

## Validation of the burnout model of administrative staff of education administration of Babol city

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### Abstract

In the current situation, the burnout syndrome is a risk for the proper development of organizations, because it occurs in professionals who work directly with other people, which hinders the interaction, training and performance of employees. In this sense, it is defined as a psychological syndrome caused by chronic interpersonal stress at work, which can be identified by its main features such as emotional exhaustion, depersonalization, and personal dissatisfaction. Therefore, it is important to formulate and evaluate a model to measure employee burnout, and in this regard, the present research has sought to validate the model of burnout of administrative employees of Babol city. In this research, a field study was conducted by designing and distributing a questionnaire among 143 administrative staff of education in Babol city. After collecting the data, they were analyzed using the structural equation modeling technique with the help of SmartPLS software. The results of the analysis showed that the desired model had validity (AVE), reliability (CR) and good fit (GOF).

**Keywords:** Job burnout, employees, structural equation modeling, fit.

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## **Introduction**

Managers try to constantly control their employees in connection with various issues. Managers think that when a person is hired in a place, he must accept all the conditions of that organization. Some managers insist on the fact that employee satisfaction can be increased through rewards and incentives. Perhaps managers think that employees are their subordinates and must accept their orders. Although today, due to the fact that employees are under a lot of financial pressure, their attention and inclination is more towards the economic issues of work, but gradually, employees are interested in doing meaningful work and want more job independence in their work, in this way. Give them a sense of worth.

The major part of every person's life is spent on employment and it can be said that people spend more than half of their waking hours in the work environment (Helmsersht & Delpisheh, 2001). In the work environment, 5 categories of factors threaten human health: physical factors, chemical factors, biological factors, ergonomic factors, and psychological factors. Stress is considered as the most important psychological factor affecting health. In fact, stress is a set of physical, mental, mental and behavioral reactions that the body shows against factors that disturb the natural stability and balance, and any stimulus that causes tension is known as a stressor (Ladou, 2007). . If a person is not able to cope with stressful factors, he will suffer many physical-psychological and behavioral complications. One of the most important consequences of prolonged mental pressure is job burnout.

Job burnout is one of the job disorders that has received attention in recent years (2011: 1-19, Gonzalez-Morales et al. and 2005: 125 Soltani, & Ruhane). For the first time, Rodenberger defined job burnout after observing signs of fatigue in his employees (Maslach, & Leiter, 1997). He called this syndrome the analysis of physical and mental powers that occurs in people working in helping professions, where people spend a lot of working hours in contact with people.

The most complete definition of job burnout is: a psychological syndrome that includes emotional exhaustion, personality distortion, personal performance, and job attitude (2011, Abedi). Emotional exhaustion, feeling under pressure, lack of energy, and the feeling of diminishing mental resources. And it is emotional. Depersonalization is a negative and callous response to people who are subject to receiving services from a person, and it refers to a person's negative perception of seeking help, and finally, it is a lack of personal success or a decrease in personal sufficiency and a decrease in the sense of competence in performing personal duties, and it is an evaluation It is considered negative in relation to doing work. These 3 dimensions are linked in chains. In fact, emotional exhaustion calls for the distortion of the personality, and it in turn leads to a decrease in personal efficiency (Klersy et al., 2007-90:83). Nowadays, job burnout is a common and serious problem among people who are especially engaged in human service jobs. Extensive studies in the field of examining the level of job burnout and its related causes among schools and school principals and assistant professions such as nurses, doctors, dentists, residents of medical fields, employees of different hospital departments, medical technicians and teachers at different levels. and even their family members, all these studies have shown a relatively high level of job burnout in these jobs (2007:50-41, Saberi et al.). Based on a study conducted in the field of job

burnout among Kashan teachers, using Maslach's standard questionnaire, in three areas of personality disorder, emotional exhaustion and personal adequacy. According to this study, most people had mild burnout, but moderate to severe burnout was significant in terms of emotional exhaustion (28.1%) and depersonalization (15.4%). The mental health of employees is one of the most important topics discussed recently in the field of occupational medicine and occupational health. There are several studies on the study of job burnout among people who provide health services, including nurses and doctors. But job burnout can be important in other job groups as well. Among the working people are those in the education department who are in working relationship with students, teachers, clients and colleagues. Considering that the environment of education and training is a different environment from other departments and the employees mostly deal with the scientific and cultured society of the country, in addition to the specific characteristics and sensitivities of this environment, the mental and stressful conditions may also be different in this environment. . The studies conducted in the field of job burnout in education employees in our country are limited and have been done with a small volume and mainly to investigate the relationship of a specific variable with job burnout.

## **Research Literature**

### **Burnout**

Looking back, we realize that job burnout is not specific to the present, but its history goes back to the distant times, although this concept was not recognized as an independent phenomenon until a while ago. For example, it is written in the biography of "Goethe" that this German scientist made a trip to Italy between 1876 and 1788 and somewhere he said: "I went there to fossilize spiritually and not get sick physically." This journey of his is the appearance of the first symptoms that we know today as job burnout. Until 15 to 20 years ago, depression was diagnosed for those suffering from this syndrome, but in the years 1980 to 1990, this disorder was recognized as a separate disorder and methods were used to solve it. It has been described separately (Ghadimi, 2014). The word burnout is a term that was chosen from among different Farsi equivalents for the term Burnout. In addition to this, the equivalents of lack of power, failure to analyze, excessive fatigue, depletion and psychological erosion can be mentioned. Many people consider job burnout to be the same as job stress, but researchers such as Pines and Orenson in 1981 consider job burnout to be one of the main unavoidable consequences of job stress, which will continue until the stress is not removed (Ross et al., 1377). The term job burnout is used for an exhausting job that is accompanied by continuous excitement (Walter et al., 1375). Job burnout is a general and comprehensive phenomenon that is caused by the mutual and unique interaction of the individual's personality with the environment, and as a result, it is the loss of motivation, enthusiasm, energy and reduced performance in life (Pines & Keinan, 2005: 625-635). Job burnout is not only fatigue and pressure caused by work that occurs after continuous work, but also spreads to a person's lifestyle and hours outside of work.

### **Job burnout process**

A satisfying job may turn into a source of dissatisfaction over time and lead a person to burnout. Signs of burnout include boredom, indifference, reduced effectiveness, fatigue, failure, and even discouragement.

According to Maslach, job burnout goes through three stages, in the first stage, a person feels emotionally exhausted and has no feelings, is out of work and has nothing to give to others. In the second stage, the person shows negligence more than before and becomes insensitive and inattentive to his personal duties in the work environment, and in the third stage, he comes to the conclusion that he is unsuccessful in terms of work and has nothing else to do. (Mohammadi) , 1385).

### **Research Methodology**

The current research method is based on the purpose of applied research and based on the method of data collection, it is considered a descriptive method of the survey branch. Based on this, firstly, the aspects and subjects of studies related to the burnout of the administrative staff of the education management of Babol city, as well as similar studies and researches, are examined about the subject of the research, then by using field studies, the corresponding hypotheses are explained. It will be researched with the title and purpose. According to the four methods of theorizing perspective, i.e. expanding or improving existing theories, comparing different theoretical perspectives, investigating a specific phenomenon using different theoretical perspectives, and finally investigating a documented and repetitive phenomenon in a new environment and conditions, this research is placed in the fourth group. In this research, structural equation model method and Lisrel software will be used to test hypotheses. In terms of data collection, this research is a survey and field research, which is used to check the distribution of characteristics of a statistical population. According to the aim of the present research is to determine the level of burnout in the administrative staff of education and training in Babol city, the statistical population includes all employees of the administrative part of education and training in Babol city. The total number of participants in this study was 143 including 135 men and 8 women.

### **Finding**

At this stage, in order to evaluate the conceptual model of the research and also to ascertain the existence or non-existence of a causal relationship between the research variables and to check the fit of the observed data with the conceptual model of the research, the research model was also tested using the structural equation model. The results of the model test are reflected in the graph.

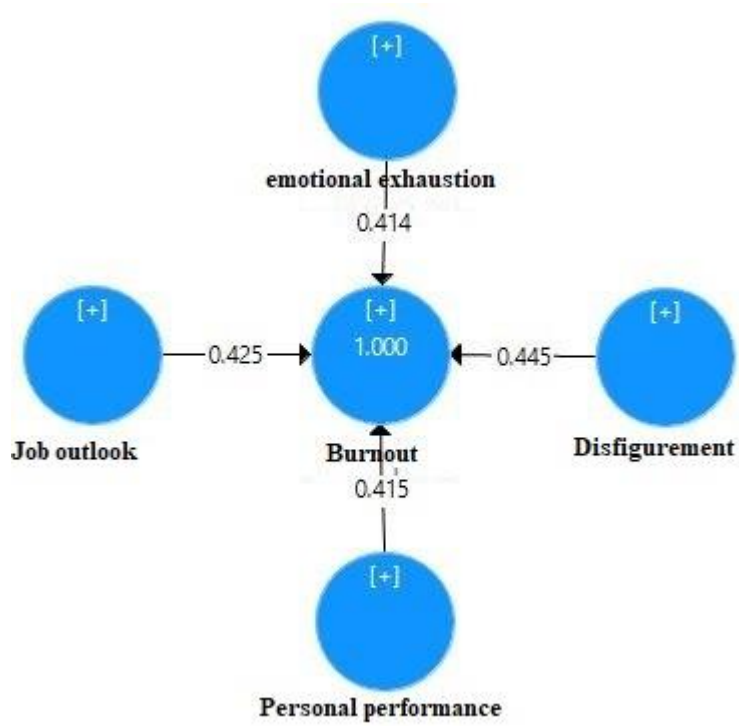


Diagram (1) Measurement of the overall model in standard mode

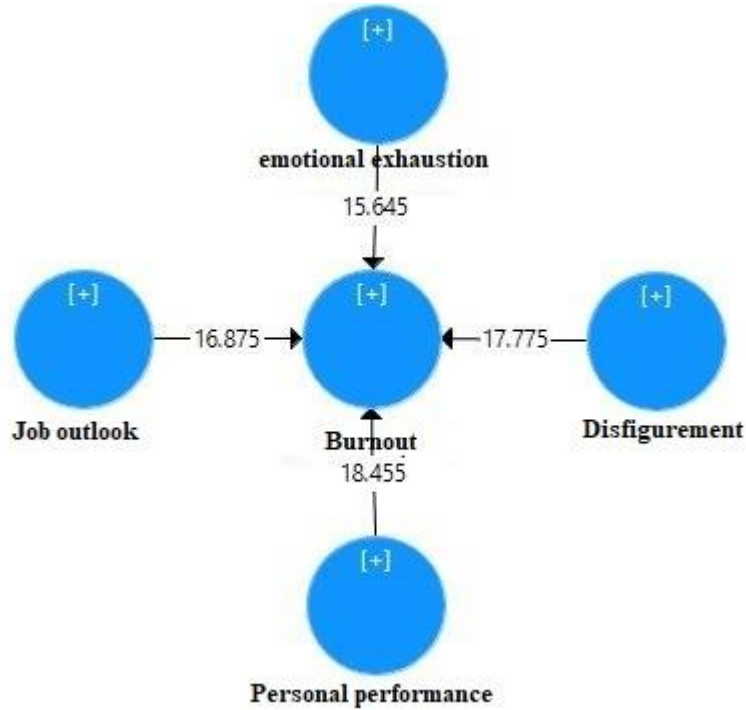


Diagram (2) measurement of the overall model in the meaningful state  
 Cronbach's alpha and composite reliability were used to measure reliability, convergent validity was used to measure validity, and GOF index was used to measure model fit:

Table (1) reliability and validity of external models

Fornell and Larcker matrix					MSV	AVE	CR	Variable
5	4	3	2	1				
				0.743	0.193	0.552	0.787	emotional exhaustion
			0.803	0.342	0.478	0.644	0.844	Disfigurement
		0.807	0.47	0.331	0.423	0.651	0.918	Job Performance
	0.849	0.65	0.692	0.44	0.478	0.72	0.885	Job outlook
0.806	0.386	0.213	0.259	0.066	0.149	0.649	0.96	Burnout

Cronbach's alpha value higher than 0.7 is an acceptable reliability indicator.

If the value of CR for each structure is above 0.7, it shows the internal stability suitable for the measurement model.

AVE value above 0.5 indicates acceptable convergent validity.

Considering the three values of 0.01, 0.25 and 0.36 as weak, medium and strong values for GOF, the result of 0.62 shows the strong fit of the model.

## **Conclusion**

The research was titled to investigate the level of job burnout in education administrative staff of Babol city. This research is a descriptive and survey type in which the researcher investigated the effect of examining the level of job burnout in education workers of Babol city. Its statistical population includes all deputy officials, expert officials and administrative experts of education in Babol city. The research tool was a standard questionnaire that was prepared with the guidance and approval of the esteemed professor, and its validity and reliability were confirmed by experimental implementation, and its reliability coefficient was estimated at 0.83% by Gronbach's alpha. The results of the model showed that the pattern of burnout of the administrative staff of the education management of Babol city had a good fit, and based on this, suggestions were presented in two categories:

### Suggestions based on research results

The education officials and planners of Babol city should plan to improve the current situation and reduce the emotional fatigue of employees, so that the level of employee burnout will decrease and as a result, the amount of using the capabilities of employees will increase in order to achieve organizational goals.

The officials and education planners of Babol city should plan to improve the current situation and reduce the level of depersonalization of employees, so that the level of employee burnout will decrease and as a result, the level of using the capabilities of employees will increase in order to achieve organizational goals.

Education officials and planners of Babol city should plan to improve the existing situation and reduce the level of personal performance of employees, so that the level of employee burnout will decrease and as a result, the level of using the capabilities of employees will increase in order to achieve organizational goals.

For the fourth hypothesis of the research, what is the level of "occupational attitude" in the education administrative staff of Babol city? Considering the fact that the majority of employees have a low work attitude and considering the results of the test that the above variable is effective in the burnout of education administrative staff in Babol city, it is suggested: the officials and planners of education in the city Babylon should plan to improve the existing situation and reduce the level of employee's work attitude, so that the level of employee burnout will decrease and, accordingly, the level of using the employees' capabilities will increase in order to achieve organizational goals.

### Suggestions for future researchers

- 1- This research should be done in other departments of this city and its results should be analyzed.
- 2- This research was conducted in Babol city and it is recommended that similar research be conducted and compared in other cities and provinces so that its generalizability can be further confirmed.

3- The research should be conducted at a wider level of the subordinate offices of the city and region, and the results in the city should be compared and analyzed.

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