

ASSESSING THE EFFECTS OF OCCUPATIONAL BURNOUT ON JOB PERFORMANCE: A QUANTITATIVE STUDY OF NATIONAL HIGHWAY AND MOTORWAY POLICE OFFICERS

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ABSTRACT

The current study is based on the idea of finding out how job burn out is related with job performance among officers and officials of Punjab Highway and Patrolling Police. Existing literature provided strong evidence of how job burn out affects the job performance but fewer research are available on the same phenomenon on this population. The study is based on quantitative research technique with survey method as the research method. A sample of 196 respondents was selected through multistage sampling technique and by using Research Advisor Formula 2006. The researcher applied regression analysis to find out the causative relationship between the variables. the study revealed that -.683 of variance in the dependent variable i.e. job performance is accounted for or based on job burn out. On the same token one unit increase in the job burn out is changing the job performance in a negative way by 2.470 times thus showing a strong nature of relationship. This implies that strong measures should be adopted to increase the job performance and reduce the stress among Punjab highway and patrolling police.

Keywords: Job Burnout, Job Performance, Regression.

Background

Job sector in any organization is accompanied by multiple tasks which results in increased level of stress among employees thus end up with burnout situation for them. This burnout situation creates many problems and ultimately reduce the job performance among employees of that organization. Police organization is very important when it comes to understand how jobs rest and job burnout are related with low level of performance. Police job is very much stressful owing to multiple level of tasks work burden working hours and other political influences involved during the job tasks which end up creating a condition of burnout among police officers and officials. This burnout results in various mental social and performance-based issues. employees of police often confront mental stress both at organizational and personal level. According to (Angew, 1992). It is important to understand that an officer's stress level can have both overt and covert effects on their family and coworkers. Significant setbacks in life or crucial situations like controlling riots, handling active shooter situations, or other high-stress situations put police personnel on edge and can cause stress in both the officer and their families' lives. Studies show that after engaging in stressful police duties. Officers must have access to programmers or activities that encourage unwinding and emotional decompression. The current study is an attempt to find out how a job burnout among police officials and officers affect their job performance.

Police job's stress and stress Reduction

There may be an emotional cost associated with work stress that the employee and his or her family must pay in addition to the costs associated with finding and training replacements. Police officers who are emotionally spent from the day's work are more prone to bring tensions from their profession home with them. Despite their apparent physical fatigue, emotionally exhausted officers have trouble falling asleep at night, according to their spouses' assessments. Additionally, they are more prone to have a grumbling demeanor upon returning from work, feeling agitated or irritated, tense, and apprehensive. In addition to the officer's own ailments, the family also endures hardship. Both wives of emotionally exhausted officers and the officers themselves expressed lower job satisfaction. The depersonalizing cop spends less time spends more time away from home with friends and less time at home with his family (Jackson and Maslach, 1982).

The control force is thought to be among the most stressful professions (Sever and Cinoglu, 2010). Stress is a natural aspect of a police officer's job, as was previously stated. Police officers deal with challenging situations on a regular basis, and this stress builds up (Maynard et al., 1980). In actuality, everyone experiences stress, but police personnel are more vulnerable than the general public (McCafferty et al., 1990). Psychology, physiology, and connections of a police officer are all important with ancestors are all impacted by factors such as hazardous missions, long shifts, and hierarchical and disciplined structures. Police officers have major stress issues, and Maynard and Maynard (1982) found that this is having a negative impact on their families. Additionally, it may have a negative impact on how successfully a work is done (Gershon, 1999).

As an illustration, "If a person's employment has a significant, detrimental effect on family life, as it may when work stress is "brought home," the employee would consider abandoning the duty of protecting the family. A different option is in order to keep on working with renounced ancestors (Jackson & Maslach, 1982). The tension affects not just the police not to mention their families (Havassy, 1994; Scrivner, 1994); Sever and Cinoglu, 2010; (Gershon, 1999). Police officer skill's lofty rates of divorce also moderately elevated suicide tariff (Friedman, 1967), (Kelling & Pate, 1975). Because of this, "the stressful nature of police work, combined with other occupational demands, can have a great impact on the family life of police officers"(Delprino et al., 1995). According to statement "his manifestations and effects of police stress can be dangerous to the individual officer, his or her family, department, and the community at large" (Sewell, 1984). Furthermore, the pressure of the job may sometimes lead to dissolved marriages (Burgin, 1978).

Job stress' influence on marriage relationships will be investigated in this study. Relevant inquiries relating to this analysis include: Does the officer's resemblance to dependent on the demands of the job and the environment at work for him or her? Is it relevant if the officer has a high or low education level? Do the spouse's feelings toward the officer matter? What if the officer makes use of stress management or coping techniques?

Global view regarding police stress

The US has 17,784 agencies and around 806,400 affirmed' police officers to uphold democratic laws. This job is rife with stress, which negatively impacts the health of those who hold it (Webster, 2014). For this review, relevant databases from 1990 to 2016 were searched, including Google Scholar, PILOTS, PsycINFO, ProQuest, Embase, Scopus, PubMed, and Scopus. If an article expressly looked into connections there was also an exposure in the police workforce and health consequences.

The physiological modification or impact caused by psychological therapy and environmental influences have is referred to as "stress (Levi, 2004), (McEwen, 1998), (Semmer et al., 2004), (Webster, 2014). Environmental cues are able toward reason an organism to become

overextended via the differences process of stress (Theorell, 2004). Coping with human misery, taking care of mistreated children, and making split-second life-or-death decisions are among the stressful responsibilities of the police force. Additionally, officers must contend with the demands of strict legal requirements, societal responsibilities, and other obligations. One of the many challenging circumstances that police officers encounter in their area of employment, they could encounter tragic events such as violence, seeing dead corpses, abusing children, etc Korre et al (2014). According to studies, when persons are subjected among the general population to stressful life events.

Numerous long-term researchers have discovered a clear connection between PTSD among police officers and traumatic occupational incidents Huddleston et al. (2007). On the effect of event scale, police trainees who experienced one or more traumatic on-the-job experiences performed 64% better on average than recruits who had none. This was learned from (Huddleston et al. in 2007). According to, the strongest predictor of all PTSD symptoms in US police officers was any experience with death. It has been discovered that trauma experienced when a police officer is on duty is more significantly associated with PTSD symptoms than between shift injury (Stephens & Miller, 1998). Police officers with and without PTSD symptoms participated in case-control research, it discovered that the just factor that accurately predicted PTSD symptoms was the trauma's severity (Carlier et al., 1997).

Factors regarding Police stress

One of the law enforcement agencies tasked with providing good security services, keeping a strong domestic legal system, and fostering proactive political alliances is the National Police of Indonesia.

Article 13, the three primary obligations, according to RI Law Number 2 of 2002, the following are the members of the Indonesian National Police: (1) preserving order and safety in the community; (2) enforcing the law; and (3) offering essential protection for citizens, services, and protection. The National Police's function is described in Article 6 of MPR RI Regulation No.VII/MPR/2000 as follows: The Republic of Indonesia's National Police is a state agency entrusted with upholding the law, preserving public safety, providing shelter, and offering social services. The Republic of Indonesia requires knowledge and expertise.

Most studies categorize working as a police officer as a very demanding job (Ahmad, 2004). Police stress can result from a range encompasses a variety of health, social, mental health, political, and economic issues, as well as work-related ones like an enormous burden, little compensation, an unfavorable work environment, a lack of amenities, and the chance of dying while doing their job, daily routines, and other causes (Hatta & Noor, 2007).

Whatever the industry or role, police personnel are prone to work-related stress. Many factors, including job and task issues, family problems, and, more crucially, economic concerns, can lead to work stress within the police force. The typical working day for a police officer lasts up to 24 hours, which is longer than the recommended 8 hours (Putra & Mulyadi, 2010). Additionally, people who work the night shift typically report more work stress than those who work the morning shift (Firmana & Hariyono, 2011). This illustrates that law enforcement personnel who work late into the night typically experience high levels of work stress.

Police private are perceived as having a lack of quality family time when considering the family component. Police personnel are reported to receive a pay that is deemed enough in terms of money, though this financial component can be quite harmful when performing the duties of a police officer puts their psychological and physical well-being at danger (Putra & Mulyadi, 2010). Events that go against the police code of ethics may occur because of the stress work that police officers undergo, Polda Metro Jaya's center for communication and information in public relations reports that. Police officers who experience work-related stress may become alcoholics, commit suicide, or even kill other people (Putra & Mulyadi, 2004).

Humans' reactions to perceived dangers in social, professional, environmental, and psychological domains at work include stress. Stress at work is an emotional evaluation of the perceived disparity between expectations at work and a person's ability to meet them those needs (Mamonto et al., 2013). Because of all the demands, changes, and pressures at work, stress at work is a terrible situation that impairs people's ability to work both individually and together that come with a job (Rahardjo, 2005). It is clear from the data and conclusions of research on work stress to the emergence at an establishment or business lead to consequence within below-average or even below-average productivity at work Naqvi et al. (2013). The investigator is therefore motivated just before study more about the factors as a result. Affecting police officers' levels of work-related stress. To enhance awareness of early intervention, researchers will offer a literature review lying on factors that affect job stress and are anticipated to be of importance to all groups

Objective

- To find out the level of job burn out in police officers (NHMP).
- To see the relationship between job burn out on their job performance.

Research inquiry

In the first place it is important to mention and explain the type of research inquiry applied in the current study. As the topic of the study is directed towards finding out the relationship between two variables i.e. job burn out and job performance among high way Patrol police. The objective of the quantitative research inquiry is to quantify and objectively treat a social phenomenon which is exact the essence of the current study where researcher tries to find out how job burn out impacts the job performance. So, keeping in view the objectives of the current study researcher applied quantitative research inquiry.

Population of the study

Determination of a population is very important for the progression of research. As the topic of the current study revolves around the idea of finding out how job burn out is related with job performance among police officers and officials.

- In the first-place police officer or official must be appointed in the relevant area.
- Must be on duty for the last one year without any leave as by doing so researcher will be able to accurately analyze the job burn out and job performance.
- According to the latest data for the Punjab high way police in the area of the study i.e. Complete Sector Lahore to Chichawatni there are 305 male officers and officials while 40 are female officers and officials. Hence, 345 is the total population of the current study.

Sampling technique

In social science research it is difficult to examine the data from entire population hence it is imperative to select a sample size from which findings can be generalized to the larger population. Therefore, social science research adopts a technique from which a definite sample size needs to be collected from a larger population which is called sampling technique (Creswell, 2012).

Hence in an order to determine the sample and reach the desired population multistage sampling technique was used in the current study with following different stages.

In the first stage of multistage sampling technique researcher formulated a list of all the population selected in the above section i.e. 345.

In the second stage of the sampling technique researcher distributed the total number of populations into gender wise section as already mentioned.

In the third stage researcher applied proportionate sampling technique to identify the respondents by dividing total number of populations to the selected sample size.

Simple size

Determining the sample size in any social science research is very important and it needs to be on firm and scientific grounds. Different formulas and statistical procedures are available to finalize the sample size however researcher in the current study used research advisor's formula to finalize the sample size following is the detail of sample size based on research advisors table.

A sample of 196 was selected by adjusting confidence interval of 95% and 5% margin of error.

Independent variable

Job burn out is the independent variable in the current study which was measured by Oldenburg Burnout Inventory, 2018. This inventory is composed up of 16 items on 4 item Likert scale.

Dependent variable

Dependent variable in the current study is job performance and job performance in the current study was measured by using Koopmans, 2015) is an 18-item scale developed in The Netherlands to measure the three main dimensions of job performance: task performance, contextual performance, and counterproductive work behavior.

Findings of the study

This section of the study presents the findings of the entire research process. Place sociodemographic features of the study are presented followed by inferential statistics in the form of regression analysis to show the relationship between the study variables.

Table No.1 Socio-demographics of the study					
Va ria ble	Catego ry	Freq uenc y	Pe rc en t	V ali d Pe rc en t	Cum ulati ve Perce nt
Ge nd er	Male	171	87 .2	87 .2	87.2
	Femal e	25	12 .8	12 .8	100. 0
	Total	196	10 0. 0	10 0. 0	
Ag e Ra ng e	22-30 years	95	48 .5	48 .5	48.5
	31-35 years	59	30 .1	30 .1	78.6
	36-40 years	42	21 .4	21 .4	100. 0
	Total	196	10 0. 0	10 0. 0	
Se cto r	Operat ional	180	91 .8	91 .8	91.8

of W ork					
	Office/ Admin	16	8. 2	8. 2	100. 0
	Total	196	10 0. 0	10 0. 0	

The above table presents the frequency distribution regarding gender in the current study. The table shows that out of 196 respondents 171 were male while 25 were female this makes 87.2% male and only 12.8% female.

The above table shows the age range of the respondents of the print study and the table shows that 95 responded which constitute 48.5% of the respondents were between the age group of 20 two to thirty years. The table further illustrates that three oh point one percent of the respondents were between the age breakage of 31 to thirty-five years and on the same line 21 .4% are between the age group of 36 to forty years.

The above table shows the sector of work regarding the respondents of the current study and the table shows that 180 respondents out of 196 which constitute 91.8% of the total population were from the operational sector of the population. While only 16 respondents which constitute 8.2% of the total population were office or Admin work from the population.

Regression Analysis

This section deals with the regression analysis where productive relationship between the study variables have been demonstrated in detail.

Table No.2 Model Summary										
	R	R S q u a r e	A d j u s t e d R S q u a r e	S t d . E r r o r o f t h e E s t i m a t e	Change Statistics					D u r b i n - W a t s o n
					R S q u a r e C h a n g e	F C h a n g e	d f 1	d f 2	S i g . F C h a n g e	

	. 8 2 7 a	. 6 8 3	. 6 8 2	1 .1 0 1 7 5	. 6 8 3	4 1 8 .2 5 9	1	1 9 4	. 0 0 0	1 .8 9 1
a. Predictors: (Constant), Job Burn Out										
b. Dependent Variable: Job Performance										

The above model represents multiple statistics regarding to the statistical operation applied in the crunch study. In the first place the value of R which is 0.827 shows the simple correlation between the study variables and it shows a strong relationship between the independent and dependent variable. Secondly R Square is presented in the table which shows variance in the dependent variable on account of the independent variable. Value .683% in dependent variable is caused by the independent variable in the current study i.e. the relationship between job burn out and job performance. In addition to that above table illustrates that P-value is less than .05 showing the overall significance of the model.

Table 3 ANOVA						
Model		Sum of Squares	df	Mean Square	F	Significance
1	Regression	507.706	1	507.706	418.259	.000 ^b
	Residual	235.488	194	1.214		
	Total	743.194	195			

	a					
	1					
a. Dependent Variable: Job Performance						
b. Predictors: (Constant), Job Burn Out						

The above table also shows the overall significance of the model used in the current study to predict the relationship between job performance and job burnout being the dependent and independent variable respectively. The last column of the table shows the significant value which is 0.000 hence which is less than oh point oh five showing the overall significance of the model. In addition to that that the value of F statistics in the above table also shows the overall good fit of the model used in the current study to predict the relationship between job burnout and job performance

Table 4 Coefficients								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Significance	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-1.0	.2		-7.0	.000		

n	9	5		3	0		
s	1	9		9	0		
t	2			2			
a							
n							
t							
)							
J	2	.	.	2	.	1	1
o	.	1	8	0	0	.	.
b	4	2	2	.	0	0	0
B	7	1	7	4	0	0	0
u	0			5		0	0
r				1			
n							
O							
u							
t							
a. Dependent Variable: Job Performance							

The above table which presents the coefficients of the study is very important in explaining the consecutive relationship between independent and dependent variable in the current study. In the first place the significant value of the model is less than 0.05 which shows that the overall model and the relationship used in the current study is significant in predicting the relationship between the both the variables. The table further presents collinearity tolerance and collinearity statistics which is less than 10 showing that there is no issue of multicollinearity in the current study. The table also illustrates the unstandardized coefficients to show the relationship between both variables. The coefficient value of 2.470 shows that one unit increase in the job burnout will increase the job performance by 2.470 units. This shows that the overall model used in the current study and the values of the coefficient shows that job performance is directly associated with job burnout. This further emphasizes that increase in job burnout decreases the job performance in the current study.

Conclusion

This section of the study presents the overall conclusion drawn based on the findings of the current study. As the objectives of the current study are placed the conclusion is meant to be based on the same line. Line

As the first objective of the study states to find out the level of job burnout among officers and officials of the National Highway and patrolling police. The findings of the current study which was fetched in the quantitative data analysis based on frequency distributions it was found that job burnout is at the moderate to higher level among police officials and officers. Some of the respondents showed higher level of distress and stressful situation and some of the officials and officers presented it at the moderate level however it is pertinent to mention that very few are none of the respondents had lower level of job burnout which shows that employees of the National Highway and motorway police are moderate to high level of job burnout position.

The second objective of the study was based on the idea of finding out the relationship between job burnout and job performance. On the findings of the current study which were fetched on the basis of the regression analysis showed a negative and significant relationship between the independent and dependent variables. The study significantly finds out that increase in job burnout decreases the job performance among officials of the National Highway and

Motorway police. The regression analysis and the value of R Square predicts that 64% of the variance in job performance is based on job burnout.

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