

TAHAP 'BURNOUT' DI KALANGAN PEGAWAI PENDIDIKAN KESIHATAN DI KEMENTERIAN KESIHATAN MALAYSIA

ABSTRACT

The burnout concept is an important issue that have fascinated scholars for decades. Burnout is widely known to cause detrimental effect. Study on burnout from different contexts will provide better understanding of this phenomenon. The objectives of this study are to determine the burnout levels of Health Education Officers in the Ministry of Health Malaysia and to compare the burnout level between various demographic factors. This study is a cross sectional study. Universal sampling method was used whereby data was collected from 142 respondents throughout Malaysia. The questionnaire was adopted from a previous study and it consists of 20 items to measure three dimensions: fatigue, cognitive weariness and emotional exhaustion. The results showed that Health Education Officers are experiencing low level of fatigue (m=2.67), low level of cognitive weariness (m=2.40) and low level of emotional exhaustion (m=2.08). Using ANOVA analysis, it appears that there is significance differences of burnout level between work places, years of services and grade ranks ($p < 0.05$). Those who are working in Head Quarters (HQ), with 5-8 years of working experience and hold either lowest or highest grade rank are more prone to experience higher burnout. Overall, Health Education Officers are experiencing low level of burnout. These levels are significantly different between work places, years of services and grade ranks of Health Education Officers. However, there is no difference in the burnout levels when comparing between genders and marital statuses. This study measures burnout as the only variable and it is recommended that future research should include other variables such as workloads, job satisfaction and others.