

A STUDY ON THE BURNOUT LEVEL AMONG THE EMPLOYEES AT NEST CYBER CAMPUS BANGALORE

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ABSTRACT

Burnout is basically a stress induced problem prevalent among helping professionals like social-workers, nursing staff, employee-relations executives, teachers and law enforcing functionaries. People in helping profession like doctors, counselors, police officers and nurses also have greater probabilities of burnout (Maslach 1982). Burnout does not occur suddenly but begins with small warning signals and most of the time one can not pin point the exact cause. As said by Lee and Ashforth (1988) through their longitudinal study on supervisors and managers, burnouts develop on phases.

LITERATURE REVIEW

Technically defined, Burnout is a job related stress symptoms that has three components. Emotional exhaustion, depersonalization and feelings of diminished personal accomplishment. (Abrams DB and Niaura) “emotional exhaustion is the lack of energy and the feeling that one’s emotional resource have been used up at work another day “ Depersonalization “ is characterized as viewing co-workers and clients as dehumanized objects, instead of people. The term, “burnout” began to be used in the mid 1970’s (Frue denberg,1974) to refer to the process of deterioration in the care and professional attention given to users of human service organizations (Public service, volunteer, medical, human social service, educational organizations), a variety of instruments has been developed to measure this phenomenon (GilMonte and Perio,1997)

Pines (1984) says that burnout is not a crisis that occurs in one instant. Rather it is a process that develops slowly, from psychological stress over an extended period of time. One of these stressors, inherent in nursing, is the magnitude and frequency of the insurmountable challenges. A pediatric nurse, for example, working in a pediatric intensive care, does not 'get used to' the

suffering she sees every day. Certainly, she will have great satisfaction when she helps reduce or eliminate the pain and the distress, but there is always another very ill child and another family that is suffering.

After Dr. Freudenberger, research done by social psychologists concentrated mainly on the occurrence of burnout in the helping professions. They linked its appearance to repeated, stressful situations at work, arising from role definitions that demand constant social interaction, for example, between teacher and student. (Pines, Kafry, & Etzion, 1980; Schaufeli, Leiter, & Kalimo, 1995) They describe the burnout as a psychological reaction to the accumulating pressure of the continual stress. They identify three stages in its evolution. The first is characterized by a lack of work satisfaction and the development of negative attitudes towards the work. In the second stage there is an increase in negative attitudes, which now include people outside the work environment, i.e. family and friends. In the third and last stage, the negative attitudes are turned inward. It is during this time of full-blown burnout, that the person becomes indifferent, depressed and hopeless, unable to cope with the stresses in his life.

Hypothesis

H1: There is significant relationship between Type A personality and burnout level of employees.

H2: There is significant relationship between Type B personality and burnout level of employees.

H3: There is significant difference between male and female with reference to the burnout level.

H4: There exists significant difference in burnout level with respect to the educational qualification of employees.

RESEARCH METHODOLOGY

The study was conducted with a total sample of 52 employees consisting of 31 male employees and 21 female employees. The respondents include employees from the IT sector. The study was conducted at NeST Cyber Campus, Bangalore. A structured

questionnaire for data collection was used for this purpose. It comprises of three parts. Part one; burnout level assessment questionnaire developed by H.Freudenbeg (1981) consist of 30 items. Respondents were asked to judge the factors/statements through a six point scale ranging from 0-5 (0-not at all, 1-rarely,2-sometimes,3-often,4-very often,5-always).

Limitations

- * survey is subject to bias of the respondents.
- * Due the busy schedule the company officials and employees were not easily available.

Classification of sample as per personality typology of employee

The personality type of employee is assessed with the help of a structured questionnaire (R.W.Bortner, 1966) that is rated on an 8 point scale.

To find out the type of personality the first step to be followed is totaling the score of each employee and then multiplying it with 3. The interpretation of the score is as follows

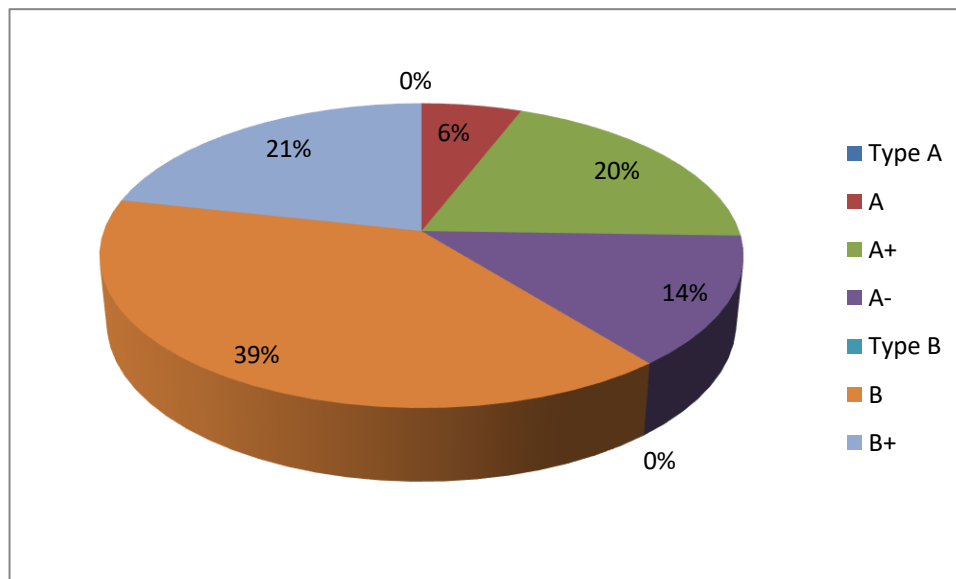
Number of points	Type of personality
Less than 90	B
90 than 99	B+
100 to 105	A-
106 to 119	A
120 or more	A+

According to the rating they were then classified as Type A and Type B personality.

Particular	No. of respondents	Percentage(%)
Type A		
A	3	6
A+	10	20

A-	7	14
Total	20	40
Type B		
B	20	38
B+	11	22
Total	32	60

Pie chart representing personality typology of employee



Results of Correlation

The test of correlation was conducted to find out whether there is any significant relation between personality typology (Type A and Type B) and the burnout level of employees. Now score your responses by totaling the numbers circled. Then multiply the total by 3. The scale is designed to measure your personality tendency toward Type A or Type B behavior. Type A personality is associated with high stress. Persons who are type A tend to bring stress on themselves even in situations where others are relatively in high stress-free. The 'r' value obtained for Type A personality and burnout level is 0.40 which is represented in Table 4.1*. Hence it is proved that there is low positive correlation between Type A personality and burnout level. Hence H1 is accepted.

The 'r' value obtained for Type B personality and burnout level is 0.06 which is represented in Table 4.2*. Hence it is proved that there is low positive correlation between Type B personality and burnout level. Hence H2 is accepted.

Results of t-Test

t- Test was applied to find out two things.

1. Whether there exist any significant difference between male and female with respect to the burnout level. The value obtained on calculation is -1.16, it is represented on Table 4.3*. Since the obtained value is not significant at 0.05 level. Hence H3 is rejected.
2. Whether there exist any significant relation between educational qualification and burnout level of employees. The value obtained here is 0.40, it is represented on table 4.4*. The value obtained is not significant at 0.05 level. Hence H4 is rejected.

Conclusion

The emerging trends in today's fast changing corporations are pointing to the need that business and human preference experts must address the alarming level of burnout among employees that result in high employment turnover. Studies proved that work place motivators and satisfiers are potent determinants of reducing burnout level or retention. If organizations wish to be on the top they should value their employees and know how to keep them glued to the organization, the supervisors should be collaborative, supportive and nurturing to their employees.

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