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Prevalence of Burnout and Its Detrimental Effects Among Workers

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ABSTRACT

When it comes to managing their workforce, one of the most difficult difficulties that organizations encounter is burnout among employees. This study sought to examine the level and factors contributing to burnout among employees in Johor state health department, Malaysia and to determine the association between burnout and sociodemographic. This was a cross-sectional study of 282 employees from Johor State health department. 22-item Maslach Burnout Inventory (MBI) was developed to measure emotional exhaustion, depersonalization, and personal accomplishment. The questionnaire elicited information regarding socio-demographic and work characteristics. Descriptive analysis was undertaken and parametric test was conducted to establish the relationship of burnout and sociodemographic. The data indicated on the MBI, majority of the respondents have moderate degree of emotional exhaustion (55.8%), High degree of depersonalization (55.8%) and low degree of personal accomplishment (62.2%). One way- ANOVA demonstrates there is association in emotional exhaustion between type of profession, depersonalization between type of profession and service period, and personal accomplishment between service period. (p value <0.01). The findings show that research design and techniques are sufficient for the upcoming prospective analyses of aetiology and effects of burnout and of the influence of workplace intervention.

Contribution/Originality: This study contributed to the existing literature based on the references regarding Burnout and its effects. Furthermore, this study uses new estimation methodology to assess the correlation between Burnout and sociodemographic. In addition, this study is one of very few studies which have investigated Burnout among healthcare workers in southern Malaysia.

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1. Introduction

Work is an integral component of our daily lives and it has been estimated that full-time workers in Asia countries spend approximately 37% of a typical day working. The positive and bad sides, or damage and advantages, of employment have been recognised for a very long time (Huang et al., 2020). Positive aspects of employment include monetary incentives, personal development, a sense of value, self-esteem, status, and prestige, as well as their effects on physical and mental health (Bondoc, 2018). On the other side, several work-related features have been linked to common health issues, particularly mental health issues (Aydın et al., 2020). These include work-related stress and burnout, job insecurity, an imbalance between effort and reward, workplace bullying, and a lack of control over one's work. Work-related burnout has also been implicated as a contributor to long-term illness absence and, consequently, the loss of productivity (de Bienassis et al., 2021).

"Burnout is a syndrome of emotional tiredness and cynicism that happens regularly among individuals who undertake 'people-work' of some kind," according to Maslach and Jackson (1981). It can impact everyone, from busy employees and homemakers to stressed-out career-driven professionals and celebrities. Bakker et al. (2008) concluded at the organisational level, burnout and stress are associated with negative organisational outcomes such as lack of concentration, poor timekeeping, poor productivity, difficulty in comprehending new procedures, lack of cooperation, irritability, aggressiveness, resentment and increased tendency to make mistake.
Causes of Job Burnout

Researchers have found several reasons of burnout and stress which range from job to job and person to person. They found many organisational roles stress factors including inter role distance, role overload, role ambiguity, role expectation conflict, self-role distance, role isolation, personal inadequacy, and resource deficiency (Vidotti et al., 2019). Moreover, other things being equal, stress tends to affect younger than older, more experienced ones, less experienced teachers over older, women over males; single teachers over married; those of lower academic rank over higher ranking (Schaufeli & Bakker, 2004). Călin et al. (2022) cited contributing to job burnout could be an individual's inability to control the situations or administrative assignments currently undertaken, as the individual may be assigned more work than he or she can handle, may have no say in the policy-making process, and may be unable to escape from stressful situations.

Besides that, relationship issues may arise among co-workers, executives, and personnel if a competitive work environment prevails over a cooperative one and co-workers fail to assist one another. This could lead to disagreements, impede one's capacity to work, and ultimately tiredness (Khasne et al., 2020). Executives' assistance or lack thereof, as well as their impediments, may contribute to job burnout among employees, particularly if the interaction at work causes tension, unhappiness, or conflict. In addition, plans, rules, and work processes within an organisation all play a significant part in the development of job burnout since these factors typically have an impact on the particulars and patterns of services that are offered by the business (Ginoux et al., 2019). As a consequence of this, the workers can be required to carry out activities that they do not wish to carry out and to adhere to norms and regulations with which they disagree.

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2. Literature Review

2.1. Negative Effect of Burnout

Burnout is a psychosomatic disorder that most commonly affects persons who work in human services. Because of its negative impact on mental and physical health, workplace stress has been the topic of several research. Staffs who are stressed at work have experienced behavioural and emotional issues (Beheshtifar & Omidvar, 2013). Depression, anxiety, burnout, and, in some circumstances, alcohol and drug abuse are all symptoms of these issues (Bretland & Thorsteinsson, 2015). Employees that are stressed can also contribute to organisational issues like unhappiness, staff turnover, high absenteeism, an increase in workplace accidents, and a drop in work performance. If undiagnosed burnout is not properly handled, the condition will merely persist and maybe worsen (van Ruysseveldt et al., 2011).

2.1.1. Decrease motivation

Employees who are burned out are unmotivated to perform anything. They may fail to be on time for work or complete responsibilities on time. They may also avoid attending meetings or taking breaks (Grau-Alberola et al., 2010). It's even more difficult to discern if someone has lost motivation with remote and hybrid workers because it's more difficult to analyse their body language when you only see them infrequently over zoom.

2.1.2. Reduced productivity

Employee burnout results in low performance because burned-out employees do not perform at their best. Employees become less productive and innovative as a result of their work environment (Zaid, 2019). Employees that are burned out are more likely to leave their jobs as a result of their disengagement. Long hours at work, working for a firm they dislike, or having too much responsibility can all lead to burnout.

2.1.3. Increased stress level

Increased stress levels, which in turn produce anxiety, are another indicator of workplace burnout. Because of the lack of control over one's work environment, it causes greater stress (Asif Ali et al., 2020). We start to worry about what might happen next when we don't have control over our work environment. We also become apprehensive since we don't know how to deal with unexpected occurrences.

2.1.4. Difficulty of concentrating

Employees suffering from burnout frequently express feelings of exhaustion, tension, and overwhelm (Schaufeli & Peeters, 2000). It's difficult to concentrate or focus at work when you're experiencing these feelings. When employees feel this way, it's difficult for them to be productive, which leads to blunders.
Poor decision making

Employees who are overworked make poor decisions because they don't have enough time to think about what they're doing, don't know how to address a problem, or lack self-confidence (Artz et al., 2022). They simply react to whatever comes up next, or they become paralysed by analytical paralysis, a type of procrastination.

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Therefore, the purpose of this study is to assess the level of burnout among healthcare worker at the Johor State Health Department, as well as the link between MBI subscales and sociodemographic data.

3. Methods

An institution-based cross-sectional study was carried out at the Johor State Health Department, Malaysia. This department may be found right in the middle of the Johor Bharu district. The primary responsibility of the state is to organise, oversee, and assess the various programmes and activities that pertain to public health that are carried out within the state. The functions of the State Department of Health are carried out by District Health Offices, each of which is responsible for coordinating the operations carried out in conjunction with the health clinic infrastructure that has been made available. This department is comprised of 6 divisions, with the admiratives employees and healthcare professionals making up some of those divisions.

A self-administered close ended questionnaire was used as the instrument to measure the degree of burnout. The questionnaire has been adapted from previous study (Maslach & Leiter, 2016). The first section concerns the sociodemographic data which covers the basic information of respondents. The 22-item MBI subscales emotional exhaustion (EE), depersonalization (DP), and personal accomplishment (PA) were used to measure burnout. Nine items comprise the EE subscale, which measures emotions of emotional exhaustion due to employment. The PA subscale has eight items that describe perceptions of competence and professional success. Five items comprise the DP subscale, which measures detached and impersonal treatment of patients.

Data analysis was performed using Statistical Package for Social Science version 25.0. The average of the responses in each section are calculated. Descriptive statistics of sociodemographic factors comprised frequencies and percentages. The association of MBI dimensions and demographic were determined using a series of independent t-test and one-way ANOVA analyses for normally distributed data. Meanwhile, Spearmen's correlation was used for non-normally distributed data as per outcome of the normality test. Descriptive results were presented using tables and figures. Variable with p <0.01 were considered statistically significant factors.

4. Results

A 249-sample size of participants was determined based on openepi.com for a population-based study. At the end of the study period, 283 subjects were including in the finale analysis (Table 1). About 42.8 % were male and 52.7% female. Majority of the participants were Malay (83.7 %) followed by Chinese (10.2%) Indians (3.9%) and others (2.1%). The highest frequency of the participants was from the professional group (52.8 %) and most of them were in the service from 6-10 years (35%).

Table 1: Sociodemographic

Variables		Frequency	Percentage %	MEAN	SD
Gender	Male	162	42.8		
	Female	121	57.2	1.57	0.496
Race	Malay	237	83.7		
	Chinese	29	10.2	1.24	0.625

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	Indian	11	3.9		
	Others	6	2.1		
Profession	Professional	148	52.3	1.48	0.500
	Support staff	135	47.7		
Service period	< 1 year	5	1.8	3.57	1.041
	1-5 years	37	13.1		
	6-10 years	99	35.0		
	11-15 years	76	26.9		
	>15 years	66	23.3		

4.1. Prevalence of Burnout

55.8% of the staff faced moderate degree of occupational exhaustion (Table 2). Occupational exhaustion is generally tied to a relationship with work that is viewed as tough, tiring, and stressful. Majority of participants encounters high degree of Depersonalization (55.8%). Depersonalization is characterised by a loss of care for others, and by retaining a greater emotional distance, which is shown through cynical, disparaging remarks, and even callousness. 62.5% of the staff answered faced low degree of personal accomplishment. Personal accomplishment assessment is a sensation that functions as a "safety valve" and contributes to restoring equilibrium in the event of occupational tiredness and depersonalization. It ensures job satisfaction and a positive outlook on professional accomplishments.

Table 2: Prevalence of Burnout

Burnout Syndrome	**Degree**	**Frequency**	**Percentage %**	**Mean**	**Sd**
Emotional	Low Degree	89	31.4		
Exhaustion	Moderate	149	55.8	0.84	0.672
	Degree				
	High Degree	45	15.9		
Depolarization	Low Degree	0	0	1.56	0.497
	Moderate	125	44.2		
	Degree				
	High Degree	158	55.8		
Personal	Low Degree	176	62.2	0.52	0.736
Accomplishment	Moderate	66	23.3		
	Degree				
	High Degree	41	14.5		

4.2. Association of sociodemographic and degree of Burnout

One-way Anova test was conducted between sociodemographic and degree of Burnout (Table 3). Emotional exhaustion and depersonalisation were statistically significant between types of profession. Besides that, depersonalisation and personal accomplishment were statistically significant between service period. Bivariate

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correlation was conducted between means dimension of Burnout. Consequently, all the means were statistically significant (Table 4).

Table 3: One-way Anova between socio demographic and dimension of MBI

Demographic	Emotional exhaustion		Depersonalisation		Personal accomplishment	
	F	*p* value	F	*p* value	F	*p* value
Gender	1.023	0.43	1.344	0.125	1.084	0.353
Profession	1.259	<0.01	1.067	<0.01	1.254	0.170
Service period	1.001	0.473	1.592	<0.01	0.826	<0.01
Race	1.006	0.376	1.217	0.218	1.887	0.20

Table 4: Correlation of three dimension of MBI ** *p* value <0.01

MBI Dimension		Emotional exhaustion	Depersonalisation	Personal accomplishment
Emotional exhaustion	Pearson Correlation	1	.825**	-.218**
Depersonalisation		.825**	1	-.290**
Personal accomplishment		-.218**	-.290**	1

5. Discussion

Worker development and adaptability influence the overall Burnout level, which is the subject of our investigation. The three dimensions above shows positive correlation. When burnout is high, job satisfaction is typically low, and when burnout is low, job satisfaction is typically high. This study revealed there were high number of employees were having moderate degree of emotional exhaustion.as mentioned above type of profession is statistically significant among professions. Employees who are emotionally exhausted may view the company through the same lens and interpret interactions with the organisation as negative (Jiménez-Ortiz et al., 2019). Vinnikov et al. (2019) said people who lack a deep connection to the social environment at work are more prone to participate in unproductive behaviour, such as being impolite or cruel to co-workers., Employees who are emotionally drained cannot perform their tasks effectively, thus they become pickier and more sensitive when using fresh resources, according to the conservation of resources idea. They might feel less satisfied at work as a result of this circumstance.

Furthermore, as mentioned above majority of the employees are were facing high degree of depersonalization (DP). Depersonalization is described as a defensive coping method, where an individual minimises one's own interaction with others and develops a psychological distance (Tzu-Ching, 2020). Type of profession and duration of service period shows significant in the difference of depersonalisation. Through such response the individual tries to create an emotional buffer between oneself and the imposed job demand. Based on the research by Vagni et al. (2020a) empirical data has revealed that depersonalization has considerable dysfunctional repercussions, which indicates enormous costs for both the organisation and its member.

However, most of staff were having low degree personal accomplishment. The individual who experiences PA develops a negative self-perception and believes he or

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she is incapable of executing the prescribed activity as effectively as his or her colleagues (Vagni et al., 2020b). Such unpleasant emotions could cause individuals to become detached from their actual task and unable to perform as expected. Deng et al. (2021) elucidated that a mismatch between expected and actual achievements may result in a diminished sense of personal accomplishment.

6. Conclusion

Burnout syndrome is a significant health issue that affects numerous professionals and must be addressed globally through organisational and individual solutions. Numerous personnel at the Johor State Health Department have varying levels of burnout. In light of this study, healthcare policymakers and administrators should consider the highlighted factors in order to reduce burnout among administrative professionals in both public and private hospitals. The findings of this study are noteworthy, but they cannot be generalised to the total administrative personnel in the country because the sample was selected from a single institution. These results indicate that a future study of a broader population of administrative professionals from various regions of the country is necessary to assess the national situation and investigate the variables that encourage employees to acquire the proper attitude and behaviour required for work. In addition, to the need for organisational steps to improve the situation, it may be beneficial to implement interventions designed to reduce the prevalence of burnout syndrome. Programs designed to combat burnout syndrome must incorporate training at multiple levels. Training employees in organisational development and transformation is essential at the organisational level. The inter-personal level considers working groups and social interaction; hence, training programmes on social support, social skills, self-efficacy, and leadership must be included, among others.

Contribution and originality of the study

This study contributed to the existing literature based on the references regarding Burnout and its effects. Furthermore, this study uses new estimation methodology to assess the correlation between Burnout and sociodemographic. In addition, this study is one of very few studies which have investigated Burnout among healthcare workers in southern Malaysia.

Ethics Approval and Consent to Participate

The researchers used the research ethics provided by the Research Ethics Committee of Johor State Health Department Public Health Division. All procedures performed in this study involving human participants were conducted in accordance with the ethical standards of the institutional research committee. Informed consent was obtained from all participants according to the Declaration of Helsinki.

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Conflict of Interests

The authors reported no conflicts of interest for this work and declare that there is no potential conflict of interest with respect to the research, authorship, or publication of this article.

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