

The Study of Job Exhaustion and Its Influence on Employees' Mental Health

Mohammad Taheri Rouzbahani¹, Mansour Targol²

¹Ph.D. Faculty Members of Islamic Azad University, Borujerd Branch, Iran,

²M.A. Student of Islamic Azad University, Borujerd Branch, Iran

ABSTRACT

The aim of this research was to compare job exhaustion in a comparative way and also to study its influence on employees' mental health for Lorestan Tejarat Bank. According to the objectives, this research could be considered as a practical one, and according to the methodology; it could be considered as descriptive – deductive. The statistical society included 330 employees of Tejarat Bank, among whom 108 persons were selected as sample, using Morgan Table and random selection. We used two standard questionnaires (one for job exhaustion and the other one for mental health – GHQ), beside library research, to gather the data needed. The validity and reliability for the questionnaires was 0.80 which was tested through Alpha Coefficient, and then it was accepted. Then, the researchers used Pearson test and SPSS software to analyze the data. The results showed that genetic, personal, and organizational factors influenced job exhaustion and job satisfaction, but environmental factors had no influence on job exhaustion and satisfaction.

KEYWORDS: Job Exhaustion, Mental Health, Role Ambiguity, Job Compactness, Low Self-Respect, Sympathy, Outsider Controller.

INTRODUCTION

Business stress arises when the demands of the work atmosphere exceed the worker's facility to cope with or control them (European Social Dialogue: Framework Agreement on Work-Related Stress 2004). In Europe, its occurrence is about 20% and the yearly price of work-related pressure is assessed to be 20 billion euro in the 15 original European Union Member States (EU-OSHA – European Agency for Safety and Health at Work 2009). In the US, workers experiencing exhaustion were estimated to cost bosses an extra of 101 billion dollars (Ricci JA, Chee E, Lorandean AL, Berger J (2007, pp. 1–10). In addition to monetary concerns, long-lasting strain seems to be harmful to individual health, increasing the risk of circulatory illnesses, immune dysfunction, and neuropsychiatric diseases (García-Bueno B, Caso JR, Leza JC 2008, pp. 1136–1151). Work-related exhaustion is a psychological significance of prolonged work stress (Maslach C, Schaufeli WB, Leiter MP 2001, pp. 397–422). It coexists at high rates with mental and physical illnesses (Ahola K, Honkonen T, Isometsä E, Kalimo R, Nykyri E, et al. 2005, pp. 55–62).

The factors related to job exhaustion are job activities and actions, job itself, payment, earning, needs, desires, expectations, and responsibilities which their negative border and direction can interrupt and interference individuals' feeling and mental health. Following such a negative situation, human routine is destroyed and his/her normality would be disappeared. Such events in all societies can be completely on the opposite direction against the employees' satisfactions. In that situation, employees, labours and others in organizations would not be comfortable. The factors existing in such a situation including too much working, improper condition, low payment comparing the necessities of life, age limitation for working and retirement, and others alike threaten employees' mental health. In developed countries the most important factors are too much working and age limitation.

According to global statistics, this issue is, to some extent, related to employees' payment. On the other hand, it is obvious that if an employee cannot afford his/her life needs, he/she would be suffering mentally, and this fact will result in efficiency and productivity reduction. Consequently, we can say that financial problems are the roots of such problem and if they are solved in time, employees (human resource that is the most important part for each organization) will suffer mentally more and more. According to such a view, nowadays managers try to increase employees' job satisfaction and also decrease job exhaustion.

LITERATURE REVIEW

Job Exhaustion is the result of job's pressures. The individual in his working environment, because of internal and outside factors, falls to be under the pressure and this pressure that is repeatedly and continual finally results in job exhaustion. Job exhaustion is defined as having no energy and vivacity and the person who feels job exhaustion is boring toward the actions in his/her work. The preliminary harms from job exhaustion are physical and body exhaustion including headache, vomit, sleeplessness, and a change in nutritional habits. Emotional exhaustion such as depression, prostration, inability, and also creating negative feelings about, self, job, organization, and on the whole

about life. Therefore, it can be concluded that job satisfaction is the blocking factor against creating and expanding job satisfaction. There are some factors that lead to job exhaustion:

- 1) **Organizational Factors:** These factors (mentioned in this study) are *role ambiguity*, *job conflict*, and *job compactness*.

Role Ambiguity: It refers to unclarity and lack of clearness about limitations, objectives, situation, responsibilities, and other factors such as the complexity of tasks, technology, and the rapid change of organization.

Job Compactness: It refers to both quality and quantitative factors. The quantitative factor refers to too much request that there would be no time for them; and quality factor refers to the complexity of job.

- 2) **Personal Factors:** These factors include personal traits or characteristics which can result in job exhaustion. In the majority of studies the influence of these traits were investigated. These characteristic consist of tenacity, psychological traits, low self-respect, sympathy, outsider controller, attributer style, and personal differences about job expectation which are related to job exhaustion.

Job Satisfaction: V. E. Fisher and J. V. Hanna considered job satisfaction as an internal factor. They believed that it is a kind of emotional adaption with job and working condition. It means that if the job is enjoyable enough for the person, he/she is satisfied of his/her job. On the contrary, if the job is not enjoyable enough for the person, he/she complains of his/her job and desires to change it. "Job satisfaction is a loyal view toward organization that can be the reason of organizational success [...] in fact; job satisfaction is a continuous process that through the employees' company implies the attention of members both to organization and its success" (Moghimi 2007, p. 387).

There are four factors influencing on job satisfaction including "payment, job security, working condition, and human relationship improvement" (Shertzer 1990, p. 209). "Job satisfaction" means the difference between the "rewards" that a labour or an employee receives and "the wage" that he/she expects to receive (Robbins 2012, p. 35-40).

The major factors influencing job satisfaction are presented below:

- **SUPERVISION**
To a worker, Supervision is equally a strong contributor to the job satisfaction as well as to the job dissatisfaction. The feelings of workers towards his supervisors are usually similar to his feeling towards the company. The role of supervisor is a focal point for attitude formation. Bad supervision results in absenteeism and labor turnover. Good supervision results in higher production and good industrial relations.
- **CO-WORKERS**
Various studies had traced this factor as a factor of intermediate importance. One's associates with others had frequently been motivated as a factor in job satisfaction. Certainly, this seems reasonable because people like to be near their friends. The workers derive satisfaction when the co-workers are helpful, friendly and co-operative.
- **PAY**
Studies also show that most of the workers felt satisfied when they are paid more adequately to the work performed by them. The relative important of pay would probably changing factor in job satisfaction or dissatisfaction.
- **AGE**
Age has also been found to have a direct relationship to level job of satisfaction of employees. In some groups job satisfaction is higher with increasing age, in other groups job satisfaction is lower and in other there is no difference at all.
- **MARITAL STATUS**
Marital status has an important role in deciding the job satisfaction. Most of the studies have revealed that the married person finds dissatisfaction in his job than his unmarried counterpart. The reasons stated to be are that wages were insufficient due to increased cost of living, educations to children etc.
- **EDUCATION**
Studies conducted among various workers revealed that most of workers who had not completed their school education showed higher satisfaction level. However, educated workers felt less satisfied in their job.
- **WORKING CONDITION**
The result of various studies shows that working condition is an important factor. Good working atmosphere and pleasant surroundings help increasing the production of industry. Working conditions are more important to women workers than men workers.

Mental Health: **Mental health** describes a level of psychological well-being, or an absence of a mental disorder (Department of Health, Princeton University Retrieved June 1, 2007). From the perspective of 'positive psychology' or 'holism', mental health may include an individual's ability to enjoy life, and create a balance between

life activities and efforts to achieve psychological resilience (About.com 2006, July 25) Mental health can also be defined as an expression of emotions, and as signifying a successful adaptation to a range of demands.

The positive dimension of mental health is stressed in WHO's definition of health as contained in its constitution: "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity" (World Health Organization 2011). This fact file highlights the important aspects of mental health and disorders. The images include pictures drawn by children who participated in the WHO Global School Contest of Mental Health in 2001.

Up to now, there are many definitions about mental health and all of them put the emphasis on the integration and unity of personality. Mental health, besides, can be considered as the balance between members and environment in the way of reaching goals and therefore success. In psychology, it is a kind of mental puberty which is the result of high degree of effectiveness and satisfaction from mutual relationship of individual and the society. It includes emotions and positive feedbacks about self and others around.

MATERIALS AND METHODS

The present study is descriptive – correlative, and has applied its objective in a practical manner by means of library research. Since, it measures the relationship between two variables; therefore, it can be considered as a correlative one. The statistical society included 330 employees of Tejarat Bank, among whom 108 persons were selected as sample, using Morgan Table and random selection. We used two standard questionnaires (one for job exhaustion and the other one for mental health – GHQ), beside library research, to gather the data needed. The validity and reliability for the questionnaires was 0.80 which was tested through Alpha Coefficient, and then it was accepted. Then, the researchers used Pearson test and SPSS software to analyze the data.

FINDINGS

This research contains 3 alternative hypotheses and one main hypothesis whose variables and results are analyzed.

The null hypothesis: There is no relationship between paired variable and impaired variable.

The alternative hypothesis: There is a relationship between paired variable and impaired variable.

The 1st alternative hypothesis test: The relationship between personal, genetic, and environmental factors and job exhaustion.

The null hypothesis: There is no relationship between personal, genetic, and environmental factors and job exhaustion.

The 1st alternative hypothesis: There is a relationship between personal, genetic, and environmental factors and job exhaustion.

Table 1 (Correlation Coefficient)

	Non-standard Coefficient		Standard Coefficient	t-test	Significancy
	B	Std. Error	Beta		
Fixed Amount	2.410	0.237		10.161	0.000
Personal and Genetic factors	0.264	0.072	0.394	3.665	0.000
Environmental Factors	0.039	0.101	0.042	0.392	0.696

The result of the 1st alternative hypothesis: According to table 1, because of the significancy and other numbers, the null hypothesis is accepted and the alternative hypothesis is rejected. Consequently, there is no relationship between personal, genetic, and environmental factors and job exhaustion.

The 2nd alternative hypothesis test: The relationship between organizational factors and job exhaustion.

The null hypothesis: There is no relationship between organizational factors and job exhaustion.

The 2nd alternative hypothesis: There is a relationship between organizational factors and job exhaustion.

Table 2 (Correlation Coefficient)

	Non-standard Coefficient		Standard Coefficient	t-test	Significancy
	B	Std. Error	Beta		
Fixed Amount	2.181	0.368		5.931	0.000
Organizational factors	0.313	0.109	0.270	2.882	0.005

The result of the 2nd alternative hypothesis: According to table 2, because of the significance and other numbers, the null hypothesis is rejected and the alternative hypothesis is accepted. Consequently, there is a relationship between organizational factors and job exhaustion.

The 3rd alternative hypothesis test: The relationship between personal, genetic, and environmental factors and job satisfaction.

The null hypothesis: There is no relationship between personal, genetic, and environmental factors and job satisfaction.

The 3rd alternative hypothesis: There is a relationship between personal, genetic, and environmental factors and job satisfaction.

Table 3 (Correlation Coefficient)

	Non-standard Coefficient		Standard Coefficient	t-test	Significance
	B	Std. Error	Beta		
Fixed Amount	3.435	0.274		12.555	0.000
Personal and Genetic factors	-0.302	0.083	-0.405	-3.629	0.000
Environmental Factors	0.199	0.116	0.191	1.712	0.090

The result of the 3rd alternative hypothesis: According to table 3, because of the significance and other numbers, the null hypothesis is accepted and the alternative hypothesis is rejected. Consequently, there is no relationship between personal, genetic, and environmental factors and job satisfaction.

The Main hypothesis test: The relationship between organizational factors and job satisfaction.

The null hypothesis: There is no relationship between organizational factors and job satisfaction.

The Main alternative hypothesis: There is a relationship between organizational factors and job satisfaction.

Table 3 (Correlation Coefficient)

	Non-standard Coefficient		Standard Coefficient	t-test	Significance
	B	Std. Error	Beta		
Fixed Amount	0.466	0.331		1.406	1.163
Organizational factors	0.808	0.098	0.626	8.262	0.000

The result of the main alternative hypothesis: According to table 4, because of the significance and other numbers, the null hypothesis is accepted and the alternative hypothesis is rejected. Consequently, there is no relationship between organizational factors and job satisfaction.

CONCLUSION

In this research, we compared job exhaustion in a comparative way and also studied its influence on employees' mental health for Lorestan Tejarat Bank. According to the objectives, this research could be considered as a practical one, and according to the methodology; it could be considered as descriptive – deductive. The statistical society included 330 employees of Tejarat Bank, among whom 108 persons were selected as sample, using Morgan Table and random selection. We used two standard questionnaires (one for job exhaustion and the other one for mental health – GHQ), beside library research, to gather the data needed. The validity and reliability for the questionnaires was 0.80 which was tested through Alpha Coefficient, and then it was accepted. Then, the researchers used Pearson test and SPSS software to analyze the data. The results showed that genetic, personal, and organizational factors influenced job exhaustion and job satisfaction, but environmental factors had no influence on job exhaustion and satisfaction.

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