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Comparison of burnout in industrial workers with employees

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ABSTRACT

The purpose of this research was to compare burnout in industrial workers with employees. This research method is applied with regard to its goal and is descriptive with regard to its nature and methodology. Given this, 88 industrial workers and employees (61 male and 27 female) were randomly selected using multi-stage cluster sampling. Measurement device used was Maslach Burnout Inventory (MBI). The data were analyzed by descriptive statistics and independence sample t-test. The results showed that there is no significant difference between workers and employees in burnout. Also, results of nondependent T test showed that emotional exhaustion of the workers is higher than that of employees, and depersonalization dimension of burnout of the workers is higher than that of employees. Also, results showed that reduced sense of personal accomplishment in industrial workers is lower than that of employees.

Key words: burnout, industrial workers, employees

INTRODUCTION

Burnout is a psychological term for the experience of long-term exhaustion and diminished interest. Construct of burnout first time identified by Maslach and Jackson in the 1970s, and developed a measure that weighs the effects of emotional exhaustion, depersonalization, and reduced sense of personal accomplishment [1]. In 1981 Maslach and Jackson re-examined burnout and developed generally accepted burnout model and defined burnout as emotional exhaustion, increase in desensitization and decrease in personal accomplishment feeling [2]. In their study investigating burnout of instructors, Barut and Kalkan [cited in 1] found that the variables like gender, age, marital status, working time, branch, and degree affects burnout.

As described by Maslach, Schaufeli, and Leiter [2001 cited in 3], burnout is a prolonged response to chronic emotional and interpersonal stressors on the job, and is defined by the three dimensions of exhaustion, cynicism, and inefficacy. To a certain degree, many jobs are associated with high levels of stress.

Burnout is a state of emotional and physical exhaustion caused by excessive and prolonged stress [4]. The signs of burnout tend to be more mental than physical. They can include feelings of powerlessness, hopelessness, emotional exhaustion, detachment, isolation, irritability, frustration, being trapped, failure, despair, cynicism, apathy. At the same time some physical symptoms are common: headaches, sleep problems, gastrointestinal problems, chronic fatigue, muscle aches, high blood pressure, frequent colds, sudden weight loss or gain [5].

Burnout also causing aggressiveness, decline in performance, quality and the competence in the work does not just affect the person who is exhausted, but also other people who interact with him/her. Especially the performance of the teachers who are responsible with the education of the people in society is affected negatively. Decline in performance in teaching brings decline in teachers' concern about students, administrators, parents and her/his job; and also causes leaving negative impressions on the people contacted with [6].

Several studies have revealed a direct relationship between patient satisfaction with care and health care professionals' satisfaction with their work. Many theories of burnout include negative outcomes related to burnout, including job function (performance, output, etc.), health related outcomes (increases in stress hormones, coronary heart disease, circulatory issues) and mental health problems (depression, etc.) [7].

Social support has been seen as one of the largest predictors toward a reduction in burnout and stress for workers. Creating an organizationally-supportive environment as well as ensuring that employees have supportive work environments does mediate the negative aspects of burnout and stress.

While individuals can cope with the symptoms of burnout, the only way to truly prevent burnout is through a combination of organizational change and education for the individual [5]. Organizations address these issues through their own management development, but often they engage external consultants to assist them in establishing new policies and practices supporting a healthier work-life.

There are a variety of ways that both individuals and organizations can deal with burnout. In general, resting proves to be very effective. This may include a temporary reduction of working hours, slowly rebuilding the endurance of the individual.

On an individual basis, employees can cope with the problems related to burnout and stress by focusing on the causes of their stress. How the stress is processed determines how much stress is felt and how close the person is to burnout. One individual can experience few stressors, but be unable to process the stress well and thus experience burnout. Another person, however, can experience a significant amount of stressors, but process each well, and avoid burnout. How close a person is to a state of burnout can be determined through various tests.

With regard to the foregoing, this study compared the burnout industrial parks staff with staff from other offices.

MATERIALS AND METHODS

Participants

This research method is applied with regard to its goal and is descriptive with regard to its nature and methodology. Method of sampling is cluster. First, total Mahabad City workshops listed and randomly three workshops were chosen. Then, from any workshop, all workers as sample chosen and Maslach Burnout Inventory (MBI) distributed among them. In general, 102 questionnaires were distributed and ultimately from distributed questionnaires, 88 questionnaires were collected. The same way, from staff offices 45 subjects, who were in terms of demographic data, same as workers, were selected.

Measures

Maslach Burnout Inventory (MBI)

This inventory was designed by Maslach and Jackson. Inventory approaches burnout through three sub-dimensions: emotional burnout, depersonalization and personal accomplishment. Dimension of emotional burnout defines emotions of being exhausted by the work. Depersonalization defines the condition of being insensible towards people getting service and inappropriate behavior towards others regardless of their personal differences. Dimension of personal accomplishment defines emotions about the ability of coping with the problems related with accomplishment and performance. High score in emotional burnout and depersonalization dimensions, low score in personal accomplishment dimensions mean burnout. Reliability coefficient ranges between 0.63 and 0.87 [8].

RESULTS AND DISCUSSION

Table 1: frequencies distribution of participants based on gender

Gender	frequency	percent
Male	61	69
Female	27	31
Total	88	100

As can be seen in table 1, from 88 participant, 61 people are male and 27 people are female. In other words, 69 percent are male and 31 percent are female.

Table 2: independent t test about the rate of burnout in employees and workers

Variable	Group	Mean	st.d	t	df	Sig.
burnout	Industrial workers	31.2	9.74	1.42	86	.158
	employee	34.72	14.2			

In order to compare the mean of burnout in Industrial town staff and other agencies, the independent samples t test was used. Results show that there is no significant difference between workers and employees. In other words, staff offices and industrial center workers are equally exhausted.

Table 3: independent t test to check for emotional exhaustion in employees and workers

Variable	Group	Mean	st.d	t	df	Sig.
Emotional exhaustion	Industrial workers	10.36	4.75	-2.47	86	.01
	employee	7.25	6.88			

As can be seen in table 3, mean of emotional exhaustion in industrial workers is 10.36 and in employees is 7.25; difference between groups is significant at level 0.01. That is, the emotional exhaustion of the workers is higher than that of employees.

Table 4: independent t test to check depersonalization dimension of burnout in employees and workers

Variable	Group	Mean	st.d	t	df	Sig.
Depersonalization dimension of burnout	Industrial workers	6.75	2.34	-10.2	86	.001
	employee	1.84	2.16			

As can be seen in table 4, mean of depersonalization dimension of burnout in industrial workers is 6.75 and in employees is 1.84; difference between groups is significant at level 0.01. That is, the depersonalization dimension of burnout of the workers is higher than that of employees.

Table 5: independent t test to check reduced sense of personal accomplishment in employees and industrial workers

Variable	Group	Mean	st.d	t	df	Sig.
Reduced sense of personal accomplishment	Industrial workers	13.9	4.11	6.46	86	.01
	employee	25.6	11.3			

In order to compare the mean of reduced sense of personal accomplishment in Industrial town staff and other agencies, the independent samples t test was used. Results show that there is significant difference between workers and employees at level 0.01. The difference is in favor of the employees. In other words, reduced sense of personal accomplishment in industrial workers is lower than that of employees.

DISCUSSION

The aim of study was to compare burnout in industrial workers with employees. Therefore, 88 subjects were randomly selected and *Maslach Burnout Inventory (MBI)* completed by them. The results of the research showed that:

Results show that there is no significant difference between workers and employees in burnout.

In a meta-analysis done by Purvanova and Muros [9] showed that commonly help belief that female employees are more likely to experience burnout than male employees, revealing instead that women are slightly more emotionally exhausted than men ($\delta = .10$), while men are somewhat more depersonalized than women ($\delta = -.19$).

Difference between industrial workers and employees is significant. That is, the emotional exhaustion of the workers is higher than that of employees.

Chang [10] in his research concluded that emotion-focused coping fully mediated the relationship between maladaptive perfectionism and burnout. Nurses with higher levels of maladaptive perfectionism reported a higher habitual usage of emotion-focused coping, and maladaptive perfectionism had a direct effect on the choice of coping style. The results of this study broaden the current knowledge on perfectionism in relation to vocational behaviors and provided important managerial strategies and psychological interventions.

Difference between industrial workers and employees is significant at level 0.01. That is, the depersonalization dimension of burnout of the workers is higher than that of employees.

In other research Kim, Shin, and Swanger [11] showed that most critical personality trait affecting burnout is neuroticism and the most eminent traits predicting engagement are conscientiousness and neuroticism.

There is significant difference between workers and employees at level 0.01. The difference is in favor of the employees. In other words, reduced sense of personal accomplishment in industrial workers is lower than that of employees.

Results of this research are correspondence with [12].they found that Work is an indispensable way to make a decent and meaningful way of living, but can also be a source of stress for a variety of reasons. Feelings of inadequate control over one's work, frustrated hopes and expectations and the feeling of losing of life's meaning, seem to be independent causes of burnout. Burnout is more common than generally believed and may affect every aspect of the individual's functioning, have a deleterious effect on interpersonal and family relationships and lead to a negative attitude towards life in general.

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