



**FACTORS AFFECTING WORK EXHAUSTION
AMONG OFFICE WORKERS**

NURSHAHIRAH BINTI FAIZAL

2014421964

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TECHNOLOGY MARA
MALACCA CITY CAMPUS**

JULY 2017

ACKNOWLEDGEMENT

In the name of Allah the Most Merciful and Most Compassionate.

Alhamdulillah. First and foremost, I would like to express my deepest gratitude to Allah Al-Mighty for giving me a lot of strengths and patience in completing this research study as to fulfil the requirements of faculty in the scope of Industrial Training. I have obtained great benefits from countless valuable lessons along the journey in completing this research study.

Second, I would like to extend my gratitude to my respectful advisor, Madam Nor Azmawati binti Husain for the guidance, advice and most beneficial assistances throughout the development of this research study, in order to minimize a big pressure on me in completing this research. I also would like to thank to my second examiner, Madam Suhailah binti Kassim for giving constructive comments for me to complete this report.

Third, I am grateful to my supervisors, Madam Roseini binti Muhammad as Human Resource Administrative Supervisor in SAJ Ranhill Sdn. Bhd. Muar and her assistance Miss Nur Syameera binti Badrul Hisham for sharing information and giving learning materials to be used in my research study.

Forth, my appreciations also go to all respondents in SAJ Ranhill Sdn. Bhd. Muar for their willingness and cooperation in answering the questionnaires provided to find out the results of my research study.

Finally, I express my special thanks to my beloved family members and friends for their undying moral supports, encouragement, and understanding through the completion of this research study.

TABLE OF CONTENTS

| | PAGE |
|---|-------------|
| FACTORS AFFECTING WORK EXHAUSTION AMONG OFFICE WORKER | I |
| DECLARATION OF WORK | II |
| LETTER OF SUBMISSION | III |
| ACKNOWLEDGEMENT | IV |
| TABLE OF CONTENTS | V-VI |
| LIST OF FIGURES | VII |
| LIST OF TABLES | VIII |
| ABSTRACT | IX |
| | |
| CHAPTER 1: INTRODUCTION | |
| 1.1 Background of the Study | 1-2 |
| 1.2 Problem Statement | 2-3 |
| 1.3 Research Objectives | 3 |
| 1.4 Research Questions | 4 |
| 1.5 Significant of Study | 4-5 |
| 1.6 Definition of Terms | 5-6 |
| 1.7 Conclusion | 6 |
| | |
| CHAPTER 2: LITERATURE REVIEW | |
| 2.0 Introduction | 7 |
| 2.1 Work exhaustion | 7-8 |
| 2.2 Perceived workload and work exhaustion | 9-10 |
| 2.3 Role ambiguity and work exhaustion | 10-11 |
| 2.4 Role conflict and work exhaustion | 12-13 |
| 2.5 Fairness of rewards and work exhaustion | 13-14 |
| 2.6 Theoretical framework | 15 |
| 2.7 Conclusion | 16 |
| | |
| CHAPTER 3: RESEARCH METHODOLOGY | |
| 3.0 Introduction | 17 |
| 3.1 Research Design | 17 |
| 3.2 Data Collection Method | 18 |
| 3.3 Sampling Technique | 19 |

| | | |
|---|----------------------------|-------|
| 3.4 | Population | 19 |
| 3.5 | Sample Size | 20 |
| 3.6 | Sampling design | 20 |
| 3.7 | Research Instrument | 21-22 |
| 3.8 | Demographic Analysis | 22-25 |
| 3.9 | Data Analysis | 25 |
| | 3.9.1 Validity | 25-27 |
| | 3.9.2 Reliability Test | 27-29 |
| | 3.9.3 Pearson Correlation | 29-30 |
| | 3.9.4 Descriptive Analysis | 30-31 |
| | 3.9.5 Multiple Regression | 31 |
| 3.10 | Research Strategy | 32 |
| 3.11 | Conclusion | 32 |
| | | |
| CHAPTER 4: FINDINGS | | |
| 4.0 | Introduction | 33 |
| 4.1 | Descriptive Analysis | 33-35 |
| 4.2 | Assessment of model | 35-37 |
| 4.3 | Hypothesis Testing | 37-38 |
| 4.4 | Discussions | 38 |
| | 4.4.1 Research Objective 1 | 39 |
| | 4.4.2 Research Objective 2 | 40 |
| | 4.4.3 Research Objective 3 | 40-41 |
| | 4.4.4 Research Objective 4 | 42 |
| | | |
| CHAPTER 5: CONCLUSION AND RECOMMENDATION | | |
| 5.0 | Introduction | 43 |
| 5.1 | Recommendation | 43-44 |
| 5.2 | Conclusion | 44 |
| | | |
| | REFERENCES | 45-47 |
| | | |
| | APPENDICES | 48-61 |

ABSTRACT

Workplace factors have the potential with regards to work exhaustion. In this study, hypothesized that workplace factors i.e. perceived workload, role ambiguity, role conflict and fairness of rewards have a direct significant effect on work exhaustion among office workers at SAJ Ranhill (the company).

This study was conducted among office workers at SAJ Ranhill Sdn. Bhd. with 216 respondents. The data was analysed using Multiple Regression Analysis (SPSS) version 20.0. Overall, we found that perceived workload has significant effect on work exhaustion. We also discovered role conflict significantly increased work exhaustion among office workers in SAJ Ranhill. Surprisingly, role ambiguity and fairness of rewards is not significant. Our study supported the notion that workplace factors such as perceived workload and role conflict play important role in controlling work exhaustion at workplace especially among office workers.