

A STUDY ON IMPACT OF STRESS AND BURNOUT ON SKILLED EMPLOYEES

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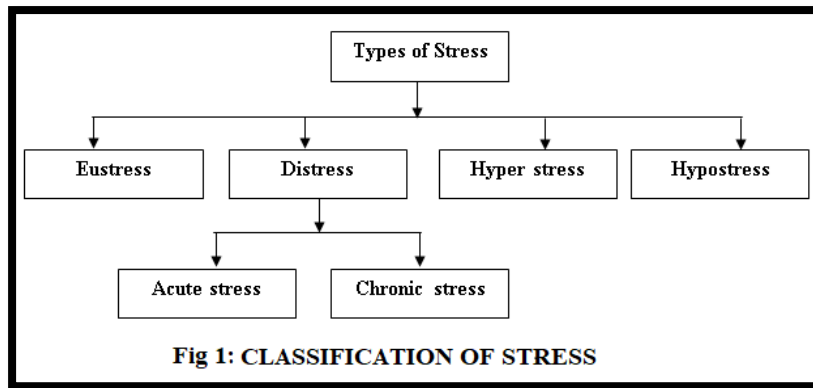
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Abstract: *The success of an organization is determined by the employees. Job stress is the major among the employees of different hierarchy of any organization. Job stress has been associated with duties overloaded and poor mental health. However, no intervention programs have developed addressing the issues of job stress. The specific objectives of the study were to identify the factors causing stress in employees, factors that lead to burnout and improving coping strategies and disseminate guidelines for coping with stress for the employees. The present study explores the dimensions of stress, burnout and coping with stress in the organizational context. Coping with these stressors requires access to a variety of resources, varying from personal strengths to social support. The aim of this project is to identify the impact of job stress and burnout on employees, stressors, and reduction measures taken by them. The present study focuses on the perception of stress and burnout on them. Through this study, we have proposed a contextualized research approach that facilitates understanding of different levels of stress, stress and burnout coping management.*

Key Words: *Burnout, Employees, coping strategies, Job Stress, Organisation.*

INTRODUCTION

Employees are one of the essential factors, determines the success of any business industry. With the increasing competition, the organizations attempt to exploit their potential to their maximum. However, the continuous pressure on job results in the job dissatisfaction or frustration, job stress and ultimately job burnout. With the workforce assuming the primary position, the job stress and job burnout affect the growth and the performance of any organization. **Ivancevich and Matteson** have defined stress as, "An adaptive response, mediated by individual characteristics and/or psychological processes, which is a consequence of any external action, situation, or event that place special physical and or psychological demands upon a person." Stress can itself described as in both a negative and a positive. **Prof. D.M. Pertonjee**(1999) a well-known expert on stress research, classified stress into four main categories that people experience as shown in Fig.1. A type of stress which motivates a person to get into an action to make thing accomplished is known as a **Eustressor** Positive stress. If a level of stress is too high, which causes physical, psychological and behavioral problems, this kind of stress is known as **Distress** or negative stress. **Hyper stress** occurs when an individual is pushed beyond what he or she can handle. Hyper stress results from being overloaded or overworked. When someone is hyper stressed, even little things can trigger a strong emotional response. And Hypo stress is the opposite of hyper stress. Hypo stress occurs when an individual is bored or unchallenged. People who experience hypo stress are often restless and uninspired.



Maslach and Jackson 1986, defined Burnout as a syndrome emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment that can occur among individuals who work with people in some capacity. Burnout appears to be a response to interpersonal stressors on the job, in which an overload of contact with people results in changes in attitudes and behaviors. Burnout is a prolonged response to chronic emotional and interpersonal stressors on the job and is defined by the three dimensions of exhaustion, cynicism, and inefficacy. Stress is a dynamic condition in which a man faces limitation and strains causing hardship. Burnout is for the most part accepted to have a malicious impact on wellbeing and execution. In any case, a base level of pressure is essential for viable working. It is the people response to pressure which makes all the contrast. Stress is a psychological, passionate or physical response coming about because of a person's reaction to ecological weight. Stress is on the human personality as one should attempt to change pressure into imperativeness, vitality into power and learning into astuteness. Stress and burnout can have genuine outcomes on both well-being and work execution. Administrators under pressure become troubled with their compensation, work, collaborators and have less authoritative responsibility and show the more prominent level of truancy, work turnover and generation wasteful aspects.

Objectives of the Study

- To assess the impact of job stress factors on employees.
- To identify the impact of burnout on employees.
- To know the coping strategies, reduction measures, and management of stress and burnout.
- To examine the relationship between stress and burnout.

Experimental Section

a) Participants

Out of 150 participants selected from renowned companies. Of which male participants were 68%, female 32%. A total of 38 % were between 25-30 years age, 46 % were completed their graduation studies, 43% were less than 2 year experience and 64% were working in private sectors.

b. Procedure and Methods Used:

b. 1 Cronbach's alpha Test: Cronbach's alpha is a statistical tool which is used to check the reliability of scales that has been used for taking the responses through a questionnaire. The questionnaire formed for the research study is a structured questionnaire in which all the questions are predetermined before, conducting the survey. The questionnaire for the research was framed in a clear manner such that it enables the respondents to understand and answer the question easily. The questionnaire was designed in such a way that the questions are short, simple and is arranged logically.

b. 2 Kaiser - Meyer - Olkin (KMO):- The Kaiser - Meyer - Olkin (KMO) measure of sampling adequacy is an index used to examine the appropriateness of factor analysis. High values (between 0.5 and 1.0) indicate factor analysis is appropriate. Values below 0.5 imply that factor analysis may not be appropriate.

b. 3 Bartlett's Test of Sphericity: - Bartlett's test of Sphericity is a test statistic used to examine the hypothesis that the variables are uncorrelated in the population. In other words, the population correlation matrix is an identity matrix; each variable correlates perfectly with itself ($r = 1$) but has no correlation with the other variables ($r = 0$).

c. Results and Discussion:

Cronbach's alpha is a statistical tool which is used to check the reliability of scales that has been used for taking the responses through a questionnaire. The test was held in each section and for the total. **Table 1** shows the results of the test.

Table 1: Case Processing Summary

| Case Processing Summary | | | |
|-------------------------|-----------------------|-----|-------|
| | | N | % |
| Cases | Valid | 150 | 100.0 |
| | Excluded ^a | 0 | 0 |
| | Total | 150 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Table 2 shows the results of Cronbach's alpha reliability test, as Cronbach's alpha value lies between 0.8 and 0.9, the test result is acceptable and internal consistency is GOOD.

Table 2: Cronbach Alpha Reliability Test

| NO | Section | No. of statements | Cronbach's Alpha |
|-------|--|-------------------|------------------|
| 1 | Perceived job stress | 13 | 0.885 |
| 2 | Perceived burnout | 4 | 0.850 |
| 3 | Coping strategies and reduction measures of stress and burnout | 3 | 0.873 |
| Total | Variables | 36 | 0.886 |

Cross tabulation of employees to the measurement of stress represented in Table 4, from this it is observed that low-level employees feel stress sometimes among the three levels of hierarchy. Table 5 shows the data of employees to the measurement of burnout, it says Low level of hierarchy employees feeling burnout occasionally.

Table 3: Cross tabulation of employees to the measure of stress

| Hierarchy | Feeling stress | | | | | Total |
|--------------|----------------|-----------|--------------|------------|----------|------------|
| | Never | Sometimes | Fairly Often | Very Often | Always | |
| Top level | 1 | 1 | 2 | 3 | 0 | 7 |
| Middle level | 17 | 21 | 7 | 2 | 0 | 47 |
| Low level | 24 | 43 | 19 | 9 | 1 | 96 |
| Total | 42 | 65 | 28 | 14 | 1 | 150 |

Table 4: Cross tabulation of employees to the measure of burnout

| Hierarchy | I feel burnout from my work | | | | | Total |
|--------------|-----------------------------|-----------|-----------|----------------|-----------|------------|
| | Strongly Disagree | Disagree | Neutral | Strongly Agree | Agree | |
| Top level | 2 | 0 | 2 | 1 | 2 | 7 |
| Middle level | 6 | 17 | 14 | 7 | 3 | 47 |
| Low level | 15 | 20 | 29 | 14 | 18 | 96 |
| Total | 23 | 37 | 45 | 22 | 23 | 150 |

3.1 Factors influencing the impact of job stress on employees.

3.1.1 KMO and Bartlett's Test

Table 5: Kaiser-Meyer-Olkin and Bartlett's Test

| | | |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | 0.857 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 815.325 |
| | Df | 66 |
| | Sig. | .000 |

According to the KMO value (0.857) which is between 0.5 to 1.0 it can be said that factor analysis is appropriate.

3.1.2 The Rotated Component Matrix: - Sometimes referred to as the loadings, is the key output of principal components analysis. It contains estimates of the correlations between each of the variables and the estimated components.

| | Component | | |
|---|-----------|------|------|
| | 1 | 2 | 3 |
| Angered | .788 | | |
| Out of control | .749 | | |
| Feeling stress | .715 | | |
| Loss of excitement or happiness regarding work | .715 | | |
| Feeling disturbed that happen suddenly | .656 | | |
| Having less time for individuals, even family and friends | .647 | | |
| Capable to deal with your own issues | | .861 | |
| Confident | | .821 | |
| Feeling comfort to do new things | | .807 | |
| Forgetfulness | | | .827 |
| Experiencing difficulty in making decisions | | | .688 |
| Feeling loaded by duties and pressures | | | .637 |
| Extraction Method: Principal Component Analysis. | | | |
| Rotation Method: Varimax with Kaiser Normalization. | | | |
| ^a Rotation converged in 5 iterations. | | | |

From rotated compound matrix we are getting three components. This matrix contains estimates of the correlations between each of the variables and the estimated components. Considering the values which are ≥ 0.5 and near 0.5. From the above rotated component matrix table, we can analyze that there are 12 components with certain significance values for each variable. It means that the variable which has highest significance value in the component column are considered to be crucial as that variable is highly influencing the dependent variable.

From the rotated component matrix we are naming component 1 as **EMOTIONAL DEMANDS**.
Under this the variables are:

| |
|---|
| • Angered |
| • Out of control |
| • Feeling stress |
| • Loss of excitement or happiness regarding work |
| • Feeling disturbed that happen suddenly |
| • Having less time for individuals, even family and friends |

Analysing these we got another component factor **NORMAL DEMANDS** the impact of job stress on employees. The variables are:

| |
|--|
| • Capable to deal with your own issues |
| • Confident |
| • Feeling comfort to do new things |

We got the third component and naming it as **ROLE DEMANDS** the impact of job stress on employees. The variables are:

| |
|---|
| • Forgetfulness |
| • Experiencing difficulty in making decisions |
| • Feeling loaded by duties and pressures |

3.1.3 Multiple Linear Regression Analysis

Linear regression analysis, a statistical data technique has been performed to estimate the correlation between the variables considered. To find a relationship between job stress and employees, different factors can cause job stress. We need to check whether there is a linear relationship between the independent variables and the dependent variable in our multiple linear regression models. To do this, we can check scatter plots indicate a good linear relationship between job stresses on employees. Here, we need to enter the dependent variables and independent variables. Factors are considered and created the accompanying information yield from the investigation.

| Model Summary ^b | | | | |
|---|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .733 ^a | .538 | .528 | .649 |
| ^a Predictors: (Constant), REGR factor score 3 for analysis 1, REGR factor score 2 for analysis 1, REGR factor score 1 for analysis 1 | | | | |
| ^b Dependent Variable: Feeling stress | | | | |

'R' is the correlation between the observed and predicted values based on the dependent variable is and is equal to .733. 'R square' (R^2) is the proportion of variance in dependent variable depending on all the independent variables is equal to .538. Adjusted R square indicates the adjustment of proportion variance observed from 'R square' is equal to .528. The standard estimated error can also be observed in the model is equal to .649. This means the linear regression explains 53.8% of the variance in data.

ANOVA statistical significance table

| ANOVA ^a | | | | | |
|--------------------|----------------|----|-------------|---|------|
| Model | Sum of Squares | Df | Mean Square | F | Sig. |

| | | | | | |
|---|---------|-----|--------|--------|-------------------|
| Regression | 71.543 | 3 | 23.848 | 56.587 | .000 ^b |
| Residual | 61.530 | 146 | .421 | | |
| Total | 133.073 | 149 | | | |
| ^a Dependent Variable: Feeling stress | | | | | |

The significance value 'P' is 0.000 which is less than 0.05 and the model is statistically significant to reject the null hypothesis for the overall regression model is a good fit for the data considered.

| Coefficients ^a | | | | | |
|---|------------------------------|------------|---------------------------|--------|------|
| Model | Un standardized Coefficients | | Standardized Coefficients | t | Sig. |
| | B | Std. Error | Beta | | |
| (Constant) | 2.113 | .053 | | 39.870 | .000 |
| REGR factor score 1 for analysis 1 | .676 | .053 | .715 | 12.710 | .000 |
| REGR factor score 2 for analysis 1 | .069 | .053 | .073 | 1.299 | .196 |
| REGR factor score 3 for analysis 1 | .136 | .053 | .144 | 2.557 | .012 |
| ^a Dependent Variable: Feeling stress | | | | | |

Form the regression coefficient table, by considering the 'B' values in the unstandardized coefficients, the general regression equation to find the impact of job stress on employees is as:

$$\text{Job stress} = 2.113 + (.676 * F1) + (.069 * F2) + (.136 * F3).$$

3.2 Factors influencing the impact of job burnout

3.2.1 KMO and Bartlett's Test

| | | |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .841 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 729.654 |
| | Df | 78 |
| | Sig. | .000 |

According to the KMO value (0.841) which is between 0.5 to 1.0 it can be said that factor analysis is appropriate.

3.2.2 The Rotated Component Matrix

Sometimes referred to as the loadings, is the key output of principal components analysis. It contains estimates of the correlations between each of the variables and the estimated components.

| Rotated Component Matrix ^a | | | |
|--|-----------|---|---|
| | Component | | |
| | 1 | 2 | 3 |
| Low self-esteem | .773 | | |
| Sleeping disorder | .769 | | |
| I feel burnout from my work | .721 | | |
| Worrying about future | .713 | | |
| I feel restless at the end of the day and when I get up in the morning | .702 | | |
| Feeling emotionally drained from work | .680 | | |
| Working in a group is a strain for me | .697 | | |

| | | | |
|---|--|------|------|
| I can create a relaxed atmosphere with clients | | .727 | |
| I deal with emotional problems very calm | | .722 | |
| I have poor peer relations | | .602 | |
| Satisfied with present salary | | | .740 |
| Working hours is sufficient | | | .739 |
| I can accept any type of assignment assigned by peers | | | .653 |
| Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization. | | | |
| ^a Rotation converged in 15 iterations. | | | |

From rotated compound matrix we are getting three components. This matrix contains estimates of the correlations between each of the variables and the estimated components. Considering the values which are ≥ 0.5 and equal to 0.5. From the above rotated component matrix table, we can analyze that there are 13 components with certain significance values for each variable. It means that the variable which has highest significance value in the component column are considered to be crucial as that variable is highly influencing the dependent variable.

Analysing these we got component factor1 as **PSYCHOLOGICAL BURNOUT** for the impact of job burnout on employees. The variables are:

| |
|--|
| • Low self-esteem |
| • Sleeping disorder |
| • I feel burnout from my work |
| • Worrying about future |
| • I feel restless at the end of the day and when I get up in the morning |
| • Feeling emotionally drained from work |
| • Working in a group is a strain for me |

We got another component and named it is as **INTERPERSONAL DEMANDS** for the impact of job burnout on employees. Under this the variables are:

| |
|--|
| • I can create a relaxed atmosphere with clients |
| • I deal with emotional problems very calm |
| • I have poor peer relations |

Finally, we are naming my component 3 as **WORK LIFE CONFLICT** for the impact of burnout on employees. The variables are:

| |
|---|
| • Satisfied with present salary |
| • Working hours is sufficient |
| • I can accept any type of assignment assigned by peers |

3.2.3 Multiple Linear Regression Analysis

Linear regression analysis, a statistical data technique has been performed to estimate the correlation between the variables considered. To find a relationship between job burnout and employees, different factors can cause job burnout. We need to check whether there is a linear relationship between the

independent variables and the dependent variable in our multiple linear regression models. To do this, we can check scatter plots indicate a good linear relationship between job burnout on employees. Here, we need to enter the dependent variables and independent variables. Factors are considered and created the accompanying information yield from the investigation.

| Model Summary ^b | | | | |
|---|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .764 ^a | .583 | .547 | .857 |
| ^a Predictors: (Constant)the components from factor score | | | | |
| ^b Dependent Variable: I feel burnout from my work | | | | |
| | | | | |

'R' is the correlation between the observed and predicted values based on the dependent variable is and is equal to .764. 'R square' (R^2) is the proportion of variance in dependent variable depending on all the independent variables is equal to .583. Adjusted R square indicates the adjustment of proportion variance observed from 'R square' is equal to .547. The standard estimated error can also be observed in the model is equal to .857. This means the linear regression explains 58.3% of the variance in data. The significance value 'P' is 0.000 which is less than 0.05 and the model is statistically significant to reject the null hypothesis for the overall regression model is a good fit for the data considered.

Mean & Standard Deviation of Psychological burnout

| Psychological burnout | N | Mean | Std. Deviation | Std. Error Mean |
|--|-----|------|----------------|-----------------|
| Low self-esteem | 150 | 2.82 | 1.248 | .102 |
| Sleeping disorder | 150 | 2.85 | 1.257 | .103 |
| Working in a group is a strain for me | 150 | 2.63 | 1.245 | .102 |
| Worrying about future | 150 | 3.17 | 1.230 | .100 |
| I feel burnout from my work | 150 | 2.90 | 1.273 | .104 |
| Feeling emotionally drained from work | 150 | 3.01 | 1.226 | .100 |
| I feel restless at the end of the day and when I get up in the morning | 150 | 3.07 | 1.364 | .111 |

The above table shows the mean value and the standard deviation of each statement that could possibly be the impact of burnout on employees. It is observed that the mean values of the top highly influential factor under psychological burnout component is "I feel restless at the end of the day and when I get up in the morning" as according to the descriptive statistics the respective variable has the maximum mean value of 3.07 (S.D 1.36) which is greater than the standard mean value of 3.

Mean & Standard Deviation of interpersonal demands

| Interpersonal demands | N | Mean | Std. Deviation | Std. Error Mean |
|--|-----|------|----------------|-----------------|
| I have poor peer relations | 150 | 2.55 | 1.293 | .106 |
| I can create relaxed atmosphere with clients | 150 | 3.39 | 1.158 | .095 |
| I deal with emotional problems very calm | 150 | 3.35 | 1.237 | .101 |

The above table shows the mean value and the standard deviation of each statement that could possibly be the impact of burnout on employees. It is observed that the mean values of the top highly influential factor under interpersonal demands component is "I can create a relaxed atmosphere with clients" as according to the descriptive statistics the respective variable has the maximum mean value of 3.35(SD 1.23) which is greater than the standard mean value of 3.

| Mean & Standard Deviation of work life conflict | | | | |
|--|----------|-------------|-----------------------|------------------------|
| work life conflict | N | Mean | Std. Deviation | Std. Error Mean |
| Working hours is sufficient | 150 | 3.03 | 1.212 | .099 |
| Satisfied with present salary | 150 | 2.78 | 1.225 | .100 |
| I can accept any type of assignment assigned by peers | 150 | 3.34 | 1.067 | .087 |

The above table shows the mean value and the standard deviation of each statement that could possibly be the impact of burnout on employees. It is observed that the mean values of the top highly influential factor under work life conflict component is "Working hours is sufficient" as according to the descriptive statistics the respective variable has the maximum mean value of 3.03(SD 1.21) which is greater than the standard mean value of 3.

3.3 Coping strategies, reduction measures taken by employees to get rid of stress and burnout.

The first variable is **Accepting Reality**

| Response | Frequency | Percent |
|-----------------|------------------|----------------|
| Never | 12 | 8.0 |
| Sometimes | 36 | 24.0 |
| Mostly | 26 | 17.3 |
| Often | 26 | 17.3 |
| Always | 50 | 33.3 |

Most of the respondents out of 150 have said they accept reality ALWAYS (50) for 33.3% and the sometimes (36) for 24%. It is true that 12% said they never accept reality. From this, accepting reality can reduce the stress and burnout on employees.

Thinking Hard

| Response | Frequency | Percent |
|-----------------|------------------|----------------|
| Never | 9 | 6.0 |
| Sometimes | 43 | 28.7 |
| Mostly | 35 | 23.3 |
| Often | 24 | 16.0 |
| Always | 39 | 26.0 |

The results showed that sometimes they think hard about their future, related to work. Thinking hard is the best measure to come out of stress. It is very less for Never (9) only 6%.

Pray/ Meditation

| Response | Frequency | Percent |
|-----------------|------------------|----------------|
| Never | 28 | 18.7 |
| Sometimes | 49 | 32.7 |

| | | |
|--------|----|------|
| Mostly | 24 | 16.0 |
| Often | 28 | 18.7 |
| Always | 21 | 14.0 |

Pray and Meditation is the best reduction factor for stress and burnout from the frequency table it is said that 32.7% (49) respondents said sometimes they will do. But, they can do daily meditation to avoid job stress.

Giving up and Forgiving ness

| Response | Frequency | Percent |
|-----------|-----------|---------|
| Never | 11 | 7.3 |
| Sometimes | 54 | 36.0 |
| Mostly | 26 | 17.3 |
| Often | 31 | 20.7 |
| Always | 28 | 18.7 |

Giving up and forgiveness is an emotion-focused coping process that can help employees to manage negative psychological evoked by interpersonal conflict and stress. Most of the respondents said that can give up sometimes (54)36%, followed by 17.3% have given up mostly. The least respondents are for Never with 7.3%.

Support and help from other

| Response | Frequency | Percent |
|-----------|-----------|---------|
| Never | 9 | 6.0 |
| Sometimes | 51 | 34.0 |
| Mostly | 20 | 13.3 |
| Often | 33 | 22.0 |
| Always | 37 | 24.7 |

In a job, we need to take help from others and need to take support from them. This variable says that if we have good communication with peers at any moment of work will reduce burnout and stress. From the above table, 34% of respondents said they seek help from others; followed by Always (24.7%), often (22%), mostly (13.3%). We got veryfewer respondents 9 having 6% for never.

Making fun and jokes

| Response | Frequency | Percent |
|-----------|-----------|---------|
| Never | 9 | 6.0 |
| Sometimes | 50 | 33.3 |
| Mostly | 20 | 13.3 |
| Often | 34 | 22.7 |
| Always | 37 | 24.7 |

Making fun and jokes at intervals in working hours can reduce the stress and can motivate to do work by providing a pleasant environment to employees. From the frequency table, it showed that 24.7% of respondents with frequency 50 for Sometimes followed by 22.7% mostly having 20 respondents and never with 6%.

Concentrating on Goals

| Response | Frequency | Percent |
|-----------|-----------|---------|
| Never | 17 | 11.3 |
| Mostly | 46 | 30.7 |
| Sometimes | 24 | 16.0 |
| Often | 21 | 14.0 |
| Always | 42 | 28.0 |

Employees have to concentrate on goals to achieve the organizational growth and their performance at the individual level. So, these employees are called as hindrance stressors. 88 respondents (58.7%) including Mostly and Always said there are concentrating on goals, followed by 24 respondents (16%), and lastly 17 respondents (11.3%) said Never.

Aerobic Exercises/ Muscular Action

| Response | Frequency | Percent |
|-----------|-----------|---------|
| Never | 57 | 38.0 |
| Sometimes | 46 | 30.7 |
| Mostly | 9 | 6.0 |
| Often | 22 | 14.7 |
| Always | 16 | 10.7 |

Aerobic exercises and muscular action are the daily actions to do at least an hour per day and it is a kind of individual interest to come out of stress and burnout. From the table, it is shown that 46 respondents do exercise sometimes (30.7%), followed by often 22 respondents (14.7%). highly 57 respondents (38%) said they never do muscular action.

Self-Criticizing

| Response | Frequency | Percent |
|-----------|-----------|---------|
| Never | 50 | 33.3 |
| Sometimes | 32 | 22.3 |
| Mostly | 35 | 23.8 |
| Often | 28 | 16.7 |
| Always | 5 | 3.33 |

Self-criticizing is the interpersonal demand of an individual stressor. Out of 150 respondents, half of them responded to Never (33.3%), followed by 35 respondents (23.8%) mostly, sometimes by 32 respondents (22.3%) and finally 5 respondents always.

Using Alcohol/Smoking

| Response | Frequency | Percent |
|-----------|-----------|---------|
| Never | 76 | 50.7 |
| Sometimes | 33 | 22.0 |
| Mostly | 19 | 12.7 |
| Often | 10 | 6.7 |
| Always | 12 | 8.0 |

Usage of alcohol/smoking is a consequence of behavioral stress. Out of 150 respondents, 76 said they never use smoking (50.7%). lastly, 10 respondents use alcohol/smoking.

3.4 Mean & Standard Deviation of reduction measures taken by the stressors

| One-Sample Statistics | | | | |
|-----------------------------------|-----|------|----------------|-----------------|
| | N | Mean | Std. Deviation | Std. Error Mean |
| Accepting Reality | 150 | 3.44 | 1.373 | .112 |
| Thinking Hard | 150 | 3.27 | 1.290 | .105 |
| Pray/ Meditation | 150 | 2.77 | 1.333 | .109 |
| Giving up and Forgivingness | 150 | 3.07 | 1.270 | .104 |
| Support and help from other | 150 | 3.25 | 1.317 | .108 |
| Making fun and jokes | 150 | 3.27 | 1.314 | .107 |
| Concentrating on Goals | 150 | 3.17 | 1.416 | .116 |
| Aerobic Exercises/Muscular Action | 150 | 2.29 | 1.383 | .113 |
| Self-Criticizing | 150 | 3.13 | 1.100 | .229 |
| Using alcohol/smoking | 150 | 1.99 | 1.277 | .104 |

Table of T-TEST shows the mean value and the standard deviation of each statement that could possibly say the coping strategies from stress and burnout to the employees. It is observed that the mean values of the top highly influential factor under the coping strategies from stress and burnout to the employees as according to the descriptive statistics the respective variable has the maximum mean value of 3.4 (SD1.37) which is greater than the standard mean value of 3.

3.5 To examine the relationship between stress and burnout

| Feeling stress * I feel burnout from my work Crosstabulation | | | | | | | |
|--|--------------|-----------------------------|----------|---------|----------------|-------|-------|
| | | I feel burnout from my work | | | | | Total |
| | | Strongly Disagree | Disagree | Neutral | Strongly Agree | Agree | |
| Feeling stress | Never | 13 | 11 | 8 | 6 | 4 | 42 |
| | Sometimes | 8 | 18 | 25 | 5 | 9 | 65 |
| | Fairly Often | 1 | 7 | 10 | 4 | 6 | 28 |
| | Very Often | 1 | 1 | 2 | 6 | 4 | 14 |
| | Always | 0 | 0 | 0 | 1 | 0 | 1 |
| Total | | 23 | 37 | 45 | 22 | 23 | 150 |

A state of physical, emotional and mental exhaustion will occur from which it is hard to recover is called BURNOUT. Stressors are events or contexts that cause a stress reaction by elevating levels of physical or mental response. To draw a relation between stress and burnout we are using chi-Square Test.

3.6 Chi-Square Tests

| | Value | Df | Asymptotic Significance (2-sided) |
|--------------------|---------------------|----|-----------------------------------|
| Pearson Chi-Square | 35.785 ^a | 16 | .003 |
| Likelihood Ratio | 32.248 | 16 | .009 |

| | | | |
|---|--------|---|------|
| Linear-by-Linear Association | 14.905 | 1 | .000 |
| N of Valid Cases | 150 | | |
| ^a 13 cells (52.0%) have expected count less than 5. The minimum expected count is .15. | | | |

By conducting Chi-Square Test we have identified that P value is 0.003, which is <0.05 then the model is statistically not significant so the hypothesis is rejected

3.7 Symmetric Measures

| | | Value | Asymptotic Standardized Error ^a | Approximate T ^b | Approximate Significance |
|----------------------|----------------------|-------|--|----------------------------|--------------------------|
| Interval by Interval | Pearson's R | .316 | .076 | 4.056 | .000 ^c |
| Ordinal by Ordinal | Spearman Correlation | .311 | .079 | 3.974 | .000 ^c |

^a Not assuming the null hypothesis.

^bUsing the asymptotic standard error assuming the null hypothesis.

RESULTS

- The output of Chi-Square tests show that there is a direct relationship between emotional demands, normal demands and role demands of the impact of job stress on employees. Hence, alternate hypotheses has been accepted.
- The Outcome of Principal Component Analysis shows the most impacting factors are: "Emotional demands", "Normal demands", and "Role demands" affect the job stress on employees.
- The descriptive statistics as per the mean value for burnout has shown the outcomes for component factor psychological burnout, interpersonal demands and work-life conflict as follows: "I feel restless at the end of the day and when I get up in the morning", "I can create relaxed atmosphere with clients", "Working hours is sufficient".
- Stress and burnout coping strategies and reduction measures taken by the stressors are mainly the accept reality, concentrating on goals, giving up and forgivingness, making fun and jokes.

DISCUSSION

- The weight of workload can be diminished by delegating responsibilities and specifically agonizing over the most vital pressure delivering circumstances and building up objectives and setting needs to achieve vital destinations.
- Time administration: Managers should make a rundown of exercises to be performed and organize them in their request of significance. They ought to utilize their valuable time to focus on the few organized errands.
- The third essential factor is an individual condition. In the event that this isn't achievable it is smarter to stop.
- Stress is associated with demands and resources like responsibilities, pressures placed on the employee, role overload and role ambiguity. Employees must concentrate on these things to face a challenge stressors.
- The employees are suggested to take care of their mental and physical health like the poor immune system, change in metabolism.
- They should have more forgivingness in the workplace because it is a potential enhancement of positive feelings, emotions, and behaviors.
- The organizations have to help employees to come out of stress and burnout by follow up of the activities like training programs, realistic goal setting, redesign of jobs and occasional escape.
- Interventions and wellness help employees to reframe form stressful situations. Development of interventions can reduce behavioral and biological sequel of psychological stress.
- Provide motivation to come out from daily hassles, role strain, and dramatic life stress.

CONCLUSIONS

We can find the stressors in organizations associated with workload, the pressure to complete tasks and time urgency, and individuals keep reaching goals. If the commitment of the stressor is strong it results in an increase of performance of work-life conflicts and has more to focus on goals. It is associated with responsibilities, pressures, obligations, and uncertainties. Model of the stress is associated with the Organizational factors, personal factors, and environmental factors. In the impact of stress, we find three factor components namely, emotional demands, normal demands and role demands. Most of the stressors responded to they are out of control, angered and feeling stress. The edu stress can be said as it is positively named as normal demands. Stressors have the high confidence levels to come out of stress and are capable to deal with their own issues. In the impact of job burnout, the three component factors are psychological burnout, interpersonal demands, and work-life conflict. The factors mainly influenced the burnout are low self-esteem, sleep disorders, poor peer relations. They are sufficiently balancing their work life conflict like working conditions and working hours, accepting any kind of work assigned by peers.

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