



**Burnout Level of Department Store Sales Personnel in SM Sta. Rosa  
Laguna, SM Calamba Laguna, and SM TunasanMuntinlupa  
in Relation to their Age, Gender, and Work Status**

A Research Study Presented to the

Psychology Department

College of Liberal Arts and Communication

De La Salle University- Dasmariñas

In Partial Fulfillment of the Requirements in

(Research in Psychology 2)

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September 2014



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## ABSTRACT

In our generation today, people are eager to have a high earning job or work to provide the needs and wants of our family. High school graduates and college levels intend to work as they finish their studies and apply their skills. Because of large population of the sales personnel, especially in mall areas, it gave big interest for the researchers to know the burnout level of selected SM Department Store's sales personnel in relation to their demographic profile. The researchers also wanted to know if the demographic profile of the sales personnel has a relationship on their burnout level. The research design utilized in this research is quantitative research method. Quantitative research is research that uses numerical analysis. In this study, all the data were gathered using the "Careers: Confronting on the Job Burnout" by George Manning and Kent Curtis. The researchers used 3 statistical treatments. First, percentage was used to describe the profile and burnout level of the department store's sales personnel. Second, the Kruskal-Wallis Test was used to determine if there was a significant difference in the burnout level of the respondents when the respondents were grouped according to their age. Third, the Mann-Whitney U Test was used to determine if there was a significant difference in the burnout level of the respondents when the respondents are grouped according to their gender and work status. The result showed that there was no significant difference between the burnout level of the sales personnel in terms of their age and gender. However, there was a significant difference between the burnout level of the sales personnel and their work status.