

DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS)

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THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB
SATISFACTION AMONG SUPPORT STAFF IN KEMENTERIAN
PERDAGANGAN DALAM NEGERI, KOPERASI DAN
KEPENGUNAAN, KUCHING, SARAWAK

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ABSTRACT

Workers face many challenges at their organizations everyday which would affect their performance because they have to deal with all those circumstance which can make them feel stressed. The performance of the workers in their work depends on how well their manager or supervisor treats them as well as the office environment itself. In order to make all those workers feel satisfied with their job, the manager or supervisor should take some actions to minimise the source of their stress. The main purpose of this study is to examine the relationship between job burnout and job satisfaction among support staffs at Kementerian Perdagangan Dalam Negeri Koperasi dan Kepenggunaan, Kuching. The instrument that was used in order to collect the data was the questionnaire. There were 100 sets of questionnaire distributed personally to the respondents with a returned rate of 84.0%. The data was analyzed using the Statistical Package for Social Science Software (SPSS) version 20.0. The correlation analysis showed that there was a relationship between both variables. There was a significant positive and high correlation ($r = .641, p < 0.01$) between low personal achievement and job satisfaction. There was also a positive significant and small correlation ($r = .242, p < 0.05$) between emotional and physical factors and job satisfaction. It is recommended that the future research should expand their respondents to include not only support staff but also all employees within the organization.

TABLE OF CONTENTS

	Page
AUTHORS DECLARATION.....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES.....	viii
LIST OF FIGURES.....	ix
LIST OF APPENDICES.....	x
CHAPTER 1	
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem.....	2
Research Objectives.....	3
Research Questions.....	3
Hypothesis.....	3
Significance of Study.....	4
Limitations of the Study.....	4
Definition of Terms.....	5
CHAPTER 2	
LITERATURE REVIEW.....	7
Job Satisfaction.....	7
Relationship between Job Burnout and Job Satisfaction.....	8
Job Burnout.....	9
Emotional and Physical Factors.....	10

CHAPTER 1

INTRODUCTION

Background of the Study

One of the factors in employee's satisfaction is job burnout. It becomes a major factor in today's world for Malaysians where the employees in an organization have to deal with dissatisfaction about their work performance. This study investigates the relationship between job burnout and employees' satisfaction in Kementerian Perdagangan Dalam Negeri Koperasi dan Kepenggunaan, Kuching.

Job burnout has negative effects which are depression, lack of motivation, not caring about work and decreased productivity. Employees generally experience job burnout when they are in work circumstances that keep them in stressful situations over a constant time frame. Depending on the particular case, burnout may be lessened by changes in the work environment and job demands, as well as changes in the individual's behaviour and way to deal with work (Rouse, 2014).

Job satisfaction for the employees includes job security, compensation, benefits and opportunities to use skills and abilities. Most organizations strive for employee satisfaction, yet not all attain this goal. That is why it is vital to know more about the elements that can increase employee satisfaction, and how it fits into an organization's overall success (Bisk, 2015).