

THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB  
PERFORMANCE AMONG SUPPORT STAFF IN HUMAN  
RESOURCE (HR) DEPARTMENT, UNIVERSITI TEKNOLOGI  
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## AUTHOR'S DECLARATION



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“DECLARATION OF ORIGINAL WORK”

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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## **ABSTRACT**

Job burnout causes a severe reduction of job performance and organizational commitment. In addition, job burnout effects on person's wellbeing. It disturbs the relationship among employees when they are having high job pressure. The objective of this study is to investigate the relationship between job burnout and job performance in employees of UITM Kedah. Sample size was determined by Krejcie and Morgan Table by which 86 people were deemed suitable for the study. In participation, the respondents that involved in this study is among support staff. A set of questionnaire adopted from Maslach Burnout Inventory (MBI) and Yuanlaie for job performance was used to gather data for the study. Reliability of the variables was verified through Cronbach's alpha. The analysis of the data was done via Pearson correlation test and the data was analysed using IBM SPSS (Version 20). The results are significant with negative correlation between job burnout and job performance and shows that job burnout significantly reduce the performance of an individual. The study suggests some recommendation to the future researchers in order to obtain different results.

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## **CHAPTER 1**

### **INTRODUCTION**

The first chapter describes the background of the study, statement of the problem, research objectives, research questions, significance of the study, limitations of the study and definition of terms.

#### **Background of the Study**

Over the past few decades, burnout is emerging as an incremental problem in organizations (Ahmed & Ramzan, 2013). The statement was reinforced by one researcher who stated job burnout has gradually become a topical issue in the fields of management and organizational behaviour (Cai & Ye, 2016). This crucial issue is was happening around the world involving big or small organizations. Job burnout can be defined as a psychological syndrome that engages experiencing emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment (Christina Maslach, Schaufeli, & Leiter, 2001)

Burnout is also referred to as an unwanted reaction that people have to face severe pressures or other types of demands placed upon them (Ahmed & Ramzan, 2013). A huge and multi fields literature points a lot of key factors such as work environment, management support and work load in determining the stressful the work can be and its effect on employee's physical and mental health (Ganster and Loghan, 2005) as cited in Ahmed and Ramzan (2013). Employees work demanding work environment may feel inefficacious, emotionally exhausted and pessimistic