by mental well-being and individual work performance. Burnout was reported to be low. The relationship between IWP, Mental Well-Being, Work Engagement and Burnout were also discussed in Chapter 4. For relationship between IWP and Mental Well-Being, IWP and Work Engagement, IWP and Burnout are positively and moderate, and positively and low relationship as indicated by the value of r except for the third dimension in the IWP where it shows negative and low relationship. Implications, limitations and recommendations for future research are also discussed.

CHAPTER 1

INTRODUCTION

1.1 Introduction

This Chapter consists of background of the study, problem statement, research objectives, research questions, scope and limitations of the study, significance of the study, and the definition of terms.

1.2 Background of the study

According to Linda Koopmans (2011), individual work performance is conceptualized and operationalized differently in different disciplines. Individual work performance is an issue that has not only grasped companies all over the world but also fuelled a great deal of research in fields of management, occupational health, and work and organizational psychology. Murphy and Campbell define the domain of individual work performance by specifying the major dimensions of generic work performance.

However Borman and Motowidlo argued that the entire work performance domain could be encompassed by the comprehensive dimensions of task performance and contextual performance. Borman and Motowidlo define task performance as behaviors that directly or indirectly contribute to the organization's technical core. While they define the contextual performance as behaviors that support the organizational, social, and psychological environment in which the technical core must functions. They provide some examples for the contextual activities which are volunteering, persisting, helping, cooperating and following rules. For the task activities, they are usually varied between different jobs, whereas the contextual activities are common to many or for all jobs.

Based on two narrative reviews of Viswesvaran and Ones, and Rotundo and Sackett (early 2000), three broad dimensions of work performance could be distinguished. There are task performance, organizational citizenship behavior, and counterproductive work behavior. The terms counterproductive work behavior was defined as behavior that harms

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This section reviews some theories that related to individual work performance as well as the details about literature review of the components that related to individual work performance in the organizations. It will be elaborated in details in order to gain deep understanding related to this study. Then, the development of proposed conceptual framework of the study will be explain as well.

2.2 Individual Work Performance and Its Components

2.2.1 Definition of Individual Work Performance

Individual work performance (IWP) refers to scalable actions, behavior and outcomes that employees engage in or bring about that are linked with and contribute to organizational goals as according to Campbell (1990) and Murphy (1989). IWP normally focus on the task performance which is defined as the proficiency for example competency with which one performs central job tasks.

Task performance also known as job-specific task proficiencies, technical proficiencies or in-role performance. However, in addition to task performance are contextual performance, adaptive performance and counterproductive work behavior (Rotundo and Sackett, 2002; Viswesvaran and Ones, 2000). Contextual performance is defined as behaviors that support the organizational, social and psychological environment in which the technical core must function (Boman and Motowidlo, 1993).

As mention by Boman and Motowildo, such behavior that support the organizational are volunteering, persisting, helping, cooperating and following rules. Adaptive performance as according to Fluegge defined as the extent to which an individual adapts to changes in a work system or work roles. It includes solving problems creatively, dealing with uncertain or unpredictable work situations, learning new tasks, technologies, and