



**UNIVERSITY
OF MALAYA**

The Leader in Research & Innovation

Faculty of Business and Accountancy

Master of Business Administration

SURVEY QUESTIONNAIRE

TITLE

**THE IMPACT OF CAREER MOTIVATION AND EMOTIONAL EXHAUSTION ON
JOB SATISFACTION AND TURNOVER INTENTION**

A STUDY OF HOTEL FRONTLINE EMPLOYEES IN MALAYSIA

Dear Responders

This questionnaire is designed for studying the emotional exhaustion, motivation for work and job outcomes of the front line employees in hotels. The data collected is for the academic research as part of master dissertation.

All answer given will be treated as **confidential** and will be used for academic purposes only. If you have any inquiries pertaining this study, please email me at m.kkk61@yahoo.com.

Your cooperation is highly appreciated. Thank you.

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SECTION A

RESPONDENT PERSONAL DETAIL INFORMATION

Kindly fill up the survey form appropriately and tick (✓) in the space provided

1. Gender

- Male female

2. Age

- Less than 20 years
 21 – 30 years
 31 – 40 years
 41 – 50 years
 51 and more

3. Education

- No degree/ never attend to school
 Primary school
 High School
 Vocational school
 College/ University

4. Marital status

- Single/ divorced/ widowed Married

6. Household income (per month)

- Less than 1000.00RM
 1000.00 RM – 2000.00 RM
 2001.00 – 3000.00 RM
 More than 3000.00RM

7. Length of time in current job

- Less than 1 year 1-3 years 4-6 years 7-9 years 10 years and more

8. Employment Status

- Full- time part- time more than one job

9. Department

- Front office Housekeeping Food and Beverage

Section B1

Career motivation

Please indicate the level of agreement of each statement that relevant to you: '5' = 'strongly Agree' To '1' = 'strongly disagree.

Kindly fill up the survey form appropriately and tick (✓) in the space provided

NO.	I TEM	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
1.	I believe that Hotel recognition means a lot to me					
2.	I believe that My job is valued to me					
3.	I believe that Personal development opportunity in this hotel is important factors in keeping me here					
4.	I work here because of good physical condition					
5.	I like to work here because I can schedule my own work and make job related decision					
6.	I like all comments the quality of my work					
7.	Contacting with people is the most favourite part of my job					
8.	I am often treated unfair at work					
9.	I do not work for money					
10.	Job security is important to me					
11.	the incentive bounds is important factors for me					

Section B2

Emotional Exhaustion

Please indicate the level of agreement of each statement that relevant to you: 'strongly agree' To 'strongly disagree.'

Kindly fill up the survey form appropriately and tick (✓) in the space provided

NO.	ITEM	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.	I feel that I emotionally drained from my work.					
2.	I feel that I fatigued when I get up in the morning and have to face another day on the job.					
3.	Working with people all day is really a strain for me.					
4.	I feel burned out from my work.					
5.	Working directly with people puts too much stress on me.					
6.	I frustrated by my job.					
7.	I used up at the end of the workday.					
8.	I'm working too hard on my job					
9.	I feel like I'm at the end of my rope.					

Section C: Job satisfaction

NO.	ITEM	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.	I am Satisfied with the freedom I have to do what I want on my job.					
2.	I am Satisfied with the information I receive from supervisor about my job performance.					
3.	I am Satisfied with the variety of activities my job offers.					
4.	I am Satisfied with the opportunities to develop close friendships on my job.					
5.	In general. I am satisfied with my job.					
6.	I am Satisfied with the security my job provides me.					
7.	I am Satisfied from the pay I receive from my job.					

Section D: Turnover Intention

NO.	ITEM	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.	I often think about leaving this hotel.					
2.	It would not take much to make me leave this hotel.					
3.	I will probably be looking for another job soon.					
4.	I think I am over qualified for this job.					
5.	I do not care my absent record.					
6.	I do not see future in this hotel.					

THANK YOU

