

A Case Study on the Effect of Demographics on Job Burnout Among Employees Of Rane (Madras) Ltd., Mysuru

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Abstract:

Background: Burnout is considered as a result of job strain which demands for the profession hits in particular those who lack the appropriate coping resources. Burn out is a type of psychological stress characterized by emotional exhaustion, lack of enthusiasm and motivation, feelings of ineffectiveness and having the dimension of frustration or cynicism and as a result reduced efficacy within the workplace. This study was conducted to assess the association of different demographics such as gender, age, marital status, experience and working hours with emotional exhaustion, depersonalization, lack of accomplishment and overall job burnout.

Materials and Methods: To assess the Job burnout among employees Maslach Job burnout- GS inventory and to gather the demographic details of the employees, a questionnaire specially framed by the researcher were used. A total of 50 employees were selected for the study using the Simple Random Sampling Method. Descriptive research design was adopted for the study. Primary data was collected through interview method, data analyzed and interpreted.

Results: It was found in the study that employees belonging to different demographical groups have shown same level of burnout. However, some differences are reported and discussed in the study. Chi-square test was performed to test the difference between gender and marital status. It shows that there was a statistically significant difference between male and females. It shows that there is no statistically significant difference in age between male and female gender in age. There is no significant difference between male and females in working hours. The findings of the study provide a true picture about the level of burnout among the employees belongs to different demographical groups and their stress.

Conclusion: Job burnout is having the significant association with the different demographic factors

Keywords: Employees, Emotional Exhaustion, Depersonalization, Lack of accomplishment, Job burnout

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I. INTRODUCTION:

Job burnout is the response of an individual due to the emotional and interpersonal stress. It includes even the work-related and occupational stress. It can be assessed by personal experience of negativity and continuity of work stress and the significant indicators of job-related health.^{5,6} Job burnout is the result of job strain that creates number of organizational problems. The Professional people who are desirous of working with people have higher risk of problems because they are having more concern towards the people than the objects.¹⁷ Job burnout is a multidimensional concept consisting of emotional exhaustion, personality annihilation and low-efficacy.¹⁴ It can affect the working atmosphere, work efficiency, organizational satisfaction and rate of attrition.²⁴

According to the literature survey job burnout is having three dimensions i.e., emotional exhaustion, depersonalization and personal accomplishment.¹⁰ Professions with high levels of burnout include social workers, nurses, teachers, advocates, engineers, law enforcement officers including employees working in industries.^{25,26} Employees working in manufacturing sector are more susceptible to job burnout due to their direct involvement of the demands of the labour and expectations of the management and the organization. Industries including banking sector are in a state of transition due to the global competition and economic crisis.¹¹ Industries play an important role in the national economy of a nation and at the same time they are facing stiff competition from other sectors. As a result competition and other factors end in a Job Burnout. Therefore it is crucial to study the causes for job burnout and ways to minimize its influence on the part of employees and the organization.

II. OBJECTIVES:

1. To assess the prevalence and extent of Job burnout among the Employees
2. To investigate the influence of demographic factors on the Job burnout

III. HYPOTHESIS:

- *There is no significant difference between marital status and Job burnout
- *There is no significant difference between employee age and Job burnout
- *There is no significant difference between working hours and Job burnout

IV. MATERIAL AND METHODS:

A cross-sectional survey was conducted from 16th January to 16th April 2019. 184 permanent employees were working in the production unit. A total of 50 employees were selected for the study using the Simple Random Sampling Method. It was a descriptive research design and primary data was collected through interview method to assess the Job burnout among employees and to gather the demographic details of the employees, a questionnaire specially framed by the researcher were employed. Maslach inventory has fifteen items and three domains i.e., depersonalization, emotional exhaustion and reduced personal performance with internal reliability 90%, 70%, and 71%. This inventory is a six point Likert scale. Answer never stands for zero (0), sometimes in a year (1), once per month (2), sometimes per month (3), once per week (4), sometimes in a week (5), and everyday (6). Adding up the points indicates the Job burnout of the employees; the scores in the subscales should not exceed 14, 09, and 23 points respectively if it exceeds then the employees found to be suffering from Job burnout. Employees Data was collected by the researcher by visiting the employees at the shop floor individually. Researcher has taken the written permission from the administrative head of the Industry. Written consent was also obtained from the respondents before the data collection. Employees agreed and working in the production department were included in the study. Employees not working in the production were excluded. After the data collection, data analyzed using SPSS 22.0 version (IBM) and the results were interpreted. Ethical clearance was also obtained by the Institutional Ethics committee.

V. RESULTS:

Table.1: Socio- demographic details of the respondents

Variable	Value label	Male		Female		Total		Significant level
		N	%	N	%	N	%	
Marital status	Single	18	90	2	10	20	40	$\chi^2=1.17, df=4, p<0.05$
	Married	27	90	3	10	30	60	
	Total	45	90	5	10	50	100	
Age	20-30	14	82	3	18	17	34	$\chi^2=1.17, df=4, p>0.05$
	31-40	16	94	1	.06	17	34	
	41-50	10	90	1	.09	11	22	
	51-60	4	100	0	0	4	8	
	60-70	1	100	0	0	1	2	
Total	45	90	5	10	50	100		
Working hours	4-8	17	89	2	10	19	38	$\chi^2=0.654, df=2, p>0.05$
	9-12	25	89	3	11	28	56	
	13-16	3	100	0	0	3	6	
	Total	45	90	5	10	50	100	

The above table shows the demographic statistics. It is noted that out of 50 employees 45(90%) were males and 5(10%) were females. From the total of 20 single employees 18 were males and 2 were females, while 27 males were married and 3 females were married from the total of 30 employees. It is reported that out of 50 employees 17(43%) each were in the age group between 20-40 years. In the age group of 20-30 years, 14 were males and 3 were females, while in age group of 31-40 years, 16 were male and 1 female. Fewer employees were found between age group 41-70 years. From the above analysis it can be said that there were more number of employees fall under the age group of 20-40 years which is a young population from the total respondent of 50. The demographics related to working hours compared with gender and their frequency and percentage were in tabulation. It was noted that 19 (38%) out of 50 employees of which 17 males employees while 2 females employees work 4- 8hrs a day. While 28(56%) employees work 9-12hrs a day in that male are 25 and 3 females' employees. It also show that only 3 males employees work 13-16hrs a day. From the above analysis we can interpret that 28 (56%) of employees out of 50 respondents work 9-13hrs a day.

Chi-square test was performed to test the difference between gender and marital status. It shows that there was a statistically significant difference between male and female ($\chi^2=1.17, df=4, p<0.05$). Hence, it is concluded that in marital status there is a significant difference.

It shows that there is no statistically significant difference in age between male and female gender in age ($\chi^2=1.17$, $df=4$, $p>0.05$). There is no significant difference between male and females in working hours ($\chi^2=0.654$, $df=2$, $p>0.05$).

Table 2: Comparison of Means on the Basis of Marital Status for Job Burnout

Marital Status	Job burnout							
	Emotional Exhaustion		Cynicism		Personal Experience		Job Burnout	
	M	SD	M	SD	M	SD	M	SD
Married	2.45	1.93	2.64	.81	2.33	.65	2.88	.66
Unmarried	2.1	.22	2.29	.65	2.77	.75	2.62	.46
t- value	.46		-.74		-1.03		-2.3	
P-value	0.45		.27		.044		.40	

*significant at 0.05 level,

Table 2 describes the comparison of means between single and married employees. Independent sample T-test is applied to make comparison. It shows that there is a significant difference between single and married employees in term of all burnout dimensions and overall job burnout. The corresponding p-value is lesser than .05 to all t- values of sub scales, hence alternative hypothesis is accepted which states that there is significant difference between marital status to job burnout. From the above analysis it can be interpreted that marital status as a demographic factor which would influence burnout level among employees is accepted.

Table 3: Comparison of Means on the Basis of Age for Job Burnout

Age in years	Job Burnout							
	Emotional Exhaustion		Cynicism		Personal Experience		Job Burnout	
	M	SD	M	SD	M	SD	M	SD
20-30	2.82	.02	2.68	1.10	2.52	.75	2.76	.53
31-40	2.55	1.08	2.39	1.97	2.77	.93	2.80	.55
41-50	4.2	1.00	2.33	.94	2.51	.84	2.74	.76
51-60	3.11	1.38	2.14	.44	2.89	1.13	2.62	.60
61-70	1.76	1.09	1.05	.85	2.66	1.00	1.82	.86
t- value	.69		1.27		1.11		.33	
p-value	.000**		.422NS		.524NS		.785NS	

**significant at 0.01 level, $p=.000<.001$

Table 3 analyses the comparison of means between various age groups of employees. Independent sample T-test applied to make comparison. It is reported that there is statistically significance among the means of age group in the emotional exhaustion sub scale of job burnout since p-value is less than .001. The maximum mean found under age group of 41-50years and minimum less than 31-40 years. Thus from the above analysis it can be interpreted that null hypothesis is rejected and it proves that age as a demographic factor does positively influence job burnout among employees.

Table 4: Comparison of Means on the Basis of Working hours for Job Burnout

Working Hrs	Job burnout							
	Emotional Exhaustion		Cynicism		Personal Experience		Job Burnout	
	M	SD	M	SD	M	SD	M	SD
04 to 08	1.94	.93	2.6	1.81	2.82	.65	2.81	.78
09 to 12	1.1	.22	1.89	.65	2.18	.75	2.80	.54
13 to 16	1.42	.10	1.45	.79	1.97	.89	1.77	.65
t- value	2.65		1.65		.54		.11	
P-test	.56		.121		.000**		.652	

**significant at 0.01 level, p=.000<.001

Table 4 compares the means between employees working in different working hours. A Significant difference in means is found in the level of professional efficacy between employees with different working hours. Employees with 4 to 8 working hours found with high burnout level while maintaining professional efficacy than employees with 9 to 12 or 13 to 16 working hours. From the above analysis it can be interpreted that null hypothesis is rejected and concludes that working hours as a demographic factor does effect the burnout level among employees since p-value is less than .001.

VI. DISCUSSION

A study by Abdul Haque and Muhammed Shakil Aslam (2011) mentioned in their literature survey that marriage is considered as social support in Pakistan. As per the findings of Shubin, Milnazic, & JENNINGS, (1978) married medical professionals were found to be decreased level of Job burnout compared to the bachelor or single employees. Kalemoglu & Keskin, (2006) reported that single medical professionals have higher level of depression as compare to the married ones. Taycan, Kutlu, Cimen, & Aydýn, (2006) found that job burnout is lesser in married employees than that in single employees. Gulalp, Karcioğlu, Sari, & Koseoglu, (2008) shown no significant difference between single and married employees with respect to job burnout is concerned.

According to the findings of the study conducted by Shin Yuh Ang et al., (2016) found that demographic variables such as age, level of education, gender and work experience had been found to be associated with emotional exhaustion. However findings were inconsistent and it was difficult to compare findings across studies given different analysis methods. Most studies reported that younger nurses tend to score higher in emotional exhaustion compared to nurses in older age groups, while another study in Nigeria found that a greater proportion of older nurses experienced high emotional exhaustion as compared to younger nurses. Marital status was also found to affect emotional exhaustion; however, findings were again inconsistent. Most studies found that nurses who were married were more prone to emotional exhaustion, while others reported that single participants scored significantly higher than the married participants. Females were found to suffer more emotional exhaustion than their male colleagues as per the studies from Shenyang, China, Japan and Nigeria, whereas another study in Henan & China reported that the male gender was positively associated with emotional exhaustion. Further, demographic variables such as age, gender, marital status, and work experience found to be play on individuals' depersonalization level. Across several studies, it appears that older nurses tend to score higher in depersonalization. However Queiros et al's study found younger nurses to score higher in depersonalization. Though the number of studies that explored the relations between personal accomplishment and marital status is minimal, the results were consistent, reporting that married individual scored lower on personal accomplishment as compared to their married counterparts.

According to the study of Subhash R Soni et al., (2015), there are inconsistent evidences in the literature as regards to the influence of age on organizational role stress and burnout. Age was found to be negatively associated with role stress but was positively related to organizational effectiveness, and also was a predictor of burnout behavior. A decline in the level of burnout was reported as the age increased. Price and Spence on the basis of their study on burnout among drug and alcohol counseling employees provided empirical evidence that higher level of burnout was experienced by younger employees. The study specifically mentioned elevated range of score on emotional exhaustion and depersonalization dimensions of burnout among younger employees. The length of service has negative and positive relationship with stress. Many studies revealed that

individual with lesser experience, experienced more stress as compared to the individual with more service years. Kumar found that unmarried executives experienced significantly higher stress as compared to married executives. Executives married to working women were observed to experience significantly high total role stress in comparison to executives married to housewives.

A study conducted by Numerof & Abrams, (1984) found employees having long experience in a same position at job place, his level of burnout decreases. The justification for these findings is that: employees get aligned with the organizational objectives as well as goals with the passage of time and they managed the things very well resulting in low level of job burnout. Ahola, et al., (2006) studied the job burnout in different age group and found that female employees having more than 16 years of work experience are higher on job burnout as compare to those who have less work experience. Another study reported that salary structure and working hours are comparatively less studied among demographics. A study by Gulalp, Karcioğlu, Sari, & Koseoğlu, (2008) assessed the salary structure with respect to the salary structure and found no significant difference between employees having different level of salary structure. However, job burnout with respect to working hours was studied in three studies (Bramhall & Ezell, 1981; Scriven, Moe, & Sparks, 1979; Seiderman, 1978) and found that employees with long working hours are more likely to experience job burnout than those who have less working hours at workplace.

VII. CONCLUSION

Job burnout is an important issue at workplace during the last few decades. Many experts in the field carried out research and found that job burnout is a negative predictor of individual and organizational performance (Baba, et al., 1998; Jex, 1998; Maslach, 2003). Most of the studies on Job burnout have been conducted in developed countries and very less in developing country like India. The present study throws some light on this issue and reported the relationship with different demographics. The study was conducted among the employees working in the production unit of the medium manufacturing Industry. The study found that most of the employees group with different level of demographics exhibit same level of burnout dimensions and burnout itself. However, some differences are found between different groups of employees.

The present study found that both gender shown the same level of emotional exhaustion, but male employees are found to have higher level of depersonalization, lack of accomplishment and overall job burnout than female employees. The justification for this difference is that the men are having greater level of responsibility in this society. Male employees are having responsibility of maintaining their houses and found that it is very difficult for them with low level of compensation packages ultimately they suffer from burnout. However, no significant difference was found in the level of burnout between single and married employees. Married employees are suffering from burnout due to the non-implementation of rewards. Besides Bachelor or single employees are suffering from non availability of their life partners to share their problems. There is no much significance between job burnout and age group of employees including their work experience and working hours.

The present study emphasizes the employers of the industries to have the proper understanding about job burnout and its various dimensions. Relaxed employee is more productive than the depressed ones in the organization. Employers of the Industries must understand the importance of the issue and formulate necessary policies and strategies along with incentive schemes such as rewards and flexible working environment to accomplish both organizational and individual goals. The study is having its own limitations. Firstly Sample size is very limited and Job position was not included in the study hence it cannot be generalized. Secondly, data was collected only from the respondents of the study. It is limited to only one Industry. Therefore there are many areas of job burnout are not covered in the study. Other reasons and consequences of job burnout must be explored to assess its effect on employees and organizational performance. Moreover, the areas of job burnout are not covered can be considered as the research gaps for future studies.

Competing Interests

The author declares no conflict of interests.

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