

STUDY ON JOB BURNOUT OF EMPLOYEES WITH REFERENCE TO INDIA AND SINGAPORE

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Abstract

Burnout consequences can emerge in various types such as commitment mitigation, increase in absenteeism and turnover, productivity decrease, morale reduction, and decrease in human consideration (Cordes & Dougherty, 1993). The studies in the literature demonstrate that burnout is negatively related to performance, but positively related to the variables including absenteeism, leaving the job, etc. (Swider and Zimmerman, 2010). Accordingly, burnout accompanies with job satisfaction decrease as well as job or organizational commitment mitigation. The present study on burnout found that Majority (74.4 percent) of the Indian employees had moderately high level of job burnout and Less than half (48.8 percent) of the Singapore employees had moderately low level of job burnout.

Key Words: Burnout, Employees, India, Singapore.

Introduction

Industries play a vital role in the development of a country's economy. The important elements that contribute for the growth and development of these industries are technology, marketing strategy, excellent customer service and many more. However human resource is still the most important assets in an organization that links back and is the core to those elements motioned. The success or failure of an organization is largely depends on the caliber of the people working therein. Every day, radical changes are taking place in the organization. These changes are likely to increase rather than reduce the level of stress among employees. Stress can have harmful effects on individuals' mental and physical health, as well as negative effects on organizational outcomes. The main source of occupational stress is role stress. It is a popular belief that excessive stress can result to burnout.

Job burnout is a serious problem in today's work environment of tight schedules and overwhelming pressure. Job burnout can seriously affect the mental and physical health of the employee and affect productivity in the organization. Burnout strikes employees when they have exhausted their physical or emotional strength. This usually occurs as a result of prolonged stress or frustration. Sometimes the cause is the work environment. Stressful jobs, lack of social support and resource and tight deadlines can all contribute to burnout.

Various factors influence the level of job burnout includes environmental factors, individual factors and organizational factors. Organizational factors that can lead to job burnout are management style, inflexible rules of job, lack of job security and few opportunities for promotion, etc. The present study tries to focus on the level of job burnout among

the employees who are working in India and Singapore. The study also tries to explore the influence of demographic factors on the level of job burnout of the respondents.

Review of Literature

El-Hadidi . et.al (2017) their study findings shows that 8.7 percent of the employees had experienced burnout and of which majority of them have stated that emotional exhaustion, depersonalization and personal achievement as the reasons for their high burnout. The findings also show that employees, who had an experience above 15 years, had higher level of job burnout. Belias et.al (2013) reported that males felt more depersonalized and less fulfilled than females. The fact that male bank employees experienced more amount of burnout than females could be attributed to lack of time spent with family members, more competition and hopelessness. Reinardy (2011) according to a study, stressful deadlines, competition and work overload, new technology, layoffs were found to be the sources of reaching burnout of employees. Madhavappallil Thomas , et.al (2014) their study results shows that workers experienced moderate to high levels of job burnout. Several scale items, including caseload size, age, gender, education and experience were significantly correlated with burnout. In addition, regression analyses revealed that caseload size was the most significant predictor of job burnout among human service workers. Angerer (2003) reported that organizational structure of the workplace could contribute to employee job stress. Similarly, socio-emotional factors such as a personal coping resources, emotional exhaustion and role ambiguity in the workplace have also been identified as factors related to job burnout. Issues outside of the workers sphere of control, such as downsizing, mergers and budget control measures, have an adverse effect on marriages and families and ultimately lead to job burnout. Muhammad Jamal (2005) job stressors such as work overload, ambiguity, conflict and resource inadequacy were significantly related to many dependent variables in both countries. Moderated multiple regressions only marginally supported the role of gender as a moderator of stressor burnout relationship. Ndawula Maria (2012) results from this study indicate that burnout is a manageable condition which can also be prevented. More research about psychographic and socio-demographic variables and their role in causing burnout is also highly recommended.

Objectives

The objectives of the study are as follows

1. To study the socio- economic condition of the respondents.
2. To assess the level of job burnout of the respondents
3. To study the influence of demographic variables on the level of job burnout of the respondents.
4. To study the difference in the level of job burnout among the Indian and Singaporean employees.

Hypothesis

H0: There is no significant difference in the level of job burnout among the employees of India and Singapore.

Methodology

The study is descriptive in nature. The universe of the study is the employees working in India and Singapore. Snowball sampling technique was adopted to select the samples for the study. A sample of 250 employees in India and 250

employees from Singapore was included in the present study. Questionnaire was used to collect data from the respondent which consists of two sections namely 1. Demographic profile and 2. Standardized job burnout scale includes 73 statements with six point scaling. The data were analyzed using mean, standard deviation, t-test, ANOVA and correlation.

Analysis and Interpretation

Table 1; Demographic Profile of the Respondents

Variables	Particulars	Place of Living		Total
		India	Singapore	
Sex	Male	107	191	298
		42.8%	76.4%	59.6%
	Female	143	59	202
		57.2%	23.6%	40.4%
Age	Below 25	61	14	75
		24.4%	5.6%	15.0%
	26-30	99	43	142
		39.6%	17.2%	28.4%
	31-35	32	109	141
		12.8%	43.6%	28.2%
	36-40	28	57	85
		11.2%	22.8%	17.0%
41 and above	30	27	57	
	12.0%	10.8%	11.4%	
Educational qualification	UG	185	74	259
		74.0%	29.6%	51.8%
	PG	65	176	241
		26.0%	70.4%	48.2%
Marital status	Single	67	22	89
		26.8%	8.8%	17.8%
	Married	179	224	403
		71.6%	89.6%	80.6%
	Divorced	4	4	8
		1.6%	1.6%	1.6%

The table 1 depicts that, of the 250 Indian employees, 57.2 percent of them are female and 42.8 percent of them are male and of the total 250 Singapore employees, 76.4 percent of them are male and 23.6 percent of them are female.

Of the total Indian employees, 24.4 percent of them belong to the age group below 25 years, 39.4 percent of them belong to the age group between 26-30 years, 12.8 percent of them belong to 31-35 years, 11.2 percent of them belong to 36-40 years and 12 percent of them belong to the age above 41 years. Of the total Singapore employees, 5.6 percent of them belong to the age below 25 years, 17.2 percent of them belong to 26-30 years of age, 43.6 percent of them belong to the age 31-35 years, 22.8 percent of them belong to 36-40 years of age and 10.8 percent of them belong to age above 41 years.

Of the total Indian employees, 74 percent of them have completed their under graduation and 26 percent of them have completed their post graduation and of the total Singapore employees, 29.6 percent of them have completed their under graduation and 70.4 percent of them have completed their post graduation.

Of the total Indian employees, 26.8 percent of them are single, 71.6 percent of them are married and 1.6 percent of them are divorced and of the total Singapore employees, 8.8 percent of them are single, 89.6 percent of them are married and 1.6 percent of them are divorced.

Table 2: Distribution of the Respondents based on Level of Job Burnout

Level of Job Burnout	Living place		Total
	India	Singapore	
High (371-405)	54	15	69
	21.6%	6.0%	13.8%
Moderately High (310-370)	186	23	209
	74.4%	9.2%	41.8%
Moderately Low (248-309)	8	122	130
	3.2%	48.8%	26.0%
Low (161-247)	2	83	85
	.8%	33.2%	17.0%
Very Low (73-160)	0	7	7
	.0%	2.8%	1.4%
Total	250	250	500
	100.0%	100.0%	100.0%

Table 2 reveals that of the total Indian employees, 74.4 percent of them had moderately high level of job burnout, 21.6 percent of them had high level of job burnout, 3.2 percent of them had moderately low level of job burnout, 0.8 percent of them had low level of job burnout. Of the total Singapore employees, 48.8 percent of them had moderately low level of job burnout, 33.2 percent of them had low level of job burnout, 9.2 percent of them had moderately high level of job burnout, 6 percent of them had high level of job burnout and 2.8 percent of them had very low level of job burnout.

Table 3: Influence of Demographic Variables on the Level of Job Burnout

Variables	Test	Value	
		India	Singapore
Sex	t-test	-0.157 (p>0.05)- NS	-0.662 (p>0.05) – NS
Age	Correlation	-0.079 (p>0.05)-NS	-0.277 (p<0.01) – S
Educational qualification	ANOVA	0.988 (p>0.05) - NS	2.355 (p<0.05) – S
Marital status	ANOVA	0.928 (p>0.05) - NS	5.640 (p<0.01) – S

The table 3 reveals that the demographic variables do not influence the level of job burnout of the employees with respect to India. The demographic variables namely age, educational qualification and marital status significantly influence the level of job burnout of the employees with respect to Singapore.

Table 4: Significance t-test for Job Burnout based on employees in India and Singapore

Living place	N	Mean	Std. Deviation
India	250	354.4800	25.41324
Singapore	250	263.7760	54.42328

t-test	df	Sig	Result
23.877	498	.000	Significant

The above table depicts the difference in the level of job burnout among the employees of India and Singapore. The t-test value ($t=23.877$; $p<0.01$) shows that there is a significant difference in the level of job burnout among the employees who belong to India and Singapore at 0.01 level of significance. The mean value (354.48) shows that the employees who belong to India had higher level of job burnout compared to the employees of Singapore.

H₀: There is no significant difference in the level of job burnout among the employees of India and Singapore.

From the above table it is clear that there is a significant difference in the level of job burnout among the employees of India and Singapore. Thus the null hypothesis is rejected and research hypothesis is accepted.

Salient Findings

- Majority (74.4 percent) of the Indian employees had moderately high level of job burnout
- Less than half (48.8 percent) of the Singapore employees had moderately low level of job burnout
- The demographic variables namely age, educational qualification and marital status significantly influence the level of job burnout of the Singapore employees.
- There is a significant difference in the level of job burnout among the Indian and Singapore employees.

Conclusion

People spend a significant part of their lifespan working, but the role of job design and implementation of work have largely been ignored. The consequences can be evident in stress and burnout in different symptoms. Burnout may have significant impacts on individuals such as loss of job, family relations, psychological disorders and addiction behavior. In terms of organizational outcome, job burnout causes absenteeism, inefficiency in innovative capabilities and loss of productivity. Thus appropriate measures have to be taken by the management concerns in reducing the burnout by implementing innovative practices which keeps the employees stress free and enhances their quality of life as a whole.

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