

Effects of burnout and uncertainty in roles on employees' performance

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Abstract

Present investigation is an attempt to study employee's mental health must cope with challenges relating to their jobs, which causes them to get stressed. This stress is linked to role ambiguity and burnout syndrome, both of which have a direct impact on employees' mental health. The study's major goal is to describe the influence of burnout syndrome and role ambiguity on employees' performance and mental health at work. This study was carried out using descriptive research. Now an attempt has been made to grasp the interactive relationship of all the factors which directly responsible to deteriorate the quality and quantity output.

Keywords: Workplace, Role Ambiguity, Burnout Syndrome, Employees, Mental Health

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I. Introduction

Burnout syndrome

According to the World Health Organization (WHO), occupational burnout is a syndrome following from chronic work-related stress, with indications characterized by "feeling of energy depletion or exhaustion; increased mental distance from one's job, or feeling of negativism or cynicism related to one's job; and reduced professional efficiency."(WORLD HEALTH ORGANIZATION , 2019)While burnout may influence health and can be a reason for people contacting health services, it is not itself classified by the WHO as a medical condition or mental disorder.(WORLD HEALTH ORGANIZATION , 2019)The World Health Organization states that "Burn-out refers specifically to phenomena in the occupational context and should not be applied to describe experiences in other areas of life."(WORLD HEALTH ORGANIZATION , 2019)

Sources of job burnout :

Job burnout can be caused by a variety of factors, which vary from person to person. However, there are several common elements that can be identified as causes of burnout and job pressures.

- A sense of powerlessness. Job burnout can occur when you are unable to make decisions regarding your schedule or workload.
- Uncertainty about your expectations. You're more likely to be dissatisfied with your work if you don't know what your boss expects of you.
- An unfavourable work environment. The attitude and morale of those around you will have a direct impact on your job happiness. Job burnout can be caused by a micromanaging supervisor, cliquy coworkers, and a lack of friends at work.
- An inability to strike a work-life balance. If you devote a lot of your time and energy to work, your personal life may suffer, leading you to despise working hours.
- A high level of commitment to your work. When you're overly invested in your profession, you may feel compelled to work long hours and participate in projects. Stressful conditions and emotional tiredness result as a result of this. While high levels of engagement are a wonderful thing, they can also contribute to high levels of job stress and burnout. While millennials desire work/life balance, they may be more prone to burnout because they are extremely motivated and driven at work.(Western Governors University, 2019)

Effects of workplace burnout :

Workplace burnout isn't just a minor annoyance that people must overcome. It is a difficult and affecting reality that can have a wide range of negative consequences in all aspects of your life. People who are experiencing

workplace burnout symptoms and job stress are frequently impacted in the following ways.(Western Governors University, 2019)

Physical health issues :

- Excessive stress
- Fatigue
- Increased risk of heart disease
- Increased risk of high blood pressure
- Increased risk of type 2 diabetes
- An increased risk of respiratory problems
- A higher chance of dying before the age of 45.

Problems with mental health :

- Depression
- Anger
- Irritability
- Anxiety
- Increased likelihood of needing mental health services such as medication or hospitalization.

Professional ramifications :

- Workplace dissatisfaction
- Withdrawal from co-workers and friends
- Inability to perform well on the job
- Depletion of company resources

Role ambiguity

The term "role ambiguity" simply refers to an employee's uncertainty about his or her role responsibilities. If a supervisor is unclear about performance standards, for example, role ambiguity may result.(Jex, 2002)Role ambiguity is key aspect of an individual's role which, with lack of clarity, can raise individual and departmental stress level and decrease the organizational performance and productivity.Role ambiguity arises when there is a lack of clarity about the nature, requirements, and goals of the job.These issues can arise from an unclear job description, a lack of agreement on role recruitments between those in a supervisory role, changes in our management, restructuring, and internal conflicts. Job ambiguity is also susceptible to individual interpretation or selective attention to aspects of the role by the different people who might feel in anytime.(Hetherington, 2009)

Causes of role ambiguity :

Good leaders, according to leadership theories, assist employees in clarifying their responsibilities and then creating situations in which those responsibilities can be effectively executed. Effective leaders, by this standard, create work environments for their subordinates that are free of role ambiguity. When role ambiguity arises, effective leaders work to reduce it.

Leadership theories also suggest that effective leaders are concerned about their subordinates' personal well-being. Supervisors who care about employee well-being are more likely to work to reduce role ambiguity and other stressors.(Steven G. Rogelberg, 2007)

Consequences of role ambiguity :

Uncertainty perceptions are at the core of many workplace stressors, and role ambiguity is no exception.Uncertainty can have a wide range of negative consequences.Indeed, several studies have found a link between role ambiguity and manifestations of poor mental and physical health. Role ambiguity, for example, has been linked to anxiety, burnout, depression, and physical illness.Aside from these negative health consequences, role ambiguity is linked to both negative employee attitudes and ineffective job behaviours.According to meta-analyses, role ambiguity is associated with the following attitudes.(Steven G. Rogelberg, 2007):

- Overall job dissatisfaction
- Dissatisfaction with work tasks
- Dissatisfaction with supervision
- Dissatisfaction with co-workers
- Low organizational commitment
- Low job involvement
- High turnover intention

Past researches on burnout syndrome and role ambiguity

In this study "**Perceived role conflict, role ambiguity, and teacher burnout**"The relationship between role conflict and role ambiguity and teacher burnout was investigated in this study of 469 classroom teachers.

Burnout was studied in three ways: feelings of emotional exhaustion, depersonalization or negative attitudes toward students, and feelings of a lack of personal accomplishment. The following were two of the most important findings: (1) role conflict and role ambiguity explained a statistically significant amount of variance in feelings of emotional exhaustion and depersonalization, and (2) role conflict and role ambiguity differed in their relationships to the three aspects of burnout. (Schwab, 1982)

According to this literature, “**Burnout in social work**” social workers experience less burnout than comparable occupational groups. However, the studies that were reviewed identified factors associated with burnout as well as ways to prevent burnout in social work. The demand-control-support model of job stress, it is argued, should include the concept of burnout as a complementary outcome variable. (Söderfeldt, 1995)

The purpose of this study was to investigate “**Burnout in Indian psychiatrists**” this survey had 110–81 (74%) male psychiatrists and 29 (26%) female psychiatrists respond. The number of burnout cases in one or more spheres was 51 in 35 psychiatrists, accounting for a 46 percent prevalence. Burnout affects 32% of psychiatrists. Burnout affects four psychiatrists in all three dimensions, nine in two dimensions, and 22 in one dimension. Personal burnout was the most prevalent of the three dimensions (63 percent), followed by work burnout (24 percent). At 14 percent, patient burnout was the lowest. (Sarma, 2018)

This study “**Exploring the link between work-family conflict and job burnout among Indian police officers**” looked at the relationship between four types of work-family conflict and the three dimensions of burnout in Indian police officers. Emotional burnout was associated with all four types of work-family conflict. Conflict that was time-based, behavior-based, or family-based had significant positive associations with depersonalisation burnout and a lower sense of personal accomplishment burnout. (Lambert, 2019)

The purpose of this study was to investigate “**The impact of role ambiguity, stress, and burnout on elementary school counselors**” The findings of this study emphasised the significance of clear role definition in the field of school counselling. The findings revealed that when school counsellors are given appropriate responsibilities, they are less vulnerable to stress and burnout. Finally, a clear role definition serves as an advocate for students who require the services that professional school counsellors are uniquely qualified to provide. (Hickman, 2020)

The purpose of this study is to determine the impact of “**Healthy Lifestyle, Role Ambiguity, Spiritual Quotient, and Job Burnout on Job Satisfaction**” at Surabaya Public Accounting Firms. The goal of this study is to examine the influence of independent variables such as Healthy Lifestyle, Role Ambiguity, Spiritual Quotient, and Job Burnout. According to the findings of the study, a healthy lifestyle, spiritual quotient, and job burnout have no partial effect on job satisfaction, whereas role ambiguity does. (Sigit, 2021)

The purpose of this study “**The effect of role-related stressors on nurses' burnout syndrome: The mediating role of work-related stress**” was to look into the effects of role conflict, role ambiguity, and workload on burnout syndrome in clinical nurses working in university hospitals, as well as the role of work-related stress in mediating these effects. It was observed that role conflict, role ambiguity, workload, and work-related stress all have a significant impact on nurses' burnout, and that work-related stress acts as a mediator between burnout and the independent variables. (Akkoc, 2021)

The purpose of this study is to “**Investigation of the Relationship Between Role Ambiguity and Burnout Levels in Team Athletes.**” In the study, a descriptive relational survey model was used. According to the study's findings, athletes' burnout levels are influenced by the ambiguity of their responsibilities. As a result, it is believed that misdirecting decision makers in team sports for athlete responsibilities can have a negative impact on athletes' burnout levels. (Çankaya)

Conclusion on the basis of past researches

Organizations have several options for dealing with role ambiguity. Because ineffective leadership is a root cause of role ambiguity, leaders are likely to be involved in the most promising treatments. The following actions may be taken as part of these treatments:

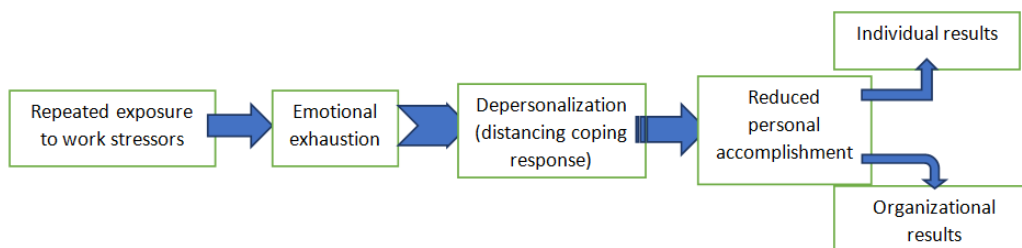
- Training managers to recognise when their own behaviours may cause role ambiguity Encouraging them to modify these behaviours.
- Preferring managers who are likely to engage in high levels of initiating structure and consideration.
- Redesigning jobs to make them more complex
- Implementing efforts to reduce role conflict

Given the negative consequences of role ambiguity, one might expect organisations to be highly motivated to reduce the levels of role ambiguity experienced by their employees. However, as industries become more concerned with the bottom line, unfavourable working conditions and their negative effects on employees are frequently overlooked.

The research evidence concerning the effects of burnout is particularly compelling. Chronic exposure to workplace stressors has been linked to serious health consequences. According to one researcher, “burnout

appears to be more widespread, of longer duration, and has more sombre consequences than many observers believe.”(Golembiewski, 1989)

FIGURE: The burnout process(Cordes, 1993)



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