

IMPACT OF ORGANIZATIONAL CONFLICT ON BURNOUT: A STUDY WITH SPECIAL ATTENTION TO CHENNAI CITY

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ABSTRACT

The essential element of a job is that the person engaged in the job is working with effective productivity. The productivity in job can be accomplished by the employees only when the organizations support them. The employees have to be made clear about the job nature. Absence of this condition will lead to stress among the employees and the consequence will be burnout. The study presented here was carried out among the private company employees of Chennai and the respondents were selected using simple random sampling. The sample size of the study was 100 and the data so collected was analyzed using linear regression. The outcomes from the study reveal the fact that the burnout of the private company employee is highly influenced by the organizational conflict..

KEYWORDS: *Organizational conflict, burnout*

INTRODUCTION

One major issue faced by every organization in today's global economy is the organizational conflict. It is experienced by all types of organizations. Heavy extent of organizational conflicts leads to burnout among the employees. Emotional exhaustion, the decreased level of the feeling of personal success and desensitization, which are the sub dimensions of burnout, are considered as the burnout indicators.

Several studies have explored the negative outcomes of burnout. The negative consequences of burnout are well documented. Lee & Ashforth, 1996; Leiter & Maslach (1988) had reported that burnout leads to a decrease in organizational commitment. On the other hand, Tubre & Collins (2000) had said that burnout reduces the job performance. In the same way, Tubre & Collins (2000) had said that contextual performance is decreased due to burnouts. Additionally, Cropanzano, Rupp, & Byrne, (2003); Wright Cropanzano (1998) had stated that burnout enhances the intentions among the employees to quit from the job.

STATEMENT OF PROBLEM

Several studies had been done in the context of organizational conflict and it had been identified that organizational conflict is the predictor of burnout. Organizational conflict is said to arise in a company when the communication and mutual understanding is less. This study is an addition to the literatures which describe the pros and cons of the predictors of burnout. Moreover, a very few studies had been carried out in connection to the private companies of Chennai. This literature study will help the private companies to retain their workers.

NEED FOR THE STUDY

Job characteristics had been identified as an important work area issue for the employee's performance. Job characteristics acquire a charge on the worker by contributing to pessimistic job characteristics and augmented burnout, which subsequently leads to reduced productivity, diminished retention and a decline in reliability.

OBJECTIVES

The purpose of this literature is to examine whether the organizational commitment has an influence on the burnout of employees.

REVIEW OF LITERATURE

Okafor, Lawrence Chima and Onu, Livinus Okpara (2017) had done a research in the name "Work Life Conflict and Job Burnout among the Staff of Deposit Money Banks in Abakaliki, Ebonyi State, Nigeria". The purpose was to investigate the relation between job burnout and work life conflict among the employees. The survey of the study was cross sectional. The scale of Carlson's Work-Family Conflict and the Maslach's Burnout Inventory for Human Services Survey (MBI-HSS) were used in the questionnaire designed to collect the data for the study. Among all the questionnaires dispersed, only 192 of them were usable. Regression was done to analyze the data along with the SPSS version 21. The findings of the study showed that there was a correlation between work life conflict and job burnout.

Anand K (2011) had done a pilot study on the effect of organizational role stress on perceived burnout among the military air squad. Stress in workplace had been examined among various occupation in several literatures. But hardly any study exist which had explored this context among military professionals. The current study had reviewed the relation between the job burnout and organizational role stress among the air squad of military. The study had also examined the predictors of role stress on burnout among air squad. The respondents of the study were 45 Indian air force officers. The survey design of the study was cross sectional. The findings of the study showed that the dimensions of organizational role stress were related with burnout dimensions like depersonalization and emotional exhaustion.

I. M. Jawahar, Thomas H. Stone and Jennifer L. Kisamore (2007) had done a study named "Role Conflict and Burnout: The Direct and Moderating Effects of Political Skill and Perceived Organizational Support on Burnout Dimensions". As per the review of previous literatures, the authors had proposed that individual dissimilarities in political skill and perceptions of organizational support was negatively related with burnout and moderated the relation among perceived role conflict and burnout. Among the sample of 120 employees, it was found that political skill was related with less depersonalization and feelings of reduced personal accomplishment and also moderated the relationship between role conflict and reduced personal accomplishment.

METHODOLOGY

The study adopted the research design which was the combination of descriptive and cross sectional survey. Data was collected from 10 employees of private companies in Chennai. Questionnaires were used to collect the data for the study. The respondents were selected using simple random method. The analysis of data was done using linear regression to examine the relation between the variables of the study.

ANALYSIS AND INTERPRETATION

Influence of organizational conflict on aspects burnout

Model Summary

R	R Square	Adjusted R Square	F	Sig.
.724(a)	.525	.505	26.200	.000(a)

a Predictor: (Constant), organizational conflict

Coefficients(a)

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.746	.232		7.535	.000
I obtain mismatched demands from more than two people.	-.008	.056	-.011	-.138	.890
I am forced to perform works which are recognized by one and not accepted by the other.	.239	.056	.393	4.301	.000
I am given the responsibility to perform things without any resources needed for it.	.183	.050	.299	3.674	.000
I waste my time in doing unwanted things.	.142	.060	.221	2.382	.019

a Dependent Variable: burnout

Findings show that every statement of organizational conflict was significant. The table also revealed a positive coefficient, which means that among all the statements, one statement was not influence on the burnout of employees of private companies in Chennai. There was a relation found between the dependent variable and the organizational conflict. The analysis done through regression exhibits that among four factors one factor was not influence over the burnout. The coefficient value, R^2 , was found to be 0.525 through multiple regression, which shows that 52.5% of the independent variables had an influence on the burnout of the private company employees. In order to examine whether the value of coefficient (R^2) is significant or not, ANOVA was executed. The F value so got was 26.200 which means $p < 0.000$. This finding shows that there was a significant relation between the dependent and the independent variable. It was also reported that organizational conflict was seen to predict burnout. Findings show that the burnout of the private company employee is highly influenced by the organizational conflict.

CONCLUSION

The management should pay more attention to set more work related programs so that the employees get more focused in job. Further, the management should also ensure that refreshment activities like sports, get-togethers, entertainment programs, competitions, cultural, etc, are carried out on a regular basis to decrease the extent of employee fatigue and emotional saturation. Findings show that the burnout of the private company employee is highly influenced by the organizational conflict.

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