



APPLIED BUSINESS RESEARCH (ABR 795)

**BURNOUT, JOB SATISFACTION AND ORGANIZATIONAL
COMMITMENT: A CASE OF UTM SARAWAK**

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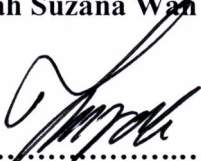
**EXECUTIVE MASTER OF BUSINESS ADMINISTRATION (EMBA)
UNIVERSITI TEKNOLOGI MARA
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MAY 2010

DECLARATION

We hereby declare that this Applied Business Report is our independent work and effort except where otherwise stated.

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Date: 13 MAY 2010

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Abstract

Purpose – The purpose of this study is to assess the level of burnout, job satisfaction and organizational commitment among academic staff of UiTM Sarawak. Sample populations are academic staff of UiTM Sarawak, from both Kota Samarahan and Mukah campuses. Burnout components include emotional exhaustion, depersonalization and reduced personal accomplishment which refer to the employees' feelings and perceptions of their work at UiTM Sarawak. Organizational commitment components which include affective, continuance and normative commitment, refers to employees feeling towards the organization.

Design/methodology/approach – The study used self-administered questionnaires from Maslach Burnout Inventory (MBI). The MBI consisted of 22 items that were divided into three subscales: Emotional Exhaustion (EE), Depersonalization (DP) and Personal Accomplishment (PA). EE was measured by nine items, DP measured by five items, and PA measured by eight items. Job Satisfaction Scale (JSS). JSS in this study consists of 14 items. Organizational Commitment Questionnaires (OCQ) OCQ was used to measure the organizational forms of affective commitment (9 items), continuance commitment (7 items) and normative commitment (6 items).

Findings – The findings revealed that the academic staffs of UiTM Sarawak do experience a moderate level of burnout specifically in relation to emotional exhaustion. Despite being emotionally exhausted, the finding indicates high job satisfaction among academic staff of UiTM Sarawak. Another finding was that high job satisfaction however does not influence their overall organizational commitment. All components of organization commitment are at moderate level which is considered as an area of concern for the management.

Originality/value – The importance of the research lies in the highlighting of as an essential factor influencing work and performance in organizations, together with the mitigating influence of burnout on organizational commitment. These results could help organizations to better understand the influence of burnout on job satisfaction and organizational commitment and to manage its implications more effectively.

It is suggested that further research should include variable that have not been studied such as intention to leave, turnover, award, benefits and salaries.

Keywords **Jobs** – Burnout, Emotional Exhaustion, Depersonalization, Reduce Personal Accomplishment, Job satisfaction, Organizational Commitment, UiTM Sarawak.

Paper type - Research paper

CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE ORGANIZATION

Universiti Teknologi MARA (UiTM) is Malaysia's premier institution of higher learning that has experienced phenomenal growth since its inception in 1956. It was first known as Institut Teknologi MARA (ITM) until the then Prime Minister of Malaysia, Dato' Seri Dr. Mahathir Mohamad announced the change of name of ITM to Universiti Teknologi MARA (UiTM) in August 1999. Being the only university that aims to help Bumiputera studentS to achieve higher level of education in Malaysia, UiTM currently has almost 120,000 students studying in its 15 branch campuses, three satellite campuses, nine city campuses, 21 affiliated colleges nationwide. Beginning with only 4 programmes and an initial enrolment of only 94 students, Universiti Teknologi MARA (UiTM) Sarawak is one of the branches which consist of two campuses in Kota Samarahan and Mukah. Started off with only 4 programs and an initial enrolment of only 94 students, now UiTM Sarawak is conducting 26 program ranging from certificate to PhD level, through various modes such as full-time, off-campus and e-PJJ (distance learning). Apart from striving for academic excellence through its mission "To provide quality teaching and learning in line with the principle of life-long learning using the latest technology, and practising the spirit of cooperation among staff, client and community that is fair and just", UiTM Sarawak also pledge for continuous improvement through its quality policy. To date, the university has won numerous quality awards in university, industry, state and national levels.