

UNIVERSITI TEKNOLOGI MARA

**THE RELATIONSHIP BETWEEN
PERSONALITY, WORK-LIFE BALANCE,
BURNOUT AND INDIVIDUAL WORK
PERFORMANCE AMONG ROYAL
CUSTOMS OFFICERS IN KUCHING,
SARAWAK**

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Dissertation submitted in partial fulfillment of the requirement
for the degree of
Master in Business Administration

Arshad Ayub Graduate Business School

Jan 2018

AUTHORS' DECLARATION

We declare that the work in this dissertation was carried out in accordance with the regulations of University Teknologi MARA. It is original and is the results of our own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

We, hereby, acknowledge that we have been supplied with the Academic Rules and Regulations for Post Graduate, University Technology MARA, regulating the conduct of our study and research.

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ABSTRACT

The purpose of this study is to examine the relationship between personality, work-life balance, burnout and individual work performance among Royal Customs Officers working in Kuching, Sarawak. It aims to investigate the personality types, level of work life balance and burnout and their correlation to individual work performance. Three research questions and ten hypotheses are developed to study the correlation between personality, work life balance, and burnout and individual work performance via correlation analysis. A total of 312 sets questionnaire were distributed for the purpose of the present study. Based on the feedbacks from the usable 300 respondents, the study reveals that there is a positive or negative correlation between personality, work life balance, and burnout, and individual work performance. The findings of the present study encourage further examinations of work-family conflict and the additional research may provide a greater understanding of the phenomenon. It is hoped that the information gleaned from the present study will assist the Royal Customs in Kuching, Sarawak in designing appropriate policies and awareness programs related to individual work performance.

Keywords: Personality and Individual Work Performance, Burnout, Individual work performance among Royal Customs Officers.

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CHAPTER 1

INTRODUCTION

This chapter consists of background of study, background of company, problem statement, research questions, research objectives, significance of study, limitation, and scope of study and the definition of terms. This chapter presents the overview of the entire study.

1.0 Introduction

In today's competitive business environment, organizations cannot afford to waste the potential of their workforce. There are key factors in the employee's workplace environment that impact greatly on their level of motivation and performance. The workplace environment that is set in place impacts employee morale, productivity and engagement either both positively and negatively. To ensure that the work environment supports these new styles of working, flexible workplaces are often recommended by Becker, 2002. Becker (2002) argued that by exploiting workplace flexibility, organizations may enhance organizational effectiveness. Work performance is an element that determines the quality of works as well as the character of an employee. When employees commit themselves to work and bringing good outcome in their task, this will benefit them in terms of promotion and increment in salary. Work and organizational psychologists, on the other hand, have an interest in the influence of determinants, such as work engagement, satisfaction, and personality, on individual work performance (Griffin, Neal and Parker, 2007). In all of the research fields mentioned earlier, individual work performance is a relevant outcome of studies in the occupational setting. However, despite its importance, no comprehensive conceptual framework of individual work performance exists. A solid theoretical framework is a prerequisite for optimal measurement of the construct by Campbell (1990).

Personality refers to an individual's feelings, behaviour as well as character. Not all reflects the work performance of an individual in the work place. While these methods may provide valuable information, it can be argued that none of them capture