

RELATIONSHIP BETWEEN JOB BURNOUT ON HAPPINESS AMONG THE EMPLOYEES OF FEMINA SHOPPING MALL IN TIRUCHIRAPALLI CITY

G. Rabia Jahani Farzana^{1*}, G. A. Vaakshi²

^{1*} Department of Business Administration, Government Arts College, Thuvakudimalai,, Tiruchirappalli – 620 022

² Department of Business Administration, Government Arts College, Thuvakudimalai,, Tiruchirappalli – 620 022

Available online at: www.ijcseonline.org

Abstract— Recently, Burnout has gained major concern in various professional fields. The consequences of Burnout have a serious negative impact on the individual (both on personal life and professional life), colleagues, clients and the organizations in which they are employed. A life of happiness would attribute to the positive emotions of employees and the fact that certain energy and characteristics embedded within the individual could prevent burnout. This research study is aimed to explore the relationship between Job Burnout on Happiness among the employees of Femina shopping mall, for that Correlation method has been used to find relationship between sub-dimension of job burnout and sub-dimension of happiness, T-Test has been conducted to compare the difference in the mean of various constructs among males and females. For present study size of sample is 218 were used to analyze the data. Finally, get the result that the sub dimension of burnout is getting reduced while dimension of happiness factors increases.

Keywords— Job Burnout, Life of Meaning, Life of Pleasure, Life of Engagement and Happiness

INTRODUCTION

Mostly jobs in this world are filled with frustration and feel awkward to continue with their well versed job. The three key dimensions of this response are an irresistible fatigue, feelings of distrust and lack of involvement from the job, and a sense of ineffectiveness and lack of accomplishment. This frustration might come to an end when people come to know how to relate their pleasures with job burnout, moreover some kind of recreation or pleasures enters into their life can reduce their burnouts. This paper presents the literature on job burnout and happiness and proceeds with discussions about the constructs job burnout and happiness amongst the employees of Femina Shopping Mall. Burnout is a significant decrease in work performance over a period of time. Engagement is one of the most important aspects of life. Having strong engagement supports in difficult times, rather than the pursuit of pleasure and material wealth there is an actual meaning of life. Such meaning gives a reason for life and that there is a greater purpose to life.

REVIEW OF LITERATURE

“Burnout is a syndrome of emotional exhaustion, depersonalization and reduced personal accomplishment that can occur among individuals who work in people oriented organizations” by Maslach and Jackson as cited in Schaufeli & Bunk 2003, p.386. Burnout is defined as an extreme case of chronic stress (Cooper et al., 2001). Later on burnout was widened to include all occupations and was then observed that it comprises of three components: tiredness, pessimism

and skilled effectiveness (Schaufeli, Leiter, Maslach & Jackson, 1996). Moreover, the definition used in this research study for Burnout was given by the researchers from the National Institute of Occupational Health (NIOH).

Job burnout emerged as an important concept in the 1970s, and it captured something very critical about people’s experience with work. According to Kristensen et al., (2005); Schaufeli, (2003) Herbert Freudenberger a psychiatrist in 1974 introduced the term burnout in a paper entitled “staff burnout” based on the 1960 novel *A Burnt-Out Case* by Graham Greene and therefore he is considered as the father of the concept of Burnout. He chose the word “burnout,” as it was a word which was common at the time to describe the effects of chronic drug abuse (Schaufeli & Buunk, 2003).

Cozzareli (1993) reported that psychological resources seem to act in concert and it is evident that many psychological resources are related, suggesting that if an individual is high in one resource, and they are often high on the others as well. Various studies have shown the interrelatedness and relationships between the four Psychological Capital constructs.

In various studies conducted by Bandura (1997), Luthans and Jensen (2002), Luthans, Youssef et al. (2007), and Snyder (2000, 2002), the notion of the conceptual independence of the four Psychological Capital constructs, as well as their empirically based discriminant validity, has been proven. According to Luthans, Avolio et al., 2007; Luthans & Youssef, 2007; Luthans, Youssef et al., 2007 Psychological Capital is proposed to also act in integrated,

interactive and broadening way in the motivated and motivating pursuit of success and desirable organizational outcomes with its factors of Hope, Optimism, Self-efficacy and Resiliency.

In accordance with Snyder (2000), Bandura (1997) has also shown that those high in Self-efficacy will be more resilient to adversity. Moreover, according to Luthans et al., (2006) Self-efficacy training can also help develop and build Optimism. In addition, Hope training can have a positive impact on Optimism development. Furthermore, in a study by Magaletta and Olivier (1999) they concluded that their findings provided evidence that Hope, Optimism and Self-efficacy are related but not identical constructs. This was further corroborated by the multiple regression analysis results which indicated that all three constructs made a unique contribution in the prediction of well-being (measured by the General Well-Being Questionnaire; Wheeler, 1991). Luthans, Avolio et al. (2007) conducted another research which confirmed that there is a strong relationship between the four constructs comprising Psychological Capital. Similar results were found when Luthans, Youssef et al., 2007 conducted two studies to analyze the PCQ and test their various hypotheses related to it.

OBJECTIVE OF THE STUDY

1. To bring the significant relationship between job burnout and happiness
2. To decrease the negative impact of job burnout by strongly increasing the happiness through sub-dimensions of happiness.

RESEARCH METHODOLOGY

Population size : 400

Sample size: Out of 400 questionnaires 218 questionnaires were selected and used for further data analysis.

RESEARCH DESIGN

For the current study, the researcher required a relational approach whereby the aim is to determine how two or more variables are related to each other. For this the exploratory research design is felt as suitable design.

DATA COLLECTION

Thus, the study requires both primary and secondary data.

SOURCES OF SECONDARY DATA

1. Journals, Magazines and Newspapers.
2. Statistical reports
3. Research Experts
4. Human Resource Management, Psychological Capital, Statistics related books.

The researcher shall also visit the library of INDIAN INSTITUTE OF MANAGEMENT, Bangalore for the literature review and discussions.

SOURCES OF PRIMARY DATA

A structured questionnaire was designed to gather the data required for this research. The questionnaire was written in English and translated to Tamil version, plus a covering letter. Copenhagen Burnout Inventory (CBI) was used to assess Job Burnout. The inventory consists of three subscales viz., Personal Burnout, Work-related Burnout and Client-related Burnout. Total 19 questions constituted this inventory. The Burnout Inventory Personal Burnout subscale is made up of six items on general exhaustion without a specific attribution. The Work-related Burnout scale has seven items on exhaustion attributed to work in general, lastly, the subscale on Client-related.

18-item measure with three sub scales for the subjective assessment of the three orientations to happiness developed by Peterson, Park, and Seligman (2005) was used to study happiness among employees of Femina. There are three basic orientations that lead to a happy life (Seligman 2002). Based on the principle of maximizing pleasure and minimizing pain, there is a pleasurable life. Happiness can be achieved by using ones skills and talents in the service of greater goods suggest a meaningful life. Finally, the engaged life works on flow. Respondents were asked to respond to items by using 5 point Likert scale with responses were categorized as always – 5, often – 4, sometimes – 3, rarely – 2, never – 1.

HYPOTHESES

THE RELATIONSHIP BETWEEN BURNOUT AND HAPPINESS

Hypothesis 1: Significant negative relationships will exist between the sub dimensions of orientation to happiness and Personal Burnout.

Hypothesis 2: Significant negative relationships will exist between sub dimensions of orientation to happiness and Work Burnout.

Hypothesis 3: Significant negative relationships will exist between the sub dimensions of orientation to happiness and Client Burnout.

Hypothesis 4: There is a significant difference in the mean of Job Burnout, Psychological Capital, Pleasure and Meaning, Engagement and Turnover intention among males and females.

DATA ANALYSIS

TOOLS USED

1. Correlation was used to find the the relationships between the sub-dimensions of burnout and the sub dimensions of orientation to happiness.
2. T – Test was used to test the difference in the mean of Job Burnout, Pleasure & Meaning and Engagement among males and females.

3. Sample size for the research study was 272 questionnaires were returned out of 400 distributed, which represented a response rate of 68% of the original sample. However, among those returned questionnaire, 54 responses were discarded because 7 of them were returned completely blank, 9 respondents had put the same answers on all the Likert scale items. 11 questionnaires were partially answered (i.e. some questions and/or some parts such as demographic questions were left blank). Here 218 questionnaires were selected for data collection.

THE RELATIONSHIPS BETWEEN THE SUB-DIMENSIONS OF BURNOUT AND THE SUB DIMENSIONS OF ORIENTATION TO HAPPINESS.

N= 218, **. Correlation is significant at the 0.01 level (2-tailed).

The results show that statistically significant strong relationships emerged between the Sub dimensions of Orientation to Happiness score and the all three dimensions of Job Burnout. Work Related Burnout yielded the strongest positive relationship with all three dimensions Orientation to Happiness with $r = 0.724, 0.738, 0.730$ $n=218, p<0.01$ respectively, followed by Personal Burnout ($r = -0.870, 0.875, 0.882$ $n=218, p<0.01$) and Client Burnout ($r = -0.883, 0.887, 0.895$ $n=218, p<0.01$) has strong negative relationship with the sub dimensions of orientation to Happiness. These results imply that as respondents' Orientation to life as meaning, pleasure and engagement increases, their experiences of Personal, Work and Client Burnout significantly decrease.

TABLE 5.21: T-TEST FOR EQUALITY OF MEANS

	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
						Lower	Upper
Job Burnout	2.145	212.880	0.033	2.376	1.108	0.192	4.561
Pleasure and Meaning	1.513	206.899	0.132	-2.331	1.541	-5.369	0.706
Engagement	1.415	207.434	0.158	-1.070	.756	-2.561	0.420
Happiness	1.484	207.088	0.139	-3.402	2.291	-7.919	1.116

It was found that there is a significant difference in job burnout of males and females. Moreover it was found that there is no significant difference in Pleasure & Meaning and Engagement among males and females.

FINDINGS

1. A strong negative relationship was found between job burnout and Happiness.

2. The results show that statistically significant strong relationships emerged between the Sub dimensions of Orientation to Happiness score and the all three dimensions of Job Burnout.
3. Work Related Burnout yielded the strongest positive relationship with all three dimensions Orientation to Happiness.
4. These results imply that as respondents' Orientation to life as meaning, pleasure and engagement increases, their experiences of Personal, Work and Client Burnout significantly decrease.
5. The results of Regression analysis demonstrated the positive relation between the constructs unstandardized regression coefficient and p-value < 0.001.

SUGGESTIONS

Job Burnout	Personal Burnout	Work Related Burnout	Customer Related Burnout
Orientation to Happiness			
Life of Meaning	-0.870**	0.724**	-0.883**
Life of Pleasure	-0.875**	0.738**	-0.887**
Life of Engagement	-0.882**	0.730**	-0.895**

1. By improving the positive emotions among the employees may enhance interpersonal relations, create a positive team environment, better teamwork and social support structures that will prevent Job Burnout in the long run.
2. Reward system for employees at every level should be provided to increase work interest among the incumbents leads to happiness in any environment.
3. Throughout the year, recognition for employees is to be provided using quarterly newsletters, interoffice emails and at company events will create energy to the incumbent.

CONCLUSION

This study examined the relationships between job Burnout and happiness amongst the incumbents of Femina Shopping Mall. This study found that the majority of employees are facing Job Burnout which is the outcome of prolonged stress. Moreover, the present study found that decrease in job burnout kindles the happiness amongst the employees.

REFERENCES

[1]. Maslach, C., Jackson, S., & Leiter, M. (1996). Maslach Burnout Inventory. Palo Alto, CA: Consulting Psychologists Press.

- [2]. Schaufeli W.B., Leiter M.P., Maslach C., Jackson S.E. Maslach Burnout Inventory. Man. 3rd ed. University of California, Consulting Psychologists Press; Palo Alto, CA, USA: 1996. pp. 19–26.
- [3]. Schaufeli, W.B., & Buunk, B.P. (2003). Burnout: An overview of 25 years of research and theorizing. In M.J Schabracq, J.A.M Winnubst, C.L. Cooper (Eds), Handbook of work and health psychology (2nd ed.). Hoboken New Jersey: John Wiley & Sons Ltd.
- [4]. Freudenberger, H. J. (1975). The staff burnout syndrome in alternative solutions. *Psychotherapy: Theory, Research and Practice*, 12(1), 73 – 82.