FACTORS AFFECTING THE PERCEIVED JOB BURNOUT AND ITS IMPACT ON IN-ROLE AND EXTRA-ROLE PERFORMANCE AMONG ACADEMICIANS IN MALAYSIAN PUBLIC UNIVERSITIES

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AUTHOR DECLARATION

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged.

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ABSTRAK

ABSTRACT

With the high demands on research outputs, academicians are under pressure to cope with their teaching responsibilities as well as other managerial and administrative responsibilities that may affect their in-role and extra-role performance. Four hundred and thirty-one (431) academicians from twenty (20) Malaysian public universities were sampled which drawn from a stratified sampling process. The study examined the factors affecting in-role and extra-role performance among academicians in Malaysian public universities. There were four (4) proposed affecting factors that being examined; namely job demands as independent factor, perceived job burnout as the mediating factor, job resources and religious personality as the moderating factors. The job demands, job resources, in-role performance and extra-role performance questionnaire revised by Bakker (2014), while the perceived job burnout questionnaire by Demerouti (2010), and religious personality questionnaire by Krauss (2007) were adopted and adapted. The Job demands-resources theory of burnout guided the study through a quantitative research design. Data were analysed using SPSS 23.0 and AMOS 23.0 approaches of structural equation modelling to test the hypothesised model. The quantitative research results revealed that all proposed factors are statistically significant predictors between tested variable. In addition, it was also found that the level of academician’s perceived job burnout was within the moderate level of 3.16, a finding established via an analysis of all means. The findings of this study largely supported the hypothesised relationships proposed in the theoretical model especially the mediating effect of perceived job burnout between job demands towards in-role and extra-role performance. The results demonstrated that academician’s religious personality moderates the effect between the job demands and the level of perceived job burnout. The findings revealed the moderation effect of job resources between job demands towards in-role and extra-role performance of academicians. The study concluded that all research objectives were successfully answered and achieved. Future studies applying the proposed model are therefore recommended to be conducted at the institutions of higher learning across Malaysia in order to verify these findings and to enrich the current literature on academician’s perceived job burnout that popularly known as an emerged issue among academicians that may also affect other aspect of academician’s performance at tertiary institutions in the country.
الملخص

أفاد أن الطلب على مخرجات البحوث، الأكاديميين مكتب لتحقيق مسؤوليات في تدريس والمسؤوليات الإدارية الأخرى التي قد تؤثر على أدائهم الدور الحقيقي والدور الإضافي. تم أخذ عينات من أربعة أكاديميين من عشرين جامعة ماليزية عامة، والتي تم استخلاصها من عامل عينة طبقية. فحصت الدراسة العوامل التي تؤثر على الأداء الدور الحقيقي والإضافي لدى الأكاديميين في الجامعات العامة الماليزية. كان هناك أربعة عوامل مقتراحة يجري تحصيلها؛ أي الطلب على الوظائف كعامل مستقل، ظروف العمل كعامل وسيط، وموارد العمل والشخصية الدينية كعامل معتدل. تم تحليل الطلب على الوظائف، وموارد العمل، والأداء الدور الحقيقي والإضافي من منصباً من Bakker (2014) في حين أن التأثير عن إنهاك العمل في Demerouti (2010). وتم تبني نموذج استبيان الشخصية الدينية من قبل كراوس (2007). الطلب على الوظائف - الموارد نظرية من إنهاك العمل، موجه هذه الدراسة على كتي خطة البحث. تم تحليل البيانات باستخدام SPSS و AMOS 33. النتائج المبدلة الهيكليّة لاختبار شكل الافتراضي. كشفت النتائج البحث الكمي أن جميع العوامل المقترحة هي تنبؤات ذات دلالة إحصائية بين متغير تم اختباره. بالإضافة إلى ذلك، وجد أيضًا أن مستوى الإنهاك العمل للأكاديميين كان ضمن المستوى المعتدل 3 (12)، نتيجة أن تستنعي عن طريق من تجلي جميع الوسائل. دعمت نتائج هذه الدراسة إلى حد كبير العلاقات الطبيعية المقترحة في النموذج النظري، لا سيما النموذج المثير للإلهام. أوضح النتائج أن الشخصية الدينية الأوسط الأكاديمية معتدل تأثير على مستوى إنهاك العمل المتصور. وكتفت النتائج عن تأثير الاعتدال على الموارد الوضعيّة، ويعتمد مستوى إنهاك العمل المتصور. وخلاصة الدراسة إلى أن جميع الأهداف البحثية تم الإجابة عليها وتحقيقها بنجاح. لذلك ينصح بنشر دراسات مستقبلية لتطبيق النموذج المقتضى في مؤسسات التعليم العالي عبر ماليزيا من أجل التحقق من هذه النتائج وإحراز الأدابيات الحالية حول إنهاك العمل المتصور للأكاديميين، والذي يُعرف عمومًا على أنه قضية بين الأكاديميين قد تؤثر أيضًا على جانب من أداء الأكاديميين في مؤسسات التعليم العالي في الدولة.
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LIST OF ABBREVIATIONS

AGFI  Adjusted Goodness-of-fit Index
AMOS  Analysis of Moment Structures
AVE   Average Variance Extracted
CFA   Confirmatory Factor Analysis
CFI   Comparative Fit Indices
Chi. sq Chi Square
CR    Composite Reliability
CU    Comprehensive Universities
def. Definition
df    Degree of Freedom
ed.   editor-edition-edited
EFA   Exploratory Factor Analysis
FU    Focused Universities
GFI   Goodness of Fit Index
H1    Hypothesis One
H2    Hypothesis Two
H3    Hypothesis Three
H4    Hypothesis Four
H5    Hypothesis Five
H6    Hypothesis Six
HRM   Human Resource Management
JD    Job demands
JR    Job resources
K     Factor loading for every item
KMO   Kaiser-Meyer-Olkin Measure of Sampling Adequacy
M     Mediator variable
MEB (HE) Malaysia Education Blueprint (Higher Education)
MLE   Maximum Likelihood Estimator
MoHE  Ministry of Higher Education
MPU   Malaysian Public Universities
n     Number of items in a model
n ph  no publisher
n.d   no date/no year
n.pl. no place
p.    page
PBUH  Peace be upon him
Ph.D  Doctor of Philosophy
pJB   Perceived Job Burnout
pp.   pages
raa   Radhiallahuanhu
RAU   Research/Apex Universities
RMSEA Root Mean-Square Error of Approximation
RO    Research Objective
ROs   Research Objectives
RP    Religious personality
RQ    Research Question
RQs  Research Questions
RU  Research Universities
S.A.W  Sallalahu’Alayhi Wassalam
S.W.T  Subhanahu Wa Ta’ala
SEM  Structural Equation Modeling
SPSS  Statistical Package for the Social Sciences
trans.  translator/translated
T & L  Teaching and Learning
UIAM  Universiti Islam Antarabangsa (UIAM)
UiTM  University Teknologi MARA (UiTM)
UKM  Universiti Kebangsaan Malaysia (UKM)
UM  Universiti Malaya (UM)
UMK  Universiti Malaysia Kelantan (UMK)
UMP  Universiti Malaysia Pahang (UMP)
UMS  Universiti Malaysia Sabah (UMS)
UMT  Universiti Malaysia Terengganu (UMT)
UniMAP  Universiti Malaysia Perlis (UniMAP)
UNIMAS  Universiti Malaysia Sarawak (UNIMAS)
Unisza  Universiti Sultan Zainal Abidin (UnisZA)
UPM  Universiti Putra Malaysia (UPM)
UPNM  Universiti Pertahanan Nasional Malaysia (UPNM)
UPSI  Universiti Pendidikan Sultan Idris (UPSI)
USIM  Universiti Sains Islam Malaysia (USIM)
USM  Universiti Sains Malaysia (USM) – Apex University
UTeM  Universiti Teknikal Melaka (UTeM)
UTHM  Universiti Tun Hussein Onn Malaysia (UTHM)
UTM  Universiti Teknologi Malaysia (UTM)
UUM  Universiti Utara Malaysia (UUM)
vers.  version
vol.  volume
writ  written by
REFERENCES


