



BURNOUT AND WORKPLACE DEVIANT BEHAVIOR

AHMAD NIZAN MAT NOOR

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by
Ahmad Nizan Mat Noor

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Fakulti Pengurusan Perniagaan
(Faculty of Business Management)
Universiti Utara Malaysia

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ABSTRAK

Secara umumnya, kajian ini bertujuan untuk mengkaji hubungan di antara hilang daya upaya berkerja dan gelagat “deviant” di tempat kerja di kalangan staf akademik UiTM Perlis. Kajian ini juga bertujuan untuk mengkaji perbezaan di antara faktor demografi dengan hilang daya upaya bekerja dan gelagat “deviant” di tempat kerja. Kajian ini mengkaji tahap hilang daya upaya bekerja dengan menggunakan skala Maslach Burnout Inventory-Educator Survey (MBI-ES; Maslach, Jackson, and Schwab (1986), dan gelagat “deviant” di tempat kerja dengan menggunakan skala Deviant Behavior (Lewis, and Bradfield, 1999). Sebanyak 169 soalan kaji selidik telah diberikan kepada 169 peserta kajian dengan menggunakan persampelan rawak mudah. Berdasarkan kepada objektif, tujuh hipotesis telah dibina dan diuji dengan menggunakan Korelasi Pearson, Ujian t, dan ANOVA. Hasil dari ujian hipotesis menunjukkan bahawa wujudnya hubungan negatif di antara hilang daya upaya bekerja dan gelagat “deviant” di tempat kerja dan membuktikan bahawa hilang daya upaya bekerja tidak memberikan sumbangan yang nyata dalam mengamal gelagat “deviant” di tempat kerja. Di samping itu, faktor demografi tertentu juga ditemui tidak mempunyai perbezaan yang nyata atau hubungan kepada hilang daya upaya bekerja dan gelagat “deviant” di tempat kerja.

ABSTRACT

There are main assumptions that burnout syndrome can lead to workplace deviant behavior and negatively effect the organization seriously. Generally, the purpose of the study was to discover the relationship between burnout and workplace deviant behavior among academic staffs in UiTM Perlis. This study also discovers the differences between demographic factors with burnout and workplace deviant behavior. This study aims to assess the burnout level by using Maslach Burnout Inventory-Educator Survey scale (MBI-ES; Maslach, Jackson, and Schwab (1986), and workplace deviant behavior by using Deviant Behavior scale (Lewis, and Bradfield, 1999). 169 questionnaires were distributed to 169 participants by using simple random sampling. Based on the objectives, seven hypotheses were developed and tested using Pearson Correlation, t-Test, and ANOVA. The result from hypotheses testing shown that there are negative relationship between burnout and workplace deviant behavior and shown that burnout are not having significant contribution to predict workplace deviant behavior. Furthermore, certain demographic factors also were not found to have any significant difference or relation to burnout and workplace deviant behavior.

TABLE OF CONTENT

	Page
Permission to use	i
Acknowledgement	ii
Abstrak	iii
Abstract	iv
Table of Content	v
List of Tables	ix
List of Figures	x
Abbreviations	xi

CHAPTER ONE: INTRODUCTION

1.0	General	1
1.1	Significance of Study	2
1.2	Problem Statement	2
1.3	Research Objective	4
	1.3.1 General Objective	4
	1.3.2 Specific Objective	4
1.4	Research Questions	5
1.5	Research Assumptions	5
1.6	Scope of the Study	6

1.7	Limitation	6
1.8	Organization of the Study	7
1.9	Operational Definition	7

CHAPTER TWO: LITERATURE REVIEW

2.0	Introduction	10
2.1	Burnout Defined	10
2.2	The Causes and Symptoms of Burnout	15
2.2.1	Psychological Causes and Symptoms	15
2.2.2	Physical Causes and Symptoms	16
2.2.3	Behavioral Causes and Symptoms	17
2.2.4	Social Causes and Symptoms	17
2.2.5	Organizational Causes and Symptoms	18
2.3	Workplace Deviant Behavior Defined	19
2.4	Deviance and Its Variance	22
2.5	Burnout and Workplace Deviant Behavior	24
2.6	Demographic Factors and Burnout	28
2.7	Demographic Factors and Workplace Deviant Behavior	29
2.8	Theoretical Framework of the Study	30
2.9	Measurement of the Study	31
2.9.1	Independent Variables	31
2.9.2	Dependent Variables	31
2.10	Hypotheses	32

CHAPTER THREE: METHODOLOGY

3.0	Introduction	33
3.1	Participants	34
3.2	Sampling Method	34
3.3	Instrumentation	35
3.4	Data Collection	36
3.5	Pilot Test	37
3.6	Data Analysis Procedure	37
3.7	Appropriateness of Test	38
3.7.1	Descriptive Analysis	38
3.7.2	Reliability Testing	38
3.7.3	Hypotheses Testing	40
3.7.3.1	Pearson Correlation	40
3.7.3.2	t-Test	40
3.7.3.3	One Way ANOVA	41

CHAPTER FOUR: FINDINGS

4.0	Introduction	42
4.1	Survey Responses	43
4.2	Data Analysis	43
4.2.1	Getting a Feel for Data	44
4.2.2	Respondents Demographic Background	44
4.3	Hypotheses Testing	48

4.3.1	Pearson Correlations for Hypotheses 1	48
4.3.2	t-Test for Hypotheses 2(a)	49
4.3.3	t-Test for Hypotheses 2(b)	50
4.3.4	One Way ANOVA for Hypotheses 2(c)	51
4.3.5	t-Test for Hypotheses 3(a)	52
4.3.6	t-Test for Hypotheses 3(b)	53
4.3.7	One Way ANOVA for Hypotheses 3(c)	55
4.4	Overall Results	56

CHAPTER FIVE: DISCUSSION AND CONCLUSION

5.0	Introduction	57
5.1	Discussion on Findings	57
5.1.1	Reliability	57
5.1.2	Hypotheses Testing	58
5.1.2.1	Burnout and WDB	58
5.1.2.2	Demographic Factors and Burnout	59
5.1.2.3	Demographic Factors and WDB	59
5.2	Contribution from the Study	60
5.3	Recommendation	62

References

Appendix

LIST OF TABLES

Table	Page
3.1 Reliability Testing of Instruments	31
4.1 Survey Responses	35
4.2 Respondents by Gender	36
4.3 Respondents by Age	37
4.4 Respondents by Marital Status	38
4.5 Respondents by Working Experience	38
4.6 Respondents by Income per month	39
4.7 The result on Correlation Pearson r Test Burnout and WDB	40
4.8 Mean Burnout by Gender	41
4.9 t-test Result on Burnout and Gender	41
4.10 Mean Burnout by Marital Status	43
4.11 t-test Result on Burnout by Marital Status	43
4.12 Mean Burnout by Working Experience	44
4.13 ANOVA on Burnout by Working Experience	44
4.14 Mean WDB by Gender	45
4.15 t-test Result on Burnout by Gender	45
4.16 Mean WDB by Marital Status	46
4.17 t-test Result on WDB by Marital Status	46
4.18 Mean WDB by Working Experience	47
4.19 ANOVA on WDB by Working Experience	47
4.20 Overall Results for Hypotheses Testing	48

LIST OF FIGURES

Figure	Page
2.1 Theoretical Framework of the Study	23

ABBREVIATIONS

UiTM	-	Universiti Teknologi MARA
UiTM Perlis	-	Universiti Teknologi MARA Perlis
WDB	-	Workplace Deviant Behavior
MBI-ES	-	Maslach Burnout Inventory-Educator Survey
US	-	United States
ANOVA	-	Analysis of Variance
SPSS	-	Statistical Package for the Social Sciences

CHAPTER ONE

INTRODUCTION

1.0 GENERAL

For many years, burnout has been recognized as an occupational hazard for various people-oriented professions (Maslach, 1998, Pines, 1993), like human services, education, and health care (e.g., Kahill, 1998; Maslach, 1982; Vandenberghe & Huberman 1999). Research on burnout among those individuals working in teaching professions has shown that the potential effects of burnout for the individual and for the organization are serious. Costs to the organization include absenteeism, turnover, low morale, and impaired professional performance (Farber, 1991; Jenkins & Calhoun, 1991; Kierstead, 1983; Kyriacou & Sutcliffe, 1997; Litt & Turk, 1985; Needle, Griffin, Syendsen & Berney, 1980). As indicated in Maslach's (1982) definition, burnout has been shown to be most prevalent among professionals who do "people work", as opposed to those work does not involve direct contact when serving people in need. Indeed, burnout has been found to be prevalent among human service professionals such as teachers (e.g., Farber, 1991).

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