

A Study Of Role Ambiguity Effects On Burnout Towards Executives Of Chennai

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ABSTRACT

When the scope and expectations from superiors in job are not clear for the employees, role ambiguity is said to arise. On the other hand, job burnout is the feeling expressed by an employee towards the organizational experiences. It is a multi- factorial process and is a complex problem faced by the employees. It causes unusual behaviors, negative attitude, loss of motivation, mental fatigue and so on in the employees. The present study is all about the influence of role ambiguity in the burnout of employees. The sample population consisted of executives in Chennai who were selected using simple random sampling. The sample size was determined to be 111 and the data collection tool was a regression. The findings were arrived at by employing regression analysis and the results showed that role ambiguity was seen to predict burnout. Findings show that the burnout of the different companies' employees is highly influenced by the role ambiguity.

KEYWORDS: role ambiguity, burnout

INTRODUCTION

The response expressed by an individual towards the persistent emotional and interpersonal experiences of burnout while at work is referred to a burnout. It is described in three aspects; depersonalization, personal accomplishment and exhaustion. Burnout is a very complex concept to be discussed and has developed in the field of research in the last two

decades. The organizations also have realized the consequences of regular burnout experiences felt by the employees.

On the other hand, the concept of role ambiguity refers to the non availability of clear data regarding the requirements of a work be accomplished successfully (Quah and Campbell, 1994). Ahmadyet al., (2007) had defined the concept to be the one which has unclear feedback about a person's performance and responsibilities from superiors. Manshor et al (2003) had stated that role ambiguity seems to arise when an individual does not have the idea of performing his task as per the expectations of the superiors as well as his/her peer groups.

NEED FOR THE STUDY

Even though the burnout concept had been recognized by the researchers and practitioners to be the one having negative outcomes, the study regarding role ambiguity to be the antecedent of burnout are very scarce. If the employees are not given a clear view of the requirements of the job assigned, they feel exhausted and experience a high extent of burnout. This study is done to make a contribution for filling such a research gap.

OBJECTIVES

The main idea of carrying out this research work is too find the effect of role ambiguity on the burnout experiences of the employees.

REVIEW OF LITERATURE

Víctor E. Olivares-Faúndez et al., (2014) had identified the relation between role conflict and employee absenteeism: burnout and role ambiguity. The research was done among the health workers. The purpose of this study was to examine the impact of

psychological risk factors on the burnout of employees and also to find out how burnout influences the employee absenteeism. The respondents of the study were the workers of health care and the sample size was 142. Multiple linear regression and descriptive methods of statistics were done to analyze the data. The findings showed that both role conflict and role ambiguity had their impact on burnout of employees; but this burnout did not have any impact on the employee absenteeism.

Jasmani Binti Mohd Yunus and Abdul Jumaat Bin Mahajar (2015) had investigated the impact of role boundary work, overload and role ambiguity on burnout. The study was done among the public hospital nurses in Malaysia. A total of 2400 nurses, who were working in the maternity and medical department of northern hospitals in Malaysia, were surveyed for the study. Data collection tool was a questionnaire. The findings of the analysis done in the study showed that all the three aspects of burnout mentioned in the study here had significant effect on the burnout of employees.

METHODOLOGY

The study sample was comprised of executives from different companies in Chennai. data were collected from 111 executives in different companies in Chennai. Simple random sampling was adopted and regression analysis was performed. Role ambiguity instrument was adopted from Wisnu Prajogo & Maria Pampa Kumalaningrum (2016)

ANALYSIS AND INTERPRETATION

Influence of Role Ambiguity on Burnout

Model Summary

R	R Square	Adjusted R Square	F	Sig.
.710(a)	.505	.478	19.142	.000(a)

a Predictor: (Constant), Role Ambiguity

Coefficients(a)

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.415	.445		.933	.353
I feel certain about how much authority I have.	.335	.096	.301	3.504	.001
I have clear, planned goals and objectives for my job.	.567	.090	.555	6.286	.000
I know what my responsibilities are	-.301	.114	-.273	-2.650	.009
I know exactly what is expected of me	.107	.089	.107	1.206	.231
Explanation is clear of what has to be done	.163	.127	.122	1.285	.202

a Dependent Variable: Burnout

Findings show that every statement of role ambiguity was significant. The table also revealed a positive coefficient, which means that among all the statements, two statements was not influence on the burnout of employees of different companies in Chennai. There was a relation found between the dependent variable and the role ambiguity. The analysis done through regression exhibits that among five factors two factors was not influence over the burnout. The coefficient value, R^2 , was found to be 0.505 through multiple regression, which shows that 50.5% of the independent variables had an influence on the burnout of the different 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 19.142 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 role ambiguity was seen to predict burnout. Findings show that the burnout of the different companies' employees is highly influenced by the role ambiguity.

CONCLUSION

Role ambiguity is uncertainty about what a person responsible for a specific activity should do. role ambiguity is born when an executive does not have useful information that allows him/her to effectively perform his/her duties. This information should provide evidence of relevant expectations regarding the performance of a role, as well as its scope in term of rights duties and responsibilities. This finding shows that there was a significant relation between the dependent and the independent variable. It was also reported that role ambiguity was seen to predict burnout. Findings show that the burnout of the different companies' employees is highly influenced by the role ambiguity.

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