



A Study on Burnout, Work Family Conflict and Stress among Working Professionals

Simran Dua

Bachelors in Arts, Psychology honours, University of Delhi, Delhi

simrandua29@gmail.com

ABSTRACT

In today's time it has been observed that due to the increasing work pressure and targets maintaining work life balance has become a challenge for working professionals. Burnout and stress is frequently being experienced by the working professionals. The research study was conducted with an objective to analyse the burnout and stress among working professionals. The study was conducted on 30 adult working professionals in the twenty-five to forty years age group. Standardized Psychological Tests were administered to the participants. Data collection was done by google form. It was found that there was a significant positive correlation between Burnout and Job Stress among working professionals. It was further signified that there was a significant positive correlation between work to family conflict and job stress. Creation of a flexible workplace, building regular break times, setting boundaries around time outside of work and effective social support are some of the strategies that can aid in the management of job stress and burnout. The research has expanded the scope of investigation and researches on the gender differences in prevalence of burnout and stress in the working professionals and exploration in the realms of the section of people who experience it the most.

KEYWORDS: stress, burnout, working professionals

INTRODUCTION

In today's time working professionals experience stress in their hectic work schedules. They face the pressure to complete company targets on time which may take a toll on their mental health. Burnout is one condition which is widely experienced by working professionals nowadays. It becomes challenging for them to manage both family responsibilities and work schedule simultaneously which often leads to the condition of burnout. Work family conflict is a conflict which occurs due to the imbalance between work and family life. Job stress, Burnout and Work Family Conflict are significantly related to each other.

A study was conducted by Yang, Meredith and Khan (2015) on 220 mental health professionals in Singapore. The findings indicated that the healthcare professionals below the age of 25, those with less than five years' experience, and those with the lowest annual income, reported the highest levels of stress and burnout. No significant differences were found in accordance with other demographic or work situation variables. It was further suggested that healthcare professionals working in a mental health setting in Singapore were experiencing relatively high levels of stress and burnout.

A study was conducted by Plante and Bouchard (1996) on 76 nurses in four palliative care and three medical oncology units of the Montreal metropolitan region. The findings indicated that there is a significant relationship between occupational stress and burnout ($r = 0.462, p < 0.001$) and between professional support and burnout ($r = -0.449, p < 0.001$). It was further indicated that level of occupational stress and burnout was significantly lower for the palliative care nurses who received significantly more professional support than their colleagues working in medical oncology units. It was further suggested that Professional support and training for nurses working with patients dying from cancer should be implemented in order to minimize the development of burnout healthcare.

A study was conducted by Ross, Altmaier and Russell (1989) on 169 doctoral level counselling staff. The findings indicated that higher amounts of job stress were associated with higher levels of burnout. It was found that social support from supervisors and colleagues was associated with lower levels of burnout but did not serve a buffering function.

Burnout

According to Freudenberger (1974) "Burnout is becoming exhausted by making excessive demands on energy, strength, or resources"

According to WHO's ICD 11 (2019) "Burn-out is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterised by three dimensions; feelings of energy depletion or exhaustion, increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and reduced professional efficacy"

A study was conducted by Demir et al. (2003) on 333 nurses. The findings indicated that the higher education level, work experience and higher status decreased burnout while working at night shifts increased it. In addition, nurses who had problems in relations with the other team members and were not satisfied with their work conditions had higher levels of burnout. Having difficulty in childcare and in doing house chores, health problems of the nurse herself or her children, economic hardships and difficulties encountered in transportation were other factors increasing burnout.

A study was conducted by Durand et al., (2015) on 166 emergency department professionals. The findings indicated that the out of the 166 respondents (75.8%), 19.3% reported burnout and 27.1% job strain. The factors associated with burnout were work-related dissatisfaction, fear of making mistakes, lack of time to perform tasks, and being younger. The factors associated with job strain were having at least one sick leave in the past year, being affected by hard work, interpersonal conflicts at workplace, and sleep disorders.

A study was conducted by Soelton et al. (2020) on 83 employees of PT. Graha Planet Nusantara Tangerang . The findings indicated that the workload variable had a significant positive effect on burnout, work family conflict has a significant positive effect on burnout and work life balance had a significant negative effect on burnout. It was further found that there is a joint effect between workload, work family conflict and work life balance variables on burnout at PT. Graha Planet Nusantara Tangerang

Stress

According to Selye (1936) “ Stress is the nonspecific response of the body to any demand.”

According to Lazarus and Folkman (1984)“ Psychological stress is a particular relationship between the person and the environment that is appraised by the person as taxing or exceeding his or her resources and endangering his or her well-being.”

A study was conducted by Isikhan et al. (2004) on 109 health care professionals in five oncology hospitals in Ankara , Turkey. The findings indicated that there are various variables that influenced stress scores which were marital status, age, professional career, unfairness in promotion opportunities, imbalance between jobs and responsibilities, conflict with colleagues, lack of appreciation of efforts by superiors, responsibilities of role, long and tiring work hours, inadequacy of equipment, and problems experienced with patients and their relatives. It was found that the health care professionals use similar strategies to cope with stress. The most common strategy employed by physicians and nurses was a self-confident approach (\bar{x} =1.89 and 1.82 respectively), and the strategy least used by them was a submissive approach (respectively, \bar{x} =1.03 and 0.85). It was further recommended, that programmes directed towards reducing job stress and enhancing motivation and job satisfaction were recently took into consideration by health institutions.

A study was conducted by Walz (2012) on working professionals in retail organization and Information Communication Technology (ICT). The findings determined that the “Techno insecurity” (individuals who feel insecure in their level of understanding of information communication technologies) is not supported. The opposite of this condition was found, 73% agreed or strongly agreed they have adequate skills to understand the technology they are using. Thirty-eight percent of the respondents almost always feel anxiety when they do not have their cell phone on their person, and 58% always check their cell phone the instant they get an alert for an incoming text or email. It was thereby determined that “blurring boundaries” exist between the work-home environments. The findings suggested that the phenomenon known as “technostress” existed.

Work Family Conflict

According to Greenhaus et al 1985 “ Work to family conflict is a form of inter role conflict in which the role pressures from the work and family domains are mutually incompatible and as a result, participation in the family role is made more difficult by virtue of participation in the work role.”

According to Csikszentmihalyi (2003) “ Work – family conflict is a psychological phenomenon of imbalance between work and home life

A study was conducted by Aryee (1992) on 354 married professional women from dual career families in Singapore . The findings indicated that married professional women in this study experienced moderate amounts of each type of work-family conflict . It was further indicated that Role stressors explained the most variance in job-spouse and job-homemaker conflicts while task characteristics explained the most variance in job-parent conflict. The three types of work-family conflict elaborated only modest amounts of the variance in well-being and work outcome measures. It was further suggested to combine work and family lives.

A study was conducted by Mete , Unal and Bilen (2013) on accounting professionals in Sanali Urfa . The findings indicated that there is statistically significant and positive correlations between work-family conflict and burnout factors (67%), and work-family conflict and family-work conflict (36%) factors. It was further indicated that there is a statistically significant and positive relationship between factor of family-work conflict and burnout (47%) . . There is a statistically significant and positive relationship between performance factor and burnout factor (23%).

PURPOSE

The purpose is to study burnout and stress among adult working professionals

HYPOTHESIS

There will be a significant relation between burnout and stress among working professionals.

There will be a significant relation between work family conflict and stress

METHOD

SAMPLE

A total of 30 people participated in the study. The age of the subjects ranges from 23 to 45 years from Delhi .

MEASURES

The Burnout Questionnaire was adapted by (Michelle Post, MA, LMFT from Public Welfare, Vol. 39, No. 1, 1981, American Public Welfare Association) consists of twenty eight questions rated on a five point scale never to always.

The Workplace stress scale (WSS) as developed by (Marlin Company, North Haven, CT, USA, and the American Institute of Stress, Yonkers, 2001) in New York, USA consists of eight questions rated on a five point scale never to very often . Used as an instrument for assessment of work stress.

Work and Family Conflict Scale (WFCS) was developed by University of Queensland (2015) in Australia is a self-report measure that consists of ten questions rated on a seven point scale from very strongly disagree to very strongly agree. Used as an instrument for assessment work family conflict with parents.

PROCEDURE

The participants were informed about the purpose of the research and the questionnaires were filled through Google forms, each participant was thanked for their cooperation. Standardized Psychological Tests were administrated to the participants

ANALYSIS OF DATA

RESULT

Table 1

N, Means and SD of variables

	Burnout	Job Stress	Work to Family Conflict	Family to Work Conflict
N	30	30	30	30
Mean	62.1	17.0	14.5	10.7
Standard deviation	15.6	6.09	6.61	6.03

Table 2

Showing correlation of all variables

	Burnout	Job Stress	Work to Family Conflict	Family to Work Conflict
Burnout	—			
Job Stress	0.654 ***	—		
Work to Family Conflict	0.347	0.527 **	—	
Family to Work Conflict	-0.057	-0.078	0.262	—

Note. * $p < .05$, ** $p < .01$, *** $p < .001$

DISCUSSION

The purpose of this study was to gain a better understanding of the relationship between stress and burnout among working professionals. There are two key findings of this present research. First, there is a significant positive correlation between Job Stress and Burnout ($r=0.654$, $p<.001$) . Second, there is a significant positive correlation between Work to Family Conflict and Job Stress ($r=0.527$, $p<.01$).

Our hypothesis is accepted that there will be a significant relationship between stress and burnout This aligns with the previous study conducted by Gatheour et al. (2019) on stress burnout relationship and examining the moderating effect of physical activity and intrinsic motivation for off job physical

activity wherein it was further highlighted that stress was associated with higher levels of job burnout, under high stress condition physical activity was negatively linked to cognitive weariness and that intrinsic motivation for physical activity reinforced the positive moderating effect of physical activity on the stress burnout relationship especially when stress is high

The second hypothesis is accepted that there will be a significant relation between work family conflict and job stress. This aligns with the previous study conducted by Novianti (2016) on correlation between work-family conflict (WFC) and job stress among government public service employees, along with the moderating role of psychological capital (PsyCap) in this correlation. The findings highlighted that Work Family Conflict and Psychological Capital are able to predict the job stress levels of employees. Psychological capital could also be moderated to the correlation between work family conflict and job stress. It was further indicated that if work family conflict was experienced by the employees with low psychological capital it could increase the job stress.

CONCLUSION

The study attempted to comprehend the prevalence of stress and burnout in working professionals. It further aims to study the relationship between stress and burnout prevalent in the working professionals. There were three variables employed in the study namely Stress, Burnout and Work Family conflict. The study was conducted on 30 working professionals in the 23 to 45 age group. Standardized psychological tests were administered to the participants. Three scales were used namely The Burnout Questionnaire, The Workplace stress scale (WSS) and Work and Family Conflict Scale (WFCS). Data collection was done through google forms wherein the consent was taken from participants and they were made to fill the google forms. Taken together the findings highlight that there is a significant positive correlation between stress and burnout. The findings signify that there is a positive correlation between work to family conflict and job stress. The hypothesis stands accepted. In the near future there is a need for a research study to explore whether gender differences arise in the prevalence of burnout and stress among working professionals and the section of people who experience them more. The present study has enhanced the understanding of the relationship between stress and burnout. We hope that the current research will stimulate further investigation of this area.

REFERENCES

- Aryee, S. (1992). Antecedents and outcomes of work-family conflict among married professional women: Evidence from Singapore. *Human relations, 45*(8), 813-837.
- Berg, S. (2019). WHO adds burnout to ICD-11. What it means for physicians. *American Medical Association, Physician Health, July*.
- Berjot, S., & Gillet, N. (2011). Stress and coping with discrimination and stigmatization. *Frontiers in psychology, 2*, 33.
- Demir, A., Ulusoy, M., & Ulusoy, M. F. (2003). Investigation of factors influencing burnout levels in the professional and private lives of nurses. *International journal of nursing studies, 40*(8), 807-827.
- Durand, A. C., Bompard, C., Sportiello, J., Michelet, P., & Gentile, S. (2019). Stress and burnout among professionals working in the emergency department in a French university hospital: Prevalence and associated factors. *Work, 63*(1), 57-67.
- Freudenberger, H. J. (1974). Staff burn-out. *Journal of social issues, 30*(1), 159-165.
- Heinemann, L. V., & Heinemann, T. (2017). Burnout research: Emergence and scientific investigation of a contested diagnosis. *Sage Open, 7*(1), 2158244017697154.
- Isikhan, V., Comez, T., & Danis, M. Z. (2004). Job stress and coping strategies in health care professionals working with cancer patients. *European Journal of Oncology Nursing, 8*(3), 234-244.
- Isoard-Gauthier, S., Ginoux, C., Gerber, M., & Sarrazin, P. (2019). The stress-burnout relationship: Examining the moderating effect of physical activity and intrinsic motivation for off-job physical activity. *Workplace health & safety, 67*(7), 350-360.
- Mete, M., Ünal, Ö. F., & Bilen, A. (2014). Impact of work-family conflict and burnout on performance of accounting professionals. *Procedia-Social and Behavioral Sciences, 131*, 264-270.
- Noviati, N. P. (2016). Correlation between work-family conflict and job stress among government public service employees: The moderating role of psychological capital. *GSTF Journal of Psychology (JPsych), 3*, 1-6.
- Obrenovic, B., Jianguo, D., Khudaykulov, A., & Khan, M. A. S. (2020). Work-family conflict impact on psychological safety and psychological well-being: A job performance model. *Frontiers in psychology, 11*, 475.
- Plante, A., & Bouchard, L. (1996). Occupational stress, burnout, and professional support in nurses working with dying patients. *OMEGA-Journal of Death and Dying, 32*(2), 93-109.
- Ross, R. R., Altmaier, E. M., & Russell, D. W. (1989). Job stress, social support, and burnout among counseling center staff. *Journal of counseling psychology, 36*(4), 464.
- Selye, H. (1976). The stress concept. *Canadian Medical Association Journal, 115*(8), 718.

-
- Soelton, M., Hardianti, D., Kuncoro, S., & Jumadi, J. (2020, February). Factors affecting burnout in manufacturing industries. In *4th International Conference on Management, Economics and Business (ICMEB 2019)* (pp. 46-52). Atlantis Press
- Walz, K. (2012). Stress related issues due to too much technology: Effects on working professionals. *MBA Student Scholarship, 11*, 3-2012.
- Weer, C., Greenhaus, J.H. (2014). Work-to-Family Conflict. In: Michalos, A.C. (eds) *Encyclopedia of Quality of Life and Well-Being Research*. Springer, Dordrecht. https://doi.org/10.1007/978-94-007-0753-5_3274
- Yang, S., Meredith, P., & Khan, A. (2015). Stress and burnout among healthcare professionals working in a mental health setting in Singapore. *Asian journal of psychiatry, 15*, 15-20