

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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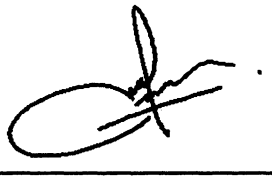
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ABSTRACT

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