

THE RELATIONSHIP BETWEEN JOB BURNOUT AND JOB  
PERFORMANCE AMONG EMPLOYEES: A CASE STUDY AT HM  
ASSOCIATES SDN BHD

Prepared for:

MADAM ARROMINY BINTI ARABI

Prepared by:

NUR KHAIRUNNISA BINTI MOHAMAD SIRAT

BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA

FACULTY OF BUSINESS AND MANAGEMENT

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## ABSTRACT

The purpose of this study was to analyse the extent of job burnout with job performance among office support staff at HM Associates Company. The Maslach Burnout Inventory (MBI) was used to measure the burnout that focused on three dimensions of job burnout such as emotional exhaustion, depersonalization and personal accomplishment. The method employed involved the use of a questionnaire distributed to 110 office support staff at HM Associates. The data were analysed by using Statistical Package for Social Science (SPSS) version 23. Results of the study revealed that there was a relationship between emotional exhaustion and job performance with a significant negative but weak correlation ( $r=-.296$ ,  $n=96$ ,  $p<0.01$ ). For the depersonalization dimension, there is a significant positive and weak correlation with job performance ( $r=.238$ ,  $n=96$ ,  $p<0.05$ ) while the personal accomplishment dimension showed significant negative but weak correlation ( $r=-.236$ ,  $n=96$ ,  $p<0.01$ ) with job performance. As a conclusion, the results showed that the element of job burnout has a relationship with job performance among office support staff at HM Associates. However, as recommendation for future researches, staff and organization factors are needed to gain more reliable results with regards to the relationship between job burnout and job performance.

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Nur Khairunnisa binti Mohamad Sirat  
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Faculty of Business and Management  
University Teknologi MARA

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## CHAPTER 1

### INTRODUCTION

#### Background of the Study

Burnout can be defined as a situation faced by the employees during working hours at their workplace (Falcone, 1991), as cited in Raja, (2013). Employers in private sectors are normally working longer hours but receiving lower wages in return. When the employee works for such long hours, most of them will suffer from several problems like losing their ability to stay focused and having shorter attention span, getting tired, and as a result, they will have low motivation to go to work. For example, the unscheduled time table for long working hours will be the major contribution to job burnout because they will not be having enough rest enable them to cope with other tasks given in the private sectors. The signs of burnout can be experienced in many job fields (Caron, 2000) as cited in Khan, (2012) and the 'burnout' concept was introduced in 1974 by Freudenberg (1974).

Due to high degree of the stress and feeling drained, it is difficult for an individual to improve their performance. The definition of a good job performance can be widely defined as accomplishing the job by making full use of the resources within their control (Jamal, 2007), as cited in Manderson, (2014). In the private firms, they set their goals for their employees to gain rewards but the employees could not