



The Relationship between Stress and Job Exhaustion (Case Study: Zone A Supreme Audit Court)

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ABSTRACT: The term job exhaustion is called to fatigue caused by the pressures at work, work nature, symptoms and modes of atrophies of power, frustration and isolation of the employees. This way working loses its meaning and someone who has suffered from job exhaustion feels depressed, chronic fatigue, becomes aggressive and in relationships, to some extent, becomes paranoid and cynical, and mainly this negativity will be remained. Based on the comprehensive review of studies on the relationship between stress and burnout related information is extracted from the population. So after a comprehensive review of studies on the relationship between stress and exhaustion related information is extracted from the target population. For gathering Data of this study, two standardized questionnaires on job exhaustion and stress were used. To statistical analysis of the questionnaire, descriptive and inferential Topics are used. Descriptive statistics including frequency tables mean, standard deviation, and the level of understanding of structural equation modeling, including confirmatory factor analysis [CFA] and path analysis has been used. The software used for data analysis is SPSS version 18 software package LISREL version 8.54 software package under Windows. The result of hypotheses of this paper describes that, there is significant relationship between all independent variables in this study, including the nature of work, working time, organizational policies, organizational positions, personal factors, environmental factors associated with job exhaustion as the dependent variable.

Keywords: Stress, Job Exhaustion, Organizational Policies, Environmental Factors

INTRODUCTION

In recent decades, the issue of stress and its effects on the organization has been under attention. Despite there is positive stress, most of the time the negative aspects and complications of stress are considered. After all, stress has many impacts on the performance and activities of the members of the organization. Neurological pressures have not only psychological, but also physical effects. In addition, job stress is defined as the interaction between working conditions and personal characteristics of employees, that workplace demands are more than they can afford (National Bank). On the other hand, job exhaustion is seen mostly in jobs that the employee is in touch with humans many hours of work

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time ¹. It should be noted that workplace consists of physical, mental and psychosocial Stimulus, and each of them can be a factor of tensioning ². Job stress is the harmful physical and emotional response that is caused by the person's interaction with the environment, and lack of coordination between business needs and abilities and requirements³. Therefore, it can be concluded that stress and job exhaustion are among the most important threatening factors of physical and mental health of people in different environments. Stress at work is considered as people's perception of stressful working conditions, along with a sense of personal ineffectiveness caused by unfavorable working environment, threatening and distressing with psychological and mental reactions⁴. This study has attempted to identify important factors that could cause stress and its relationship with job exhaustion is considered; and in general, we are looking to answer the question whether stress and its factors have significant effects on job exhaustion?

Theoretical Foundations

Job exhaustion

One of the issues threatens today's human resources is job exhaustion. Job exhaustion is the commonness and apathy of the job incumbent. Job exhaustion is not a mental disorder typically, but develops slowly over time and may actually become a mental disability. In this case job loses its meaning and importance and a person suffering from Job exhaustion feels chronic fatigue and burnout, becomes aggressive and in relationships goes cynical and pessimistic somewhat. It is estimated that 40 million working days each year is lost due to disorders caused by job exhaustion in the UK. Several factors can cause stress for people at work. The most important of these factors outlined as overload, role conflict and ambiguity and organizational factors such as poor relationships, threatening organizational conditions for the development, promotion systems, and vague improvement, inadequate and inaccurate performance evaluation systems and a lack of support of colleagues and supervisors ⁵. Continuity of each of the above factors in isolation or aggregation of these factors together in a period of time; gradually brings about discharge feelings, lack of motivation and job exhaustion for employees⁶.

Conditions related to exhaustion have multiple spectra that one of their most important one is emotional exhaustion that is the opposite side of feeling of energy. Job exhaustion refers to work-related stress. Job exhaustion has been described as a syndrome of depersonalization and personal reduction and emotional exhaustion⁷.The core of job exhaustion refers to Person's discharge, fatigue feeling, negative and cynical attitudes toward others and develop a negative attitude towards their work and reduction in personal accomplishment⁸.

MATERIALS AND METHODS

Library and field methods are for data collecting that by referral and delivery questionnaires were collected of groups' comments and different levels of zone 1 of country's Court of Audit personnel and managers; standard questionnaires related

to measure each dimensions of stress and job exhaustion have been used in several studies and are listed in the Appendix. In the present study, two standardized questionnaires of occupational stress and its causes and job exhaustion has been used. The population of this research is all of country's personnel of the Court of Audit. In this study, a random sampling method is used for each area of the city. To calculate the sample below statistical method is used:

$$n_0 = \frac{z^2 s^2}{d^2}$$

Population size= N

1.96 = the area under the standard normal curve with 0.005 alpha =Z

0.05= Error rate = d

0.36 = the amount of deviation variables = s

Table 1. The calculation of the statistical sample

z²	3.8416	1.96
s ²	0.1296	0.36
d ²	0.0025	0.05
n ₀	199.1485	
N	203	
n	100.5279	

The sample volume is 100.52 which are rounded to 101. Path analysis Software is used to analyze the research data. And in the level of analytical, structural equation modeling including confirmatory factor analysis [CAF] and path analysis are used. To analyze data the SPSS software package version 18 and LISREL software package version 8.54 under Window are used.

Experimental conclusion

To investigate the hypothesis of the study, the research variables is built then the general model is run in AMOS software and we decide the relationships between variables based on the significance level.

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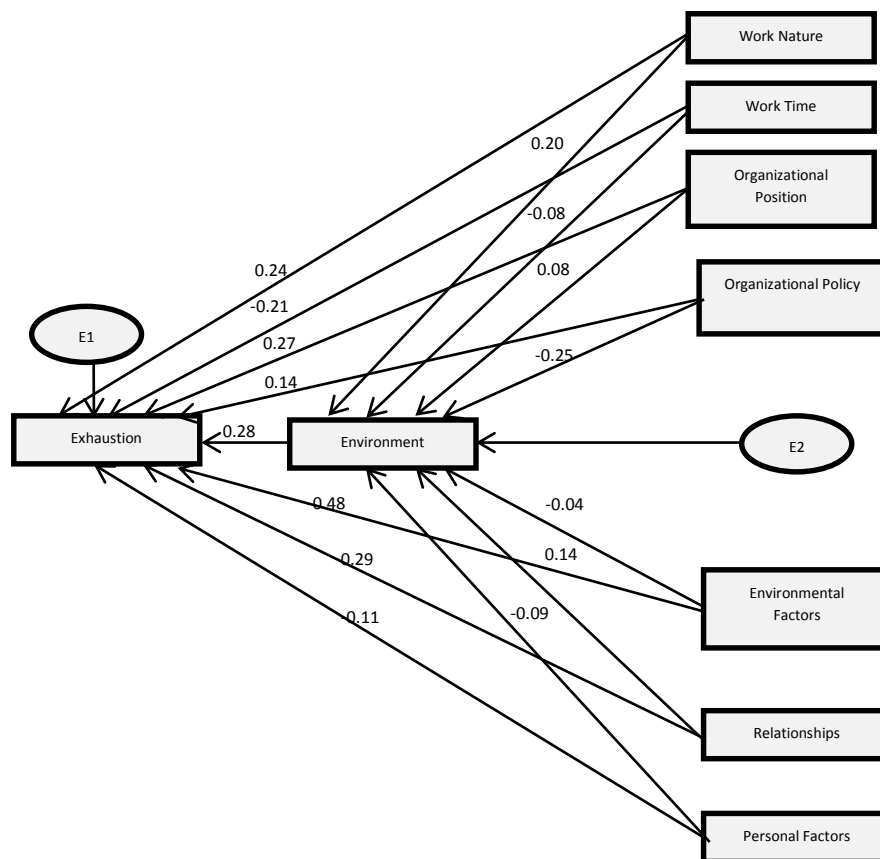


Table 2. Examine the relationship between the study's variables

			Personal factors	relationships	Factors	Position	Policy	Work time	Job nature	The environment
The environment	Total impact	Impact amount	-0.088	0.140	-0.036	-0.251	0.080	-0.084	0.201	0.000
		Significant level	0.556	0.393	0.941	0.073	0.613	0.485	0.059	...
	Direct impact	Impact amount	-0.088	0.140	-0.036	-0.251	0.080	-0.084	0.201	0.000
		Significant level	0.556	0.393	0.941	0.073	0.613	0.485	0.059	...
	Indirect impact	Impact amount	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
		Significant level
Exhaustion	Total impact	Impact amount	0.080	0.331	-0.470	0.066	0.295	-0.235	0.298	0.283
		Significant level	0.606	0.021	0.025	0.527	0.018	0.017	0.002	0.014
	Direct impact	Impact amount	0.105	0.291	-0.460	0.137	0.272	-0.211	0.241	0.283
		Significant level	0.470	0.012	0.014	0.252	0.010	0.047	0.003	0.014
	Indirect impact	Impact amount	-0.025	0.040	-0.010	-0.071	0.023	-0.024	0.057	0.000
		Significant level	0.507	0.420	0.941	0.086	0.561	0.454	0.050	...

Subsidiary assumption

1-Environment has significant impact on the job exhaustion. As it is shown, the environment has impact on job exhaustion in amount of 0.283. This impact has significant level amount of 0.014, which is less than 0.05 and indicates that the environment has a significant effect on job exhaustion. The nature of work as a stress factor on job exhaustion has significant impact.

2-As it is clear, the nature of job has impact on job exhaustion in amount of 0.298. This impact has significant level amount of 0.002 which is less than 0.05 and indicates that the nature of job has a significant effect on job exhaustion. This impact consists of the direct effect of 0.241 with a significance level of 0.003 and indirect effect is -0.057 with a significance level of 0.050. The results show that the nature of work as one of stress factors has significant direct and indirect effects on job exhaustion.

3-Working hours as one of stress factors has a significant effect on job exhaustion

As is clear, working hours as one of stress factors, have -0.235 effect on job exhaustion, that significance level of this effect is 0.017, which is less than 0.05, and indicates that working hours as one of stress factors has significant effect on job exhaustion. There are -0.211 direct effect with significant level of 0.047, and -0.024 indirect effects with significant level of 0.454 in this effect. The results show that working hours as one of stress factors has meaningful direct and meaningless indirect effect on job exhaustion .

4 -Organizational policy as one of stress factors has a significant effect on job exhaustion

As is clear, organizational policy as one of stress factors has 0.295 effects on job exhaustion, that this effect has a significance level of 0.018, which is less than 0.05, and indicates that organizational policy as one of stress factors has a significant effect on job exhaustion. In this effect, there are 0.272 direct effects with significance level of 0.010 and 0.023 indirect effect with significance level of 0.561. The results show that organizational policy as one of stress factors has meaningful direct effect and meaningless indirect effect on job exhaustion.

5-Organizational position as one of stress factors, has a significant effect on job exhaustion

As is clear, organizational position as one of stress factors has 0.066 effect on job exhaustion, that this effect has a significance level of 0.527 which is more than 0.05, and indicates that organizational position as one of stress factors do not have a significant effect on job exhaustion. In this effect, there are 0.137 direct effects with significance level of 0.252, and -0.071 indirect effects with significance level if 0.086. The results show that organizational position as one of stress factors has meaningful direct effect and meaningless indirect effect on job exhaustion .

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6-Environmental factors as one of stress factors, has a significant effect on job exhaustion.

As is clear, environmental factors as one of stress factors has -0.470 effect on job exhaustion, that this effect has a significance level of 0.025 which is less than 0.05, and indicates that environmental factors as one of stress factors has a significant effect on job exhaustion. In this effect, there are -0.460 direct effect with significance level of 0.014 and -0.010 indirect effects with significance level of 0.941. The results show that environmental factors have meaningful direct effect and meaningless indirect effect on job exhaustion .

7-Relations as one of the stress factors have a significant effect on job exhaustion.

As is clear, relations will affect 0.331 on job exhaustion as one of the stress factors, that significant level of this effect is 0.021, which is less than 0.05, and shows that the relations have a significant effect on job exhaustion as one of the stress factors. In this effect, there are 291.272 direct effects with significance level of 0.012, and the indirect effect of 0.040 with significance level of 0.420. The results show that the relations, as one of stress factors have direct significant effect and indirect meaningless effect on job exhaustion.

8-Personal factors as a cause of stress have a significant effect on job exhaustion.

As is clear, personal effects as one of stress factors has an impact of 0.080 on job exhaustion, that this impact has a significance effect of 0.616 that is more than 0.05 and shows that personal factors as one of stress factors do not have a significant effect on job exhaustion. In this effect, there are 0.105 direct effects with significance effect of 0.470, and -0.025 indirect effects with significance level of 0.507. The results show that personal factors as one of stress factors have direct effect and meaningless indirect effect on job exhaustion.

The main hypothesis of research

There is a significant relationship between stress and job exhaustion.

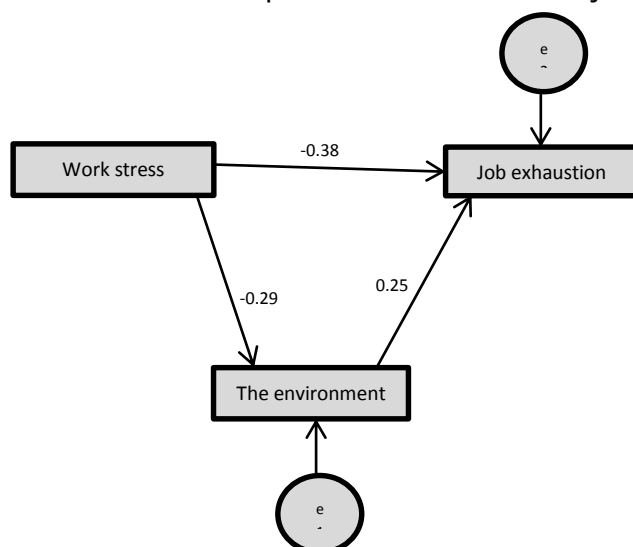


Table3. Path coefficients in study model

		Stress		Environment	
		Effect Rate	Significance Effect	Effect Rate	Significance Effect
	Direct	-0.292	0.006		
	Indirect	0.000	0.000		
	Total	-0.292	0.006		
Exhaustion	Direct	0.380	0.020	0.254	0.007
	Indirect	-0.074	0.002	0.000	0.000
	Total	-0.454	0.034	0.254	0.007

The effect of stress on exhaustion is -0.0454 which has a significance level of 0.034, which is less than 0.05 and indicates the significant effect. In this amount, there are 0.380 direct effects and 0.074 indirect effects, and these are significant effect because their significance level is less than 0.05.

DISCUSSION

Today, job stress is one of the important phenomena in social life, and a serious threat to the labor health in the world, so that International Labor Organization (ILO) has clearly stated that the most well-known phenomenon that threatens the health of workers is job stress. The offspring resulting from hypotheses are summarized as follows :

- According to the first hypothesis we should state that there is a significant relation between environment as a confounding variable with job exhaustion in the court of audit in an area of a country .

- The results of the second hypothesis states that the nature of work as one of the aspects of job stress, effects on job exhaustion, and it has a significant relation. In this regard, it should be stated that type and the nature of work which refers to responsibilities and authorities, has direct and indirect significant effect on job exhaustion. In other words, whatever the nature of the job in the Court of Audit is more and productive, can create more or less job exhaustion in the organization.

- The results of the statistical tests of the third hypothesis states that working time as one aspect of stress has a direct and significant effect on job exhaustion in the Court of Audit in a country. With regard to the responsibility of this organization, it should be expressed that due to the fact that this organization must present an approved report to the Parliament in a short and determined time, this has a direct and significant effect on creation of job exhaustion. In a better word, increasing the work time and its limits for employees of this organization cause stress, and this may facilitates the effects of job exhaustion in this organization .

- According to statistical tests of 4th hypothesis, it should be a stated that policies of the Court of Audit in an area of a country have a direct and significant effect on creation of job exhaustion. In other words, along with increasing the policies of this organization, job exhaustion will be created in the organization.

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- According to statistical tests of 5th hypothesis, it should be stated that the position of an organization in the Supreme Audit Court in an area of a country, as one of the aspects of job stress has a significant effect on job exhaustion. But this effect is neutralized. In other words, it can be direct or indirect. Position in the organization, refers to post and position of the person in Organization. And according to results, whether the position is higher or lower, it effects on job exhaustion and has a significant relation with it .

- According to statistical tests of 6th hypothesis, it must be stated that environmental factors as one of stress aspects, have direct and significant impact on job exhaustion. In other words, with increasing environmental factors, job exhaustion in the organization will rise .

- According to statistical tests of 7th hypothesis, it can be stated that relations as one aspects of job stress has direct and significant impact on job exhaustion. It means that along with increasing relations in an organization, job exhaustion will be increased, In other words, this variable refers to increase of relationships and injustice in the organization, that this issue can cause workers' disappointment, especially those who work in lower levels. Because by observing these relations, their job exhaustion will be increased .

- According to the tests of 8th hypothesis, it should be stated that personal factors as one aspect of stress has a significant but neutral impact on job exhaustion. In other words, this impact can be both direct and indirect. Personal factors are related to the reasons of people for working and their attitude, that in Supreme Audit Court of an area in the country, it effect on job exhaustion, but this effect can be both direct and indirect.

- According to generalization of the results and the main hypothesis of the research, it should be mentioned that there is a significant relation between stress and job exhaustion. Finally, with regard to the comparison among provinces of the region in Supreme Audit Court, it became Lear that in job exhaustion variable, Semnan province has a higher exhaustion comparing with Tehran and Arak, and other provinces do not have any significant difference. This indicates that this province should do the necessary researches in this regard, and it should be noted that job exhaustion variable is a complicated phenomenon that it is necessary to move with a wide vision toward this phenomenon, and study all effective factors on it .

According to the results of hypothesis of this research, job exhaustion is a kind of response toward interpersonal stressors in work place, that overall contacts of job holder with his colleagues, bosses, subordinates, client, job, relationships, organizational position, organizational policies,... will cause some changes in attitudes and behaviors toward him. This pressure will affect on people more than before, endanger their health and personal comfort, cause stress (psychological pressure) and due to the pressure they bear, the power and raw energy of this important group will decrease, and therefore, their efficiency and effectiveness may be decreased. If the stress continues, it will cause their exhaustion and fatigue. It should be noted that job exhaustion is in fact a kind of

mental exhaustion, that have been combined with mental stresses or stress related to job and work environment and it does not only effect on one's personal life.

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