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Association between Job Satisfaction and Burnout among Contract

Workers Deployed in University Setup

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Abstract

Job Satisfaction and Burnout has become a permanent and pervading feature of various corporate sectors. In present scenario, workers are found to be burnt-out and exhausted very soon and the reason for being exhausted is that they are over-burdened and highly competitive. Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job, an affective reaction to one's job and an attitude towards one's job. Burnout refers to a state of physical, emotional and mental exhaustion resulting from involvement with people in emotionally demanding situation. Burnouts associated with decreased job performance and low career satisfaction. Aim- Present study aims to see the association between job satisfaction and burnout among contract workers who were deployed in university setup. Method: 60 contract workers (30 male and 30 female) were included from Chhatrapati Shahu Maharaj University, Kanpur who were qualified the inclusion and exclusion criteria based on Purposive Sampling technique. They were evaluated on Job Satisfaction Index and Copenhagen Burnout Inventory. Result: The result revealed negative correlation was found between job satisfaction and burnout which suggests that whenever job satisfaction among contract workers deployed at university set-up increases their level of burnout decreases which shows that Job Satisfaction and Burnout both are significantly associated with each other.

Keyword-Association, Job Satisfaction, Burnout, Contract Workers and University.

INTRODUCTION

Job Satisfaction and Burnout has become a permanent and pervading feature of various sectors. In present scenario, workers are found to be burnt-out and exhausted very soon and the reason for being exhausted is that they are over-burdened and highly competitive. Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job, an affective reaction to one's job and an attitude towards one's job.

Freudenberg was the first who used the concept of burnout to describe a state of exhaustion (emotional and mental) observed among employees (Peterson, 2008). In the article entitled "staff burnout" he defined it as a specific psychological condition in which, people experience emotional exhaustion, a lack of personal accomplishment and tending to depersonalize others (Hogan & McKnight, 2007). At first, burnout was mainly identified within human service. "Burnout is a syndrome including emotional exhaustion, depersonalization and reduced personal accomplishment that can happen among employees working with people. However, by the late 1980s, it was found that burnout occurs out of human services, for example, managers, white and blue collar workers and entrepreneurs. In the more general form, burnout is defined as "a state of exhaustion in which person is pessimistic about job value and his/her exhaustion which is a response to long term job stress. As a consequence of this emotional exhaustion, people avoid others and depersonalization occurs and if this situation continues, person feels failure in doing job affairs. Therefore, according to Maslach's model, emotional exhaustion happens prior to depersonalization and reduced personal accomplishment is followed by situation (Chiu & Tsai, 2006). Satisfied and motivated workforce play an important role in promoting policies and adjusted programs. Recognizing the employees' job satisfaction can help managers to improve the productivity of human resources (Rajab Beigi et al., 2006).