



A Study on the Impact of Job Burnout and Employee Productivity With Special Reference to Private Sector Banks in Idukki District, Kerala

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Abstract

Job burnout is a condition characterised by physical, emotional, and mental tiredness as a result of prolonged and chronic workplace stress. It is distinguished by emotions of cynicism, detachment, ineffectiveness, and a lack of success. Job burnout is a prevalent issue among workers in a range of professions, and it can be caused by a number of circumstances, including a heavy workload, a lack of control over work, unclear job expectations, poor relationships with co-workers or superiors, and a lack of social support. Job burnout can be harmful to both the individual and the organisation. It can lead to lower job satisfaction, lower productivity, higher absenteeism, and more turnovers. Furthermore, it can have a negative influence on both physical and mental health, such as an increased risk of sadness and anxiety as well as other health issues. It is critical to address the fundamental causes of workplace stress in order to prevent and manage job burnout. Creating a friendly work atmosphere, setting clear job standards, giving people choice over their work, and providing opportunities for social support and professional development are all examples of this. Individuals must also take care of their physical and mental health, which includes getting adequate sleep, exercising, and making time for self-care activities.

Key words- job burnout, workplace stress, workload, productivity.

Introduction

The term job burnout has received a lot of attention in recent years because of its negative influence on employee well-being and productivity. Burnout is a psychiatric syndrome caused by continuous work stress that is characterised by emotional weariness, depersonalization, and decreased personal accomplishment. According to research, job burnout can have a major impact on employee productivity since it reduces job satisfaction, motivation, and dedication to work. Burnout can also lead to physical and mental health



issues, such as sadness and anxiety, which can reduce productivity even further. Several studies have looked into the relationship between job burnout and employee productivity, with some revealing a substantial inverse relationship. Other research has looked into the influence of organisational elements like job security expectations and job resources, which contribute to burnout and, as a result, have an impact on productivity. Understanding the effects of job burnout on staff productivity is critical for organisations to implement effective burnout prevention and employee well-being measures. Organisations can increase employee productivity, job happiness, and overall organisational performance by fostering a supportive work environment and employing interventions to minimise job stress. Job burnout has an impact on both the individual employee and the organisation. Employees who are burned out are less engaged, driven, and productive than their non-burned-out counterparts. They may also encounter more errors, accidents, and disagreements on the work, all of which can reduce productivity.

Objectives Of The Study.

- ❖ To examine the effect of workload on employee productivity
- ❖ To find out the relation between Job Stress and Employee Productivity.
- ❖ To measure the impact of job burnout on employee productivity

Review of Literature

Leiter, M. P., and C. Maslach (2016). Workplace exhaustion, the Wiley Encyclopaedia of Management. Burnout is a work-related syndrome characterised by exhaustion, cynicism, and impaired professional efficacy. Once established, the syndrome is permanent. Burnout occurs as a result of pressures in the workplace. It has a variety of negative consequences for professional performance and personal well-being. Because burnout contrasts with the positive experience of job engagement, treatments to alleviate or reduce burnout may also be presented in terms of encouraging engagement.

R. Bianchi, I. S. Schonfeld, and E. Laurent (2015). A review of the intersection between burnout and depression. This review paper investigates the connection between burnout and depression, emphasising common symptoms and underlying processes. It covers the effects of burnout and depression on employee productivity, emphasising the importance of correct assessment and intervention options.



Burnout is defined as a disconnection between who people are and what they have to do, and it is commonly manifested as emotional weariness or depersonalization (Olson et al., 2019; Kolomitra, Kenny, & Sheffield, 2019).

Employee Productivity in the UAE Construction Industry: Factors to Consider Journal of Construction Engineering and Project Management, 2018. Yousif, S., and H. M. Alinaitwe. This study report looks into the elements that influence employee productivity in the UAE construction industry. The authors investigate the impact of several factors on employee productivity, including training and development, job happiness, leadership style, and technology improvements. The report gives insights into the construction industry's particular setting and suggests solutions for increasing productivity.

Employee Well-Being and Productivity from the Perspective of Occupational Health. S. C. Kassenboehmer and S. Schurer, From an occupational health standpoint, this research investigates the relationship between employee well-being and productivity. The authors explore the impact of well-being determinants on productivity, such as work-related stress, job satisfaction, and work-life balance, using data from a large-scale longitudinal survey. The study emphasises the significance of supporting employee well-being in order to improve productivity outcomes.

D. C. Ganster and C. C. Rosen (2013). A interdisciplinary examination of work stress and employee health. *Management Review*, 39(5), 1085-1122. This comprehensive review paper examines transdisciplinary job stress and employee health studies. It examines several theoretical perspectives and therapeutic tactics to emphasise the harmful impact of occupational stress on employee well-being and productivity. The findings highlight the need of organisations prioritising employee wellness in order to retain productivity.

Research Methodology

- Variables

The variables used in this study can be categorized into dependent variables and independent.

- ❖ Dependent variable



The dependent variable used in this study is Employee Productivity.

To measure the dependent variable, employees were asked 5-10 questions related to different dimensions of the above mentioned Five-point Likert Scale: Never - 5, Rarely - 4, Sometimes - 3, Often - 2, Always – 1.

❖ Independent Variable

The Independent variable used in this study is Job Burnout which consists of two components:

- Workload
- Job Stress

To measure the independent variable, employees were asked 5-10 questions related to different dimensions of the above mentioned on a Five-point Likert Scale: Strongly disagree - 5, Disagree - 4, Neutral - 3, Agree - 2, Strongly Agree – 1 and Never - 5, Rarely - 4, Sometimes - 3, Often - 2, Always – 1.

Data Analysis and Interpretation

DEPENDENT VARIABLE: EMPLOYEE PRODUCTIVITY.

| Sl No. | Questions | Always | Often | Sometimes | Rarely | Never | Mean | Std. Deviation |
|--------|--|--------|-------|-----------|--------|-------|------|----------------|
| 1. | How often do you finish your work assignments on time? | 21 | 17 | 12 | 18 | 38 | 3.33 | 1.572 |
| 2. | How often do you feel that you are making progress in your work? | 16 | 11 | 15 | 26 | 38 | 3.56 | 1.448 |
| 3. | How often do you feel that you are meeting the expectations of your job? | 3 | 21 | 16 | 13 | 53 | 3.87 | 1.303 |



| | | | | | | | | |
|----|---|----|----|----|----|----|------|-------|
| 4. | How often do you feel that you can learn and grow in your job? | 11 | 9 | 10 | 13 | 63 | 4.02 | 1.407 |
| 5. | How often do you feel that you can innovate or generate fresh ideas at work? | 16 | 13 | 7 | 22 | 48 | 3.69 | 1.514 |
| 6. | How often do you feel that your work contributes to the success of your firm | 17 | 12 | 13 | 16 | 48 | 3.62 | 1.533 |
| 7. | How often do you feel your work is valued and appreciated by your employer? | 10 | 15 | 17 | 19 | 45 | 3.70 | 1.388 |
| 8. | How often do you feel that you are able to balance your work tasks with other aspects of your life? | 16 | 10 | 3 | 20 | 57 | 3.87 | 1.519 |
| 9. | How often are you satisfied with your job | 8 | 16 | 14 | 16 | 52 | 3.83 | 1.376 |

Table 6: Table showing the response towards employee productivity.

Independent Variables: Job Burnout

Inference:

Table presents the response, mean and standard deviation that is used to measure employee productivity. From the above questions related to employee productivity we could find that the question **How often do you feel that you can learn and grow in your job** has the highest mean value. It has the highest mean value of 4.02 and has the standard deviation of 1.407.



Job Burnout is measured based on two factors:

- Workload
- Job Stress

5.4.1 Workload

| Sl No. | Questions | Always | Often | Sometimes | Rarely | Never | Mean | Std. Deviation |
|--------|---|--------|-------|-----------|--------|-------|------|----------------|
| 1. | How often do you feel Overwhelmed by your workload? | 46 | 26 | 12 | 11 | 11 | 2.20 | 1.369 |
| 2. | How often do you feel like you don't have enough time to complete your tasks? | 40 | 20 | 24 | 11 | 11 | 2.37 | 1.355 |
| 3. | How often do you feel like you're constantly playing catch-up with your workload? | 42 | 30 | 12 | 11 | 11 | 2.24 | 1.349 |
| 4. | How often do you feel like you need additional support to manage your workload? | 40 | 27 | 12 | 16 | 11 | 2.35 | 1.387 |
| 5. | How often do you feel like your workload prevents you from achieving your career goals? | 42 | 25 | 12 | 16 | 11 | 2.33 | 1.399 |

Table 7: Table showing the response towards workload.

Inference:

Table presents the response, mean and standard deviation that is used to measure workload. From the above questions related to workload we could find that the question **How often do you feel like you don't have enough time to complete your tasks** has the highest mean value. It has the highest mean value of 2.37 and has the standard deviation of 1.355.

5.4.2 Job Stress

| Sl No. | Questions | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Mean | Std. Deviation |
|--------|--|-------------------|----------|---------|-------|----------------|------|----------------|
| 1. | I feel emotionally exhausted and physically drained after work. | 45 | 20 | 12 | 11 | 18 | 2.41 | 1.529 |
| 2. | I feel cynical or detached from work. | 42 | 28 | 12 | 12 | 12 | 2.28 | 1.385 |
| 3. | I frequently feel that my job demands, exceed my ability to cope | 41 | 20 | 21 | 11 | 13 | 2.39 | 1.405 |
| 4. | I feel physically and emotionally drained such as headaches, muscle tension, anxiety, and irritability due to work-related stress. | 38 | 34 | 11 | 13 | 10 | 2.27 | 1.320 |
| 5. | I feel like I need to take time off from work due to stress | 36 | 18 | 11 | 15 | 26 | 2.78 | 1.621 |

Table 8: Table showing the response towards job stress.

Inference:



Table presents the response, mean and standard deviation that is used to measure job stress. From the above questions related to job stress we could find that the question I feel like I need to take time off from work due to stress has the highest mean value. It has the highest mean value of 2.78 and has the standard deviation of 1.621.

Reliability.

Dependent Variable: Employee Productivity

Independent Variable: Workload, Job Stress

| Variables | Cronbach’s Alpha | No. of Items |
|-----------------------|------------------|--------------|
| Employee Productivity | .755 | 9 |
| Workload | .983 | 5 |
| Job Stress | .935 | 5 |

Table 9: Table showing the reliability.

Inference

The reliability analysis using Cronbach’s Alpha indicated high reliability for all the three variables as relevant values range from .755 to .983. This shows that the variables are highly reliable.

Conclusion

Job burnout is characterized by excessive exhaustion and disengagement as a result of extended workplace stress. Reduced productivity, bad emotions, and physical discomfort can all result. Setting limits, seeking help, practicing self-care, and controlling stress are all coping strategies. Addressing burnout as soon as possible is critical for general well-being. Business leaders have a critical role in assisting employees in avoiding and overcoming burnout, creating a healthy work environment, and igniting engagement: Job burnout is characterized as a sustained response to persistent emotional and interpersonal stressors on the job, and it has three dimensions: tiredness, cynicism, and a sense of inefficacy. Its emergence as a social concern in many human services professions sparked the research that is now being conducted in a number of nations. That research established the problem's complexity and explored individual stress experiences within the larger social and



organizational framework of people's responses to their jobs. The paradigm, which focuses on the interpersonal interactions between the worker and others in the workplace, has revealed fresh insights into the sources of stress, but effective solutions have yet to be devised and tested.

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