

A Study on Techniques Adopted to Manage Burnout in IT Industry

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

by

JAGADEESH V
Register No. 39410072



SCHOOL OF BUSINESS ADMINISTRATION

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI - 600 119**

April - 2021



SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)

Accredited with "A" grade by NAAC | 12B Status by UGC | Approved by AICTE
Jeppiaar Nagar, Rajiv Gandhi Salai, Chennai – 600 119
www.sathyabama.ac.in

SCHOOL OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **JAGADEESH V**
Reg. No. 39410072 who have done the Project work entitled "**A Study on**
Techniques Adopted to Manage Burnout in IT Industry" under my supervision
from January 2021 to March 2021.

Dr. M. JOHN BRITTO
Internal Guide

Dr. BHUVANESWARI G.
Dean – School of Business Administration

Submitted for Viva voce Examination held on _____.

Internal Examiner

External Examiner

DECLARATION

I **JAGADEESH V Reg. No. 39410072** hereby declare that the Project Report entitled “**A Study on Techniques Adopted to Manage Burnout in IT Industry**” done by me under the guidance of **Dr. M. JOHN BRITTO**, is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

JAGADEESH V

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my sincere thanks to **Dr. BHUVANESWARI G.**, Dean, School of Business Administration and **Dr. PALANI A.**, Head, School of Business Administration for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project Guide **Dr.M. JOHN BRITTO** for his valuable guidance, suggestions and constant encouragement paved way for the successful completion of my project work.

I wish to express my thanks to all Teaching and Non-teaching staff members of the School of Business Administration who were helpful in many ways for the completion of the project.

JAGADEESH V

ABSTRACT

Burnout is a state when someone feels emotionally and physically drained or exhausted. Burnout is usually observed in people who work in human services. Now it is also an emerging issue in IT industry.

This study is aimed at finding the most common interventions that companies use to manage burnout. It is known that burnout is caused by prolonged exposure to chronic stress. As a result the person experiences physical exhaustion, mental exhaustion, and cynicism. Chronic stress could be caused by number of reasons like high job demands, low job resources, social support, and less job control.

The reason this study is done is to find the most commonly used interventions to manage burnout so people can look at the individual techniques and incorporate it into their own organization. Or in future different interventions can be compared in terms of their effectiveness in managing burnout.

This study is conducted using exploratory research method and has about 127 participants. The questions were distributed using e-mail to each participant and their responses were collected and interpreted concluding that majority of the respondent's organization offered recreational activities to manage their stress in order to prevent burnout. There is also no difference in how frequently both genders experience chronic stress; also there is no significant relationship between hours of work and how frequently the respondents experience chronic stress. Also majority of the respondents reported that they experience physical exhaustion when they experienced chronic stress.

TABLE OF CONTENTS

CHAPTER NO.	TITLE	PAGE NO.
	ABSTRACT	I
	LIST OF TABLES	IV
	LIST OF CHARTS	V
1	INTRODUCTION	1
	1.1.Introduction	1
	1.2.Industry profile	1
	1.3 Need for the study	5
	1.4 scope of the study	5
	1.5 objectives of the study	5
	1.6 limitations of the study	6
2	REVIEW OF LITERATURE	7
3	RESEARCH METHODOLOGY	13
	3.1 Research Design	13
	3.2 Sampling Technique	13
	3.3 Sources of Data	13
	3.4 Structure of questionnaire	13
	3.5 Sample size	14
	3.6 Period of Study	14
	3.7 Hypothesis/analytical tools	14
4	DATA COLLECTION METHOD	15
	4.1.Percentage Analysis	15
	4.2.Chi-Square	38
	4.3.ANOVA	40
5	5.1.Findings	41
	5.2.Suggestions	42

	5.3 Conclusion	42
	REFERENCES	43
	APPENDIX-1(questionnaire)	46
	APPENDIX-2(Article)	52

LIST OF TABLES

TABLE NO.	PARTICULARS	PAGE NO.
4.1.1	Gender of the respondents	15
4.1.2	Marital Status	16
4.1.3	Age of the respondents	17
4.1.4	Educational Qualification	18
4.1.5	Salary of the respondents (per month)	19
4.1.6	Job Satisfaction Level	20
4.1.7	Job Experience of the Respondents	21
4.1.8	Hours of Work in a Day	22
4.1.9	Job Control	23
4.1.10	Frequency of job induced chronic stress	24
4.1.11	Type of exhaustion experienced	25
4.1.12	Effect of stress on respondent's concentration in their work	26
4.1.13	Frequency level of Taking work to home	27
4.1.14	Susceptible to Illness	28
4.1.15	Fatigue	29
4.1.16	Hindrance of Sleep due to stress	30
4.1.17	Irritability due to stress	31
4.1.18	Stress level as a New Employee	32
4.1.19	Stress recognition by organization	33
4.1.20	Actions to reduce stress	34
4.1.21	Satisfaction level of the offered intervention	35
4.1.22	Productivity after vacation	36
4.1.23	Sharing stressors	37
4.2.1	Table showing association between Gender and the Frequency of experiencing chronic Stress	38
4.3.1	Table showing association between Hours of work and how frequently the respondents experience chronic stress	40

LIST OF CHARTS

CHART NO.	PARTICULARS	PAGE NO.
4.1.1	Gender of the respondents	15
4.1.2	Marital Status	16
4.1.3	Age of the respondents	17
4.1.4	Educational Qualification	18
4.1.5	Salary of the respondents (per month)	19
4.1.6	Job Satisfaction Level	20
4.1.7	Job Experience of the Respondents	21
4.1.8	Hours of Work in a Day	22
4.1.9	Job Control	23
4.1.10	Frequency of job induced chronic stress	24
4.1.11	Type of exhaustion experienced	25
4.1.12	Effect of stress on respondent's concentration in their work	26
4.1.13	Frequency level of Taking work to home	27
4.1.14	Susceptible to Illness	28
4.1.15	Fatigue	29
4.1.16	Hindrance of Sleep due to stress	30
4.1.17	Irritability due to stress	31
4.1.18	Stress level as a New Employee	32
4.1.19	Stress recognition by organization	33
4.1.20	Actions to reduce stress	34
4.1.21	Satisfaction level of the offered intervention	35
4.1.22	Productivity after vacation	36
4.1.23	Sharing stressors	37

CHAPTER 1:

1.1 INTRODUCTION:

Burnout is a state of emotional, physical, and mental exhaustion caused by prolonged or chronic job stress. Usually burnout is associated with low levels of job satisfaction, increased job demand, low job resources, and low social support. Burnout is also associated with high levels of cynicism and WHO classifies burnout as an organizational phenomenon. This phenomenon is usually observed in people who work in health care, teaching and police officers.

Burnout is fairly new in IT industries until very recently this issue is not a problem in IT industry but now it is. And this is something that we cannot take lightly because burnout is a significant predictor of several health problems like hypercholesterolemia, type 2 diabetes, coronary heart disease, hospitalization due to cardiovascular disorder, musculoskeletal pain, changes in pain experiences, prolonged fatigue, headaches, and gastrointestinal issues. It is also a significant predictor of serious injuries and mortality below 45 years. And the physiological effects include insomnia, depressive symptoms, use of psychotropic and antidepressant medications.

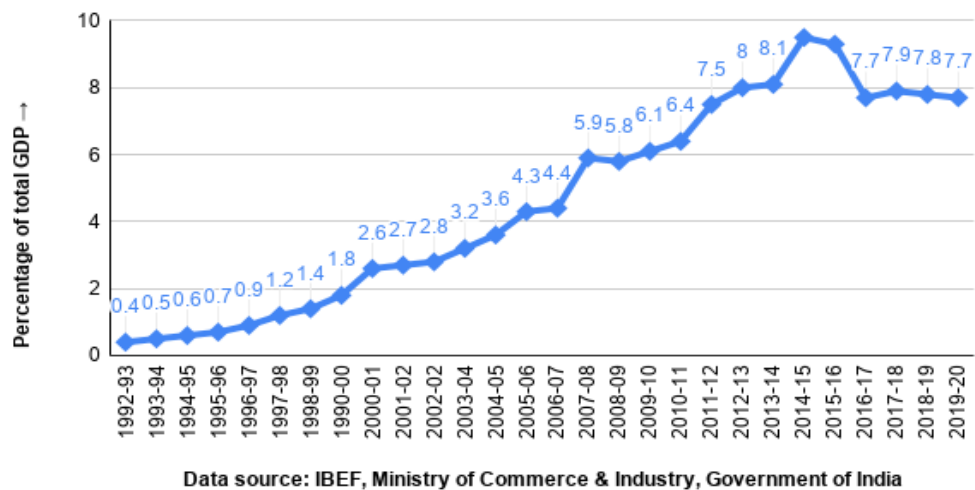
If we can predict burnout it could be really helpful for both the individual and the firm. Burnout should be predicted at the early stages to prevent the employees from feeling exhausted and less identified with their jobs this is something that the organization does not want because they want everyone to work at their maximum potential without being burned out.

1.2 INDUSTRY PROFILE:

Information technology (IT) played an important role in transforming India from a slow moving bureaucratic economy to a land of innovative entrepreneurs and a big player in global level tech solutions provider many excellent tech companies has emerged from India. It has become one of the most significant growth factor of the country and helped to transform India from an agricultural and rural economy based country to a knowledge based economy. From booking a railway ticket at the convenience of few clicks to applying for passport on internet everything is made possible only by IT industry. It even enabled government measures like e-

health, e-agriculture, and, e-education and the sector is steadily moving towards even more towards global competitiveness.

IT is also created about 200,000 new job opportunities in the year 2020 and that is up from previous year which is 180,000 and the sector now has a total workforce of 4.36 million.



And Being one of the biggest offshore destination for different IT companies across the world the IT sector had contributed to just less than eight percent of the total GDP of the country in the year 2020.

1.2.1 Government initiatives:

Major fiscal economic incentives are provided by the government of India after the economic reforms of 1991 to 1992 the incentives include e, liberalization of external trade, elimination of duties on imports of information technology products, relaxation of controls on both inward and outward investments and foreign exchange, setting up of Export Oriented Units (EOU), Software Technology Parks (STP), and Special Economic Zones (SEZ), which made India to flourish and acquire a dominant position in global IT scenario.

The government has also set up a task force on IT and software in order to alleviate and to promote the Indian IT industry and in order to examine the feasibility of strengthening the industry. And the norms for operation of venture funds have been liberalized internationally to boost the industry growth.

1.2.2 Financial assistance:

After the recession of 2010 worldwide spending on IT goods and services increased significantly during 2011 that has helped the country to recover steadily from the recession. And that is reflected in the countries new demand for IT goods and services, and there is also a surge in the use of cloud services and mobile computing on variety of devices and through a range of new software applications.

IT sector is also expected to experience increased FDI inflow in the upcoming years. Also the huge volume of FDI boosted the entire economy not only that the FDI in the year 2011 rose more than 100% that is about US\$ 4.66 billion that is up from US\$ 2.21 billion a year ago, which According to data released by the Department of Industrial Policy and Promotion (DIPP). This is the highest monthly inflow in 39 months.

India also welcomes induction programs through both FDI and technology collaboration agreements. Also welcomes investors in this sector. India has become an investor friendly platform because of greater transparency in policies and procedures.

1.2.3 Research and Development:

The government is also aware that R&D is important for the industry and is offering 150% weighted deductions to expenses on in house R&D which is introduced under income tax Ac. In addition to the existing scheme for funding various R&D projects have been funded through new scheme like Support International Patent Protection in Electronics & IT.

The government also initiated the setting up of an open technology centre through NIC aimed at giving effective direction to the country on open technology in the area of open source solutions, open processes, open hardware specifications, and open course ware providing synergy to the overall components of open technology globally.

1.2.4 Regulations:

The reason India is one of a dominant player in offshore services in the world is because of the liberalization of external trade, elimination of duties on imports of

information technology products, relaxation on both inward and outward investments and the fiscal measures taken by the government that too specifically for IT and ITES which is a major factor why the sector flourishes in this country. The major fiscal incentives provided by the Government of India have been for the Export Oriented Units (EOU), Software Technology Parks (STP), and Special Economic Zones (SEZ).

1.2.5 Challenges:

Nothing comes without a dark side in this case cyber security and quality management are the key areas of concern in this age. Also increasing no of IT and BPO companies started to emphasize more on quality to adopt global standards such as ISO 9001(for quality management) and Iso2700(for information security). This makes India the country to hold largest number of certifications for quality and information security

India aims to be a truly developed and empowered society in the following years for this to happen we really have to reach the extra mile to reinvent the sector and strive for new business models and partnerships. With combined effort we can rise up to the challenges and can truly deliver the superior products and solutions to the clients.

India is now one of the biggest IT capitals in the modern world and has presence of all the major players in the world IT sector. HCL, Wipro, Infosys and TCS are few of the household names of IT companies in India.

1.2.6 Future prospects:

Over these years globalization had a major impact on shaping India's economy especially the IT sector. It is clear that the future growth of IT industries is based on AI, energy efficiency, mobile devices, climate change, and sustainable energy.

Indian IT sector is expected to resume the growth in high single digits or higher in 2020-2021. This is expected to offset the business disruption caused by the pandemic especially the aviation and hospitality sectors have sharply cut their IT spending but these effects are considered to be temporary. But in the upcoming

years the industry is considered to take advantage of its low-cost operations and maintain its global foothold in IT sector.

1.3 NEED FOR STUDY:

Over these years more and more cases of employees feeling disconnected from the job has been observed. Many professors and psychiatrist have touched on this topic and people call this phenomenon as burnout.

Previously burnout is a major problem in health care and human care sector but now it's been observed that people from Tech industries and customer care also experience burnout. And that means we need to do something to reduce or prevent chronic stress experienced by employees. Especially in an industry that expects the employees to perform at their maximum potential it is very easy to get someone over worked

1.4 SCOPE OF THE STUDY:

This study aims to find the commonly used interventions to manage burnout in IT industry. And the participants of the study include people who work in IT industries. The study was conducted over a period of three months and uses an exploratory research design.

1.5 OBJECTIVE OF THE STUDY:

1.6.1 Primary objective:

- To find the common techniques used to manage burnout in IT industries

1.6.2 Secondary objective:

- To find what do people experience when they are chronically stressed.
- To find whether there is association between gender and how frequently they experience chronic stress.
- To find whether stress affects the concentration of respondents.
- To find whether the hours of work of the respondents affect how frequently they experience stress.

1.6 LIMITATIONS:

The study is limited to finding only the commonly used interventions to manage burnout and the sample profile of the study is also a limitation because the study uses a non-probability sampling method to collect data. The data is collected through questionnaire and the responses from the respondents could not be honest

CHAPTER 2

2.1 REVIEW OF LITERATURE:

1. Manpreetkumar et.al. (2020) assessed the presence of burnout in first and second year students of doctor of pharmacy and the students perception about their academic performance when experiencing burnout. The results from survey of 160 students show that emotional exhaustion and professional inefficacy were negatively correlated in contrast to dedication which is positively correlated to academic self-perception

2. Perez-fuentes et al. (2019) tried to find the relationship between burnout and big five personality traits in nursing professionals after determining their personality profile the results show that burnout is positively associated with this particular trait called neuroticism and negatively associated with other four personality traits like extraversion, agreeableness, conscientiousness and openness to experience.

3. Aminifaskhodhi et.al. (2018) Showed the relationship between work engagement and teachers sense of burnout and also found the association between burnout and engagement and the years of experience and concluded that there is a negative relationship between engagement and burnout and higher the participants age is higher the work engagement also the number of years of teaching increases is followed by a decrease in level of burnout.

4. Soojin lee et.al. (2017) Investigated how cloning's temperament and character traits fair in real life to explain academic burnout in highly competitive environment and found that higher harm avoidance and lower self-directedness and cooperativeness of characters acted as a predictors of burnout in medical students also temperament traits on academic burnout was discussed for future research purposes.

5. Qiaohu et.al. (2017) Showed how burnout and engagement are affected with changing exposure to job demands and resources and found that participants with high job demand were more prone to burnout and low resources lead to both burnout and lower engagement levels. Also people who work in a job with high demand and chronically low resources also experienced burnout.

6. Miriam (2017) Explored how job-burnout effects like exhaustion, cynicism, and personal accomplishment is associated to distributive justice and stress. And found that low levels of personal justice is associated with higher levels of exhaustion and higher levels of exhaustion is directly related to low levels of self-accomplishment which in turn is associated with high levels of cynicism and concluded that cynicism mediates the relationship between stress and personal accomplishment so it can be used by employees as a defense to protect their self-worth.

7. Premalatha et.al. (2017) States the reasons for burnout experienced by employees in early part of their carrier the interview with the young workers revealed the factors for their burnout. The reasons are poor integration with the job and the organization, underemployment, stressful job and exhausting work environment, fear and insecurity of replacement of talent and downsizing.

8. Henry et.al. (2016) Tried to find out whether it is socio demographic or the psychological demand characteristics of the job that predict burnout in pain medicine physicians. From the responses of two hundreds and seven pain medicine physicians it is observed that 60.4% reported high emotional exhaustion, 35.7% reported high depersonalization, 19.3% reported low personal accomplishment. Both socio demographic and psychological demands were found to predict job burnout.

9. Mojsa-kajajustyna et.al. (2015) Analyzed how personality traits affected burnout and the degree of mismatch between them and their work and tried to classify the participants into clusters based on their burnout profiles and concluded that personality determines their professional efficacy but cynicism and exhaustion was determined both by the personal and individual factors. Also the participants were divided into three groups based on their level of burnout dimensions. Teacher who experienced most burnout were the one who perceived high level of mismatch with their job.

10. Ewelina Smoktunowicz et.al. (2015) Has investigated the association between job demands, job burnout, and counterproductive work behavior and found that high job demands were indirectly related to counterproductive work behavior and burnout being the moderator. And also observed higher job burnout was associated to high job demands and less social support. Finally concluded that the job demand and counterproductive work behavior was very significant in the absence of social support.

11. Angelo et.al. (2013) studied the relationship between job demand and burnout among fire fighters in Portuguese using a two-wave full panel design. To determine the reverse causation between work characteristics and psychological wellbeing and concluded that job demand and burnout has a reciprocal relationship and more supervisory leads to less job engagement.

12. Monica et.al. (2013) Studied the predictors of burnout and engagement among 244 Norwegian physiotherapists and the results concludes that both resources and job demands predict burnout and after controlling the factors additional variances were observed in both burnout and engagement experienced by type A behavior (Achievement Strivings and Impatience-Irritability).

13. Claude et.al. (2013) assessed the relation between job resources, job demand, and burnout to find whether psychological job resources act as a mediator for job burnout and job demand. And concluded that the results support the proposed hypothesis (which proposes that certain job demands and resources are involved in both the energetic and motivational processes—given their relationships with psychological resources) that job demand does predict burnout.

14. jeminjung et.al. (2012) Assessed the degree of burnout among employees who work in Korean newspaper firms and found whenever the employees experience burnout and they experienced exhaustion more than cynicism and a diminished sense of professional efficacy towards their job and the employees also reported diminished commitment to the organization and increased turnover intention.

15. Carolyn et.al. (2012) Tried to identify how people how work in school responded differently to burnout and grouped people who expressed similar

reactions. As a result people were grouped based on six areas of work life and hours of work (control, workload, reward, community, fairness, and values) concluding that this allows us to provide better interventions that are tailored to the individual who experience burnout.

16. Aria et.al. (2009) Tried to examine the relationship between workplace stressors like risk perception, worries, and patient care barriers and two components of burnout (emotional exhaustion and de personalization) and moderating impact of team efficacy and job control. And found that lack of control over ones job was related to exhaustion and depersonalization but after controlling for stressors it buffered some of the stress-burnout relationship

17. Hyun jeongkim et.al. (2009) States the relation between job burnout and engagement and how these are related to five personality traits like extraversion, agreeableness, conscientiousness, neuroticism, and openness to experience and the personality traits that is more eminent in predicting burnout are neuroticism and conscientiousness while neuroticism being the most critical personality trait in affecting burnout.

18. Wilmar et.al. (2009) has stated that increase in job demands combined with job resources predict job-burnout and increase in job resources indicate higher levels of engagement and also higher levels of burnout with lower levels of engagement resulting in more involuntary absence (sickness) and frequency of involuntary absence.

19. Anja et.al. (2008) Examined the role of basic need satisfaction in determining employee's exhaustion and vigor and found that fulfillment of basic psychological needs gave a partial relationship between job demand and exhaustion also higher job resource correlates more engagement thus concluding need satisfaction as the underlying mechanism for employees who thrive at work

20. Lourel et.al. (2008) tested the karasek's demand control model and psychological impact of burnout among firefighters and found that respondent's age were positively related to emotional exhaustion and negatively related to de personalization. And job demand predicted de personalization and exhaustion. And emotional exhaustion was also predicted by job control.

21. Joubert et.al. (2007) Tried to find the relationship between job demand and job resources in predicting burnout and engagement of staff in a diamond mine in north west province and found that exhaustion was predicted by workload, lack of resources and job intensity and lack of resources, also dedication and vigor are associated to organizational support. Engagement was also predicted by organizational support.

22. Hatinen.M et.al. (2007) Has compared the effects of two rehabilitation interventions on burnout and perceived job conditions over a period of 1 year among 52 female white collar workers. The participatory interventions were focused on both the individual and the individual-organizational levels and the traditional intervention was focused only on individual level. Both interventions improved perceived workplace climate but the participatory approach was found to be more effective than traditional approach for treating burnout.

23. Claude et.al. (2004) Tried to find the dynamic relationship between job demands, job-control, and work self-determination. And found a three way interaction between job demands, job-control, and work self-determination in predicting the dimensions of burnout. The results show that job control as the mediator of unhealthy effects of job demands like exhaustion and de personalization of employees with high work self-determination and job control also increases the sense of personal accomplishment only between employees with high levels of work self-determination.

24. Stordeur et.al. (1999) Has examined the level of burnout among nurses in teaching hospital based on 11 predictors of burnout and found that these factors (job strain, lack of social support, conflicts with other nurses, conflicts with physicians, presence of stressors related to private life, feeling that the job is threatened, full-time vs. part-time status) were positively related to burnout, and other factors like(perceived job control, hierarchical level, death and dying of patients, feeling protected against occupational hazards) does not contribute to job burnout. It is also noted that leadership dimensions does not relate to burnout significantly.

25. Shelledy et.al. (1992) has explained the relationship among burnout, job satisfaction, absenteeism, and respiratory care practitioner's intent to leave the

job. And concluded that lower levels of burnout is related to reduced job stress, increased job control, improved role clarity, and higher levels of job satisfaction. And an increase in level of burnout resulted in more absenteeism, and the intent to leave the job was observed.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN:

3.1.1 EXPLORATORY RESEARCH DESIGN:

The research design uses descriptive and causal research methods. The descriptive research studies the population or the phenomenon that is being studied it focuses more on how, what, and when questions rather than explaining why the phenomenon occurs.

3.2 SAMPLING TECHNIQUE:

3.2.1 CONVENIENCE SAMPLING:

Convenience sampling method is used for this study. Convenience sampling method is a non-probability sampling method in which the data is collected from people who are easily accessible like friends and neighbors

3.3 SOURCES OF DATA:

There are two different sources of data they are primary data and secondary data

3.3.1 PRIMARY DATA:

Primary data are those which are collected for the first time and they happen to be original in nature. Primary data are collected through questionnaires

3.3.2 SECONDARY DATA SOURCES:

Secondary data are collected from journals and articles available online

3.4 STRUCTURE OF QUESTIONNAIRE:

There are two broad types of questions open ended or open question and close ended or closed question. Open questions enable respondents to answer as their wish closed questions provide respondents with options from which they can select any one or sometimes multiple answers

3.5 SAMPLE SIZE:

Sample size for the study is 127

3.6 PERIOD OF STUDY:

The study was conducted between January, 2021 to march, 2021

3.7 STATISTICAL TOOLS:

The statistical tools used are percentage analysis, bar diagram, chi square test, ANOVA in spss.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS:

Table 4.1.1: Gender of the respondents

Particulars	No of respondents	Percentage
Male	70	55.1
Female	57	44.9
Total	127	100

Source: primary data

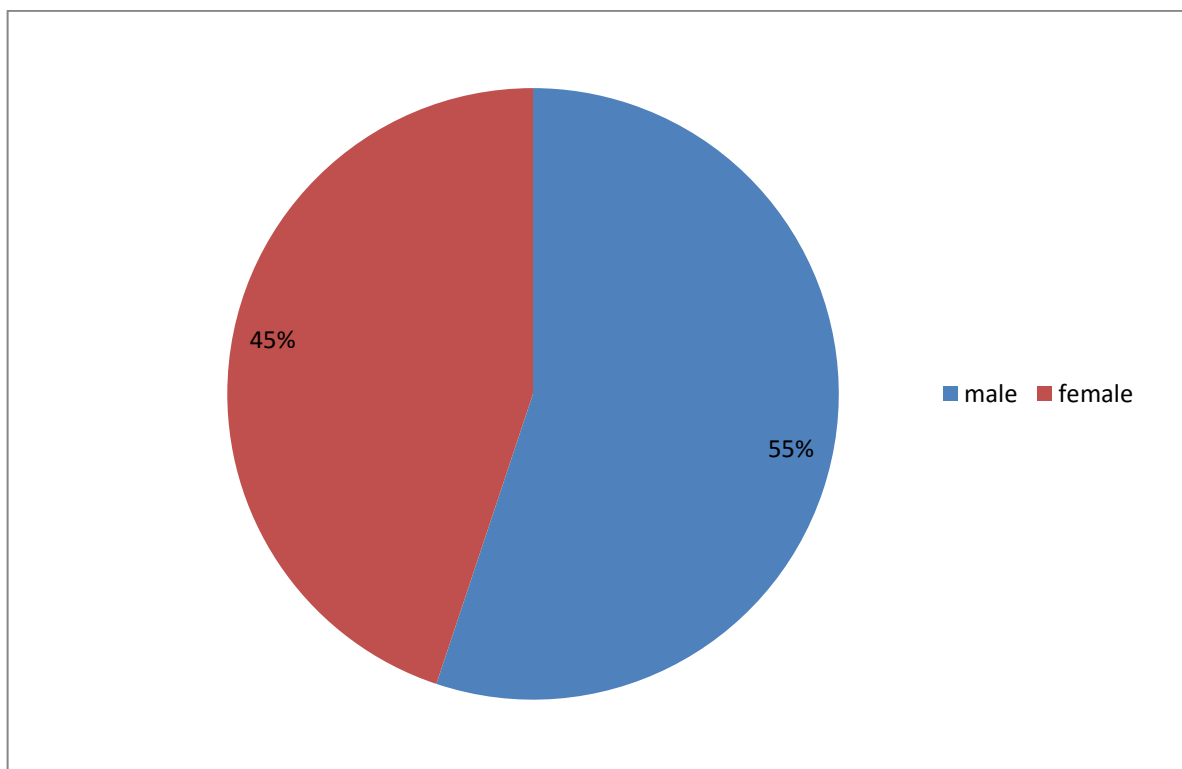


Chart 4.1.1: Gender of the Respondents

Interpretation: From the following table it is interpreted that the number of male respondents is 55.1% and female is 44.9%.

Inference: Majority (55.1%) of the respondents are male.

Table 4.1.2:
Marital status

Particulars	No of respondents	Percentage
Married	85	67
Unmarried	42	33.1
Total	127	100

Source: primary data

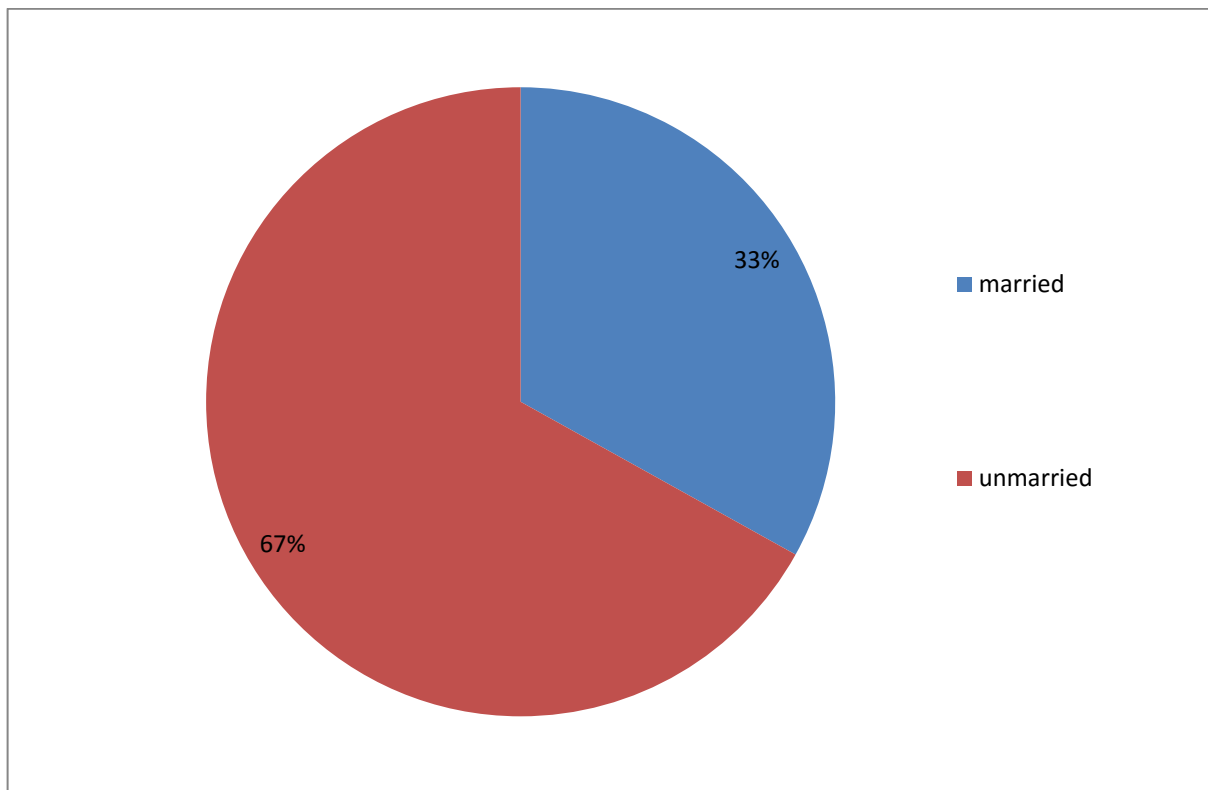


Chart 4.1.2: Marital status

Interpretation: From the above table it is interpreted that 67% of the respondents were married and 33.1% were married.

Inference: Majority (67%) of the respondents are unmarried.

Table 4.1.3:

Age of the respondents

Age	No of respondents	Percentage
21-25	63	49.6
26-30	38	29.9
31-40	24	18.9
41-50	2	1.6
50 and above	0	0
Total	127	100

Source: primary data

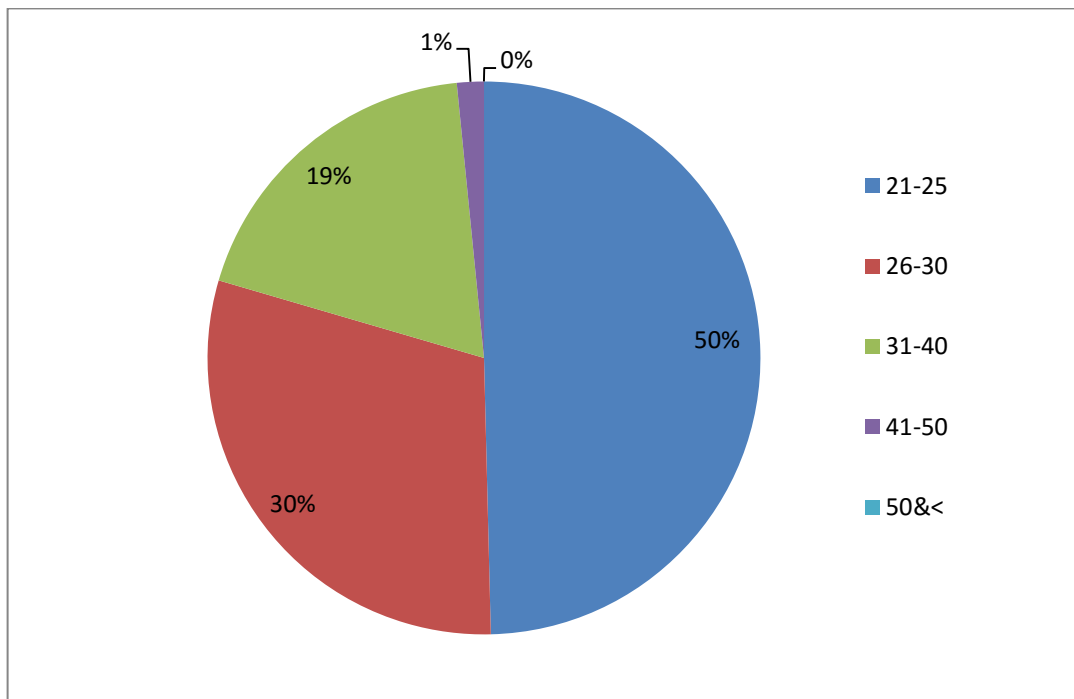


Chart 4.1.3: Age of the respondents

Interpretation: From the above table it is interpreted that 49.6% of the respondents fall under the age category of 21-25, 29.9% were between 26-30, 18.9% were between 31-40 and 1.6% were between 41-50.

Inference: Majority (49.6%) of the respondents are between the ages of 21-25.

Table 4.1.4:

Educational qualification

Educational qualification	No of respondents	Percentage
Ug	68	53.5
Pg	59	46.5
Total	127	100

Source: primary data

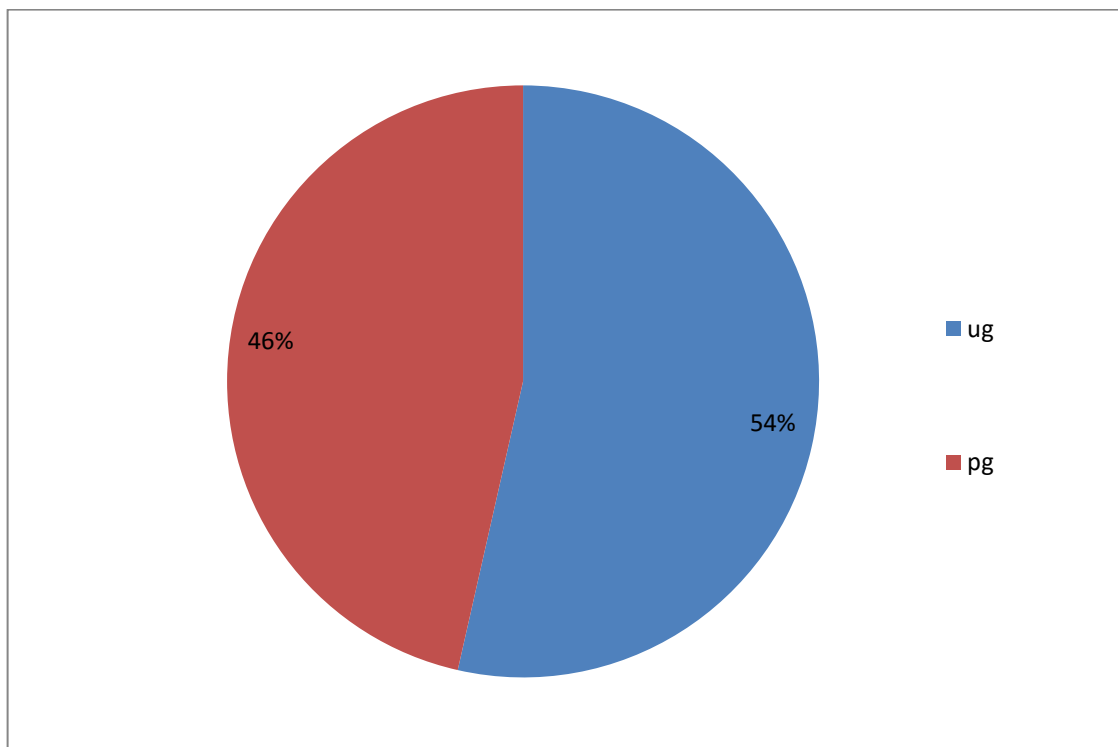


Chart 4.1.4: Educational qualification

Interpretation: From the following table it is interpreted that 53.5% of the respondents are under graduates and 46.5% of the respondents are post graduates.

Inference: Majority (53.5%) of the respondents are under graduates.

Table 4.1.5:

Salary of the respondents (per month)

Salary	No of respondents	Percentage
21,000-40,000	79	62.2
41,000-60,000	37	29.1
61,000-80,000	10	7.9
81,000-1,00,000	1	0.8
1,00,000 & above	0	0
Total	127	100

Source: primary data

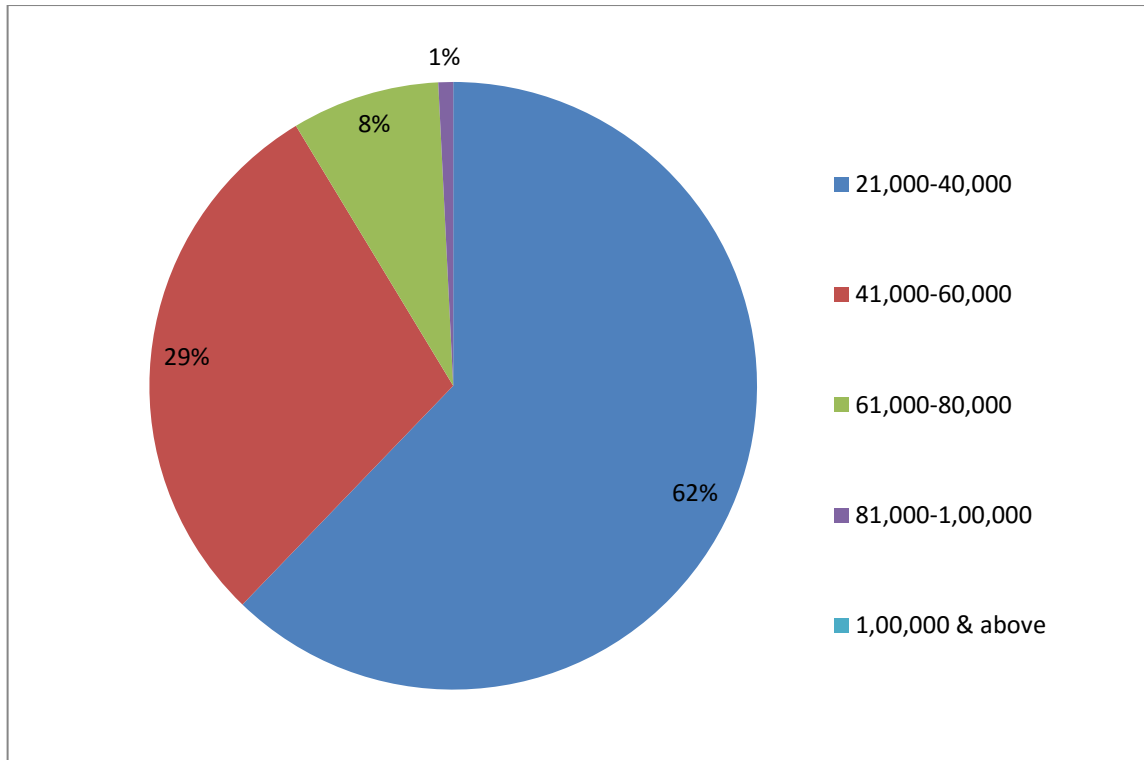


Chart 4.1.5: Salary of the respondents (per month)

Interpretation: From the above table it is interpreted that 62.2% of the respondents are paid 21,000-40,000, 29.1% of the respondents were paid 41,000-60,000, 7.9% of the respondents are paid, 0.8% of the respondents are paid 81,000-1,00,000 and 0% of the respondents are paid 1,00,000 and above.

Inference: Majority (62.2%) of the respondents were paid 21,000-40,000.

Table 4.1.6:

Job satisfaction level

Job satisfaction	No of respondents	Percentage
1	3	2.4
2	4	3.1
3	40	31.5
4	61	48
5	19	15
Total	127	100

Source primary data:

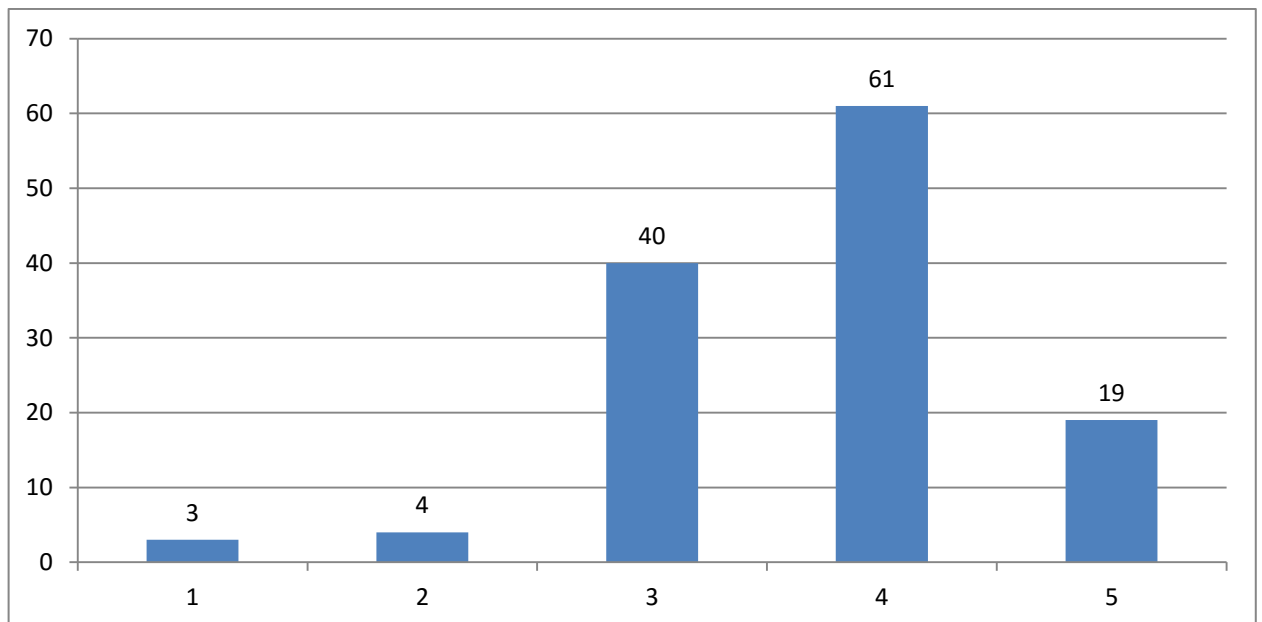


Chart 4.1.6: Job satisfaction level

Interpretation: From the above table it is interpreted that 2.4% of respondents have very level of job satisfaction, 3.1% respondents have low level of job satisfaction, 31.5% respondents have medium job satisfaction, 48% respondents have high level of job satisfaction, and 15% respondents have very high level of job satisfaction.

Inference: Majority (48%) of the respondents have high level of job satisfaction.

Table 4.1.7:

Job experience of the respondents

Job experience	No of respondents	Percentage
1-3	59	46.5
4-6	47	37
7-9	16	12.6
10-12	4	3.1
>12 years	1	0.8

Source: primary data

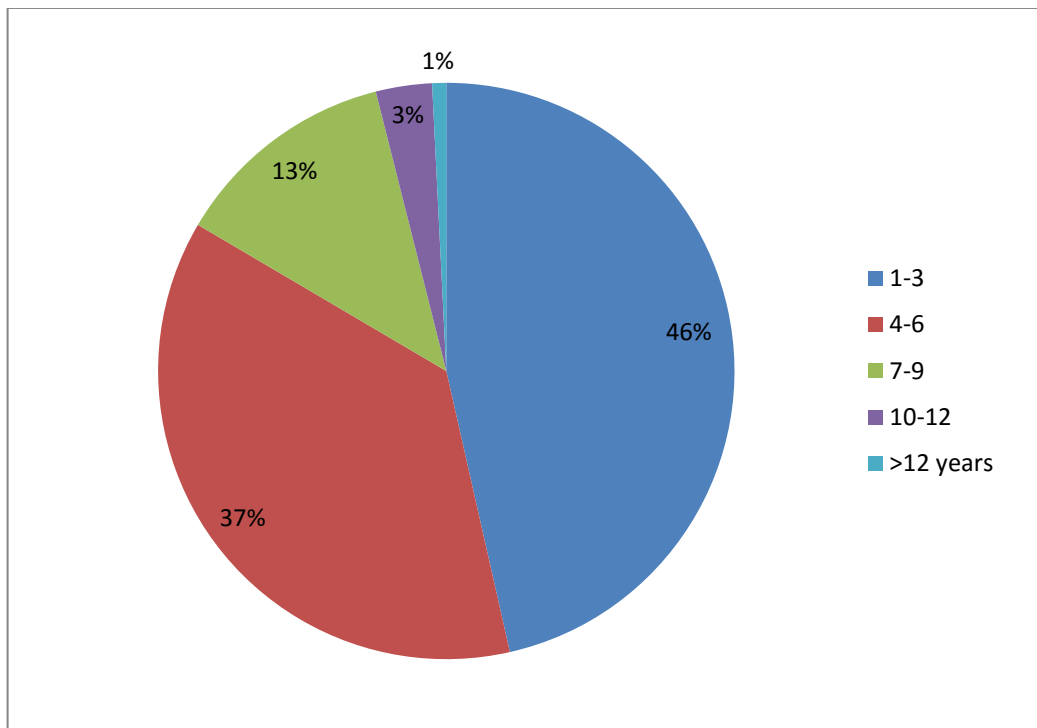


Chart 4.1.7: Job experience of the respondents

Interpretation: From the above table it is interpreted that 46.5% of the respondents have an experience of 1-3 years, 37% of the respondents have a experience of 4-6 years, 12.6% of the respondents have a experience of 7-9 years, 3.1% of the respondents have an experience of 10-12 years, and 0.8% of the respondents have an experience of 12 years and above.

Inference: Majority (46.5%) of the respondents have an experience of 1-3 years.

Table 4.1.8:

Hours of work in a day

Hours of work	No of respondents	Percentage
8	51	40.2
9	67	52.8
10	6	4.7
11	2	1.6
12	1	0.8
Total	127	100

Source: primary data

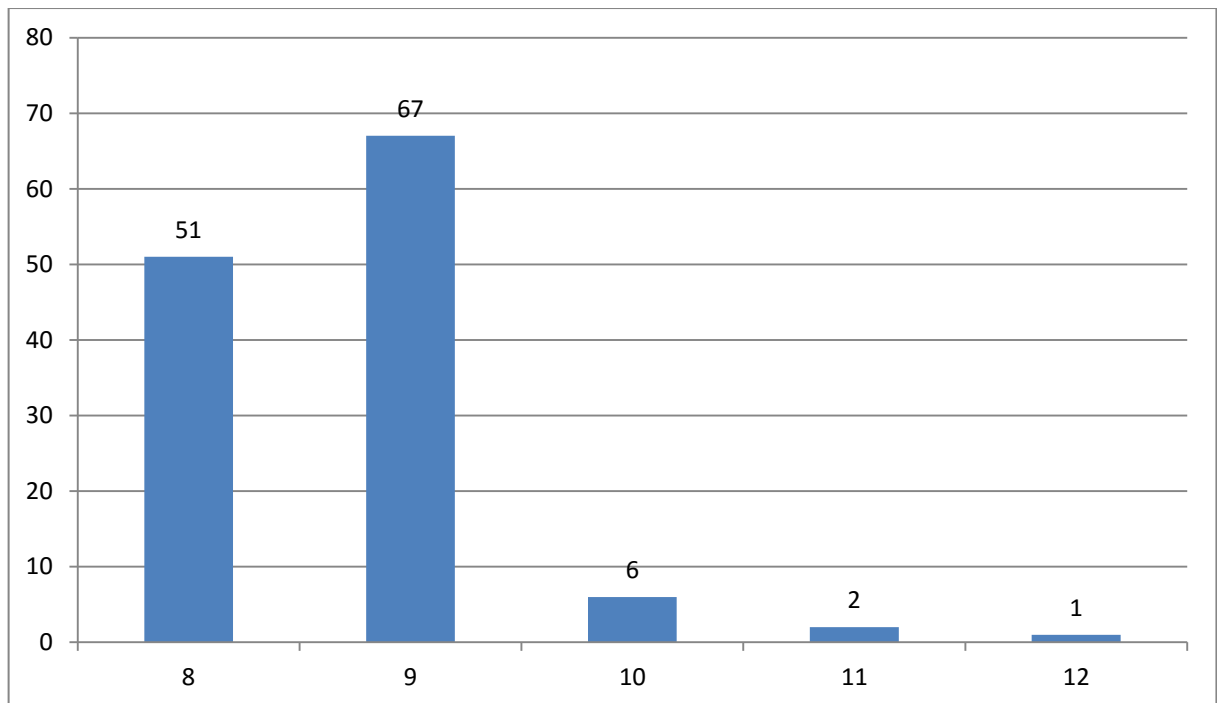


Chart 4.1.8: Hours of work in a day

Interpretation: From the above table it is interpreted that 40.2% of the respondents work 8 hours a day, 52.8% of the respondents work 9 hours a day, 4.7% of the respondents work 10 hours a day, 1.6% of the respondents work 11 hours a day, and 0.8% of the respondents work 12 hours a day.

Inference: Majority (52.8%) of the respondents work 9 hours a day.

Table 4.1.9:

Job control

Job control	No of respondents	Percentage
Strongly agree	15	11.8
Agree	78	61.4
Neutral	25	19.7
Disagree	9	7.1
Strongly agree	0	0
Total	127	100

Source: primary data

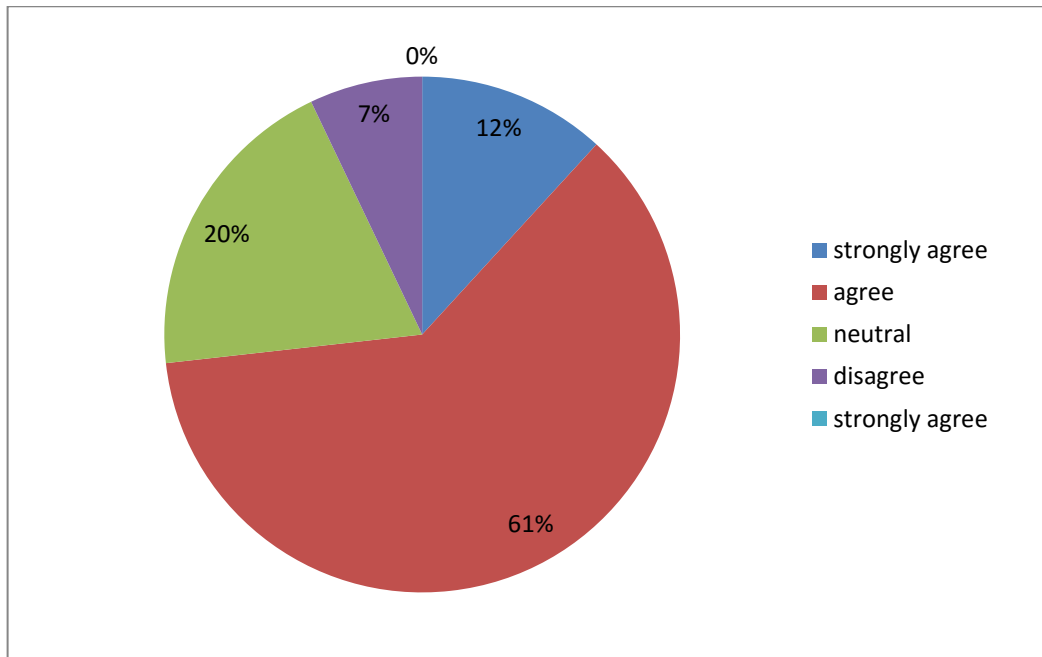


Chart 4.1.9: Job control

Interpretation: From the above table it is interpreted that 11.8% of the respondents strongly agree that they have job control, 61.4% of the people agree they have job control, 19.7% of the people were not sure or neutral, 7.1% of the respondents disagree that they have job control, and 0% of the respondents strongly disagree that they have job control.

Inference: most (61.4%) of people agree that they have job control in their workplace.

Table 4.1.10:

Frequency of job induced chronic stress

Frequency of stress	No of respondents	Percentage
Always	10	8.7
Often	40	49.6
Sometimes	63	31.5
Rarely	11	7.9
Never	3	2.4
Total	127	100

Source: primary data

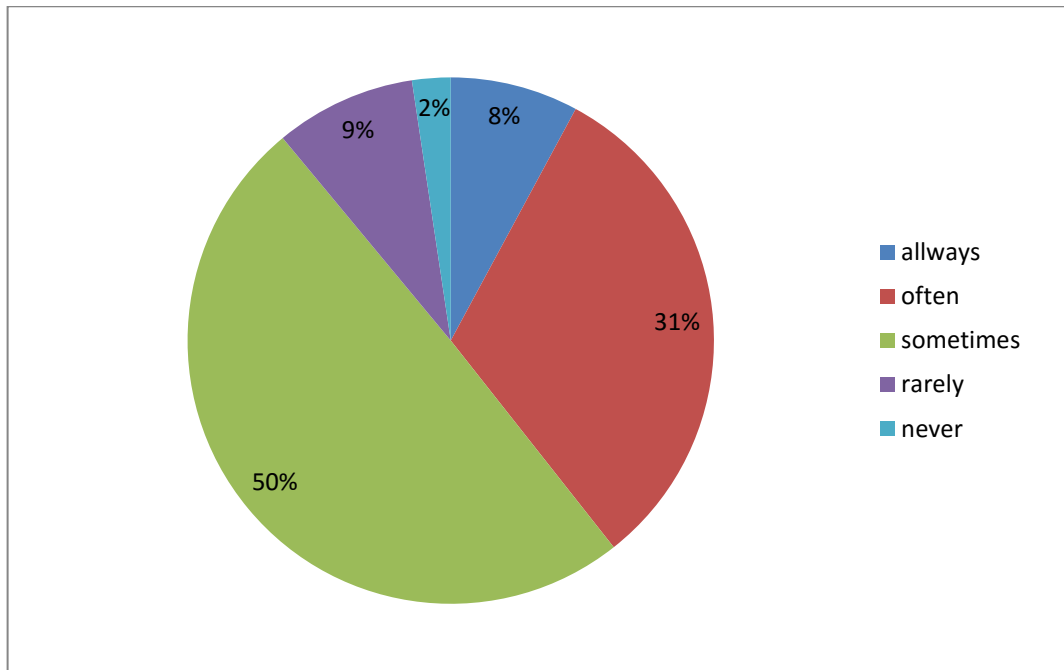


Chart 4.1.10: Frequency of job induced chronic stress

Interpretation: From the above table it is interpreted that 8.7% of the respondents always experience chronic stress, 49.6% of the respondents often experience chronic stress, 31.5% of the respondents experience chronic stress sometimes, 7.9% of the respondents rarely experience chronic stress, and 2.4% of the respondents have never experienced chronic stress.

Inference: Most (49.6%) of the respondents often experience chronic stress.

Table 4.1.11:

Type of exhaustion experienced

Physical and mental exhaustion	No of respondents	Percentage
Physical exhaustion	64	50.4
Mental exhaustion	63	49.6
Total	127	100

Source: primary data

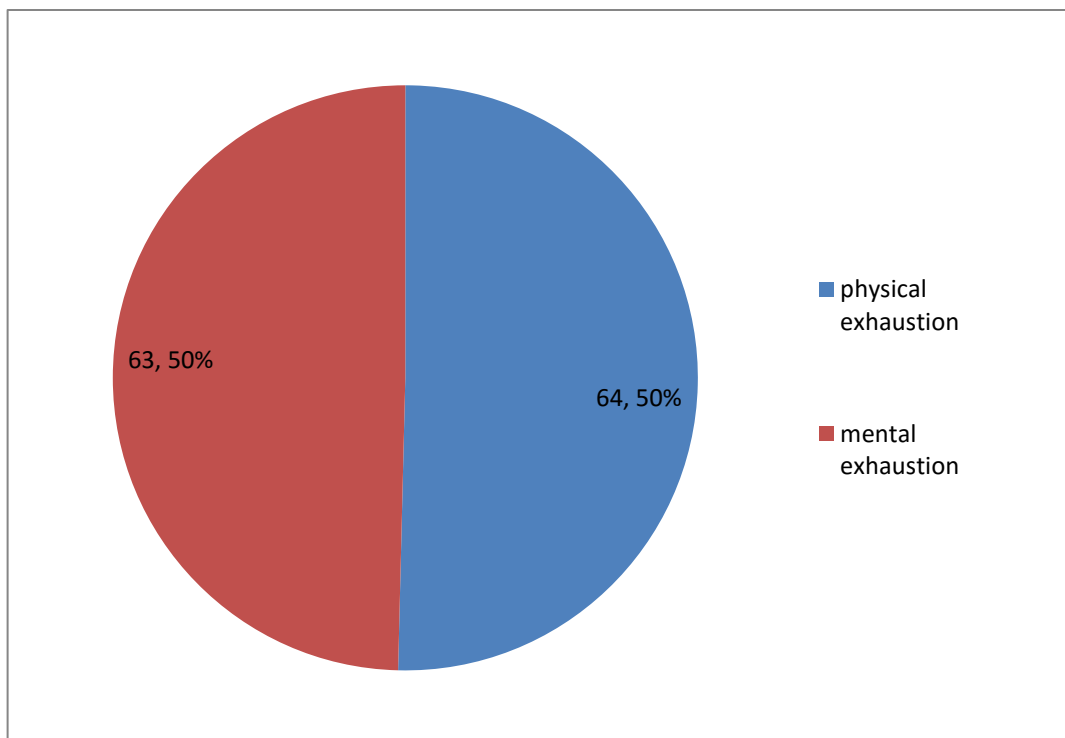


Chart 4.1.11: Type of exhaustion experienced

Interpretation: From the above table it is interpreted that 50.4% of the respondents experience physical exhaustion when chronically stressed and 49.6% of the participants experience mental exhaustion.

Inference: Majority (50.4%) of the respondents experience physical exhaustion when chronically stressed.

Table 4.1.12:

Effect of stress on respondent's concentration in their work

Concentration	No of participants	Percentage
Strongly Agree	48	37.8
Agree	69	54.3
Neutral	7	5.5
Disagree	3	2.4
Strongly disagree	0	0
Total	127	100

Source: primary data

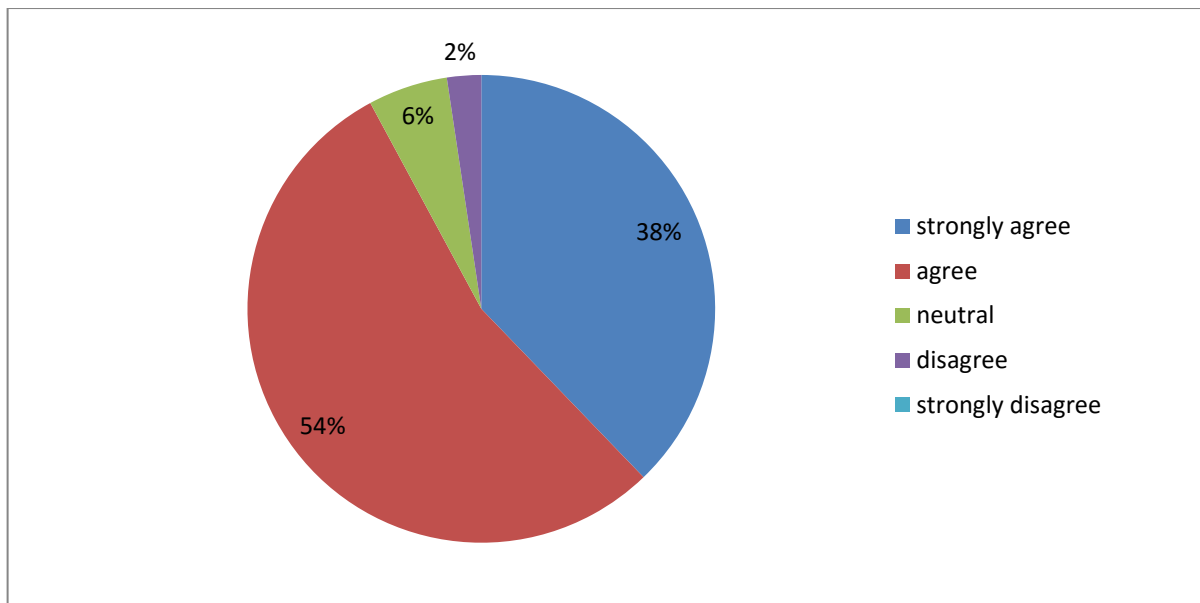


Chart 4.1.12: Effect of stress on respondent's concentration in their work

Interpretation: From the above table it is interpreted that 37.8% of the people strongly agree that their concentration is affected by stress, 54.3% of the respondents agree that their concentration is affected by stress, 5.5% of the respondents were not sure whether stress affects their concentration or not, 2.4% of the respondents disagree that their concentration is affected by stress, and 0% of the respondents strongly disagree that their concentration is affected by stress.

Inference: Majority (54.3%) of the respondents agree that their concentration is affected by stress.

Table 4.1.13:

Frequency level of Taking work to home

Response	No of respondents	Percentage
Always	3	2.4
Often	9	7.1
sometimes	41	32.3
Rarely	57	44.9
Never	17	13.4
Total	127	100

Source: primary data

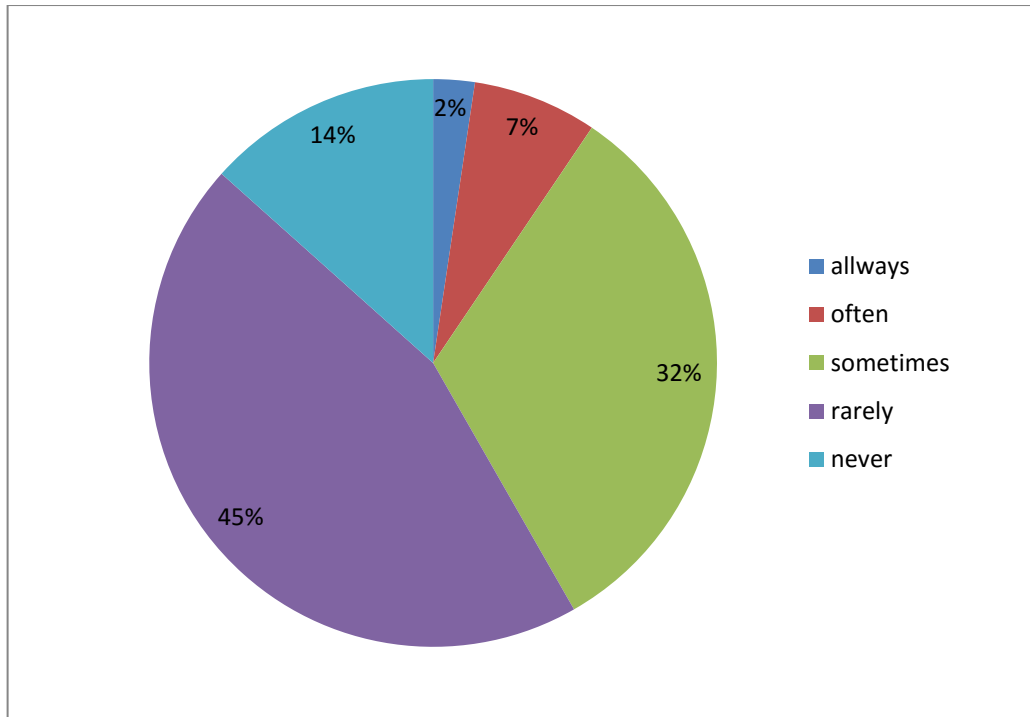


Chart 4.1.13: Frequency level of Taking work to home

Interpretation: From the above table it is interpreted that 2.4% of the respondents always take their work home, 7.1% of the respondents often take their work to their home, 32.3% of the respondents sometimes take their work to home, 44.9% of the respondents rarely take their work to home, and 13% of the respondents never take their work to home.

Inference: Most (44.9%) of the respondents rarely take their work to home.

Table 4.1.14:
Susceptible to Illness

Illness	No of respondents	Percentage
Yes	66	52
No	61	48
Total	127	100

Source: primary data

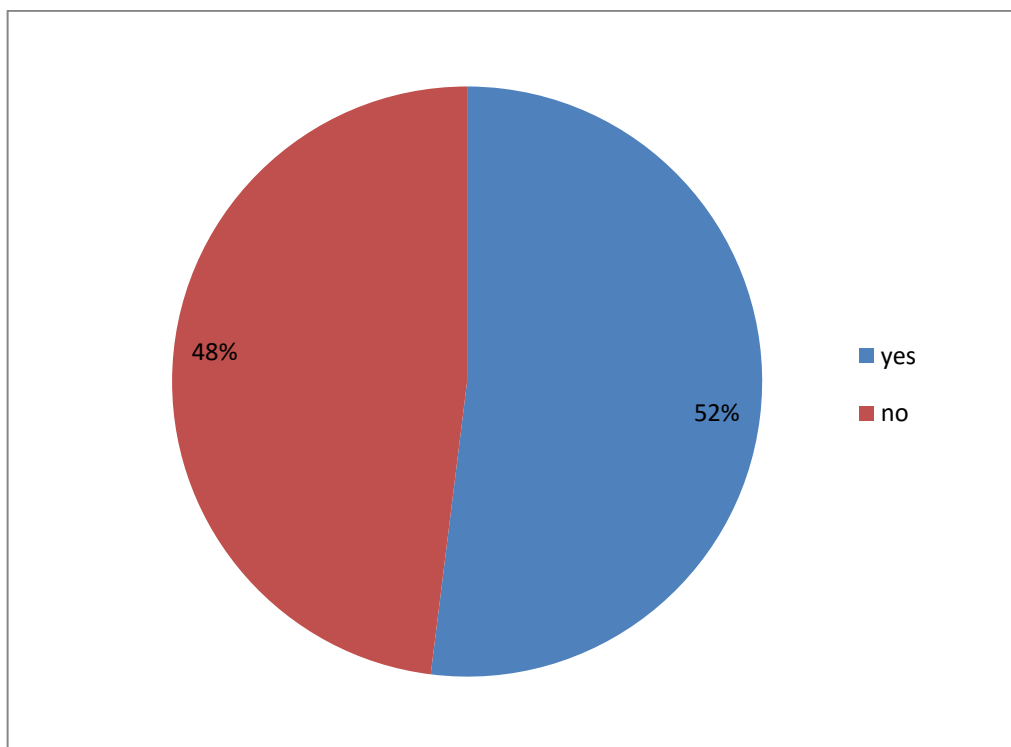


Chart 4.1.14: Susceptible to Illness

Interpretation: From the above table it is interpreted that 52% of the respondents feel that they are more susceptible to illness when they are stressed, and 48% of the respondents does not feel that they are more susceptible to illness when they are stressed.

Inference: Majority (52%) of the respondents feel that they more susceptible to illness when they are stressed.

Table 4.1.15:

Fatigue

Responses	No of respondents	Percentage
Yes	86	67.7
No	41	32.3
total	127	100

Source primary data

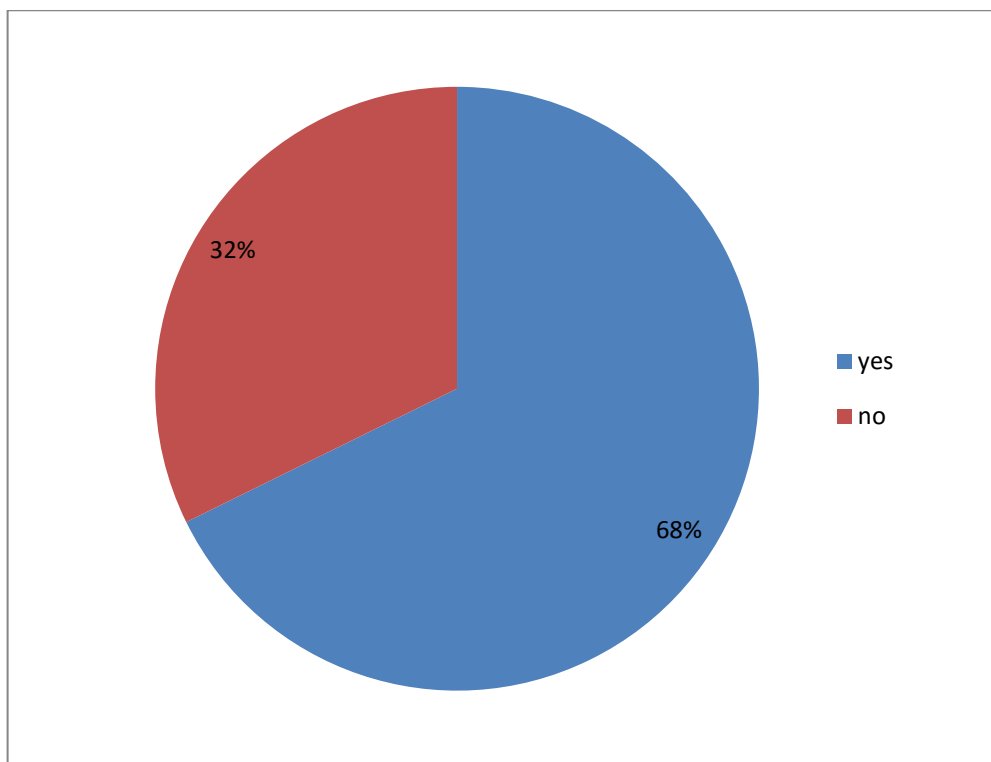


Chart 4.1.15: Fatigue

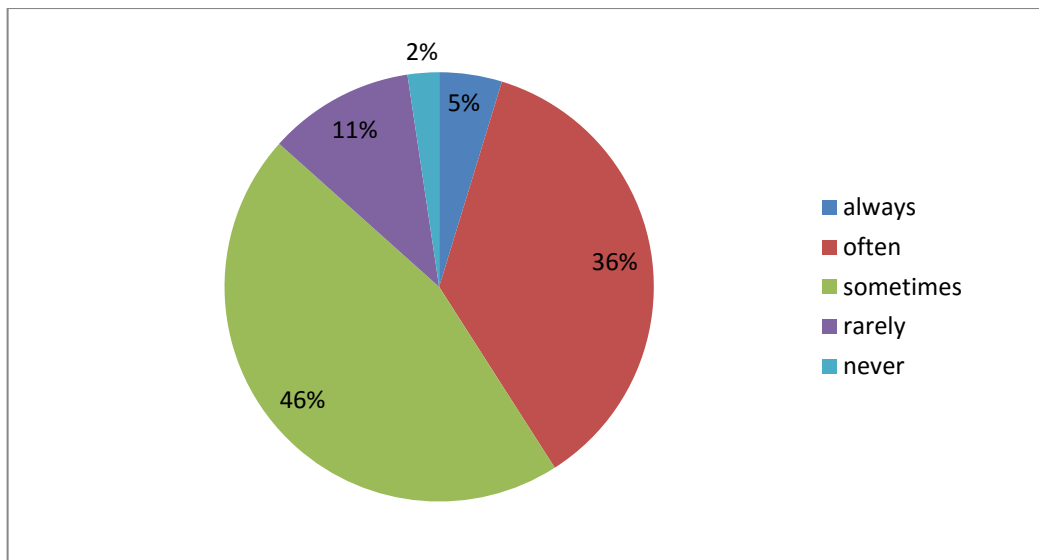
Interpretation: From the above table it is interpreted that 67.7% of the respondents feel that they feel constantly fatigued when they are stressed, 32.3 of the respondents feel that they do not feel constantly fatigued when they are stressed

Inference: Majority (67.7%) of the respondents feel that they feel constantly fatigued when they are stressed

Table 4.1.16:**Hindrance of Sleep due to stress**

response	No of respondents	Percentage
Always	6	4.7
Often	46	36.2
Sometimes	58	45.7
Rarely	14	11
never	3	2.4
Total	127	100

Source: primary data

**Chart 4.1.16: Hindrance of Sleep due to stress**

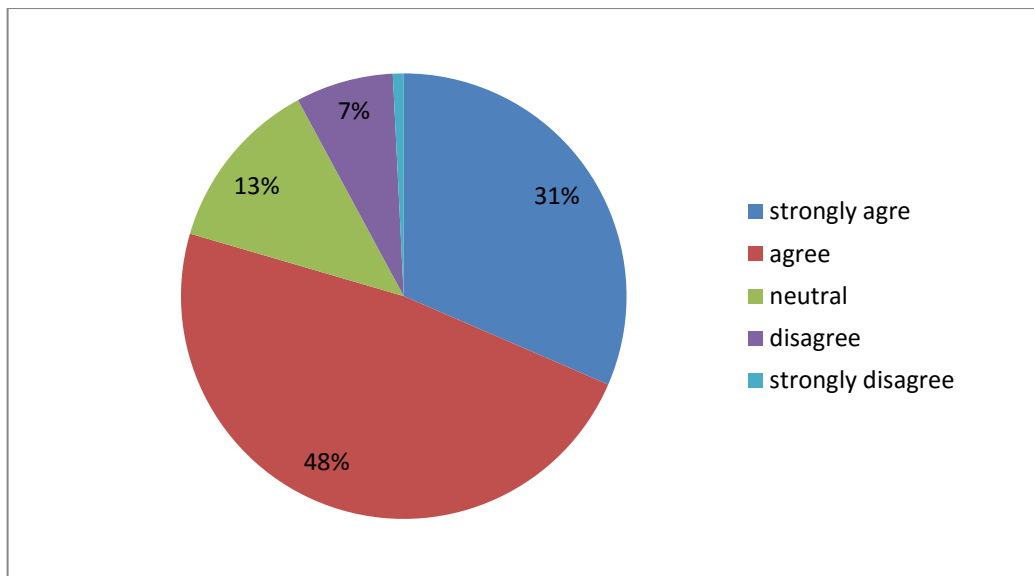
Interpretation: From the above table it is interpreted that 4.7% of the respondents always feel that their sleep is hindered by job induced stress, 36.2% of the respondents often feel that their sleep is hindered by job induced stress, 45.7% of the respondents sometimes feel that their sleep is hindered by job induced stress, 11% of the respondents rarely feel that their sleep is hindered by job induced stress, 2.4% of the respondents never feel that their sleep is hindered by job induced stress.

Inference: Most (45.7%) of the respondents sometimes feel that their sleep is hindered by job induced stress.

Table 17:**Irritability due to stress**

Response	No of respondents	Percentage
Strongly agree	40	31.5
Agree	61	48
Neutral	16	12.6
Disagree	9	7.1
Strongly disagree	1	0.8
Total	127	100

Source: primary data

**Chart 4.1.17: Irritability due to stress**

Interpretation: From the above table it is interpreted that 31.5% of the respondents strongly agree that they are easily irritated when they are stressed, 48% of the respondents agree that they are easily irritated when they are stressed, 12.6% of the respondents were not sure if they get easily irritated when stressed, 7.1% of the respondents disagree that they are easily irritated when they are stressed, and 0.8 of the respondents strongly disagree that they are easily irritated when they are stressed.

Inference: Most (48%) of the respondents agree that they are easily irritated when they are stressed.

Table 4.1.18: Stress level as a New Employee

Response	No of respondents	Percentage
Strongly agree	29	22.8
Agree	73	57.5
Neutral	20	15.7
Disagree	4	3.1
Strongly disagree	1	0.8
Total	127	100

Source: primary data

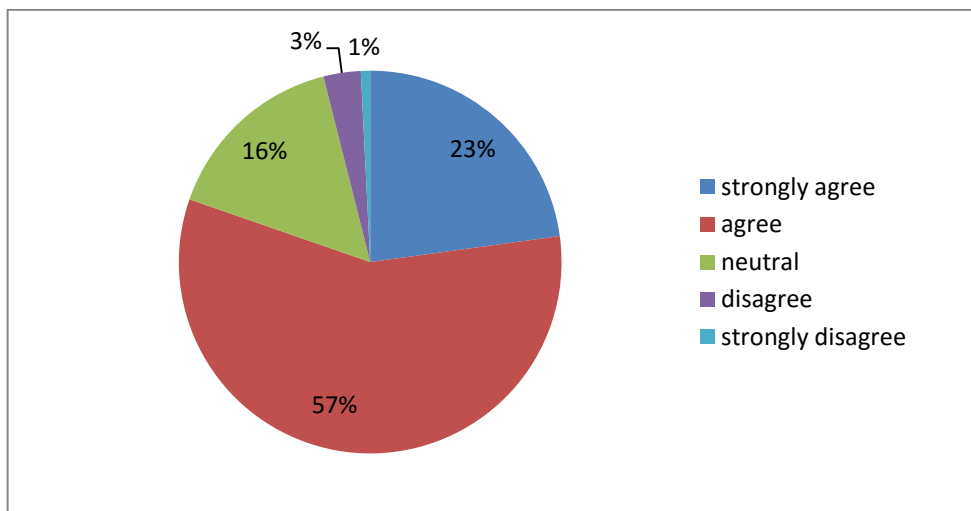


Chart 4.1.18: Stress level as a New Employee

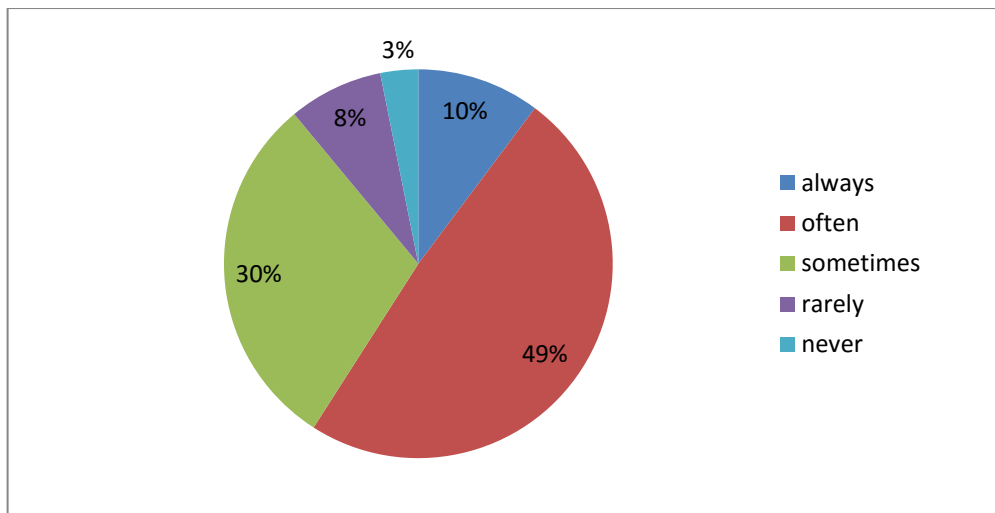
Interpretation: From the above table it is interpreted that 22.8% of the respondents strongly agree that they were more susceptible to stress when they are new to the organization, 57.5% of the respondents agree that they were more susceptible to stress when they are new to the organization, 15.7% of the respondents were not sure if they were more susceptible to stress when they were new to the organization, 3.1% of the respondents disagree that they were more susceptible to stress when they are new to the organization, 0.8% of the respondents strongly disagree that they were more susceptible to stress when they are new to the organization.

Inference: Majority (57.5%) of the respondents agree that they were more susceptible to stress when they are new to the organization.

Table 4.1.19:**Stress recognition by organization**

Response	No of respondents	Percentage
Always	13	10.2
Often	62	48.8
Sometimes	38	29.9
Rarely	10	7.9
Never	4	3.1
Total	127	100

Source: primary data

**Chart 4.1.19: Stress recognition by organization**

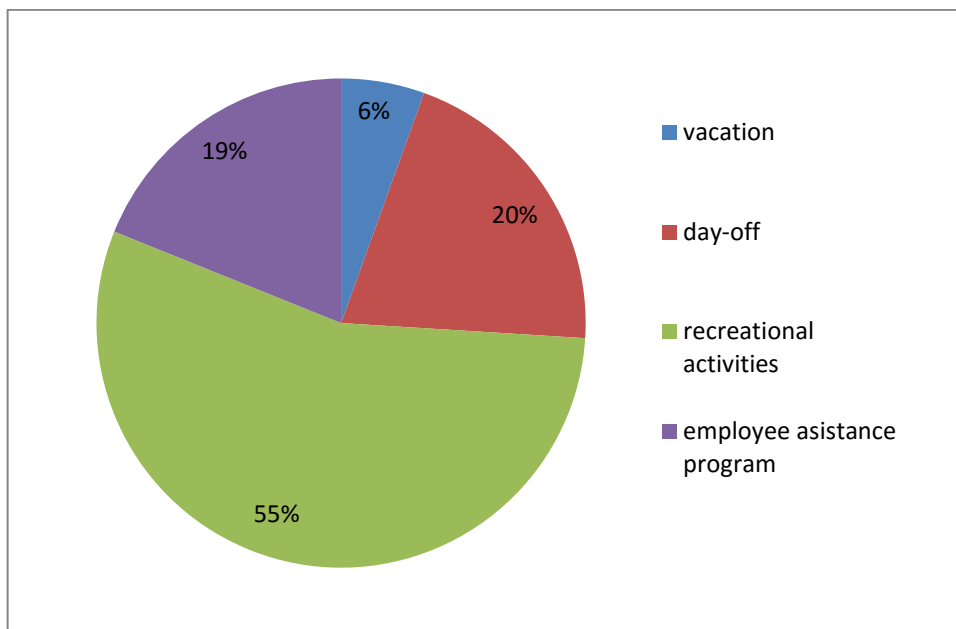
Interpretation: From the above table it is interpreted that 10.2% of the respondents say that their organization always recognize when they are chronically stressed. 48.8% of the respondents say that their organization often recognize when they are chronically stressed. 29.9% of the respondents say that their organization sometimes recognize when they are chronically stressed, 7.9% of the respondents say that their organization rarely recognize when they are chronically stressed, and 3.1% of the respondents say that their organization never recognize when they are chronically stressed.

Inference: Most (48.8%) of the respondents say that their organization often recognize when they are chronically stressed.

Table 4.1.20:**Actions to reduce stress**

Interventions	No of respondents	percentage
Vacation	7	5.5
Day off	26	20.5
Recreational activities	70	55.1
Employee assistance program	24	18.9
Total	127	100

Source: primary data

**Chart 4.1.20: Actions to reduce stress**

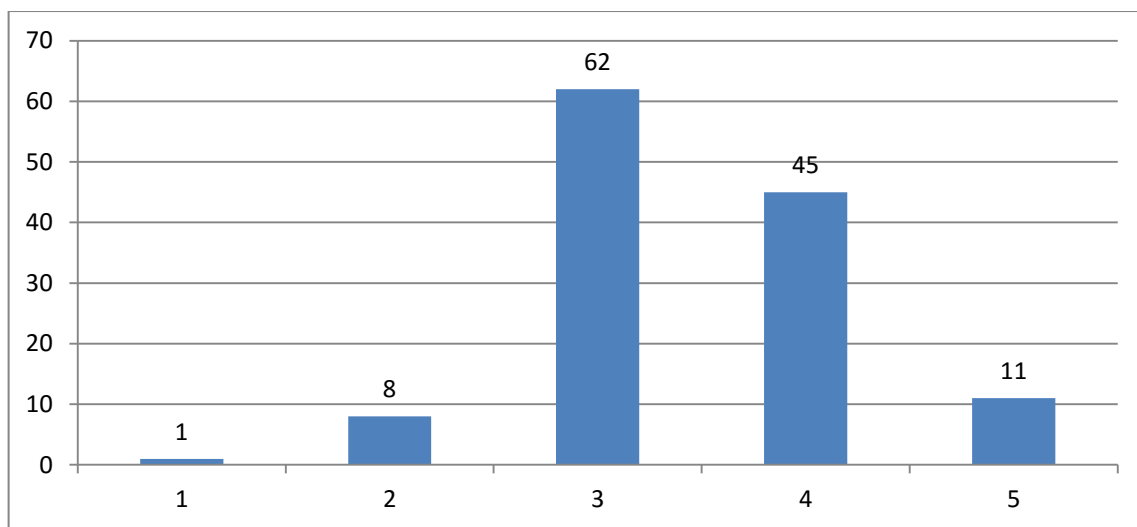
Interpretation: From the above table it is observed that 5.5% of the respondents say that their organization gives them vacations to reduce their stress, 20.5% of the respondents say that their organization offers a day-off to address their stress, 55.1% of the respondents say that their organization offers recreational activities to address their stress, and 18.9% of the respondents say that their organization offer employee assistance program to address their stress.

Inference: Majority (55%) of the respondents chose Recreational activities.

Table 4.1.21: Satisfaction level of the offered intervention

Satisfaction level(1-5)	No of respondents	Percentage
1	1	0.8
2	8	6.3
3	62	48.8
4	45	35.4
5	11	8.7
Total	127	100

Source: primary data

**Chart 4.1.21: Satisfaction level of the offered intervention**

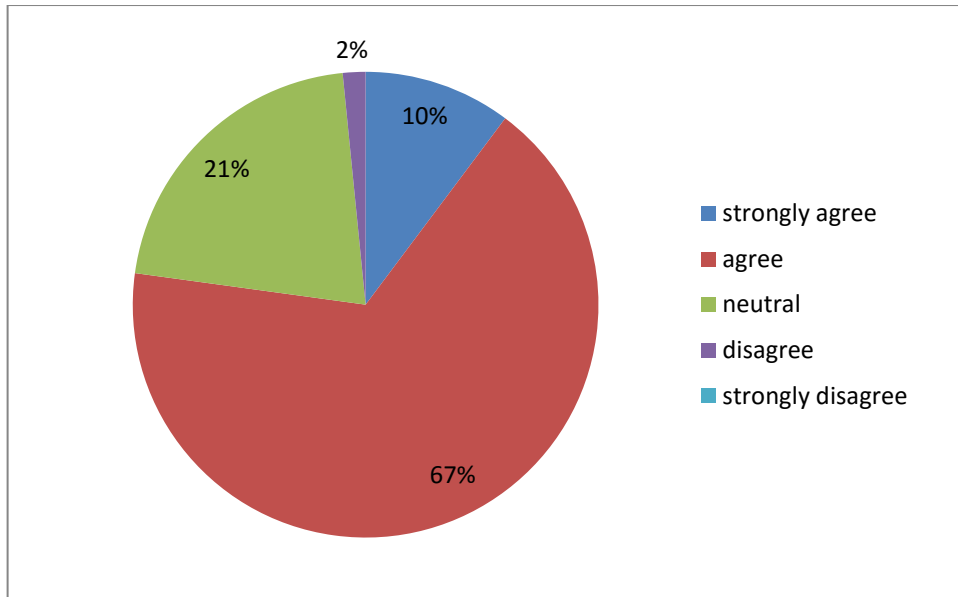
Interpretation: From the above table it is interpreted that 0.8% of the respondents are not at all satisfied with the actions taken by their organization to address their stress, 6.3% of the respondents are slightly dissatisfied with the actions taken by their organization to address their stress, 48.8% of the respondents are moderately satisfied with the actions taken by their organization to address their stress, 35.4% of the respondents are very much satisfied with the actions taken by their organization to address their stress, and 8.7% of the respondents are extremely satisfied with the actions taken by their organization to address their stress.

Inference: Most (48.8%) of the respondents are Moderately satisfied with the actions taken by the organization to address their stress.

Table 4.1.22:**Productivity after vacation**

Response	No of respondents	Percentage
Strongly agree	13	10.2
Agree	85	66.9
Neutral	27	21.3
Disagree	2	1.6
Strongly disagree	0	0
Total	127	100

Source: primary data

**Chart 4.1.22: Productivity after vacation**

Interpretation: From the above table it is interpreted that 10.2% of the respondents strongly agree that they are more productive after vacation, 66.9% of the respondents agree that they are more productive after vacation, 21.3% of the respondents were not sure if their productivity increased after vacation, 1.6% of the respondents disagree that they are more productive after vacation, and 0% of the respondents strongly disagree that they are more productive after vacation.

Inference: Majority (66.9%) of the respondents agree that they are more productive after vacation.

Table 4.1.23:
Sharing stressors

Response	No of response	Percentage
All the time	7	5.5
Somewhat regularly	25	19.7
Not very often	61	48
Rarely	30	23.6
Never	4	3.1
Total	127	100

Source: primary data

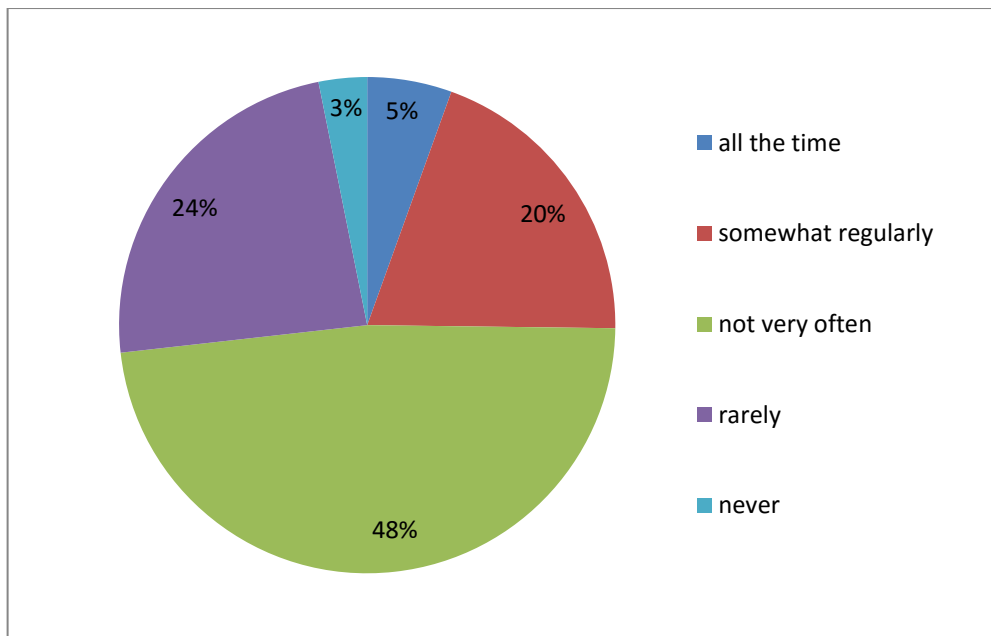


Chart 4.1.23: Sharing stressors

Interpretation: From the above table it is interpreted that 5.5% of the respondents share their stressors to others all the time, 19.7% of the respondents share their stressors to others somewhat regularly, 48% of the respondents share their stressors to others not very often, 23.6% of the respondents rarely share their stressors to someone, and 3.1% of the respondents never share their stressors to anyone.

Inference: Most (48%) of the respondents rarely share their stressors with others.

4.2 CHI SQUARE:

Table 4.2.1. Table showing association between Gender and the Frequency of experiencing chronic Stress

Null Hypothesis, **H₀**: there is no significant association between gender of the respondents and the frequency of experiencing chronic stress

Alternate Hypothesis, **H₁**: there is significant association between gender of the respondents and the frequency of experiencing chronic stress

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Gender * How frequently do you experience chronic stress because of your work?	127	100.0%	100.0 %	100.0%	100.0%	100.0%

Gender * How frequently do you experience chronic stress because of your work? Cross tabulation							
Count							
		How frequently do you experience chronic stress because of your work?					Total
		Always	Never	Often	rarely	Sometimes	
Gender	Female	4	2	15	6	30	57
	Male	6	1	25	5	33	70
Total		10	3	40	11	63	127

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	2.159 ^a	4	0.707
Likelihood Ratio	2.170	4	0.705
N of Valid Cases	127		
a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is 1.35.			

Interpretation: Since the p value is greater than 0.05 we are accepting the Null hypothesis and rejecting the Alternate hypothesis that there is no significant association between gender of the respondents and the frequency of experiencing chronic stress

4.3.ANOVA:

Table 4.3.1: Table showing association between Hours of work and how frequently the respondents experience chronic stress

Null Hypothesis, H_0 : Hours of work does not have any significant effect on how frequently the respondents experience chronic stress.

Alternate Hypothesis, H_1 : Hours of work does have any significant effect on how frequently the respondents experience chronic stress.

ANOVA					
frequency_of_stress					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	6.412	4	1.603	2.384	0.055
Between Groups	82.029	122	0.672		
Between Groups	88.441	126			

Interpretation: Since p value is higher than 0.05, we accept Null Hypothesis and reject Alternate hypothesis. Therefore, Hours of work does have any significant effect on how frequently the respondents experience chronic stress.

CHAPTER 5:

5.1 FINDINGS OF THE STUDY:

- Majority (55.1%) of the respondents are male.
- Majority (67%) of the respondents are unmarried.
- Majority (51%) of the respondents are between the ages of 21-25.
- Majority (53.5%) of the respondents are under graduates.
- Majority 62.2% of the respondents were paid 21,000-40,000.
- Majority (48%) of the respondents have high level of job satisfaction.
- Majority 46.5% of the respondents have an experience of 1-3 years.
- Majority 52.8% of the respondents work 9 hours a day.
- 61.4% of people agree that they have job control in their workplace.
- Majority 49.6% of the respondents often experience chronic stress.
- Majority 50.4% of the respondents experience physical exhaustion when chronically stressed.
- Majority 54.3% of the respondents agree that their concentration is affected by stress.
- Majority 44.9% of the respondents rarely take their work to home.
- Majority 52% of the respondents feel that they more susceptible to illness when they are stressed.
- Majority 67.7% of the respondents feel that they feel constantly fatigued when they are stressed.
- Majority 45.7% of the respondents sometimes feel that their sleep is hindered by job induced stress.
- Majority, 48% of the respondents agree that they are easily irritated when they are stressed.
- Majority 57.5% of the respondents agree that they were more susceptible to stress when they are new to the organization.
- Majority 48.8% of the respondents say that their organization often recognize when they are chronically stressed.
- Majority 55% of the respondents chose Recreational activities.
- Majority 48.8% of the respondents are moderately satisfied with the actions taken by the organization to address their stress.

- Majority 66.9% of the respondents agree that they are more productive after vacation.
- Majority 66.9% of the respondents agree that they are more productive after vacation.

5.2 SUGGESTIONS:

- Exercise helps to reduce stress by releasing endorphins so doing some sort of physical activity can reduce stress greatly.
- Sharing our stressors with someone that you trust will make you feel relived thus reducing stress.
- Sleeping reduces stress and improves your mood so try to follow a regular sleeping routine. Make sure that you get enough sleep daily.
- Freshen up your mind by taking regular breaks during work.
- Stop thinking about your work in off days could help.

5.3 CONCLUSIONS:

Burnout is a state of emotional, physical exhaustion caused by prolonged or chronic stress.

the responses from the respondents leads to the conclusion that offering recreational activity is the common techniques that firms adopt to manage burnout in employees followed by giving a day off. Also there is no relationship between gender and the frequency off experiencing chronic stress.

And majority of the respondents experience physical exhaustion when chronically stressed.

Chronic stress also greatly affects respondent's concentration on work.

REFERENCE:

- Amini Faskhodi, A. Siyyari, "Dimensions of Work Engagement and Teacher Burnout: A Study of Relations among Iranian EFL Teachers", *The Australian journal of teacher education*, volume 43, issue 1, 2018, 78-93
- Angelo RP., M.J. chambel, "The Reciprocal Relationship Between Work Characteristics and Employee Burnout and Engagement: A Longitudinal Study of Firefighters", *stress and health*, volume 31, issue 2, 2013, 106-123
- Anja van den, Maarten vansteenkiste, Hans de witte, willy lens, "Explaining the relationships between job characteristics, burnout, and engagement: The role of basic psychological need satisfaction", *Work&stress*, volume 22, issue 8, 2008, 227-294
- Arla L, Day , AaronSibley , NatashaScott , John M. Tallon, Stacy Ackroyd-Stolarz,- "Workplace risks and stressors as predictors of burnout: The moderating impact of job control and team efficacy", *Canadian journal of administrative sciences*, volume 26, issue 1, 2009, 7-22
- Carolyn timms, paulabrough, Debora graham, "Burnt-out but engaged: the co-existence of psychological burnout and engagement", *Journal of educational administration*, volume 50, issue 3, 2012, 327-345
- Claude fernet, Frederic guay, carolinesenecal, "Adjusting to job demands: The role of work self-determination and job control in predicting burnout", *journal of vocational behavior*, volume 65, issue 1, 2004, 39-65
- Claude Fernet, Stéphanie Austin, Sarah-Geneviève Trépanier & Marc Dussault,- "How do job characteristics contribute to burnout? Exploring the distinct mediating roles of perceived autonomy, competence, and relatedness", *European Journal of Work and Organizational Psychology*, volume 22, issue 2, 2013, 123-137
- Ewelina Smoktunowicz, Lukasz Baka , Roman, Crystal F. Nichols, Charles C. Benight , Aleksandra Luszczynska – "Explaining Counterproductive Work Behaviors Among Police Officers: The Indirect Effects of Job Demands Are Mediated by Job Burnout and Moderated by Job Control and Social Support", *human performance*, volume 28, issue 4, 2015, 232-250
- Hätinen, M, Kinnunen. U., Pekkonen, M., & Kalimo, "Comparing two burnout interventions perceived job control mediates decreases in burnout", *International journal of stress management*, volume 14, issue 3, 2007, 227-248
- Henry Kroll, Taylor Macaulay , and Michelle Jesse, -" A Preliminary Survey Examining Predictors of Burnout in Pain Medicine Physicians in the United States" , *pain physician*, volume 19, issue 5, 2016, 689-696

Hyun jeongkim, kanghyun shin, nancyswanger-“Burnout and engagement: A comparative analysis using the Big Five personality dimensions” , International journal of hospitality management, volume28, issue 1, 2009, 96-104

Jeminjung,-“Causes of newspaper firm employee burnout in Korea and its impact on organizational commitment and turnover intention” , the international journal of human resource management, volume 23, issue 17, 2012, 3636-3651

Joubert.J.H.M, Rothmann.S,-“burnout and work engagement of managers at a platinum mine in the North West Province” , South African Journal of Business Management, volume 38, issue 3, 2007, 49-61

Lourel M., Abdellaoui S., Chevaleyre S., Paltrier M., &Gana K,-“ Relationships Between Psychological Job Demands, Job Control and Burnout Among Firefighters” , North American Journal of Psychology, volume 10, volume 3,2008, 489-496

Manpreet Kaur, Jacob W. Long, Fu Sang Luk, Jordon Mar, Diana L. Nguyen, Tatiana Ouabo, Jasmeet Singh, Bobby Wu, Vanishree Rajagopalan, Margaret Schulte and Shadi Doroudgar, “ Relationship of Burnout and Engagement to Pharmacy Students’ Perception of Their Academic Ability” , American journal of pharmaceutical education, volume 84, issue2,2020, 213-216

Miriam dishon-berkovits,-“The Role of Organizational Justice and Stress in Predicting Job Burnout” , Journal of career development, volume 45, issue 5,2017, 411-424

Mojsa-Kaja Justyna ,Golonka Krystyna ,Marek Tadeusz, “Job burnout and engagement among teachers : worklife areas and personality traits as predictors of relationships with work” , International journal of occupational medicine and environmental health, volume 28, issue 1, 2015, 103-119

Monica Martinussen, Per-Christian Borgen, Astrid Marie Richardsen,-“Burnout and engagement among physiotherapists”, International journal of therapy and rehabilitation, volume 18, issue 2, 2013, 80-88

Pérez-Fuentes, Maríad.C.;Molero Jurado, Maríad.M.; MartosMartínez, África; Gázquez Linares, José J,-“ Burnout and Engagement: Personality Profiles in Nursing Professionals” , Journal of clinical medicine, volume 8, issue 3, 2019, 286-302

Premalatha Packirisamy, Manju Meenakshy, Srinath Jagannathan, “Burnout during early career: lived experiences of the knowledge workers in India” , Journal of enterprise information management, volume 30, issue 1, 2017, 96-121

Qiao Hu, Wilmar B. Schaufeli, Toon W. Taris,-“ How are changes in exposure to job demands and job resources related to burnout and engagement? A

longitudinal study among Chinese nurses and police officers”, Stress and health, volume 33, issue 5, 2017, 631-644

Shelledy DC¹, Mikles SP, May DF, Youtsey JW, -“ Analysis of job satisfaction, burnout, and intent of respiratory cardio practitioners to leave the field or the job” , respiratory care, volume 37, issue 1, 1992, 46-60

Soo Jin Lee, Young Jun Choi, Han Chae, -“The effects of personality traits on academic burnout in Korean medical students”, Integrative medicine research, volume 6, issue 2, 2017, 78-93

Stordeur S, Vandenberghe C, d’hoore, -“ Predictors of nurses' professional burnout: a study in a university hospital” , Life-sciences literature, volume 59, issue 1, 1999, 57-67

Wilmar B. Schaufeli, Arnold B. Bakker, Willem Van Rhenen, “How changes in job demands and resources predict burnout, work engagement, and sickness absenteeism” , journal of organizational behavior, volume 30, issue 7, 2009, 893-917

QUESTIONNAIRE:

1) Gender:

(a) Male

(b) Female

2) Marital status:

(a) Married

(b) Unmarried

3) Age:

(a) 21-25

(b) 26-30

(c) 31-40

(d) 41-50

(e) 50 and above

4) Education:

(a) U.G

(b) P.G

(c) Diploma

5) Salary (per month):

(a) 20,000–40,000

(b) 41,000–60,000

(c) 61,000–80,000

(d) 81,000–1,00,000

(e) Above 1,00,000

6) Designation : _____

7) How would you rate your job in terms of satisfaction?

() 1

() 2

() 3

() 4

() 5

8) How long you have been working for this Industry?

(a) 1 - 3 year

(b) 4 – 6 years

(c) 7 – 9 years

(d) 10 – 12 years

(e) Above 12 years

9) How many hours do you work in a day?

(a) 8 hours

(b) 9 hours

(c) 10 hours

(d) 11 hours

(e) 12 hours

10) Do you agree that you have some control over your job in your work space?

(a) Strongly agree

(b) Agree

(c) Neutral

(d) Disagree

(e) Strongly Disagree

11) How frequently do you experience chronic stress because of your work?

(a) Never

(b) Rarely

(c) Sometimes

(d) Often

(e) Always

12) What do you experience when you are chronically stressed?

(a) Physically Exhausted

(b) Mentally Exhausted

13) Do you find it hard to concentrate on your work when you experience some sort of stress?

() Strongly Agree

() Agree

() Neutral

() Disagree

() Strongly Disagree

14) How often do you take your work to home because you cannot finish it at work?

(a) Never

(b) Rarely

(c) Sometimes

(d) Often

(e) Always

15) Do you feel you are more susceptible to illness because of stress?

(a) Yes

(b) No

16) Do you feel constantly fatigued when you are stressed?

(a) Yes

(b) No

17) Do you agree that you are easily irritated when you are under stress?

(a) Strongly Agree

(b) Agree

(c) Neutral

(d) Disagree

(e) Strongly Disagree

18) How often do you feel that your sleep is hindered by job induced stress?

(a) Never

(b) Rarely

(c) Sometimes

(d) Often

(e) Always

19) Do you agree you were lot more susceptible to chronic stress when you were new to your Organization?

(a) Strongly Agree

(b) Agree

(c) Neutral

(d) Disagree

(e) Strongly Disagree

20) Does your organization always recognize when you are chronically stressed?

(a) Never (b) Rarely (c) Sometimes (d) Often (e) Always

21) What type of Actions does your organization take to reduce your stress?

(a) Vacation

(b) Day-Off

(c) Recreational activities

(d) employee assistance program

22) Are you satisfied with the actions that your organization takes to address your stress?

(a) Not at all satisfied

(b) slightly satisfied

(c) Moderately satisfied

(d) Very satisfied

(e) completely satisfied

23) Do you feel that you are more productive after a vacation?

(a) Strongly agree

(b) Agree

(c) Neutral

(d) Disagree

(e) Strongly Disagree

24) How often do you share your stressors (cares, problems, struggles) with someone

(a) Never

(b) Rarely

(C) Not very often

(d) Somewhat regularly

(e) All the time

25) What is the best way to overcome chronic stress according to you?

A study on techniques adopted to manage burnout in IT industry

Jagadeesh.V

student, sathyabama institute of science and technology, chennai

John Britto.M

assistant professor, sathyabama institute of science and technology, chennai

Abstract

Burnout is a state when someone feels emotionally and physically drained or exhausted. Burnout is usually observed in people who work in human services. Now it is also an emerging issue in IT industry.

This study is aimed at finding the most common interventions that companies use to manage burnout. It is known that burnout is caused by prolonged exposure to chronic stress. As a result the person experiences physical exhaustion, mental exhaustion, and cynicism. Chronic stress could be caused by number of reasons like high job demands, low job resources, social support, and less job control.

The reason this study is done is to find the most commonly used interventions to manage burnout so people can look at the individual techniques and incorporate it into their own organization. Or in future different interventions can be compared in terms of their effectiveness in managing burnout.

This study is conducted using exploratory research method and has about 127 participants. The questions were distributed using e-mail to each participant and their responses were collected and interpreted concluding that majority of the respondent's organization offered recreational activities to manage their stress in order to prevent burnout. There is also no difference in how frequently both genders experience chronic stress; also there is no significant relationship between hours of work and how frequently the respondents experience chronic stress. Also majority of the respondents reported that they experience physical exhaustion when they experienced chronic stress.

Key words: Cynicism, Chronic stress, Burnout.

Introduction

Burnout is a state of emotional, physical, and mental exhaustion caused by prolonged or chronic job stress. Usually burnout is associated with low levels of job satisfaction, increased job demand, low job resources, and low social support. Burnout is also associated with high levels of cynicism and WHO classifies burnout as an organizational phenomenon. This phenomenon is usually observed in people who work in health care, teaching and police officers.

Burnout is fairly new in IT industries until very recently this issue is not a problem in IT industry but now it is. And this is something that we cannot take lightly because burnout is a significant predictor of several health problems like hypercholesterolemia, type 2 diabetes, coronary heart disease, hospitalization due to cardiovascular disorder, musculoskeletal pain, changes in pain experiences, prolonged fatigue, headaches, and gastrointestinal issues. It is also a significant predictor of serious injuries and mortality below 45 years. And the physiological effects include insomnia, depressive symptoms, use of psychotropic and antidepressant medications.

If we can predict burnout it could be really helpful for both the individual and the firm. Burnout should be predicted at the early stages to prevent the employees from feeling exhausted and less identified with their jobs this is something that the organization does not want because they want everyone to work at their maximum potential without being burned out.

Review of literatures

Manpreetkumar et.al. (2020) assessed the presence of burnout in first and second year students of doctor of pharmacy and the student's perception about their academic performance when experiencing burnout. The results from survey of 160 students show that emotional exhaustion and professional inefficacy were negatively correlated in contrast to dedication which is positively correlated to academic self-perception

Perez-fuentes et al. (2019) tried to find the relationship between burnout and big five personality traits in nursing professionals after determining their personality profile the results show that burnout is positively associated with this particular trait called neuroticism and negatively associated with other four personality traits like extraversion, agreeableness, conscientiousness and openness to experience.

Aminifaskhodhi et.al. (2018) Showed the relationship between work engagement and teachers sense of burnout and also found the association between burnout and engagement and the years of experience and concluded that there is a negative relationship between engagement and burnout and higher the participants age is higher the work engagement also the number of years of teaching increases is followed by a decrease in level of burnout.

Soojin lee et.al. (2017) Investigated how cloninger's temperament and character traits fair in real life to explain academic burnout in highly competitive environment and found that higher harm avoidance and lower self-directedness and cooperativeness of characters acted as a predictors of burnout in medical students also temperament traits on academic burnout was discussed for future research purposes.

Qiaohu et.al. (2017) Showed how burnout and engagement are affected with changing exposure to job demands and resources and found that participants with high job demand were more prone to burnout and low resources lead to both burnout and lower engagement levels. Also people who work in a job with high demand and chronically low resources also experienced burnout.

Miriam (2017) Explored how job-burnout effects like exhaustion, cynicism, and personal accomplishment is associated to distributive justice and stress. And found that low levels of personal justice is associated with higher levels of exhaustion and higher levels of exhaustion is directly related to low levels of self-accomplishment which in turn is associated with high levels of cynicism and concluded that cynicism mediates the relationship between stress and personal accomplishment so it can be used by employees as a defense to protect their self-worth.

Premalatha et.al. (2017) States the reasons for burnout experienced by employees in early part of their carrier the interview with the young workers revealed the factors for their burnout. The reasons are poor integration with the job and the organization, underemployment, stressful job and exhausting work environment, fear and insecurity of replacement of talent and downsizing.

Objective of the study

- The objective of the study is to find the common techniques used to manage burnout in IT industry
- To find whether there is a relationship between the gender of the respondents and how frequently they experience chronic stress
- To find whether the age of the respondents determine how frequently they experience chronic stress
- To find what does the respondents experience most when they experience chronic stress

Research Methodology

Research methodology is the way a research is done it explains how the researcher approaches the problem in order to get an answer. This study conducted using descriptive research method this methodology is usually used when someone wants to find the answer for what, and who rather than answering why. The data used in this study is primary data. Primary data is collected through questionnaires which are given to the respondents the total respondents of this study is 127. These questionnaires are designed to get the required data from the respondents with the help of demographic, open ended and close ended questions.

Discussions

On completing the study “a study on common techniques adopted to manage burnout in IT industry” two types of statistical tests were done those to tests are ANOVA and chi-square test to find whether the gender of the respondents have any effect on how frequently they participants experience chronic stress and if age affects how frequently

The respondents experience chronic stress

Hypothesis 1:

Null Hypothesis, **H₀**: there is no significant association between gender of the respondents and the frequency of experiencing chronic stress

Alternate Hypothesis, **H₁**: there is significant association between gender of the respondents and the frequency of experiencing chronic stress

Table 1: association between gender of the participants and how frequently they experience stress

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	2.159 ^a	4	0.707
Likelihood Ratio	2.170	4	0.705
N of Valid Cases	127		
a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is 1.35.			

Interpretation: Since the p value is greater than 0.05 we are accepting the Null hypothesis and rejecting the Alternate hypothesis that there is no significant association between gender of the respondents and the frequency of experiencing chronic stress

Hypothesis 2:

Null Hypothesis, H_0 : Hours of work does not have any significant effect on how frequently the respondents experience chronic stress.

Alternate Hypothesis, H_1 : Hours of work does have any significant effect on how frequently the respondents experience chronic stress.

Table 2: effect of the respondent's age on how frequently they experience stress

ANOVA					
frequency_of_stress					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	6.412	4	1.603	2.384	0.055
Between Groups	82.029	122	0.672		
Between Groups	88.441	126			

Interpretation:

Since p value is higher than 0.05, we accept Null Hypothesis and reject Alternate hypothesis. Therefore, Hours of work does have any significant effect on how frequently the respondents experience chronic stress.

Suggestions

- Exercise helps to reduce stress because it releases endorphins endorphins so doing some sort of physical activity can reduce stress greatly.
- Sharing our stressors with someone that you trust will make you feel relieved thus reducing stress.
- Sleeping reduces stress and improves your mood so try to follow a regular sleeping routine. Make sure that you get enough sleep daily.
- Freshen up your mind by taking regular breaks during work.

Conclusion

Burnout is a state of emotional, physical exhaustion caused by prolonged or chronic stress.

the responses from the respondents leads to the conclusion that offering recreational activity is the common techniques that firms adopt to manage burnout in employees followed by giving a day off. Also there is no relationship between gender and the frequency off experiencing chronic stress. And majority of the respondents experience physical exhaustion when chronically stressed. Chronic stress also greatly affects respondent's concentration on work.

References

- 1.ManpreetKaur, Jacob W. Long, Fu Sang Luk, Jordon Mar, Diana L. Nguyen, TatianaOuabo, Jasmeet Singh, Bobby Wu, VanishreeRajagopalan, Margaret Schulte and ShadiDoroudgar,-“ Relationship of Burnout and Engagement to Pharmacy Students' Perception of Their Academic Ability” , American journal of pharmaceutical education, volume 84, issue2,2020, 213-216
- 2.Pérez-Fuentes, Maríad.C.;MoleroJurado, Maríad.M.; MartosMartínez, África; Gázquez Linares, José J,-“ Burnout and Engagement: Personality Profiles in Nursing Professionals” , Journal of clinical medicine, volume 8, issue 3, 2019, 286-302
- 3.AminiFaskhodi,A.Siyyari,-“Dimensions of Work Engagement and Teacher Burnout: A Study of Relations among Iranian EFL Teachers”, The Australian journal of teacher education, volume 43, issue 1, 2018, 78-93
- 4.Soo Jin Lee, Young Jun Choi, Han Chae,-“The effects of personality traits on academic burnout in Korean medical students”, Integrative medicine research, volume 6, issue 2, 2017, 78-93
- 5.Qiao Hu, Wilmar B. Schaufeli, Toon W. Taris,-“ How are changes in exposure to job demands and job resources related to burnout and engagement? A longitudinal study among Chinese nurses and police officers”, Stress and health, volume 33, issue 5, 2017, 631-644

7.Miriamdishon-berkovits,-“The Role of Organizational Justice and Stress in Predicting Job Burnout” , Journal of career development, volume 45, issue 5,2017, 411-424

8.Premalatha Packirisamy, Manju Meenakshy, srinathjagannathan,-“Burnout during early career: lived experiences of the knowledge workers in India” , Journal of enterprise information management, volume 30, issue 1, 2017, 96-121