

**BURNOUT, PERSONALITY, SOCIAL SUPPORT, AND JOB  
SATISFACTION AMONG ACADEMIC STAFF OF UiTM**



**INSTITUT PENGURUSAN PENYELIDIKAN  
UNIVERSITI TEKNOLOGI MARA  
40450 SHAH ALAM, SELANGOR  
MALAYSIA**

**BY :**

**FAUZIAH NOORDIN  
ROHANA OTHMAN  
ISMIE ROHA MOHD JAIS  
JANUDIN SARDI  
AHMAD ZAM HARIRO SAMSUDIN**

**JANUARY 2011**

## **ACKNOWLEDGEMENT**

Our heartfelt gratitude is extended to everyone who had contributed in the completion of this research project. Specifically, we are indebted to the following individuals and groups:

All the participating faculties/academic centres/branch campuses, especially to the deans of faculties and the directors of branch campuses, without whose contributions and cooperation this research project would not be possible.

All the lecturers who had participated in this research project – your participation and responses to the survey have helped us in understanding the issue of burnout among the academic staff of our beloved university.

Research Management Institute, University Teknologi MARA for the fund provided for this research project, for your guidance and patience, and not forgetting, for the approval on the extended date of completion of this research project.

Muna Kameelah Saud, our dedicated and committed Research Assistant - thank you from the bottom of our hearts.

### **RESEARCH PROJECT TEAM**

*Burnout, Personality, Social Support, And Job Satisfaction Among Academic Staff Of UiTM*

6<sup>th</sup>. January 2011

## TABLE OF CONTENT

	Pages
Letter of Appointment	i
Letter of Submission of Research Project	iv
Registered Project Members	vi
Acknowledgement	vii
Table of Content	viii
List of Tables	xi
List of Figures	xii
Abstract	xiii
<b>1.0 Chapter 1: Introduction</b>	<b>1</b>
1.1 Introduction	1
1.2 Background of the Study	2
1.3 Objectives of the Study	5
1.4 Significance of the Study	6
1.5 Scope of the Study	7
1.6 Assumptions and Limitations	8
1.7 Definitions of Terms	9
<b>2.0 Chapter 2: Literature Review</b>	<b>11</b>
2.1 Introduction	11
2.2 Theories on Burnout	11
2.3 Relationships between Burnout, Personality, and Social Support	14

2.4	Relationships between Burnout and Job Satisfaction	16
2.7	Research Framework and Research Questions	19
<b>3.0</b>	<b>Chapter 3: Research Methodology</b>	<b>21</b>
3.1	Introduction	21
3.2	Research Method	21
3.3	Sample and Subjects	22
3.4	Assessment Instruments	23
3.4.1	The Maslach Burnout Inventory (MBI)	24
3.4.2	General Temperament Survey (GTS)	24
3.4.3	The Multi-dimensional Scale of Social Support (MSPSS)	25
3.4.4	Job Satisfaction Scale	26
3.4.5	Demographic Variables	26
3.4.6	Open-ended Research Questions	26
3.5	Data Analysis	27
<b>4.0</b>	<b>Chapter 4: Results of the Study</b>	<b>29</b>
4.1	Introduction	29
4.2	Respondents' Profile	30
4.3	Reliability Analysis, Means, Standard Deviations and Correlations	33
4.4	Independent Groups T-Tests and	37
4.5	One-Way between Groups ANOVA	

## ABSTRACT

The objectives of this study are to assess the level of burnout among the academic staff of UiTM; to explore the relations of personality to the three components of burnout of the academic staff of UiTM; to examine the influence of social support on the three components of burnout of the academic staff of UiTM; to assess the effect of the three component of burnout on job satisfaction; to determine the influence of selected demographic variables on the three components of burnout, personality, social support, and job satisfaction of the academic of UiTM; and to make recommendations to the management of UiTM based on the results of the study.

One thousand two hundred and ninety (1,290) sets of questionnaires were distributed to faculties, branch campuses, academic centres, and INTEC. Three hundred and eighteen completed and usable questionnaire were returned and this gave a response rate of 24.65%.

To provide evidence of a linear positive or negative relationship between independent and dependent variables, and to provide a measure of the strength of the relationships between variables, Pearson product-moment correlations for the variables contained in the research framework were computed. In addition, scale reliabilities of the variables were computed for the sample. This was done in order to be certain that the alpha coefficients were high. The next step in the process was to examine the inferential statistics to provide answers to the research questions. The types of inferential statistics chosen for the present study were T-tests for independent groups, and F-tests for one-way between groups ANOVA with Post-Hoc Comparison. As a test of significance, the t-test was chosen to measure significant differences between the independent and dependent variables in the study. For further analyses of the relationship between major variables and demographic variables, F-tests were computed.