

Importance of Job Burnout Effects on Employees' Attitude and Performance at Workplace: A Review

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Abstract

The modern world needs more changes and developments; in this regard, considering to different aspects of expansion and advancing, is crucial important. Industrial part of every country can be nourish based on well-organized strategies that prepared by government, managers, workplace etc., additionally, focusing on important factors that play critical role on level of employees' performance and presentation at workplace is very imperative. These factors have two positive and negative aspects; moreover, distinguishing them is so important. Lack of attention to negative factors assumed as terrible threat for employees and considering them can be helpful and effective for improving and increasing employee's performance at workplace. Job burnout assumed as one the negative organizational factors that based on different views and theories evaluated. One of these main views referred to Maslach and Jackson Approach that explain job burnout lead to emotional exhaustion, depersonalization, and low-level of self-confidence and success. In this regards, organization, managers, workplaces, and government should be considered on job burnout and try to organize some professional seminars and workshops for employees, and educate them organizational behaviour; also, they should recognize any types of warning factors that maybe occurred and lead to job burnout among employees. In the present literature review focused on importance of job burnout effects on employees' attitude and performance at workplace that should be monitoring via managers, workplace, and government.

Keywords: Job Burnout, Employees, Government, Managers, Organizational behaviour, Workplace

Introduction

Any types of performances that appeared by human, can causes of different factors in the world. Some factors such as individuals' consciousness, attitudes, talent, IQ, ability etc. can lead to employees' satisfaction or dissatisfaction at workplace. Additionally, work condition and its environment play critical role on the level of employees feeling toward their job, and in some cases can rise the amount of their stress; truthfully, this issue has plentiful effect on employees' mental health (Ganji, 2007). According to the world developments and growing industrial technology, considering to employees' presentation and their organizational behavior is super vital at work. Besides, recognizing positive and negative organizational factors that can change level of

employees' attitude and performance toward their job is very important (Deh Bozorgie & Hadaegh, 2006).

One of the significant factors that must be attention more by managers and head of each department is employees' skills that should be related to his or her position or job at workplace; otherwise, the managers observe many issues and difficulties that appeared via employees, gradually. Job burnout determined as one of these factors that can cause of several uncommon and abnormal behavior amongst employees at workplace. On the subject of job burnout role among employees, in the current study, the researcher has been focused on job burnout with supporting Maslach and Jackson Approach.

Employees Job Burnout

Based on Farber (1983) investigation, job burnout assumed as a state of physical, emotional, and mental burnout that result of direct and long communication with individuals in hard conditions. Majority of experts believed that job burnout has direct relation with modern world and employees work atmosphere. Also, this factor can be causes of lack of motivation towards job, dissatisfaction, and emotional exhaustion among employees (Saatchi, 2008). In the same way, Maslach and Jackson (1981) have been explained that job burnout determined as low-level of ability that appeared via job stressors and lead to negative attitudes towards job; in the main, these attitudes conduct employees toward different types of physically and mentally diseases. In the study of Maslach, Schaufeli, and Leiter (2001), job burnout is one of the physical and emotional fatigue symptoms that appeared by expanding negative working desires, and losing feeling and interest. This organizational factor appeared based on long and stressful situation; which mental, physical, and emotional fatigue are its result. As well, the employees with burnout show low-level of self-confidence, and feeling emptiness and frustration (Saatchi, 2007). The main point is that the job burnout never disappears by resting and leave. Job burnout assumed as one of the main issues at workplace that has considerable contribution on work inability, trauma, incapability to take part, and communication with others (Bordbar, 2008).

Maslach and liter (1997) established a model that shown the degree of job appropriateness or inappropriateness amongst employees in 6 aspects (work amount, reward, community, justice, fairness, and value). The investigators explained that majority of differences between job and employees has

direct relation with job burnout and versa (Deh Bozorgie & Hadaegh, 2006). Figure 1 illustrates the Maslach and liter model (1997).

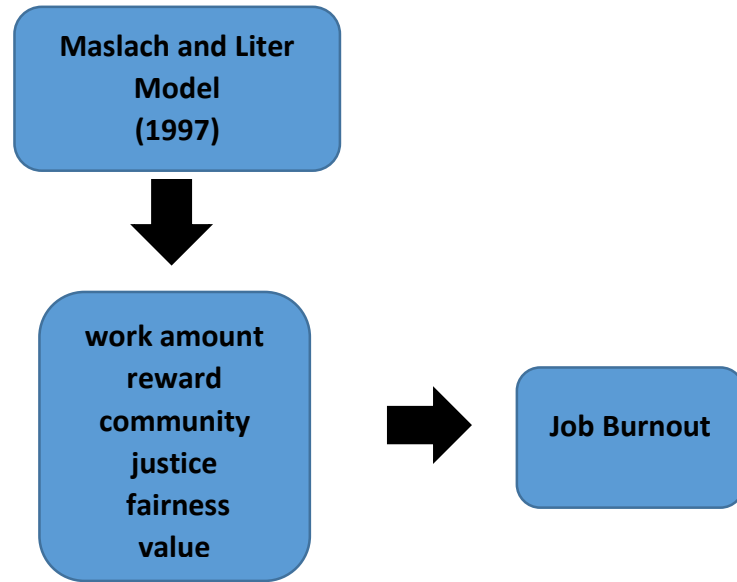


Figure 1: Maslach and Liter Model (1997) (Job Burnout)

In this model, each of these factors demonstrated the level of their influence on the amount of job burnout that should be care from organizations, workplaces, managers, employees, and governments (Deh Bozorgie & Hadaegh, 2006). Overall, the model is considering to specific time and condition for monitoring and decreasing job burnout (Saatchi, 2008).

Causes of Job Burnout at Workplace

Different levels of Job Burnout

In the main, there are different factors can causes of job burnout among employees at workplace; furthermore, in the present literature review focused on some principles factors that create the basic part of job burnout. The first is working more than expectation (more than working hours’ standards: more than 8 hours), the second assumed as organizational relationship (don’t follow the main strategy or role of organization), the third focused on high level of stress, and the fourth determined as individual personality such as age, gender, types of personality (Deh Bozorgie & Hadaegh, 2006). With considering to the main factors that can effect on appearing and developing of job burnout at workplace, we can clarify that employees cope with burnout differently.

In the main, job burnout has five level that comprised: 1) Honeymoon (the employee is super happy to find new job and try to cope with any difficulties and endeavors to find new solution way, 2) Fuel Shortage Stage (individual feelings fatigue and dissatisfaction toward his or her job , lack of rest and sleep, and lose of attention that leads to edict and overeating), 3) Chronic Symptom Stage (the physical signs appear and the individual needs more care and support), 4) Critical Stage (the emotional and signs of diseases continue and the individual inter to crisis situation, and shows some behavioral reactions such as skepticism, physical diseases (headache , high blood pleasure etc.), and finally 5) Hitting the Wall Stage (the power of individual finished and he or she doesn't have any motivation to controlling and coping with difficulties at workplace) (Saatchi, 2008).

Warning Factors in Job Burnout

There are multiple factors which alarmed before appearing job burnout that should be consider, carefully. These factors counted in: 1) Feeling of Meaningless (in this situation the job is meaningless and the individual doesn't have any aim and feeling toward his or her environment), 2) Negative Emotions (the individual reports a lots of fear and stress), 3) Loosing Aim (individual lose the primarily motivations and doesn't have any engagement), 4) Depression (individual only thinks to his or her past, this attitudes influence on different aspects of his or her life), 5) Substance Abuse (the individuals for escaping from stressful condition drink more alcohol, or in some cases showing some overeating or anorexia disorder), 6) Incorrect Cycle (the individual usually feeling fault and frustration, also his or her performance decrease), 7) Withdrawal of Feeling (lack of presentation in any community and helping to others , losing positive feeling toward his or her job and workplace, usually reporting dissatisfaction feeling and attitudes toward job), 8) Decrease of Activity (low-level of performance and consideration at workplace and presence of many controversy with co-workers), 9) Decrease of Healthy Body (the individuals usually reported high level of stress and tension), 10) Interpersonal Problems (difficulty in communication with family and co-workers), and 11) Frustration (no any specific aim and motivation for the future) (Saatchi, 2008).

Job Burnout Theory (Maslach and Jackson Approach, 1981)

In the Maslach and Jackson Approach (1981) emphasized more on job burnout, and the researchers endeavored to explain any conditions and factors that lead to job burnout at workplace. They reported job burnout has multi-dimensional structure and comprised three components: emotional exhaustion

(losing emotional energy), Depersonalization, and low-level of self-confidence and success (Maslach & Jackson, 1981).

Conclusion

Job burnout doesn't appear suddenly, however its signs seem as alarm, and as a result lead to more physical and mental problem among employees. In this situation the employee feelings stress and affair in his or her personal and social life that can be very threatening and dangerous. For controlling and avoiding the job burnout focusing on warning factors is so much important which the employees should be aware about them and trained via their managers, workplace, and government. There are some effective factors can guarantee this issue, remarkably. These factors included various beneficial program for improving physical status (exercise, meditation etc.), eating nutritious foods that help to repairing cellos, improving consensus and memory, also increasing physical resistance. Using relaxing methods also help to be patient and calm in inconvenient situation. Additionally, the employees can take part in some educational workshops and seminars to learning different organization behavior, methods, and strategies that can be beneficial for workplace and them. These workshops and seminars should be well-organized and cover different aspects of work condition and employees' situations. Correspondingly, they should offer tolerable approaches to employees based on developed and modern world (Saatchi, 2008).

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