

JOB DEMANDS, JOB RESOURCES, JOB CONTROL AND THEIR RELATIONSHIP WITH BURNOUT AND ENGAGEMENT.

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A research project submitted to the Faculty of Humanities, University of the Witwatersrand, Johannesburg, in partial fulfillment of the requirements for the degree of masters by coursework and research report in Organisational Psychology.

I declare that this research project is my own, unaided work. It has not been submitted before for any other degree or examination at this or any other university.

ABSTRACT

This research included a more positive approach to well-being at work as it included the aspect of engagement. It aimed at focusing on a model of burnout and engagement having different predictors and different consequences. The research aimed at testing a model including job demands, job resources, job control, burnout, engagement, absenteeism and intention to leave. This research defined burnout in terms of only two dimensions (exhaustion and cynicism) and professional efficacy was looked at under engagement. A non-experimental, quantitative, cross sectional design was utilised. The follow instruments were used: Maslach Burnout Inventory-General Survey (MBI-GS), Utrecht Work Engagement Scale (UWES), Karasek's (1979) Job Demands and Decision Latitude Scale, Management Support for Career Development, Ganster's (1989) Job Control Scale and O'Driscoll & Beehr's (1994) Turnover Intentions Scale. There were 91 items in total. The sample consisted of 55 participants from a South African auditing company. Numerous significant results were found during the correlation analysis.

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TABLE OF CONTENTS

ABSTRACT	ii
ACKNOWLEDGEMENTS	iii
1. INTRODUCTION	
Introduction	1
2. LITERATURE REVIEW	
2.1 Models of well-being	3
2.2 Job Demands, Job Control and Job Resources	13
2.3 Burnout	19
2.4 Engagement	23
2.5 Absenteeism	27
2.6 Intention to leave	31
2.7 Rationale	33
2.8 Hypotheses	34
3. METHODOLOGY	
3.1 Research design	36
3.2 Sample	37
3.3 Sampling method	39
3.4 Research procedure	39
3.5 Instruments	39
3.6 Analysis	47
3.7 Ethics	50
4. RESULTS	
4.1 Descriptive statistics	52
4.2 Primary hypotheses results	53
4.3 Analysis of demographic data	61
4.4 Summary of trends	71

5. DISCUSSION	74
5.1 Discussion of hypotheses	75
5.2 Practical implication	79
5.3 Limitations of study	80
5.4 Directions for future research	82
5.5 Conclusion	84
REFERENCE LIST	86
APPENDICES	
Appendix A	
Participant Information Sheet	94
Appendix B	
Access to Organisation	96
Appendix C	
Demographic Questionnaire	97
Appendix D	
Maslach Burnout Inventory-General Survey	99
Appendix E	
Utrecht Work Engagement Scale	101
Appendix F	
Karasek's Job Demands and Decision	
Latitude Scale	104
Appendix G	
Ganster's Job Control Scale	107
Appendix H	
Job Resources Scale	109
Appendix I	
O'Driscoll and Beehr's Turnover Intentions Scale	113

LIST OF FIGURES & TABLES

Figure 1	Psychological Demands/Control Matrix	7
Figure 2	The Demand – Control – Support Model	10
Figure 3	Schaufeli and Bakker’s (2004) Model	12
Figure 4	The Current Research’s Model	13
Table 1	Descriptive Statistics for Sample	37
Table 2	Frequency of Demographic Variables of Sample	37
Table 3	Reliabilities for Subscales in Current Study	47
Table 4	Descriptive Statistics of Scales and Subscales	52
Table 5	Correlation Matrix for Total Scales	54
Table 6	Correlation Matrix for Subscales	57
Table 7	Correlation Matrix for Age	62
Table 8	One-way ANOVA for Marital Status	62
Table 9	Summary of Tukey's Studentized Range (HSD) Test for Significant Finding (Job Control)	63
Table 10	One-way ANOVA for Language	64
Table 11	Summary of Tukey's Studentized Range (HSD) Test for Significant Finding	64
Table 12	One-way ANOVA for Race	65
Table 13	Summary of Tukey's Studentized Range (HSD) Test for Significant Finding	66
Table 14	Correlation Matrix for Years in Organisation	66
Table 15	Correlation Matrix for Years in Current Position	67
Table 16	Equality of Variance on Two Sample t-test	68
Table 17	Results for Two Sample t-test	69
Table 18	Equality of Variance on Two Sample t-test	70
Table 19	Results for Two Sample t-test	71