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Abstract
The presence of COVID-19 has led to the spread of the threatening disease among communities around the world. Many people have died as a result of the COVID-19 epidemic so far. The Malaysian government issued instructions to all sectors to work from home to break the COVID-19 chain to combat the spread of the epidemic. The situation of working from home provoked various reactions from the community, so some were distressed by this situation. Working online appears to be simple, but there are several obstacles to overcome, including a lack of facilities that can cause work to be disrupted. Working online necessitates a great level of discipline as well as mental fortitude. Depression is the result of an inability to control emotions. People that work from home must take precautions when managing their emotions. Stress can also be caused by colleagues while online working, like not being able to reach each other or miscommunication. However, the constraints have resulted in issues such as inefficiency and poor job assessment outcomes. Therefore, many people suffer from emotional stress due to the sheer responsibilities of online working. Accordingly, this study will focus on the reactions of professional workers to the issue of working from home. Does working from home leave an emotional stress on professional workers in Malaysia. This study uses quantitative methods and relies on surveys to collect data. The respondents must complete five sections of comprehensive and easy questions as needed to finalize the study data. This study targeted one hundred respondents to answer this survey. Those involved in this survey consisted of government employees, private employees, and the self-employed. Researchers used SPSS to analyze the results data from the survey answers performed. The results of the study show that almost all professionals feel that working from home for a long period of time can cause emotional disturbance and emotional stress. In future, the studies on maintaining mental health must be undertaken in order to help Malaysian employees. Research on how to mentally care for professional employees online needs to be conducted. The results of the study can be used as a measure to mentally control workers working from home.

Keywords: Exploring, Work, Demotivation, Employees

Introduction

Working from home (WFH) has been on the rise for years, as more jobs rely on computers and telecommunications, more individuals have dependable home Internet connections, and more families have both parents working full time. The Covid-19 epidemic hastened this development by requiring a huge portion of the worldwide workforce to temporarily convert to WFH. The virus that causes COVID-19 illness, SARS-CoV-2, began spreading throughout the workplace in December 2019, and the World Health Organization (WHO) named it in February 2020 when it was first found in Wuhan, Hubei Province, China (Center for National Health Statistics, 2020).

The symptoms of this disease range from moderate fever, dry cough, and sore throat to *severe acute respiratory syndrome* (SARS), as well as an expanding list of linked disorders such as inflammatory illnesses in youngsters (Centers for Disease Control and Prevention, 2020). The virus is readily spread from person to person, and most people who are infected are unaware of it (Secon and Woorward, 2020). Therefore, working from home is encouraged for all industries in order to avoid the development of this epidemic.

In comparison to Working from Home [WFO], WFH has the ability to cut commuting time, boost job opportunities, enable more flexible working hours, increase job satisfaction and work-life balance. However, little is known about some of the more obscure species. WFH's core repercussions, including its effects on productivity and the factors that influence them in increasing or decreasing WFH's productivity compared to WFO (Gibss et al., 2020)

Working from home is frowned upon in Malaysia. When the COVID-19 hit the country, this internet project began. However, this is tough to do because most people must adjust to the new normal of working from home. This scenario has a significant influence on employees in the Malaysian government and private sector, since it is difficult to adjust to new standards and a total reliance on technology. When working from home, employees must complete the duties of working and caring for a family at the same time (Hayes et al., 2020)

Statement of Problem

Workplaces were offered more flexible working arrangements (FWA) by both government and private sectors. With the outbreak of COVID-19, working from home arrangements have been implemented globally in those sectors where services can be delivered online. Working from home (WFH) was the most popular mode to get into work-life to meet professional demands (Bumika, 2020). It reduces exposure to the public for staff and reduces the need to commute to workplaces that involve further exposure to reduce the spread of COVID-19 (Ahmad, 2020). Malaysia government urged staff to social distance and where possible to conduct activities at home, including learning from home and working from home (Pekeliling Perkhidmatan Bilangan 5 Tahun 2020). According to Palumbo et al (2020), working from home can reduce stress as well as lower psychological and physical stress due to being able to control between work and family needs. In addition, workers will also have more free time to spend with their families (Wienclaw, 2019).

However, working from home during the lockdown was quite a different experience from the previous times. According to a recent study conducted by the job site Indeed (2021), 52 percent of workers are burned out, with 67 percent blaming COVID-19 for their stress. Similarly, Gallup poll conducted in 2020, totally remote workers are now more likely to feel burnout than on-site workers (Wigert & Robison, 2020). As reported by Hayes et al. (2021),

the most significant COVID-19 challenges faced by workers in the United States were primarily may contribute to higher levels of perceived stress and work-related burnout.

Furthermore, Lam et al (2022) found that work-related burnout, risk factors can be divided into two categories: environmental and personal factors. The physical environment, job overload, workplace unfairness and bullying, lack of control overwork, and insufficient compensation or reward are all examples of environmental factors. Moreover, burnout among workers may also be influenced by personal factors such as demographics and individual personalities. Work involvement and colleague cohesion were adversely connected to emotional exhaustion and depersonalisation burnout measures, but work pressure was positively related to both. Despite the fact that burnout has been a notable and main point for many studies, there are still few studies in Malaysia that address this phenomenon. Therefore, this study is done to explore the situation of work from home and also teaching online. Specifically this looks at how work from home can cause some types of burnout. This study is done to answer the following questions;
Research Questions;

● How does Work-related issues cause burnout?
● How does Personal-related issues cause burnout?
● How does Colleague-related issues cause burnout?

Literature Review
Many employees choose to work from home as a way to achieve a better work-life balance and the flexibility of a different work environment for a variety of reasons. According to Aczel et al (2021), working from home (WFH) is a word that refers to working from any location other than the employer's authorized workspace. There are several characteristics of good WFH including minimizing the need to commute, easier to handle domestic chores and family needs, improved autonomy over time management and minimal interruptions. Personal comfort is frequently mentioned as a benefit of the home workplace. It also raises job motivation, creativity and satisfaction.

However, there are several variables that might contribute to a loss of control and decreased productivity. According to Oakman et al. (2020) there are ten mental and physical health effects of WFH that were reported such as illness, inner health, safety, stability, frustration, anxiety, tiredness, hardship, exhaustion, and stress are all factors that affect quality of life and increased unhappiness.

Significantly, WFH requires the implementation of work-life boundary control methods as well as self-discipline, self-motivation, time management and multitasking skills (Aczel et al., 2021). Therefore, employers, coworkers and family members should encourage each other to get enough sleep, exercise regularly, and take breaks during the workday for increased productivity. Activities like walking around, doing relaxation techniques and choosing a specific place to work at home can all help to create a productive and organised working environment while also reducing distractions (Okuyan & Begen, 2022).

Work Burnout
The theory of work burnout (WB) was first conceptualized in the 1970s by Freudenberger (1974); Maslach (1976) and is now the standard metaphor to address social problems related to occupational health (Kristensen, Borrits, Villadsen, & Christensen, 2005) with substantial risks for both workers and the organizations they are working in (Lubbadeh, 2020). Burnout

was defined by scholars as the state of emotional fatigue experienced by workers as a result of undesirable work conditions (Maslach & Jackson, 1986; Schaufeli & Greenglass, 2001).

WB is mainly associated with organizational factors with workload as the dominant cause in many previous studies covering different fields of professions (Azam et al., 2017; Liu & Lo, 2018; Zanabazar & Jigjiddorj, 2022). At the same time, personal factors should also be considered as a review of the literature conducted by Azam, Khan & Alam (ibid) found demographic factors such as age, gender, and marital status to be among the causes of burnout among physicians.

Maslach's Burnout Inventory (MBI), which was first developed in 1981, measures three constructs namely exhaustion, cynicism (or depersonalisation), and inefficacy (or reduced personal accomplishment) (Maslach & Leiter, 2016). MBI is arguably the most widely used instrument for self-assessment of burnout and since its conception, it has been reviewed several times to meet the needs of specific fields such as education. However, Kristensen, Borrits, Villadsen, and Christensen (2005) argue that the extensive use of MBI has caused WB to be confined within the measurement of this instrument. In other words, WB is solely defined within these three constructs that are mainly work related.

Therefore, they developed another instrument, the Copenhagen Burnout Inventory (CBI) which focuses on personal burnout, work-related burnout, and client-related burnout. Examining constructs other than those related to the organisation is important and timely given the unprecedented times like the pandemic. The worldwide lockdown as a result of COVID-19 back in 2020 had changed the landscape of the working environment to one that is predominantly online. Working online and from home would certainly bring about substantial changes to the established working routines, thereby creating new kinds of burnout. In the next subtopics, past and recent studies will be reviewed to depict the online working environment and the possible challenges that may lead to burnout.

Past Studies
Work From Home
There have been many past studies on work from home learning involving emotions, attitudes and causes of barriers. Working at home is a new experience in the world. As reported by Dubey & Tripathi (2020), published a research study titled Analysing the Sentiments Towards Work-from-Home Experience During Covid-19 Pandemic. The study reviewed work from home analysed via twitter. 100 000 twitters analysed and found that work from home is viewed positively by the public. The results of the study found that emotional stability was associated with 73% of the world's positive outlook working from home and 60% showing a feeling of joy working at home. Only 27% viewed the negatives of working at home. Tunk & Kumar (2022), as study of the future of working from home. Using the investigative questions was carried out to 136 full-time workers in the home. They are educated and professional respondents. 6 questions related to work at home in the country of India. The results of this study looked at the role of workers and employers to help the future of the work environment from home and will be able to shape new labour laws to be able to balance work potential and daily life balance.

Continuous cases of coronavirus are still contagious around the world. Workers also have the time to work from home. People may feel sluggish and tired by doubling work at home and in the office. All parties should consider this issue and make sure that this level of fatigue can be minimized. However next, the study by (Kroesen, 2022). The respondent of the Dutch population study showed that long workplace distances (60 minutes and more) affected

women from men. A total of 1292 responses were studied and selected whose repetitive work was exchanged to work from home. While for respondents who repeatedly space with proximity does not provide welfare when they work at home. Distance factors influence their emotions to work at home. This study shows that highly educated women are significant with their lives working from home. Studies are also conducted by Abdullah (2020), 233 samples were taken randomly at the Suez University using Cronbach alpha. The results showed that work from home with flexible time are high and can balance the family, the timing can be done well with   the presence of internet devices good support and employer support.

Work Burnout
The covid-19 epidemic has a psychological, emotional, physiological wellbeing influence on workers who are remote telework, or work from home. This has been proved that more than half of Malaysia healthcare workers experienced burnout (Roslan et al., 2021). The following section presents the previous studies conducted in related burnout during the Covid-19 crisis. Recent studies by Medina et al (2021) analyzed the effect of work–family conflict on burnout, considering work overload, in teleworkers during the COVID-19 pandemic. A total of 1044 respondents from teleworkers in Guayaquil, Ecuador, were collected using online survey. A structural equation model (SEM) study was conducted on work–family conflict and burnout during the last week of July 2020.
The findings of the study displayed that all the aspects of burnout have a positive connection with work–family conflict and family–work conflict. Teleworking overload, on the other hand, had no effect on the work–family conflict or burnout relationship. Furthermore, the study emphasized the importance of the economic and regulatory conditions that surrounded teleworking during the pandemic, as well as their impact on worker wellbeing and psychosocial hazards. As well as a study conducted by Lam, Reddy and Wong (2022) showed a lack of involvement of employees and cohesion among colleagues is related to burnout.
The participants consisted of 456 employees recruited from six large size corporations from Hong Kong has been conducted. The study was analyzed using the Stata V17.0 statistical software program. 60% of participants rated at a moderate to a high level on emotional exhaustion and burnout were identified. From the result, employee burnout is influenced by the environment in which they work, and possible risk and protective factors for work-related burnout were found. Another study explored whether COVID-19 had an effect on teacher stress, burnout, and well-being a year after the outbreak (Kotowski et al., 2022). The study engaged 973 teachers in public and private schools working in the Greater Cincinnati area by using mixed method study. The results revealed the teachers continue to experience significant levels of stress and burnout, with 72 percent reporting that they are very or extremely stressed, and 57 percent reporting that they are very or extremely burned out. Many teachers struggled to strike a good work-life balance. Alternatively, the study reported that the current levels of stress and burnout may be lower, as some teachers have adapted to the new normal, but higher levels may have existed earlier in the pandemic as teachers transitioned to online or hybrid teaching.
Next, the study by Miguel et al (2021) also looked at the impact of Covid-19 on the well-being and mental health of lecturers from the Faculty of Medicine of the University of Porto (FMUP) in Portugal, and found that there was a higher risk of burnout when dealing with the sudden shift to emergency remote teaching. The findings revealed that 41.2 percent of participants had high personal burnout, 37.3 percent had high work-related burnout, and 15.7 percent had high student-related burnout. The study concluded that the safety of students and lecturers,

as well as proper institutional support, could be ensured by taking into account their expectations and needs, and promoting mental health.

Conceptual Framework
This study is rooted from (Mitchell, 1982; Kristensen et al., 2005). Motivation is one of the forces that lead to performance. According to Mitchell (1982), motivation is defined as the desire to achieve a goal or a certain performance level, leading to goal-directed behaviour. Employees need to be motivated to use their ability to excel in their work. Motivation is clearly important if someone is to perform well; however, it is not sufficient. The employees' ability—or having the skills and knowledge required to perform the job—is also important and is sometimes the key determinant of effectiveness. Finally, environmental factors such as having the resources, information, and support one needs to perform well are critical to determine performance. The support from the environment is one important factor for employees to work happily. This environment can be portrayed even as the (a) one that is free of work related problems, (b) personal problems and even (c) colleague -related problems. According to Kristensen et al (2005), problems with the three environment factors can then lead to work burnout.
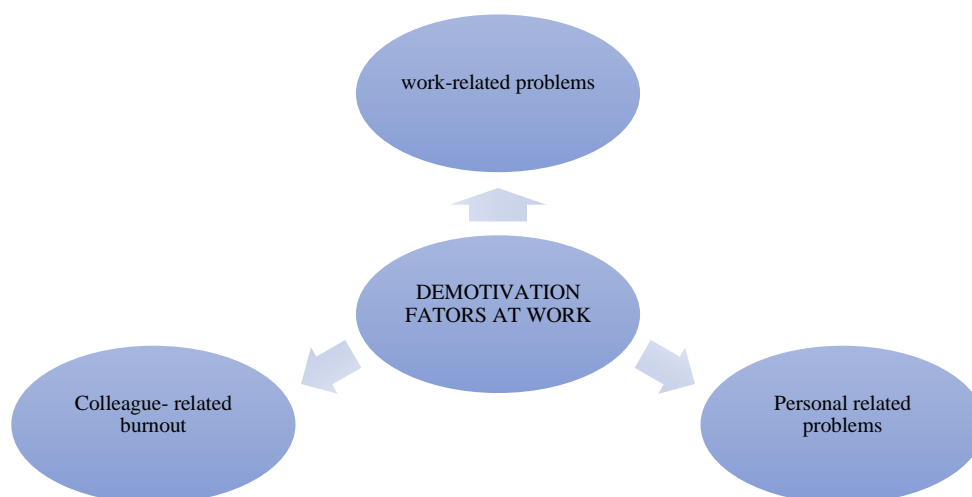

Figure 1- Conceptual Framework of the Study: Demotivation Factors at Work

Sometimes, even the nature of the work can cause burnout. Not having to perfume at work can frustrate employees. This frustration can be translated to the employees feeling exhausted at the end of the day or worse still-at the start of the work day. Next, some employees may have personal problems that may or may not be related to work. Nevertheless, these personal-related issues take up a lot of space in the employees' mind and energy. Finally, often colleague related burnout is caused by employees not being able to work well with colleagues. Some have communication issues, while others could have started with unresolved work -related issues.

Methodology
This quantitative research is done to investigate how learners use cognitive and meta cognitive strategies when they learn French as a foreign language. The instrument used is a survey adapted from (Kristensen et al., 2005). 103 respondents were purposely chosen to answer the survey. The survey has 3 main sections. With reference to Table 1, section A has

items on the demographic profile. Section B has 6 items on personal burnout, section C has 7 items on work related burnout and section D has 6 items on colleague related burnout.

Table 1
Distribution of items in survey

SECTION	CONSTRUCTS	NO OF ITEMS
B	Personal Burnout	6
C	Work Related Burnout	7
D	Colleague Related Burnout	6
	Total number of items	19

Table 2
Reliability Statistics

Reliability Statistics

Cronbach's Alpha	N of Items
.920	19

Table 2 presents the reliability statistics for the instrument. SPSS analysis revealed a Cronbach alpha of .920 thus showing a high internal reliability of the instrument used. Data is collected online via goggle form. Data is then analysed using SPSS version 26. Analysed data is presented in the form of percentages and mean scores to answer the 2 research questions.

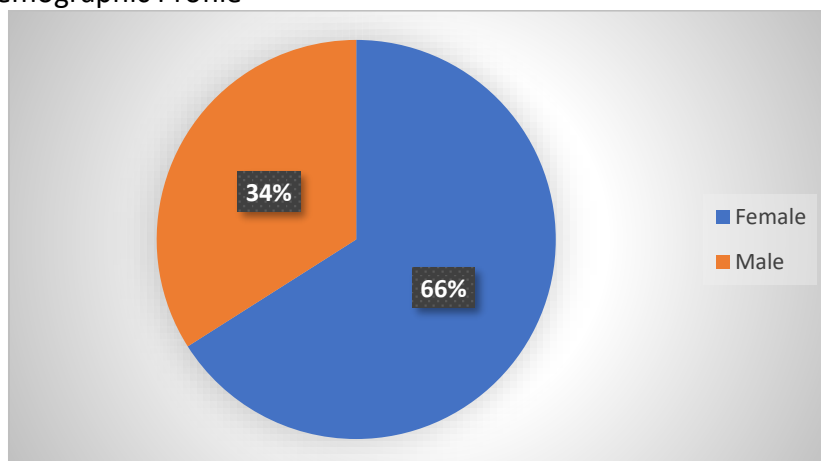**Findings**
Findings for Demographic Profile

Figure 2- Percentage for Gender

According to the table (figure 2), 66% of those who responded to the poll were women, while 34% were males.
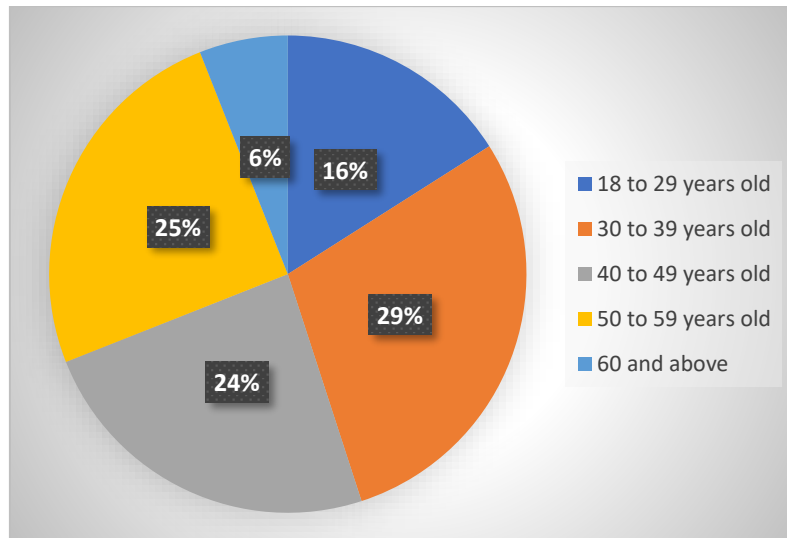
Figure 3- Percentage for Age Group

According to figure 3, the age category of those who responded to the survey was 18 years and older. 16 respondents were between the ages of 18 and 29, 29% were between the ages of 29 and 39, 24% were between the ages of 40 and 49, 25% were between the ages of 50 and 59, and 6% were beyond the age of 60.
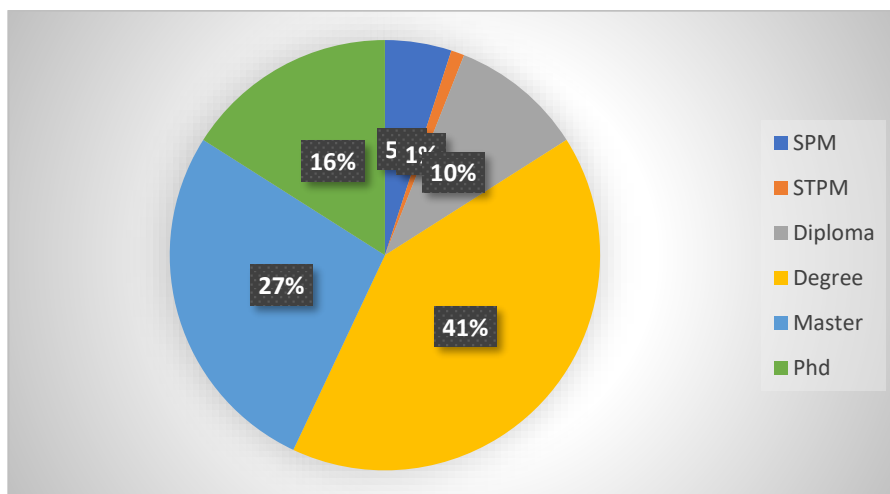

Figure 4- Percentage for Highest Academic Level

Referring to table 3, 5 percent of respondents have an SPM certification, 1% have a STPM qualification, 10% have a Diploma, 41% have a bachelor's degree, 27% have a master's degree, and 16% have a PhD qualification.
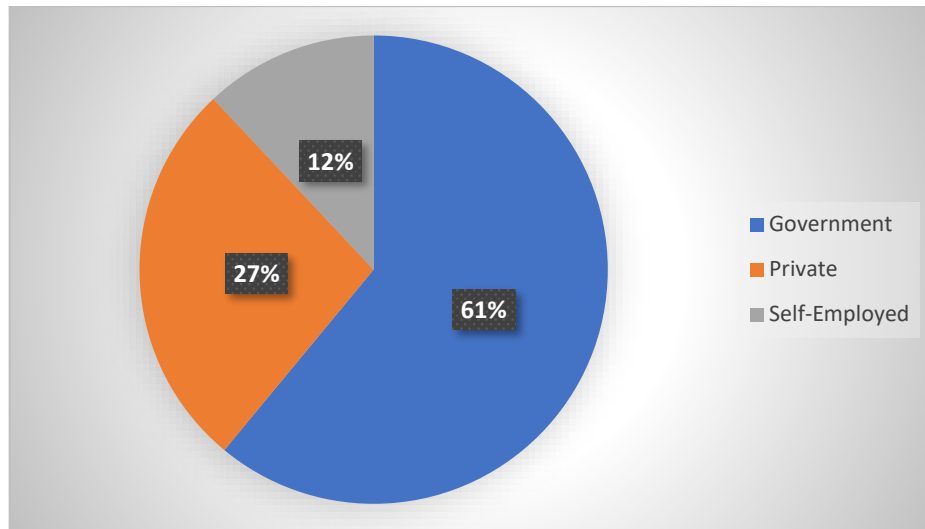
Figure 5- Percentage for Job Sector

The data from Figure 5 presents that 61% of the respondents were government servants, 27% are from private sectors and 12% are self-employed.
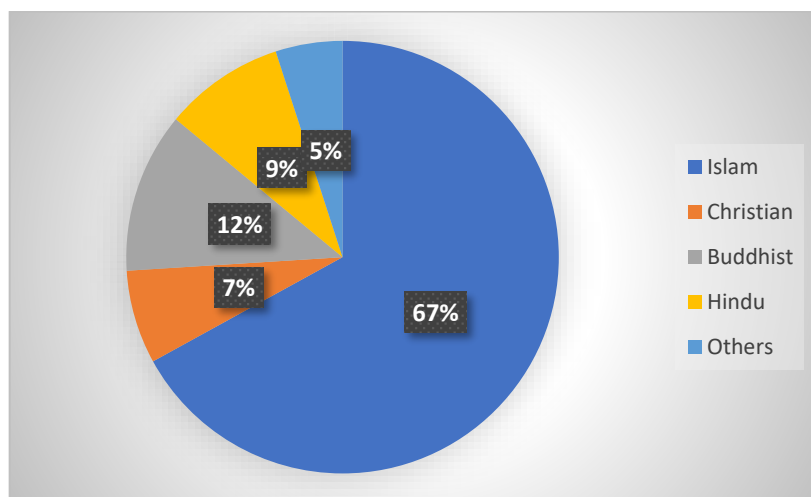

Figure 6- Percentage for Religion Category

According to Figure 6, the respondents came from various religions. Most of the respondents are Muslims 67%. This was followed by Buddhist with 12% and Hindu with 9%. 7% of the respondents are Christians and the rest from other religions are 5%.

Q6. Do you agree that knowledge of religion is able to help someone control their emotions and frustration?
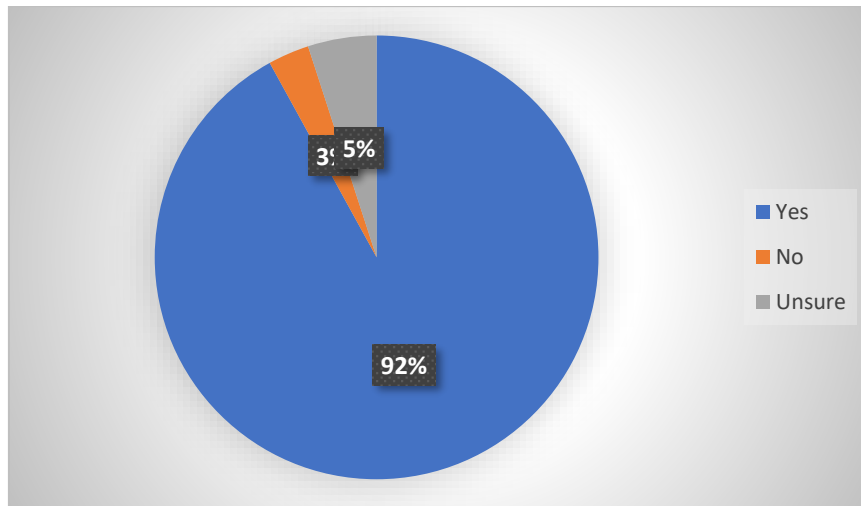
Figure 7- Percentage for Knowledge and Religion

This section presents data that having a basic understanding of religion can help someone manage their emotions and frustration, according to 92 % of respondents, while 5 % are unsure, and 3% disagree.

Findings for work-Related Issues
This section presents data to answer a research question 1: How does Work-related issues cause burnout?
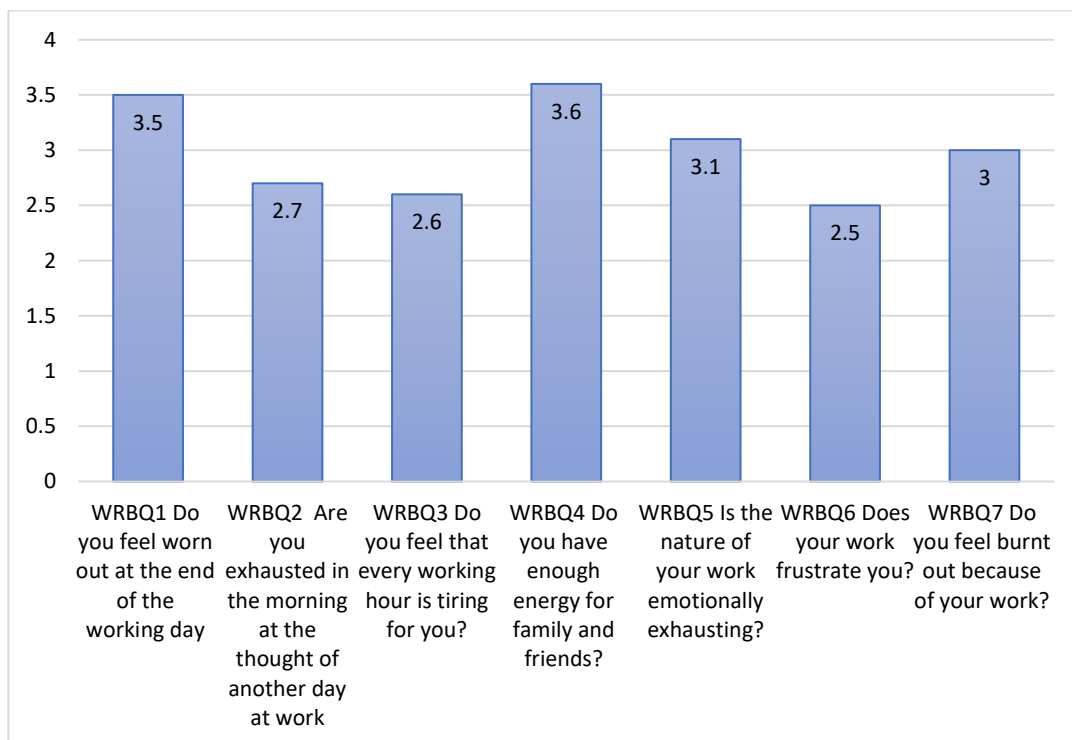

Figure 8- Mean for Work Related Burnout

Based on the findings presented in figure 8, work-related burnout is found to be at a moderate level with three out of seven indicators with the mean scores of 3.00 to 3.50. The respondents sometimes felt worn out after a day's work, considered their work emotionally exhausting, and at times associated their burnout with work-related factors.
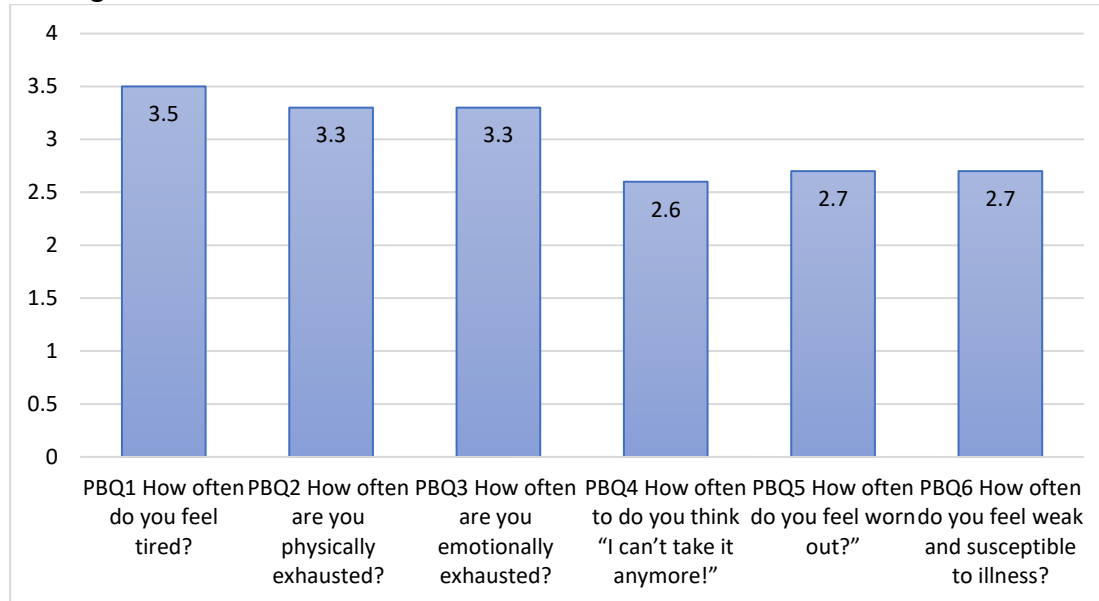
Findings for Personal-related Issues

Figure 9- Mean for Personal Related Burnout

Figure 9 of the table shows the average mean for personal related burnout. This concludes that there are six questions to be asked of the respondent. The result shows the question "How often do you feel tired?" indicates the highest rating of 3.5. The second and third questions "How often are you physically exhausted?" and "How often are you emotionally exhausted?", the results give similar responses to the mean value 3.3. The respondents for the question, "How often do you feel worn out?" and "How often do you feel weak and susceptible to illness?" also has the same score of 2.7 means. And the lowest in the 2.6 mean score for the question "How often do you think "I can't take it anymore!".

Findings for Colleague-Related Issues
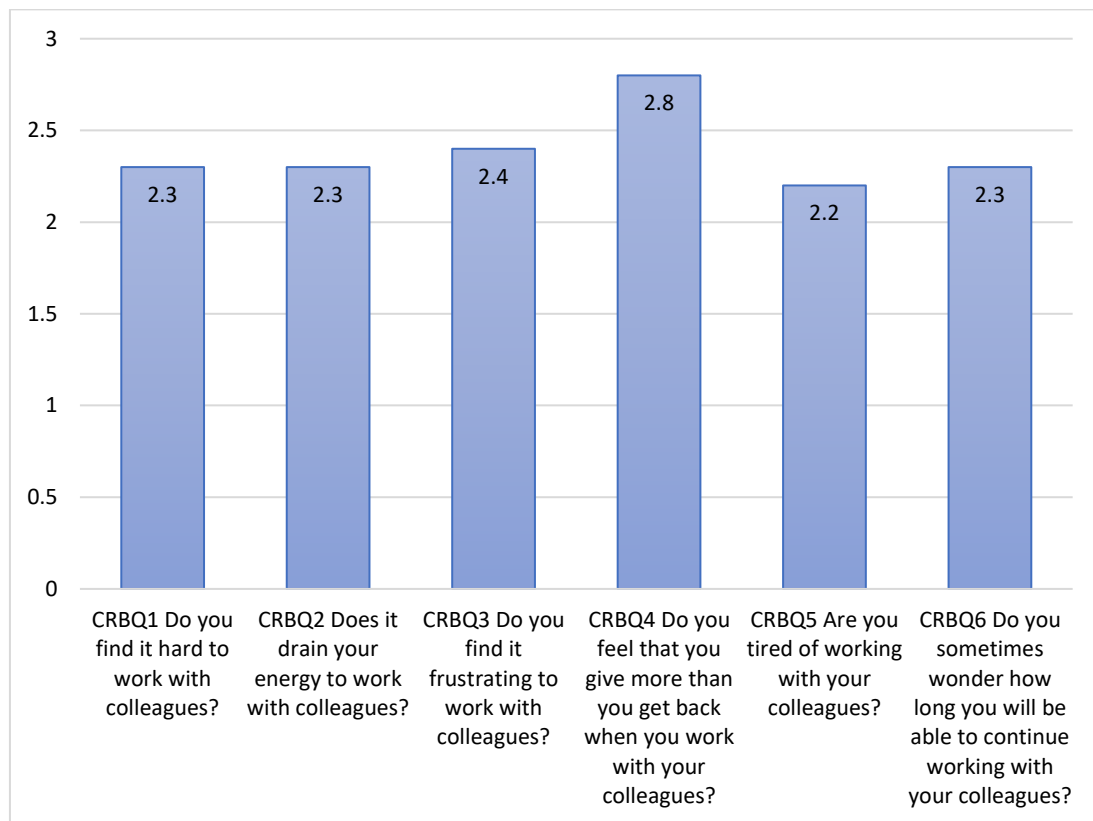This section answers research question 3: How does Colleague-related issues cause burnout?

Figure 10- Mean for Colleague Related Burnout

Figure 10 of the table shows the mean score of colleague related burnout (CRB). There are six questions asked of the respondent. The findings reveal that CRB Question 4 "Do you feel that you give more than you get back when you work with your colleagues?" has a high mean score value 2.8 followed by CRB Question 3 "Do you find it frustrating to work with colleagues?" resulted in mean value 2.4.
CRB Question 1 "Do you find it hard to work with colleagues?", Question 2 "Does it drain your energy to work with colleagues?", and Question 6 "Do you sometimes wonder how long you will be able to continue working with your colleagues?" The results give similar responses to the mean value 2.3, respectively. Meanwhile the lowest mean value is 2.2 for CRB Question 5 "Are you tired of working with your colleagues?".

Conclusion
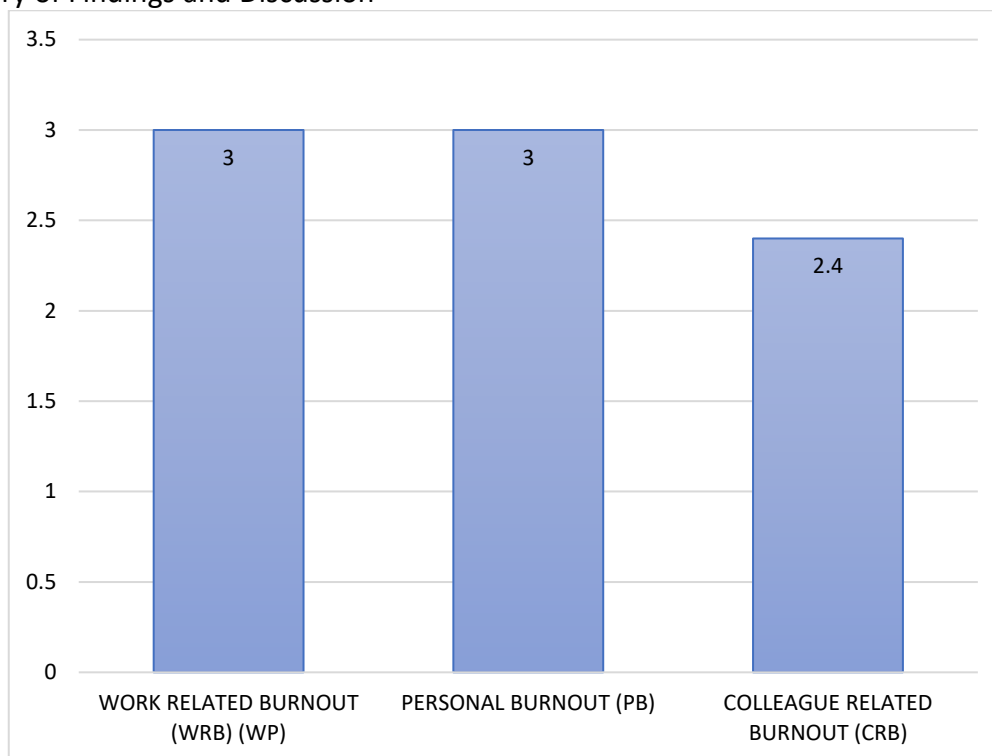Summary of Findings and Discussion

Figure 11-Total mean of all factors

Working from home was quite a different experience from the previous times. Similarly, Gallup poll conducted in 2020, totally remote workers are now more likely to feel burnout than on-site workers (Wigert & Robison, 2020). The risk factors for work-related burnout may be classified into two categories: environmental and personal variables (Lam et.al., 2022). Environmental variables include the physical surroundings, job overload, workplace injustice and bullying, a lack of control over work, and insufficient remuneration or incentive. Furthermore, human factors such as demography and individual personalities may impact worker burnout. Emotional fatigue and depersonalization burnout assessments were negatively associated with job participation and colleague cohesiveness, although work pressure was favourably related to both. As can be seen in figure 11, work -related fatigue is a score of 3. The same goes for personal burnout which represents a score of 3. Colleague related burnout just has a mean of 2.4. Working without meeting co-workers can lessen burnout, but it also raises burnout from the job and personal elements of the individuals engaged.

Implications and Suggestions for Future Research
Employers should discover strategies to assist workers who work from home in reducing stress. Various efforts can be taken, such as providing the personnel with comprehensive technical facilities. It's also possible to work in a rotation. Employees may relax and spend time with their families without concern about work. Employees must also seek out new interests that might bring relief on a regular basis. They need to learn to regulate their emotions as well. Employees with well-balanced emotional control are less likely to be stressed, which reduces burnout. The government should devise a plan to address this issue. The importance of mental health concerns cannot be overstated. We do not want Malaysians to be stressed

out as a result of new regulations that must be implemented. To assist Malaysian employees, studies on mental health maintenance must be conducted. In order to give chances for Malaysians, the government can also re-evaluate the economic balance. Dismissing workers due to economic insecurity has a negative influence on those who must continue working owing to an excessive workload.

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