

Research article

Comparison of factors influencing burnout levels in the social organization of the city of Kermanshah

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Abstract

Accepted as the most important factor in the growth and dynamics of labor in all organizations, the managers are looking for ways to deal with stressors and their knowledge. Burnout is a term that sometimes instead of such as stress, burnout, power failure, of rejection, exhaustion, mental depletion and erosion, can be used. This research was a descriptive - analytical study to evaluate and compare the factors influencing burnout levels in the city of Kermanshah was Social Security. As the population studied, all the social workers, 160 were in Kermanshah Province. Morgan was used for sample size of 114 patients in the study sample size was determined and it was collected by the method of random sampling regular (systematic) were determined. Burnout questionnaire demonstrate that aims to highlight various aspects of the burnout syndrome is made, the data collection was made. The questionnaire is in two distinct parts. Consisted of the Maslach Burnout Inventory consists of 22 items and identified three aspects of the syndrome (scale exhaustion, depersonalization scale, scale, personal reduced growth) deals. After data analysis of three hypothesized that a negative relationship with the occupational breakdown in the workplace is a safe environment. Climate perceptions of safety in the workplace, a negative relationship with the level of stress and job satisfaction are positively related. Perceptions it was confirmed of workplace safety climate relationship bourn out, job satisfaction and job mediation. **Copyright © www.acascipub.com, all rights reserved.**

Keywords: burnout, burnout factors affecting, staff welfare, organizational commitment, organizational climate.

Introduction

Psychosocial risks are defined in the literature as those aspects of the planning, organization and management of work, and to their environmental and social contexts that have the potential to result in physical, social and psychological harm (Cox, Griffiths, 1995). Burnout is a syndrome that represents a special kind of negative response to stress. Freudenberger (1974) used for the first time in the field of social and health care the burnout term refers to a condition of physical and emotional exhaustion, found in the people involved in the helping professions, as determined by chronic emotional stress that originates from intense and continuous contact with the people, their problems and their suffering. Burnout is an individual response to a situation perceived as intolerable: the operator perceives an unbridgeable gap between the amount of requests from the target users and his cognitive and behavioral resources available, to be able to respond positively to such requests. The result is a sense of learned helplessness, due to the belief that they can not do anything to change the situation, to eliminate the inconsistency between what you believe you expect and what you can offer. The changes in attitude and

behavior related to burnout trigger a psychological escape and lead to a relationship of detachment with the user. Maslach (1982) defines burnout as a syndrome of emotional exhaustion, loss of capacity for empathy and impersonal response to customers, reduced professional accomplishment, unproductive work, fatigue (Maslach, Leiter, 2000). Burnout is a multifactorial process in which social, environmental and work factors interact in individual and personality characteristics. Cooper (2001) emphasizes the role of the person in the organization, career development, labor relations, structure and organizational climate

Accepted as the most important factor in the growth and dynamics of labor in all organizations, the managers are looking for ways to deal with stressors and their knowledge. Burnout is a term that sometimes instead of such as stress, burnout, exhaustion, mental depletion and erosion, can be used. There is no consensus on the definition of burnout among psychologists. Burnout and loss of motivation, enthusiasm, energy and reduce the operating life (Saidi, 1980). Burnout was defined for the first time by "Friden Burger" in 1970, when she saw signs of fatigue in his staff. He called this phenomenon syndrome of dementia in people employed in professional mental health assistance to people a lot of time when working closely with other people spend, there is. Thus, burnout is created, fatigue state of physical, emotional and mental stress due to persistent and recurrent intensive and long-term emotional effects of dealing with clients. The main cause of burnout, work-related mental stress endured long ,with too much work. Favorites non-work, non identical expertise with professionals who have been out of jobs and capacity. All and all the people will lead to the burnout. But these jobs in various organizations or organizations of various different factors in this case, some organizations more fuel to violent and some, in order to reduce the effects of the work involved and this is where good management system In order to facilitate and speed up the risks of job stress strategies such as sectional bonuses, reduced the working hours, the leisure, the choice of replacement employment assistance for people in the prolific avoid negative consequences to that action (Hakkazadeh born, 2003) . Research shows that stress can be both physical and psychological. Signs and symptoms of stress can be physical, psychological, and behavioral manifestations finds. Researches have shown that if psychological pressure (stress) may take a long time continue to be an underlying physical illness or emotional due to the chemical interactions that occur during mental stress. Since there are the amount of stress in most jobs, Even a satisfactory job, it is possible, gradually become a source of discontent And push the person to burnout. Accordingly, the sensitivity of financial activities, the bank's employees, including those who are at risk (Khorvash, 1996). At first authorities thought that the symptoms of burnout, limited to relief and aid professionals such as social workers, clinical psychologists and advice. Today, it is recognized that this issue is considered a potential problem for all businesses, especially service businesses, including banks employee dealing with customers, clients and time-consuming rules. For example, when a bank employee is placed in a situation where the rules are not able to attract customers and clients. To suffer burnout may feel the job is not successful and if the situation continues. Organizations due to high incidence of burnout among staff costs are incurred, the apparent and the hidden due to disturbances caused by stress. In addition, the employee's absence from work, reduced quality, interpersonal conflicts with co-workers, and physical problems - psychological, changing jobs and will ultimately turnover. High turnover costs for the organization to follow. Including costs related to the vacancy, the cost of hiring new employees, training costs, and costs are reduced and productivity (Girolamo, Santangelo, 2011).

Causes of burnout: As discussed, the main cause of burnout and mental stress tolerance is due to the long and hard work. But other factors are also involved in development. Burnout main bearing stress from work is long and hard work Which eventually led to the evacuation of mental energy and provides context for the development of burnout. In generally factors that cause stress can be are divided three categories: individual factors, organizational factors and environmental factors . Below is a brief description of each turn (Khorvash, 2006).

Individual factors: lack of readiness is known for obtaining employment, demographic variables and personality characteristics as intrapersonal factors in burnout. Lack of readiness for taking a job as a variable within individual has a determining role in the burnout process Demographic variables included gender, age, educational level, marital status and work experience have an important role in burnout (Saidi, 2000). Personality traits may act as predisposing burnout for example those who had high self-esteem in the face of

intractable problems and dangerous situations, and are enabled. While those with low self-esteem try to avoid situations where this form. Another factor in the lack, stress or burnout is a significant role, the ways that people cope with stress caused by overwork, get to work. Some people are fundamentally impacted by events and spend a lot of energy to influence events and stressful stimuli predicted. In other words, the methods used to cope with problems and challenges, while controlling. But some people just react and allow them to be imposed on events and happenings but bear does not accept the complications and consequences of such events and incidents. This approach can be called tolerance problems or escape from it. Research shows that on the whole people to control their own problems, the use of appropriate strategies, they suffer less burnout and evaluate their own progress as well as more positive than those who do not use the right strategies. Contrary to the way people do business, surrender or escape from problems that are more vulnerable to emotional and attitudinal burnout. The survey results show that inappropriate strategies that people can adopt, in response to stressful stimuli due to job and life will play an important role in the risk of getting caught in a trap of their victimization wear (Girolamo, Santangelo, 2011).

People can show experience of working groups of the signs of stress management. Stress problems working group include: work escaping (absence from work), the increase in crashes, poor work, poor personal relations between people in the workplace are poor relations between people.

Physical causes of stress may include:

- Lack of control over the working volume, high demand, high workload or scheduled to work
- Lack of clear management
- Lack of information about the role and objectives, job opportunities or job security.
- Discussions between individuals or regions, in competition or personal choice
- Poor physical working conditions, changes in temperature or conditions of work that is very cold or very hot, excessive noise or vibration levels
- Concern about exposure to such risks or opportunities (Khorvash, 2007).

Background research:

Psychologists Herbert Freudenberger and Gail North have theorized that the burnout process can be divided into 12 phases, which are not necessarily followed sequentially, nor necessarily in any sense be relevant or exist [other than as an abstract construct.]¹

The Compulsion to Prove Oneself

Often found at the beginning is excessive ambition. This is one's desire to prove themselves while at the workplace. This desire turns into determination and compulsion.

Working Harder: Because they have to prove themselves to others or try to fit in an organization that does not suit them, people establish high personal expectations. In order to meet these expectations, they tend to focus only on work while they take on more work than they usually would. It may happen that they become obsessed with doing everything themselves. This will show that they are irreplaceable since they are able to do so much work without enlisting in the help of others

Neglecting Their Needs: Since they have devoted everything to work, they now have no time and energy for anything else. Friends and family, eating, and sleeping start to become seen as unnecessary or unimportant, as they reduce the time and energy that can be spent on work.

Displacement of Conflicts: Now, the person has become aware that what they are doing is not right, but they are unable to see the source of the problem. This could lead to a crisis in themselves and become threatening. This is when the first physical symptoms are expressed.

Revision of Values: In this stage, people isolate themselves from others, they avoid conflicts, and fall into a state of denial towards their basic physical needs while their perceptions change. They also change their value

systems. The work consumes all energy they have left, leaving no energy and time for friends and hobbies. Their new value system is their job and they start to be emotionally blunt.

Denial of Emerging Problems: The person begins to become intolerant. They do not like being social, and if they were to have social contact, it would be merely unbearable for them. Outsiders tend to see more aggression and sarcasm. It is not uncommon for them to blame their increasing problems on time pressure and all the work that they have to do, instead of on the ways that they have changed, themselves.

Withdrawal: Their social contact is now at a minimum, soon turning into isolation, a wall. Alcohol or drugs may be sought out for a release since they are obsessively working "by the book". They often have feelings of being without hope or direction.

Obvious Behavioral Changes: Coworkers, family, friends, and other people that are in their immediate social circles cannot overlook the behavioral changes of this person.

Depersonalization: Losing contact with themselves, it's possible that they no longer see themselves or others as valuable. As well, the person loses track of their personal needs. Their view of life narrows to only seeing in the present time, while their life turns to a series of mechanical functions.

Inner Emptiness: They feel empty inside and to overcome this, they might look for activity such as overeating, sex, alcohol, or drugs. These activities are often exaggerated.[clarification needed].

Depression: Burnout may include depression. In that case, the person is exhausted, hopeless, indifferent, and believe that there is nothing for them in the future. To them, there is no meaning of life. Typical depression symptoms arise.

Burnout Syndrome: They collapse physically and emotionally and should seek immediate medical attention. In extreme cases, usually only when depression is involved, suicidal ideation may occur, with it being viewed as an escape from their situation. Only a few people will actually commit suicide. Any more than do the job and specific activities such as typing, driving, and reporting And requires that he be and to comply with the rules, regulations and procedures of the مشable with colleagues, superiors, and clients organization. It is even possible to work in an environment that is not optimal working conditions or so. This means that they are associated with health and disease is largely working environment for workers; According to the International labour Organization in 2000, one out of every three employees of the conflict between work and family will remember as one of the greatest problems of life (Hosseinian, 1999). It is very important to mental health in all areas of life, including one's work life. Some research results show that there is a positive relationship between the component stress work environment with leaving a job. Subject is strength analysis or staff burnout now a common problem in service occupations; So that according to the seven people employed at the end of each day, a person is suffering from burnout. U.S. Department of the data shows that among the jobs, jobs, health care - including occupational therapy, injury and burnout are highest. Since the burnout in employees decreased efficiency, increased work absenteeism, increased health care costs and transportation personnel, physical and behavioral changes and reduce the quality of services provided to clients, and subsequently are dissatisfied with the services and, most importantly, customers are affected, so the recognition and prevention of burnout, will play an important role in promoting "mental health and improve" the quality of services (Khorvash, 2007). The research was conducted as well as the relationship between personality dimensions and job burnout of physical educators in sampling was used to gather information from job burnout questionnaire and the Maslach Burnout Inventory for Goldberg for dimensions of personality. Test results showed that the Pearson correlation between personality dimensions (extraversion, openness to experience, conscientiousness, agreeableness and emotional stability), and components of burnout (emotional exhaustion, depersonalization and lack of personal accomplishment), There was a significant correlation between openness to experience emotional exhaustion, depersonalization, and correlation between extraversion and openness to experience depersonalization. In other cases, there was no significant relationship. Was studied in another paper at work or atrophy syndrome that Bern in August, and the profession of librarianship. In another study titled

examined the relationship between organizational factors and breakdown of employees Anzali Ports and Shipping Organization, This study was conducted in order to investigate the relationship between organizational factors and job breakdown descriptive analysis (a correlation) in Anzali Ports and Shipping Organization. The results show that high levels of employee job in all aspects, ranging from the analysis of emotional breakdown, lack of personal success and depersonalization. Pierson results also suggest that organizational factors are related to the structure, salary, leadership style, job security, culture, health, environment, technology and strategy organization with occupational burnout.

Materials and Method

Burnout syndrome can occur in people who are working with customers and employees (Cherniss, 1980). Communication between employees and customers: a relationship between the staff and clients over the phone and face interaction takes place in a short time. Develop relationships with a large number of customers is often the employee is suffering from an aggressive Asked Questions (Hosseiniyan, 2000). Communication between employees and the organization's workload too much control and independence is limited to what the content is of uniformity and repetition, control, sometimes too repetitive tasks, the objective is to evaluate performance, flexibility cute little too hard and long working hours, applicable laws and regulations over there. Interaction between the employees and the workplace: the social organization of risk factors in the workplace, there is noise, sanitation and hygiene, physical pain caused by the deployment environment. The main question is: research and compare some factors of Burnout in the Social Security Organization, Kermanshah city. The research hypotheses are:

- Hypothesis 1: job burnout has a negative relationship with the workplace safety climate perceptions.
Hypothesis 2: Perceived safety climate in the workplace, a negative relationship between stress and job satisfaction are positively related.
Hypothesis 3: perceptions of workplace safety climate between job burnout and job satisfaction will mediate.

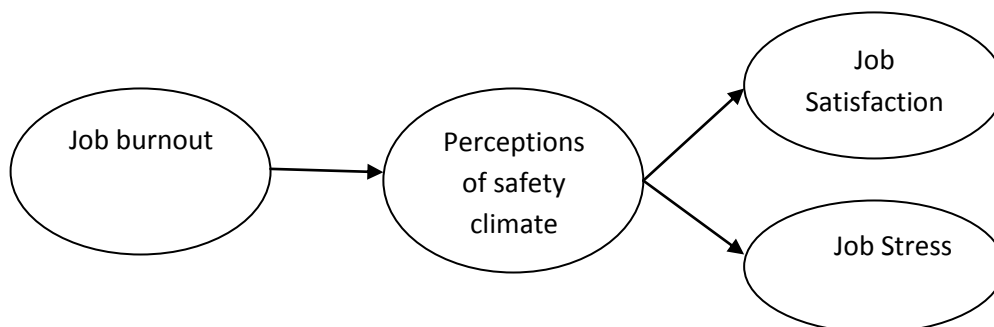


Figure 1: Relationship between job burnout, perceptions of safety climate, job satisfaction and job stress

As the population studied, all employees of welfare Kermanshah province were studied. For the sample of the study population sampled in each area to explain the purpose of the state is of interest, For a sample size of Morgan is used, then according to the figures of all employees of welfare city of Kermanshah, the available data, 160 areas of each province was determined using Morgan A total of 114 samples were taken in this study were gathered in the area of systematic random sampling method with systematic been determine.

A. Data collection: Burnout: Maslach Burnout Inventory MBI is a measuring instrument which by Maslach and Jackson (1986) to prove the existence of ACS burnout and highlight different aspects of it have been made. Questionnaire consisted of two parts: distinct. part of the Maslach Burnout Inventory consists of 22 items to assess three aspects of this syndrome will be determined.

1-scale 'exhaustion': a study of how a person feels emotionally exhausted and burned out, she feels too overwhelmed with emotions and desires that are involved and impose others.

2-scale "Metamorphosis": assessing the behavior of the person being interviewed and the negative attitudes of staff and objective measures to separate the personality measures.

3- Scale Reduction "personal growth": a sense of skill and passion for success in working with others. The scales on the basis of their perceived inefficiency and loss of confidence and the desire to succeed are designed to reduce seek.

Most of the interviewees feelings for each scale tests using a 7-point Likert scale is the perfect answer. Burnout as a continuous variable for low to moderate degree of emotion that can be experienced Balaaz can be seen.

MBI second section consists of a table of personal data and structure designed to detect this issue

The results of data analysis:

Table 1: Mean and standard deviation of the Maslach Burnout Inventory¹

Items	Mean	Standard deviation
1-focus on emotional	3.44	1.77
2- experience fatigue at the end of the day	3.54	1.92
3 - Several times a month, employees will feel tired.	2.94	1.98
4-Good understanding of customers by staff	4.78	1.61
5-view an employee	2.55	2.10
6-Working with well-known clients	2.40	1.80
7-How to display problems employees, customers	4.88	1.43
8-Feeling tired at work	2.81	1.92
9-The impact on the lives of	3.61	1.95
10-Sensitivity staff	2.29	2.13
11-Fear of employees	2.04	2.07
12-feeling good and having energy	4.25	1.68
13-Feelings of hopelessness	2.47	1.97
14-Work Hard	2.29	1.98
15-The importance of giving employees	2.46	1.94
16-I feel the organizers have done a great job.	2.08	1.89
17-Doing business clients simply	4.50	1.51
18-Reduces the desire to succeed	4.08	1.74
19-feel the job is too low to obtain	2.66	1.90
20-feel unable to continue working	2.25	1.89
21- Peace in dealing with emotional problems.	4.29	1.70
22 - Blame Staff	2.98	2.06

Results and Discussion

Emerged from the Maslach Burnout Inventory MBI scores are shown below.

Emotional exhaustion: the average weight for cases 1, 2, 3, 6, 8, 13, 14, 16, 20, 24 and suggests that the social organization of staff involved in the survey, the overall experience burnout level " Top "is. In detail, the focus of this work is emotionally exhausted (about 1 Average: 44/3, SD: 77/1) and also experience fatigue at the end of the day (about 2 Average: 54/3, SD: 92/1). Several times a month, employees will feel tired (about 3, Average: 94/2, SD: 98/1) and working with well-known clients (about 6 Average: 40/2 SD: 80/1) and hard work (about 14 average: 29/2, SD: 98/1) in the sense Tiredness (about 8 Average: 81/2, SD: 92/1) and a sense of hopelessness (Item 13, mean: 47/2, SD: 97/1) and in some cases, there are going to feel (Case 20, Average: 25/2, SD: 89/1). Metamorphosis: An analysis of scores emerged about 5, 10, 11, 15, 22 Average weight of 12 was determined to show the overall "high" burnout often by the staff there, to treat some workers as That means they will be seen (in 5, out 55/2, SD 10/2), the sensitivity of employees (about 10, average 29/2, SD 13/2), for fear that more staff (by about 11, average 04/2, SD 07/2), and the belief that what happens if the staff does not care (item 15, average 46/2, SD: 94/1). Blame employees (Item 22, mean 98/2, SD: 06/2) weighted average distorted scale items (items 4, 7, 9, 12, 17, 18., 19, 21) is equal to 33 and the gives the "average" burnout analysis for options that will lead to a good understanding of customers by employees (4, Average: 78/4, SD: 61/1) and the way in which problems are displayed (Case 7, Average: 88/4, SD: 43/1), and employees think that they can be distributed to customers through its impact on their lives (about 9 out 61 / 3, SD: 95/1). Simply feel good and have energy (Item 12, mean: 25/4, SD: 68/1) to facilitate customers are able to work (about 17 out of 50 quarters, SD average: R 51/1), and are comfortable in dealing with their emotional problems (about 21 average: 29/4, SD: 70/1). Feeling too low to get a job (Item 19, mean: 66/2, SD: 90/1).

Table 2: inferential statistics: Spearman correlation test results

Dependent variable	Independent variable	The correlation coefficient	Adj. R2	R2	T-value	Sig
burnout	Perceptions of safety climate	-0.327	0.106	0.123	-4.99	p < 001
Perceptions of safety climate	Stress	-0.458	0.338	0.353	-7.63	p < 001
Perceptions of safety climate	Job Satisfaction	+0.535	0.348	0.363	+8.99	p < 001
Perceptions of safety climate mediated the relationship	burnout and job satisfaction and job stress	-.0249	0.095	0.112	-3.77	p < 001

Conclusion

After data analysis, three hypotheses were accepted that job burnout is a negative relationship between workplace safety climate perceptions. Perceptions of safety climate in the workplace, a negative correlation between stress levels and positive relationship with job satisfaction there. 'perceptions of workplace safety

climate between job burnout and job satisfaction will mediate. Overall, the quality of the environment, social welfare organizations involved in the survey, just as it is considered good enough. The most important aspect of organizational climate, "independence" and "work stress" shows. In this respect, according to the results of a study on burnout seems to be clear evidence that the social Security, there is a considerable amount of work-related stress. High levels of burnout, emotional exhaustion and depersonalization emerging scale and medium-scale personal fulfillment was seen. Social Security employees who experience symptoms of burnout and stress, such as frustration, tension, restlessness, leading to fatigue. Working closely with customers, even if only by telephone, to communicate, sometimes they are more sensitive to problems like this. This study will attempt to do this in order to better serve the clientele there. This study shows that the relationship between climate and burnout dimensions of emotional exhaustion near the pressure up there. Hypothesis was confirmed by the relationship between climate and burnout. The results of this study can be said that Prevent Burnout may be the best choice for Social Security administrators can create. To do this they need to begin to improve the quality of the institutional environment. By focusing on listening to the employee, the cross correlation is related not only to manage but also less participative management and recognition and a greater degree of independence in their work and mental stress.

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