



BURNOUT AND WORKPLACE DEVIANT BEHAVIOR

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UNIVERSITI UTARA MALAYSIA  
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## BURNOUT AND WORKPLACE DEVIANT BEHAVIOR

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by  
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Fakulti Pengurusan Perniagaan  
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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.

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## 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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