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Comparative Study of Burn out in Different Posts and Studying Its Relation with Mental Health of Employees in Tejarat Banks of Urmia City

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ABSTRACT

This paper is about burn out and studying its relation with mental health of employees in Tejarat banks with descriptive survey method and also with application goal in employees of Tejarat banks of Urmia city. In order to achieve the goal of the research, three main hypotheses and seven subsidiary hypotheses had been considered and either for testing these hypotheses, a questionnaire with 28 questions to measure the mental health and 30 to measure the burn out had been designed. Statistical society of this study includes employees of Tejarat bank which has been used with census sampling or full enumeration method and the studied sample of this paper comprises 230 employees that 81 of them are operators of Tellering system, 59 are responsible for credits, 33 are banking curators, 28 are assistances and 29 are branch authorities. The used method for data collection was in library and field way. In order to analyze the obtained data from questionnaire, the Spss software was used. Results of this study showed that, the significance level between the variables of burn out and mental health with (-0/452) correlation coefficient was (P=0/00) and due to their significance level which was less than 0/05, it was concluded that, the correlation between them was significant. In addition the burn out level in different posts of employees was different; so that with 25/03 average, it was in highest level between the employees in different posts of credit authorities and with 14/37, it was in lowest level between the branch authorities.

KEYWORDS: Burn out, Mental health, Tejarat bank, Emotional exhaustion

1. INTRODUCTION

Individual's job is so different form typing, driving, report and …which he or she must get along well with colleagues, principles, clients and…, also should obey the organization regulations. Sometimes it is likely that a person works in a condition or environment which is not desirable, this means that existing factors in working environment is related with health of employees. Thus, considering the mental health in all stages of life especially those related with working is important (ILO, 2000). Undoubtedly, managers' responsibility isn't just improvement of efficiency and paying attention to physical sources of organization. and also effective management without considering the human factors and mental requirements of employees is not possible. Bank management will not be in exception part of these routines; however, bank managers must adapt some planes for improving the mental health and prevent the organization from some organizational disorders like burn out. Burn out is not just a problem arisen from weakness or disability of employees; it is rather related to working environment and lack of coordination between the intrinsic properties of individuals and nature of their occupation (Maslach and Leiter, 2005) hence, this can led into decreasing of values and sprit die down (Soares and Jablonka, 2004). Today, there is a belief that, burn out may occur in every job (Seppa, 2003). Evidences have been showing that, this syndrome can be a threat for everyone in different jobs (Watson, 2003), as nowadays, some other occupations like sales Management and accounting have been threatening by burn out (shirmon, 2004). So it can be said that, burn out is considered to be a potential problem in all the occupations especially those are involving with service offering jobs that their staffs mostly are busy with clients, customers and strict official rules. Another important point about burn out is direct and indirect expenses of it. Sometimes burn out cases the absence of employees, decreasing of working quality, conflict between colleagues, mental- physical problems, changing job and eventually leads to desertion which can cost a lot for organization. According to the Europe Union information, 20 million euro are increasing for expenses that are arisen from burn out and stress. In united state this expenses are about 350 million dollars every year (Martino, 2003). So, caring of bank management to burn out can improve the mental health and employee's relationship, providing commitment, increase the service offering and decrease the expenses which are due to desertion and early retirement. This paper aims at studying the relation between burn out and mental health and also the prevalence rate

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of burn out in Tejarat banks employees. The importance of this paper is to identify the posts which are most likely to be exposed in burn out and tries to suggest some Preventive activities for them. Results of this research will help the head managers and practitioners to be aware of the burn out rate and its factors among the Tejarat banks employees. Since this research has been done in comparative way, will identify the posts which are most likely to be exposed to burn out and will suggest a plan to decrease and prevent it. By considering the researching subject of this paper and performing the suggestive plans of this research, we will be witnessing the increasing of the mental health, efficiency and performance quality of the employees and also it can prevent the loss of manpower and eventually leads to growth and developing of the organization.

2. Burn out

Burn out means decreasing of mental power which is sometimes due to mental pressure accompanied by depression. (pourafkari1380). Burn out depicts emotional tiredness during of several years struggle and commitment to work and people (Sarasoon, Najarian translated). In other words, it is a physical and mental tiredness that occurs in long term hard work. These are the indicative of a case in which power and individuals ability and their tendency for working decrease (fouladband, 2005). Faber believes: Burn out is the kind of physical ,mental and spiritual tiredness that can be caused of long time involving with hard work and the people (Soderfeldt and Warg, 1995). The most common definition of burnout is a physical, mental and intellectual tiredness (Schaufeli and green glass, 2001). Although “Maslach and Painez” had an effective role in developing the concept of Burn out, this concept was stated for the first time by “Herbert Frouidneberger” in 1970 (nykliciek, 2005). Burn out is experienced as a new concept for explaining human reactions to stress during work and comprises mental reactions that individuals show while facing with job stresses (Packrats, 2004). Health is the most necessary human requirement that plays an important role in sustainable development (Safari, Fatahzade, 2003). Burn out is a danger that threats the health especially mental health of work force. Losing of efficient work force equals with losing of basic wealth. Each organization will be developed with powerful, efficient and engaged work force .Improvement of mental health in work environment is one of the important progress items which can affect the efficiency (GHafourian, 1998). Mental pressure due to occupation like stress can cause physical, mental and behavioral problems for employees and this can threat the health of them and goal of the organization and eventually may lead to performance decrease of employees(Dyovis and NewStormof , (translated by Tosi ,1991).

3. Mental health and its concepts:

There are two concepts for mental health:

First, it is branch of general health which focuses mostly in decreasing of mental diseases in society and also involves in studying different mental disorders and its effectual factors. Second, mental health is thought heath which depicts the positive status and mental health which can be incentive for individuals to create valuable system for movement, development and evolution in a national and international level. Because by realizing the mental health, it can be achieved and the way will be paved for individual and society evolution. In fact, mental health is not something like physical health to be pure form sickness or problems. Mental health means emotional states and mental conditions that comprise your feelings and thoughts. Emotional health usually surrounds people emotions and brain conditions. You may feel yourself sad, happy, anxious, excited, defeated or to be at a pick. People bearing emotional health are in contact with their internal states and can admit it's existing or blurt it. Therefore, mental health describes your ability to understand realties as they are and react to their needs and follow reasonable policies and procedures in life. Person bearing mental health in order to have sustainable life is not to avoid the life pressures but he tries to identify and accept defeat them with his efforts.

4.Mental health criteria:

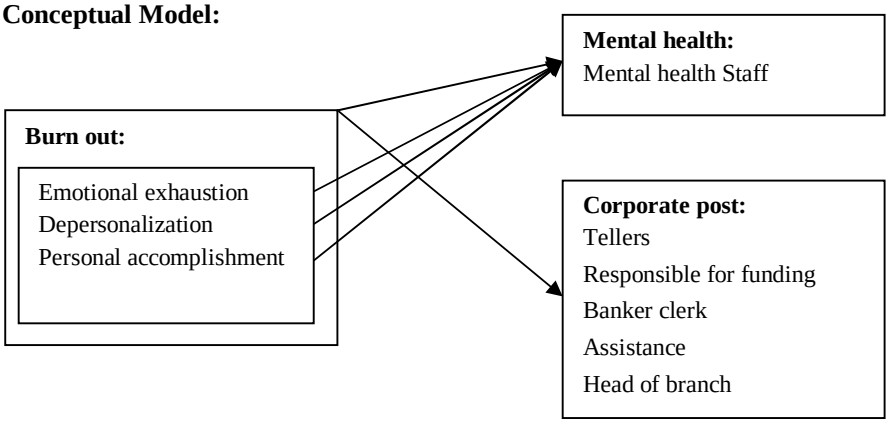
Like physical health, there are some criteria to recognize mental health factors; mental health criteria are as follow:

1. Capable in doing duty and performing personal responsibilities
2. Ability in making relations
3. Logical view from other's motivations
4. Logical thought
5. Trying to get health
6. Flexibility and matching with various conditions
7. Give meaning to life
8. Knowing that a person himself is not the world centre
9. Love and sympathy to others
10. Ability to help or make relationship with others without selfishness.
11. Satisfaction in being with others
12. Dominance on mind and body that enables the person to choose desirable procedures to improve health and get a better decision . (www.hcch.ir/1389-08-23)

Main hypothesis:
There is a significant relationship between burn out and mental health of Tejarat Bank employees

Alternative Hypothesis:
There is a significant relationship between emotional exhaustion and mental health of Tejarat Bank employees.
There is a significant relationship between depersonalization and mental health of Tejarat Bank employees.
There is a significant relationship between failure and mental health of Tejarat Bank employees.
There is difference in burn out of Tejarat Bank employee's accordance with their organizational post.

Conceptual Model:



4. RESEARCH METHOD (MATERIALS AND METHODS)

This research is considered to be descriptive (kind of survey) and comparative form. Because in this kind, a descriptive method has been used in order to describe the especial position of the researching field regularly, Since this research focuses on relation between the variables of burn out and mental health of employees so it was considered to be correlation kind. In other hand, as this research compares the rate of burn out in different posts of Tejarat banks, then it is considered to be comparative research. Two standard questionnaires have been used in this research. These questionnaires include burn out questionnaire of (Maslach) and mental health questionnaire of (GHQ-28-Goldberg). The Maslach and Jackson questionnaire with 22 questions has been used to measure the employee's burn out. This questionnaire focuses on measuring the burn out, personality metamorphosis and individual failures within professional activities and mostly used in measuring burn out in human service professions like teachers, nurses and …..,(Dadestan, 1998). This questionnaire is in a (Likert Scale) form and comprises a 6- point scale (1- never 2- several times a year 3- once in a month 4- several times in a week 5- once in a week 6- every day), also it studies the different dimensions of the burn out. The reliability of this questionnaire was gained with Cronbach's Alpha 85%. In order to measure the employee's mental health, the GHQ Goldberg and Hilier 1981 questionnaire was used. It comprises three forms of 12, 28 and 60 questions and also got a one up to dated psychological questionnaire which is used to identify the people with psychological problems and focuses on the changes and operation of norm and also comprises the two groups of important phenomena which are failure in doing the normal functions and emergence of new phenomena with a trouble making nature. This questionnaire identifies problems that have been occurred with duration less than two weeks and it is also sensitive for transient sicknesses (Abdi, Kaviani and et al, 2008). In this research, a form with 28 questions of the mental health questionnaire has been used. The scoring method of it was in Likert Scale and had 4 scales and every scale included 7 questions which measured the 4 groups of disorders like: physical, anxiety and sleep markers and also disorder in social activities, depression and suicidal tendencies. The reliability of this questionnaire was obtained with Cronbach's Alpha 91%. Also the descriptive method (average, standard deviation, frequency, percent and charting) was used. In researches which are done in nominal and ordinal scales, the nonparametric tests are used to analyze the data. There are different tests that can be used accordance with analyzing type and measuring scales (Delavar, 2007, p 145). The used nonparametric tests for researches in ordinal level, the (Kolmogorov- Smirnov tests) and ANOVA can be stated, which had been used in this research. In addition, for studying the correlation of the research variables Spearman rank correlation had been used.

5.RESULTS

The result of Kolmogorov- Smirnov tests showed that all research variables and data were normal ($p>0.05$). So for testing the hypotheses of the research, the parametric statistics (Pearson Correlation) was used. Results showed that, there is significant correlation coefficient between them (check table 1).

Table (1): Results of hypotheses test

variables	Spearman Correlation	Coefficient of Determination	Sample volume	Significant Level
Burn out and mental health	- 0.452	0.204	230	0.00

Table (2): Results of subsidiary hypotheses test

Item	emotion al exhaustion		depersonalization		personal accomplishment	
	The correlation coefficient	significance level	The correlation coefficient	significance level	The correlation coefficient	significant level
Mental health	-0.535	0.00	-0.339	0.00	0.184	0.00

Since burn out and mental health both have been measured in distance level, so the Spearman correlation coefficient had been used for testing the hypotheses. According to above table, between two measured variables in the table there is correlation r=- 452% with significance level of p= 0/000 and as the significant level is less than 5% so the correlation between two variables are significant. In other words, there is a reverse relationship thus, by increasing the burn out level the mental health decreases (table 1).

Table (3): variance analysis test with corporate post separation

Item	Burn out	Total square	Degrees of Freedom (df)	Average Square	Statistics (t)	Significant Level
organizational post	In groups	5658.46	4	1414.617	6.77	0.00
	Within the groups	47011.05	225	208.038		
	Total	52669.52	229			

Table (4): Average of burn out considering the organizational post

organizational post	numbers	average
Tellering operator	81	29.40
Responsible for credits	59	25.03
Banker clerk	33	23.80
Assistance	28	19.47
Head of branch	29	14.37
total	230	100

Since the organizational post was measured in nominal scale (multi mode) and burn out was measured in quantitative distance, so the analysis of variance test had been used. According to the above table, as the significance level is p=0.00, f=6.771 and df=4 and the significant level is less 0.05, so differences of the burn out scores are significant according to the organizational post of the employees, As the average of burn out in the organizational posts order. burn out differences accord to staffs corporate post in scores are punctual(meaningful).so that averages of staffs burn out in order their corporate post is the following as: head of branch :14.37%,responsible for funding: 25.03%,assistance :19.47%,tellers:29.40%,banking clerk: 23.80%.it can be resulted burn out on head of branch in compare of others is the least and in tellers is the highest.

6.DISCUSSION AND CONCLUSION

The results of this research have been showing, there is the correlation coefficient (-0.452) between burn out and mental health , and because of less than 0.05 in punctual ,it concludes to punctual in correlation between them. In addition to, rang of burn out between Tejarat bank staffs is different.so that, average of burn out between tellers is the highest(25.03) and head of braches is the least(14.37). This paper results is matching with Mousapour(1389),Abdi and et.(1386), Dalas and et.(1997), Kistnz and Boritez(2005),Murgan and Rabert(2005),Keshtidar(1381),Kuzechian and et.(1386),Jakson and et.(1981)'s results.

Some factors can be used as improvement of burn out between tellers is as the following:

1-Tellers 'duties are so frequent and ordinary which had been regulated in especial routine laws and there isn't any way for initiative and creativeness.

1. Tellers have more stress in compare of others, because their moment carless will caused to disaster like trust deficit.so, this job in addition of requiring speed and physical work, it needs to mental durability work and it requires each person with the best concentration.so , he will be anxious in both physical and mental aspects.
2. Wasting congestion will use tellers 'energy more than normal work that are with different cultures and their euphoria requirement needs to use more energy.

In accord to this paper result, there are punctual relations between burn out and mental health, so, if we can perform some works for stress decreasing and improve of mental health, we can influence on burn out decreasing. There are some suggestions for decreasing emotion pressure in Tejarat bank staffs as the following:

1. Performing proper education courses for operators
2. Establish recreation facilities
3. Create good situation for using of permission opportunity
4. Perform job enrichment programs
5. Employment proper persons for suitable works
6. Explain role, expectations and work expects for staffs
7. Providing work promotions for who has trust at it
8. Proper evaluation on staffs
9. Trying to get job satisfaction between staffs
10. Proper job separation.
11. Develop work environment and notice to people's better-off.
12. Develop relations network in organization.

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