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Development of Role Stressors Model towards Burnout: Empirical Study from Indonesia

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Abstract

Burnout is physical, emotional and mental exhaustion resulting from chronic emotional burden. One antecedent factor of burnout is role stressor. The dimensions of role stressors are role conflict, role ambiguity, and role overload. These dimensions are strengthening by personality types. One personality type, type-A personality, which expected to strengthen the influence of role stressors against burnout. This study aims to provide empirical evidence about the influence of role stressors towards burnout with type-A personality as a moderating variable. Primary data used in this study. Data collection process is through the distribution of questionnaires to the eligible respondents. Respondents are selected by using purposive sampling method. Respondents are full time lecturer in the faculty of economics of universities that are located in West Jakarta, Indonesia. One hundred twenty-seven questionnaires were used in this study. The analysis technique used in this study is multiple regression analysis. The result reveals that role conflict has positive influence towards burnout. This research also proved that type-A Personality can strengthens the influence of role conflict towards burnout. The role ambiguity and role overload have no influence towards burnout. Type-A personality could not strengthen the influence of role ambiguity and role overload towards burnout. The result of this research is useful for management in the organization in order to manage the workforce effectively and efficiently. Individuals with type-A personality have difficulties in coping with job stress. Managing this personality type is by making sure that there is no role conflict in their job. Even individual who has type-A personality will not take role ambiguity and role overload as factors that intensifying burnout.

Keywords: Role stressors, role conflict, role ambiguity, role overload, burnout, type-A personality.

1. INTRODUCTION

Burnout is a term that was first proposed by Freudenberg (1974), which is physical, emotional and mental exhaustion resulting from chronic emotional burden. It is accompanied by the feeling of hopelessness, incompetence, the loss of objectives and ideals and is characterized by negative attitudes related to one's own personality and profession as well as those of others. According to Maslach and Susan (1981), burnout represents a combination of several dimensions which are: (1) Emotional Exhaustion which is the core of the syndrome burnout happens when people feel that the source of energy and emotional in her wane, due to too many demands on him (Cordes and Dougherty, 1993); (2) Depersonalization is a development of the dimensions of emotional exhaustion and cynicism which refers to the tendency of a person to a neighbor (Maslach and Susan, 1981); and (3) Reduced personal accomplishment is a manifestation of a lack of self-actualization, decreased motivation, and confidence caused by a feeling of loss of competence and effectiveness that are owned and dissatisfaction with personal, work and life (Maslach and Susan, 1981).

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Cordes and Dougherty (1993) has categorizes three antecedents factors of job burnout which are role conflict, role ambiguity and role overload. Luthans (2002) describes the role conflict through two main dimensions, namely: a). Conflicts between the individual and his/her role, where these conflicts occur between the individual personality with the hope of his/her role. b). Intra role conflict, where conflict generated by the contradictory expectations of how a particular role should be run. Lapopolo (2002) states that role ambiguity arises when an employee feels that there is a lot of uncertainty in his/her role. According to Schick, Gordon & Haka (1990), role overload occurs when an employee has too much work to be done but not in accordance with the availability of time and capabilities. Research by Fogarty et al. (2000) found burnout is the result of a numbers of stressors and burnout can mediate the relationship between the stressors and traditional behavioral outcomes.

The objective of this study is to give the empirical evidence about the influence of role stressors (role conflict, role overload, and role ambiguity) towards burnout. Also this study wants to prove the moderating effect of type-A personality on the influence of role stressors towards burnout. This study is a replication study of Utami and Nahartyo (2012), which examines the influence of role stressors towards burnout by using type-A personality as moderating variable. Participants of their study are 58 auditors (junior, senior, and manger) who work in public accounting firms in Yogyakarta, Semarang, Jakarta and Palembang. According to Kovacs (2010), burnout vulnerable experienced by a person who is faced with various demands and someone who has a job that is oriented to serve the public such as teacher. Based on this reason, participants of this study are full time lecturers who work in private university. In the academic point of view, burnout comes from the following factors: 1). Class characteristics (indiscipline and behavior of students), 2). The numbers of additional administrative work given, and 3). Insensitivity parents to pay attention to the development of children's education (Farber, 1991 in Purba et al., 2007). Burnout significantly impact to self and others.

2. LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

2.1 Role Conflict and Burnout

Incompatibility or incongruence between an individual with her/his job tasks, resources, rules, or policies is called role conflict (Dale and Fox, 2008). Masclah and Jackson (1981), Almer and Kaplan (2002), Murtiasari and Ghozali (2006), Jawahar, et al. (2007), and Ferdiansyah and Purnima (2011) demonstrated consistent results that role conflict has positive influence towards burnout. Utami and Nahartyo (2012) also found that role conflict is significantly and positively related with burnout tendencies experienced by auditors.
H₁ Role conflict has positive influence towards burnout.

2.2. Role Ambiguity and Burnout

A stressful condition caused by an employee's confusion concerning expectations of unclear responsibilities can be defined as role ambiguity (Low et al., 2001). Murtiasari and Ghozali (2006) showed positive impact of role ambiguity against burnout with loading value of 0.28. This result reinforced by the findings of Dubreuil, et al. (2009). Their study showed that lack of social relationships provides the detrimental effects of role ambiguity and finally could increase the level of burnout. Research by Utami and Nahartyo (2012) do not support the positive relation of role ambiguity and burnout.
H₂ Role ambiguity has positive influence towards burnout.

2.3. Role Overload and Burnout

Role overload denotes an inappropriately burdensome magnitude of role requirements (Schick et al., 1990). Burnout can be minimized by reducing role overload. Masclah and Leiter (1999) found that high role overload with the mastery of energy and mental fatigue resulting in increased levels of emotional person. Research by Fogarty et al. (2000) reveals that role overload will lead to burnout. Murtiasari and Ghozali (2006) also stated that the influence of the role overload has positive effect on the high level of burnout. Jones et al. (2010) provides empirical evidence that role overload has positive influence on burnout. Ferdiansyah and Purnima (2011) showed different results that role overload has negative effect on burnout. Utami and Nahartyo (2012) proved that role overload is significantly and positively related with burnout tendencies experienced by auditors.
H₃ Role overload has positive influence towards burnout.

2.4. Type-A Personality Strengthens the Influence of Role Stressors towards Burnout

Over the years, previous research has focused on evidence that burnout is closely related to the type of individual personality. Maslach et al., (2001) and Jackson and Schuler (1985) in a meta-analysis concluded that type-A

personality should be included in the role stressors models. Empirical evidence about the existence of type-A personality in the role stressors models will provide guidance to organizations in managing individuals within the organization (Goolsby, 1992). Utami and Nahartyo (2012) found that type-A personality intensifies the positive associations among role conflict and role overload with burnout among auditors meanwhile type-A personality did not intensify the positive associations between role ambiguity and burnout.

H₄ Type-A personality strengthens the influence of role conflict towards burnout.

H₅ Type-A personality strengthens the influence of role ambiguity towards burnout.

H₆ Type-A personality strengthens the influence of role overload towards burnout.

2.5. Research Model

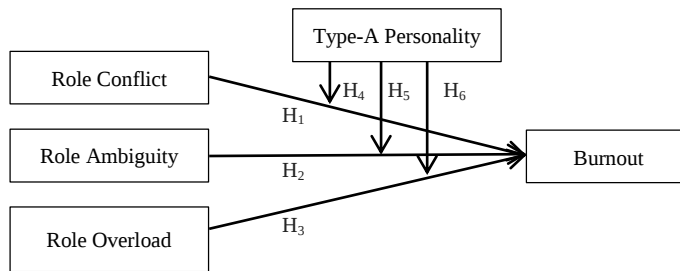


Figure 2.1. Research Model

3. RESEARCH METHOD

3.1 Research Data

Research data is primary data. Primary data is data obtained directly from the original source either by questionnaires and interviews. Primary data in this study were obtained through a survey method using a questionnaire which is a structured list of questions addressed to the respondent. Respondents were selected using purposive sampling method with the following criteria: 1). Full time lecturers at faculty of economics, 2). Full time lecturers who work in private universities located in West Jakarta, Indonesia. West Jakarta area has been selected for ease of access.

We sent 160 questionnaires and we got 135 responses (85% response rate). We dropped 9 questionnaires because we found incomplete responses. Finally, we have 127 eligible questionnaires for analysis. Here is presented a summary of the questionnaires in this study.

Table 3.1 Questionnaire Summary

Description	Amount
Distributed questionnaires	160
Accepted questionnaires	136
Incomplete questionnaires	(9)
Used questionnaires	127

The following are demographic description of respondents.

Table 3.2 Demographic Description of Respondents

Demographic	Amount
Number of Respondent	127
Age	
Mean	44.30
Range	29-77
Median	42
Deviation Standard	10.54
Gender	
Male	61 (48%)
Female	66 (52%)
Education Level	
Undergraduate Degree	9 (7.10%)
Master Degree	101 (79.50%)
Doctoral Degree	17 (13.4%)
Program	
Management	67 (52.80%)
Accounting	60 (47.20%)

Respondents consist of 61 male (48%) and 66 female (52%). Their age range is 29-77. Majority of the respondents have master degree education level (79.50%). Respondents from management program amounted to 67 and the rest from accounting program.

3.2. Operational Variables

The independent variables of this study are role conflict, role ambiguity, and role overload. The instruments developed by Rizzo, House, and Lirtman (1970) and modified by Murtiasri and Ghazali (2006) to measure role conflict and role ambiguity. The instrument consists of 5 items for role conflict and also for role ambiguity. Respondents can choose a 5-point likert scale. Role overload was measured using instrument developed by Beehr, Walsh and Taber (1976) and modified by Murtiasri and Ghazali (2006). The instrument consists of 3 items on 5-point likert scale.

Burnout is dependent variable. The instrument developed by Maslach and Jackson (1981). Each respondent was asked to rate the level of burnout by giving response to 9 statements. Respondents chose a 5-point likert scale. This study use type-A personality as moderating variable. Type-A personality was measured using instrument developed by Fisher (2001). The instrument consists of 9 items on 5-point likert scale.

4. RESULTS AND DISCUSSION

4.1. Data Quality Test

4.1.1. Validity Test

Through Pearson correlation test, we will obtain r count. This value will be compared with the value of r table at a significance level of 5% and a degree of freedom = $n - 2 = 127 - 2 = 125$. n represent the number of respondents. If r count is greater than r table, then the questions or statement is valid. Pearson correlation test shows that all statements are valid because the value of r count is greater than the value of r table.

Variable	Correlation Range (value of r count)	Value of r table	Results
Role conflict	0.545 - 0.756	0.174	Valid
Role ambiguity	0.756 - 0.849	0.174	Valid
Role overload	0.809 - 0.880	0.174	Valid
Burnout	0.232 - 0.789	0.174	Valid
Type-A personality	0.456 - 0.704	0.174	Valid

4.1.2. Reliability Test

Cronbach's alpha of all variables showed values above 0.60. It means that respondents' responses of each statement are consistent.

Variable	Cronbach's Alpha	Result
Role Conflict	0.682	Reliable
Role Ambiguity	0.868	Reliable
Role Overload	0.794	Reliable
Burnout	0.711	Reliable
Type-A Personality	0.794	Reliable

4.2. Hypothesis Test

Multiple regression analysis was used to test the hypothesis. The R value of 0.603 indicates a strong relationship between the dependent and independent variables. Adjusted R^2 value is 0.332 means that the variation of independent variable which is burnout can be explained by dependent variables variation of 33.2% while the rest was explained by other variables not included in this study. The significant value of F test was 0.000. This value indicates that the regression model fit for use. t test results can be seen in the Table 4.3.

According to Table 4.3, role conflict has significance value of 0.020 and unstandardized coefficient 0.793. This result was support first hypothesis. Role conflict is incompatibility or incongruence between an individual with her/his job tasks, resources, rules, or policies. This study proved that role conflict has positive influence towards burnout. On the other hand, this research failed to support second and third hypothesis because the significance values are more than 0.05. Role ambiguity and role overload have no influence towards burnout. It is revealed

that the unclear job responsibility is not a stressful factor to employee. Also revealed an inappropriately burdensome magnitude of role requirements is not cause factor of burnout.

Table 4.3 Hypothesis Test Result

Variable	Significance Value*	Unstandardized Coefficient	Results
Role Conflict → Burnout	0.020	0.793	H ₁ supported
Role Ambiguity → Burnout	0.115	0.688	H ₂ not supported
Role Overload → Burnout	0.338	-0.417	H ₃ not supported
Interaction between Role Conflict and Type-A Personality → Burnout	0.035	0.339	H ₄ supported
Interaction between Role Ambiguity and Type-A Personality → Burnout	0.088	-0.213	H ₅ not supported
Interaction between Role Overload and Type-A Personality → Burnout	0.076	0.216	H ₆ not supported

*Significance level 0.05

To answer fourth up to sixth hypothesis, we test the interaction between role conflict, role ambiguity, and role overload with type-A personality. Interaction between role conflict and type-A personality shows significance value of 0.035. It means type-A personality can strengthen the influence of role conflict towards burnout. This research successfully supports fourth hypothesis. This research fails to provide evidence that type-A personality is moderating variable that strengthen the influence of role ambiguity and role overload towards burnout. The result of this research is useful for management in the organization in order to manage the workforce effectively and efficiently. Individuals with type-A personality have difficulties in coping with job stress. Managing this personality type is by making sure that there is no role conflict in their job. Even individual who has type-A personality will not take role ambiguity and role overload as factors that intensifying burnout.

5. CONCLUSIONS

This research gives empirical evidence about the positive influence of role conflict towards burnout. Also proved that type-A personality is moderating variable of the influence of role conflict towards burnout. Meanwhile, this research did not have evidence to support the positive influence of role ambiguity and role overload towards burnout. There is no evidence about the moderating effect of type-A personality of the influence of role ambiguity and role overload towards burnout.

Limitation of this study is the fact that the distribution of questionnaires was not covered all private universities in West Jakarta. Future research should consider to cover more respondents in more private universities, at least the whole Jakarta city, as the data can be used to do the comparison test among five areas in Jakarta city.

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