BURNOUT AND WORKPLACE DEVIANT BEHAVIOR

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UNIVERSITI UTARA MALAYSIA
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BURNOUT AND WORKPLACE DEVIANT BEHAVIOR

A thesis submitted to the Faculty of Business Management in partial fulfillment of the requirements for the Master of Science (Management), Universiti Utara Malaysia

by
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ABSTRAK

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

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<tr>
<td>UiTM</td>
<td>Universiti Teknologi MARA</td>
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<td>UiTM Perlis</td>
<td>Universiti Teknologi MARA Perlis</td>
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<tr>
<td>WDB</td>
<td>Workplace Deviant Behavior</td>
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<tr>
<td>MBI-ES</td>
<td>Maslach Burnout Inventory-Educator Survey</td>
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<td>US</td>
<td>United States</td>
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<td>ANOVA</td>
<td>Analysis of Variance</td>
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<td>SPSS</td>
<td>Statistical Package for the Social Sciences</td>
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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, Syensden & 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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