UNIVERSITI TEKNOLOGI MARA

THE RELATIONSHIP BETWEEN BURNOUT AND WORK ENGAGEMENT AMONG ENGLISH TEACHERS OF PRIMARY SCHOOLS IN KLANG, SELANGOR.

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Dissertation submitted in partial fulfillment of the requirements for the degree of

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Candidate's Declaration

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledge as referenced work. This topic has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

In the event that my thesis be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and agree be subjected to the disciplinary rules and regulations of University Teknologi MARA.

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ABSTRACT

The purpose of this study was to investigate the potential levels and relationship between burnout and work engagement among primary school English teachers in Klang. This study also intended to find out the factors that influence work engagement among English teachers and the elements of these factors. A mixed-methods research approach employing quantitative and qualitative methods of data collection was used; both these methods are widely used in researches relating to burnout and work engagement. In the quantitative section, 120 respondents completed a questionnaire pack comprising the Maslach Burnout Inventory-Educators Survey (MBI-ES) and the Utrecht Work Engagement Scale (UWES-9). Meanwhile for qualitative section, 12 respondents were involved in the themed interview. The Maslach Burnout Inventory and Utrecht Work Engagement Scale were used to assess burnout and work engagement, and its relation respectively. Pearson’s Correlation showed no significant relation between three dimensions of burnout and the work engagement. Specifically, English teachers reported higher levels of burnout and high level in work engagement suggesting that the teachers are still committed to their job. Moreover, qualitative findings revealed how burnout influences their engagement and the factor related to their engagement. It is concluded that special attention should be paid to the burnout suffered by the English teachers and how to sustain their work engagement in educational context.

Keywords: work engagement; burnout; influences; teachers