

YES!!! JOB PRESSURE CAUSES BURNOUT

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ABSTRACT

Purpose: The aim of the research is to study the job pressure factor of Burnout.

Methodology: This is empirical descriptive research that obtained the data from questionnaires and interview with sample size of 1024 respondents. Factor analysis was used to find out factors. 12 factors were identified out of which Job Pressure factor was taken for study. Independent sample test has been used to analyze the data.

Main Findings: Result shows that there are several factors which affect the burnout level of the employee working in service sector. Organization need to work upon the job pressure factor so as to minimize the stress, strain and finally the burnout of the employee. “CSC-Health” of the employee must be taken care of in order to eradicate the burnout and subsequently improve the quality of work life.

Applications: This research can be used by the telecom sector, teachers, working professionals and the education sector.

Novelty/Originality: For the first time burnout level of the service sector employee has been studied at the MP/CG circle, India.

Keywords: Burnout, Stress, Strain, Job Pressure, Service Sector, Factors, India

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Introduction

Burnout is caused due to overwork which results into depletion of health, physically, mentally and emotionally (Oxford Dictionary).

Burnout is the whole directory of displacement and disorganization in which people tend to confuse with themselves what to do and what not to do. Its actually a destruction of human body both internally and externally (Maslach and Leiter, 1997).

Table-1.2
Burnout & Stress Warning Signs and Symptoms

| COGNITIVE SYMPTOMS | EMOTIONAL SYMPTOMS |
|--|--|
| <ul style="list-style-type: none"> • Memory problems • Indecisiveness • Inability to concentrate • Trouble thinking clearly • Poor judgment • Seeing only the negative • Anxious or racing thoughts • Constant worrying • Loss of objectivity • Fearful anticipation | <ul style="list-style-type: none"> • Moodiness • Agitation • Restlessness • Short temper • Irritability, impatience • Inability to relax • Feeling tense and “on edge” • Feeling overwhelmed • Sense of loneliness and isolation • Depression or general unhappiness |
| PHYSICAL SYMPTOMS | BEHAVIORAL SYMPTOMS |
| <ul style="list-style-type: none"> • Headaches or backaches • Muscle tension and stiffness | <ul style="list-style-type: none"> • Eating more or less • Sleeping too much or too little |

| | |
|---|--|
| <ul style="list-style-type: none">• Diarrhea or constipation• Nausea, dizziness• Insomnia• Chest pain, rapid heartbeat• Weight gain or loss• Skin breakouts (hives, eczema)• Frequent colds | <ul style="list-style-type: none">• Isolating yourself from others• Procrastination, neglecting responsibilities• Using alcohol, cigarettes, or drugs to relax• Nervous habits (e.g. nail biting, pacing)• Teeth grinding or jaw clenching• Overdoing activities (e.g. exercising, shopping)• Overreacting to unexpected problems• Picking fights with others |
|---|--|

(SOURCE: <http://www.helpguide.org/mental/stress_signs.htm>)

Literature Review

Burnout is classified into various levels which are popularly termed as stages of burnout. At first level (1970 to 1980) cases, studies and stories emerged and recorded. Out of them the prominent cases were picked up and studies carried out for further analysis. Interpersonal factors were also studied (Freudenberger, 1974; Edelwich et. al., 1980; Pines et. al., 1988 and Hobfoll, 1993) with the other organizational factors like job pressure, work-demand, no support, no cooperation etc. (Cherniss, 1980; Golembiewski, 1988; Maslach et al., 2001).

LPG i.e. liberalization, privatization and globalization had directly impacted the economy of developing countries. In India workforce are working under pressures, they are not taking care of themselves, there is mismatch between the professional and personal life, which finally results in the rise of burnout level.

The environment is dynamic which is rapidly changing in and affecting the STEEP way i.e. Social, technological, ecological, economic and political scenario. Most of the work-force are unable to adapt the changes which results into high level of stress and finally they became the victim of the burnout (Kulkarni, 2006). Burnout has rapidly moved to next level from case based discovery to the hypothesis testing (Cherniss, 1980).

Objective

1. To do the demographic and sector analysis of public and private service sector
2. To do reliability analysis by using Cronbach's Alpha method
3. To study the job pressure factor of burnout in public and private service sector

Research Design and Sample

In his study the probability sampling is used. Sample was taken from public and private sector of Indore city. Samples of 1024 respondents are taken to carry out the study.

Data Collection Source

Primary and secondary data both are collected. Primary data is collected through 7 point likert scale questionnaire and secondary data is collected through books, internet, journals and magazines.

Data Analysis Tool

Independent sample test were used to interpret the data. SPSS 21.0 version was used to find out the output of the tabulated data.

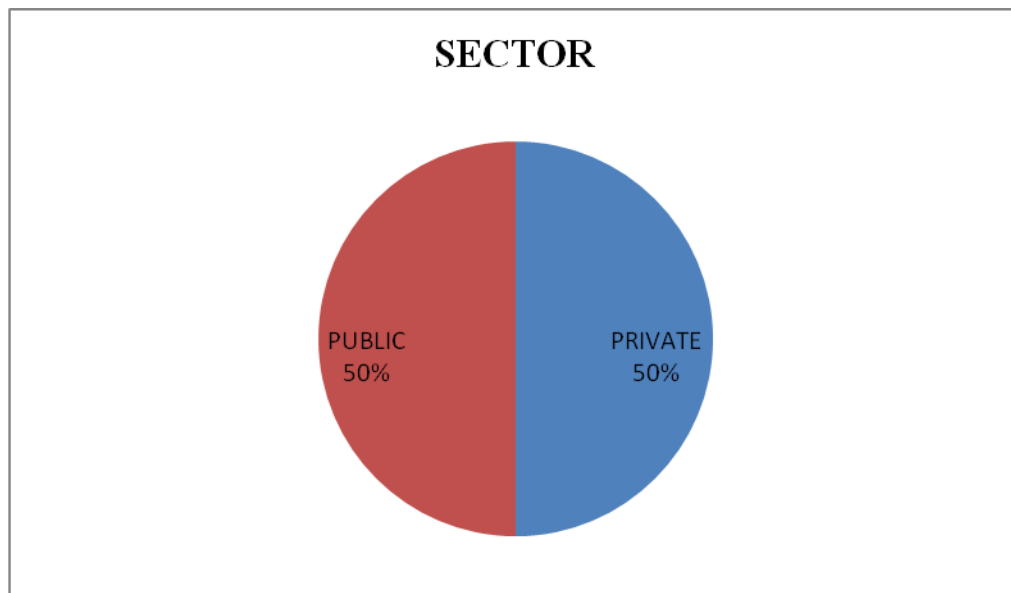
Analysis and Findings

Results and Findings pertaining to objective 1:

Demographic Analysis

In this study, sector analysis, gender analysis is done.

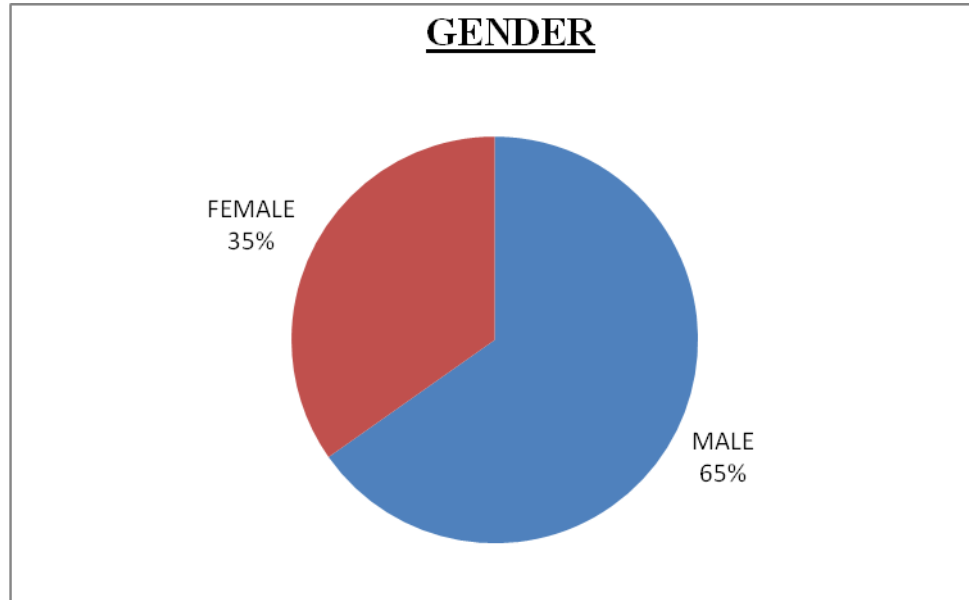
Sector Analysis



As the study is comparative study between the service sector, so the 50 % of the data is collected from the public sector and the 50 % of the data is collected from the private service sector.

Gender Analysis

The gender wise classification of the respondents shows that out of 1024 respondents taken for the study 669 were found to be in the male category and 355 comes under female category.

**Results and Findings pertaining to objective 2:****Reliability Analysis - Scale (Cronbach's Alpha)**

Reliability and validity check was done and the reliability statistics shows the value of Cronbach's alpha as 0.913 which is closer to 1.00 which shows that internal consistency is good hence the data is reliable for 1024 No. of Cases and 50 No. of Items.

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .913 | 50 |

Results and Findings pertaining to objective 3:

The independent-samples t-test (or independent t-test, for short) compares the means between two unrelated groups. Here independent t-test is used to analysis

Formula:

$$t = \frac{\bar{X}_1 - \bar{X}_2}{\sqrt{\left(\frac{(N_1 - 1)s_1^2 + (N_2 - 1)s_2^2}{N_1 + N_2 - 2}\right)\left(\frac{1}{N_1} + \frac{1}{N_2}\right)}}$$

Interpretation

Taking the null hypothesis

H₀: There is no significant difference between employees of public and private service sector companies towards 'Job Pressure' factor of burnout.

H_a: There is no significant difference between employees of public and private service sector companies towards 'Job Pressure' factor of burnout.

We can write,

$$\mathbf{H_0: \mu_1 = \mu_2}$$

$$\mathbf{H_a: \mu_1 \neq \mu_2}$$

| Group Statistics | | | | | |
|------------------|----------------|-----|--------|----------------|-----------------|
| | SECTOR | N | Mean | Std. Deviation | Std. Error Mean |
| F3 | PUBLIC SECTOR | 512 | 3.7805 | 1.23108 | .05441 |
| | PRIVATE SECTOR | 512 | 4.0043 | 1.19800 | .05294 |

| Independent Samples Test | | | | | | | | | | | |
|--------------------------|-----------------------------|---|------|------------------------------|----------|-----------------|-----------------|-----------------------|---------|---|--|
| | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | | | | | 95% Confidence Interval of the Difference | |
| | | F | Sig. | t | Df | Sig. (2-tailed) | Mean Difference | Std. Error Difference | Lower | Upper | |
| F3 | Equal variances assumed | .009 | .925 | -2.948 | 1022 | .003 | -.22383 | .07592 | -.37280 | -.07486 | |
| | Equal variances not assumed | | | -2.948 | 1021.243 | .003 | -.22383 | .07592 | -.37280 | -.07486 | |

Hypothesis was that H_0 : Private and public service sector employees do not differ in 'Job Pressure' factor of burnout. As H_a is two sided, we shall apply a two tailed test for determining the rejection regions at 5 percent level which come to as under, using table of t-distribution for 1022 degrees of freedom. Also From the obtained result it is noted that private sector employees scored higher mean values (4.0043) than public sector employees (3.7805). Here, it is seen that there are two results from two different t-tests, one assumed equal variance and the other unequal variance. Which result to use depends on the result from Levene's test. Since the p-value of Levene's test is 0.925, which is greater than 0.05, we have to use the "equal variance" result i.e we can assume that the variance of the two groups are the same. Since the associated p -value is 0.003 ($p < 0.05$), we reject the null hypothesis and conclude that there is significant difference between the job pressure factor of burnout of public and private service sector at 5% significance level. Hence the null hypothesis is rejected. So by results one can conclude that public sector employees and private sector employees suffer from different level of job pressure which in turn results into burnout.

Suggestion

- ✚ **Establishing Limits:** - In today's digital world, it's very easy to feel job pressure to be available 24 hours a day. Setting up some work-life boundaries is another way to handle the stress. One can set some rule for this by not to check email from home in the evening, or not answering the phone during dinner or after office hours or after eight in the night. Even if, people may have unlike preferences when it comes to how much they mix together their work-life and home-life. Through constructing some clear boundaries between these areas surely can reduce the potential for work-life clashes and the stress that goes with it.

Conclusion

On the basis of the results acquired and the studies done by the various research scholars and experts it can be said that job pressure produces burnout effects for both the public and private

sector employee .The results of this study will optimistically help service sector employees and will guide their organizations to become more responsive of job pressure.

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