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JOB DEMANDS, JOB RESOURCES, JOB CONTROL AND THEIR RELATIONSHIP WITH BURNOUT AND ENGAGEMENT.

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A research project submitted to the Faculty of Humanities, University of the Witwatersrand, Johannesburg, in partial fulfillment of the requirements for the degree of masters by coursework and research report in Organisational Psychology.

I declare that this research project is my own, unaided work. It has not been submitted before for any other degree or examination at this or any other university.

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ABSTRACT

This research included a more positive approach to well-being at work as it included the aspect of engagement. It aimed at focusing on a model of burnout and engagement having different predictors and different consequences. The research aimed at testing a model including job demands, job resources, job control, burnout, engagement, absenteeism and intention to leave. This research defined burnout in terms of only two dimensions (exhaustion and cynicism) and professional efficacy was looked at under engagement. A non-experimental, quantitative, cross sectional design was utilised. The follow instruments were used: Maslach Burnout Inventory-General Survey (MBI-GS), Utrecht Work Engagement Scale (UWES), Karasek's (1979) Job Demands and Decision Latitude Scale, Management Support for Career Development, Ganster's (1989) Job Control Scale and O'Driscoll & Beehr's (1994) Turnover Intentions Scale. There were 91 items in total. The sample consisted of 55 participants from a South African auditing company. Numerous significant results were found during the correlation analysis.

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