

## Analyze the Relationship Between the Components of Job Boredom and a Desire to Remain with the Organization

<sup>1</sup>Mohammad Ghasemi, <sup>2</sup>Mahdi Miri, <sup>3</sup>Mahdi Najjari, <sup>3</sup>Sajjad Sargolzaei,  
<sup>3</sup>Saeed Mohammad Dadkhodaei and <sup>3</sup>Ali Heidari Sadegh

<sup>1</sup>Department of Management, University of Sistan and Baluchestan,

<sup>2</sup>Department of Management, Zahedan University of Medical Sciences, Zahedan, Iran

<sup>3</sup>Department of Management, Islamic Azad University, Zabol Branch, Zabol, Iran

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**Abstract:** The low level of tendency to stay in organization (workplace engagement) and quitting work will be very expensive for organizations. The current research is aimed at study on role of occupational burnout susceptibility in workplace engagement by Zahedan University of Medical Sciences (Iran). The methodology of this investigation was of correlation type. Statistical population in this study comprised of the Zahedan University of Medical Sciences during 2016 so that with respect to sample size, 225 respondents were elected as sample from the personnel. Two standard inventories were utilized for this purpose including occupational burnout susceptibility and workplace engagement questionnaires. The SPSS Software was used for data analysis. The important findings from this survey suggested that there is a negative significant relationship among susceptibility to occupational burnout and workplace engagement in personnel in Zahedan University of Medical Sciences.

**Key words:** Occupational burnout susceptibility, external derives, internal derives, emotional reaction, perceived time, neurosis (emotional exhaustion), workplace engagement

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### INTRODUCTION

With rising of competition and spreading human resources development techniques, the organizations try to maintain their susceptible personnel and empower them in order to be able to show their higher performance but the organization are always afraid of this point that to lose their human capitals and incur losses since, every organization spends a lot of costs for training and education and preparation of their personnel up to the stage of appropriate exploitation and efficiency and they undergo losing skills and experiences which have been acquired by trying for several years by losing their valuable workforces (Hom and Griffeth, 1995; Caio, 1991).

The low level of tendency to stay in organization (workplace engagement) and quitting work will be very expensive for organizations. Whenever, an employee quits his/her work, the other one will be substituted with him/her by employment and is trained to have sufficient time to acquire experience.

Those personnel who are not so interested in workplace engagement may recede from the organization psychologically and their concentration on work will be

reduced so their self-efficacy in work is lowered and these cases are cost-consuming for the given organization (Duper and Day, 2007).

Compared to low-level employment conditions with the limited opportunities, the workplace engagement is lesser at time of creating abundant occupational opportunities. When people find economic climate appropriate with boosting economy, they will notice this point that they can easily replace their job to increase their satisfaction.

There a lot of evidences at organizational level that is followed eventually by quitting the organization and costs of finding employees and their substitution (Deery and Iverson, 1996). Reduced workplace engagement and tendency to quit organization may decrease efficiency of the organization (Bedeian *et al.*, 1991).

Lack of sense of belonging and organizational loyalty and low level workplace engagement in organization may cause personnel to quit the organization after acquisition of experience and finding another job more benefits. The consequences and losses caused by quitting services by personnel will be more expensive for the organization. The first loss is employment and finding the employees and then training costs (Mowday *et al.*, 1979).

The manpower with low sense of loyalty and organizational commitment and workplace engagement not only do not move toward fulfillment of organizational objectives, but they may be effective in creating culture of indifference toward organizational issues and problems among other colleagues (Hosseinian, 2007).

Occupational burnout is defined as relatively fixed emotions caused by lack of interest and complicity of focus on current activities. These emotions may cause the employee to show a lot of self-conscious effort to maintain or returning the attention. Some researchers believe that the problem concerning to attention are assumed as the basic characteristics of being prone to occupational burnout (Fisher, 1993). In this case, personnel report that they could not concentrate their mind on the available tasks and or they may make a lot of effort to concentrate their attention (Hamilton, 1981). Demrad-Frye and Laird (1989) suggest that the main behavioral element in susceptibility for occupational burnout is to try for maintainance of mind. The potential for occupational burnout is composed of five elements.

The first component is called external drives (stimuli). This area denotes that individual burnout and disinterest should be so high that the contextual derives cannot stimulate the given person. In this case, the individuals become very quickly indifferent to environmental stimuli so that it is very difficult for these people to find motivating occupational derives and they need to very challenging derives; they could not adapted to relatively repeated tasks so they need to a lot of changes and diversities to maintain their well-being and health (Dory, 1982). The internal derives (interpersonal stressors) are the second factors which refer to the problem regarding lack of capability to create and keep attention on doing activities and inability to find their favorable actions and lack of creative ideas and inability to self-motivation (Hill and Perkins, 1985). The third factor is concerned with emotional reactions (responses). Some of these reactions can be implied including anxiety, sense of indifference and frustration toward repetition of activities and tasks, lack motivation and stimulation. The perceived time is the fourth component. This factor refers to way of using time. Time is passed slowly for this group of people and they could not use time appropriately and they are not able to do their tasks within stipulated time (Tolor, 1989). The neurosis (emotional exhaustion) is the fifth element. The patience and tolerance of these people is at low level and they may become neurotic versus the conditions which require patience (Lee, 1986). Burnout susceptibility is a general complaint in work so a noticeable percentage of personnel may experience it for short term or long run (Barabalet, 1999). Many researchers are unanimously agree in this point that work burnout is an unpleasant mood during which focus on work becomes very difficult

for personnel and time is passed very slowly for this group. The susceptibility to occupational burnout is usually accompanies with neurosis (emotional exhaustion), stimulation, avoidance from occupational position. Unfortunately, the organizational researchers have little information about dimensions of occupational burnout. Nevertheless, there are some evidences which there are some evidences which indicate occupational burnout will be followed by hazardous and serious consequences. This type of personnel may be exposed to loss attention and sleeping disorder (insomnia) and they will exercise more occupational accidents in long run (Cox, 1980). Despite of this point that susceptibility to occupational burnout may results in several negative consequences and side-effects, it has not been yet addressed too seriously.

With respect to the above issues, the basic question for which the researcher intends to find suitable answer is as follows: is there any relationship among susceptibility of personnel to occupational burnout with their workplace engagement in Zahedan University of Medical Sciences?

#### **Research hypotheses**

**Major hypothesis:** There is relationship among susceptibility of personnel to occupational burnout with their workplace engagement in Zahedan University of Medical Sciences.

**Minor hypotheses:** There is relationship among external derives and workplace engagement in Zahedan University of Medical Sciences:

- There is relationship among internal derives and workplace engagement in Zahedan University of Medical Sciences
- There is relationship among emotional reactions and workplace engagement in Zahedan University of Medical Sciences
- There is relationship among perceived time and workplace engagement in Zahedan University of Medical Sciences
- There is relationship among neurosis (emotional exhaustion) and workplace engagement in Zahedan University of Medical Sciences

#### **MATERIALS AND METHODS**

The present investigation is of applied type in terms of objective and it is descriptive and correlation type in terms of method. This study is carried out in order to explore the role of susceptibility to occupational burnout in personnel's workplace engagement in Zahedan University of Medical Sciences. In this study, statistical population includes all personnel in Zahedan University of Medical Sciences during 2016. With respect to

Table 1: Mean and standard deviation of research variables

Variables	Mean	SD
Susceptibility to occupational burnout	2.74	0.291
External derives	3.07	0.464
Internal derives	2.79	0.511
Emotional reaction	2.58	0.508
Perceived time	2.66	0.501
Neurosis	2.50	0.632
Workplace engagement	3.28	0.629

methodology and research questions and in order to acquire sample size, some participants were elected as sample that was totally 225 employees.

**Research tools**

**Occupational burnout questionnaire:** In this study, occupational burnout questionnaire was employed to measure the rate of susceptibility to job burnout and this inventory has been prepared by Danovitch and Keith and it was translated and edited by Taghavi and by advice of Naami (2010) in Iran for the first time. This 28-question inventory includes 5 choice answers where the higher orders indicate the further susceptibility to occupational burnout. Questionnaire measures five areas in occupational burnout including internal derives, external derives, emotional reaction, perceived time and neurosis. The rate of content validity of this questionnaire was reported by Harris (2000) as 0.8 and Watt and Davis (1991) 0.82 and Watt and Blanchard (1994) 0.81 and Watt and Erving (1996) 0.84 and Watt and Danovitch as 0.84. In the current research, the reliability of questionnaire has been reported by Cronbach alpha coefficient as 0.89.

**Questionnaire of workplace engagement:** To determine validity of this standard inventory, this 19 question inventory was delivered to five teachers from Islamic Azad University in Rafsanjan branch with a perfect explanation and introduction regarding the given variables and they were asked to determine the validity of these questions with the framework of some choices including perfectly appropriate, appropriate, relatively appropriate, inappropriate and perfectly inappropriate. After receiving their answers, it was identified by method of validity percentage that validity rate for workplace engagement questionnaire was estimated 90%. The reliability of this inventory has been reported 0.92 by means of Cronbach alpha coefficient (Table 1).

**RESULTS AND DISCUSSION**

**The review of research hypotheses:** There is relationship among susceptibility to occupational burnout and personnel’s workplace engagement in Zahedan University of Medical Sciences.

To examine the major hypothesis, two Kendall and Spearman Correlation tests were adapted so the results are as in Table 2.

Data analysis indicates that the coefficients of Kendall and Spearman correlation tests among two variables of susceptibility to occupational burnout with personnel’s workplace engagement in Zahedan University of Medical Sciences are -0.198 and -0.281 with p-values (significance) as 0.000 and 0.000 respectively and they are smaller than significance level ( $\alpha = 0.05$ ) as a result, there is a significant relationship among variable of susceptibility to occupational burnout and personnel’s workplace engagement in Zahedan University of Medical Sciences. Furthermore, negative sign of correlation coefficients shows the reverse relationship among these two variables. Likewise, determination coefficient among two variables ( $R^2$ ) is 0.092 and the variance is common among two variables (with 9.2% variance, the rate of variable of susceptibility to workplace engagement is justified by susceptibility to occupational burnout).

There is relationship among external derives and personnel’s workplace engagement in Zahedan University of Medical Sciences. Data analysis shows that the coefficients of Kendall and Spearman correlation test among two variables of external derives and personnel’s workplace engagement in Zahedan University of Medical Sciences are -0.065 and 0.090 with p-value (significance) as 0.154 and 0.160 respectively and they are greater than significance level ( $\alpha = 0.05$ ); therefore, the assumption of lacking relationship is not rejected at this level of hypothesis and as a result there is no significant relationship among variable of external derives and personnel’s workplace engagement in Zahedan University of Medical Sciences (Table 3).

There is relationship among variable of internal derives and personnel’s workplace engagement in Zahedan University of Medical Sciences. Data analysis indicates that the coefficients of Kendall and Spearman correlation test among two variables of internal derives with personnel’s workplace engagement in public organization at Zahedan city are -0.234 and -0.235 with p-value (significance) as 0.000 and 0.000 respectively and they are greater than significance level ( $\alpha = 0.05$ ); thus, lack of relationship is rejected at this level of hypothesis and consequently there is a significance relationship among internal derives and personnel’s workplace engagement in Zahedan University of Medical Sciences. Moreover, the negative sign of correlation coefficients reflects the reverse relationship among these two variables. Similarly, the value of determination coefficient among two variables ( $R^2$ ) is 0.155 so variance is common among two variables (15.5% of variance for variable of workplace engagement is defined by occupational internal derives) (Table 4).

Table 2: Statistics of Kendall and Spearman correlation test regarding the relationship among variable of susceptibility to occupational burnout and personnel's workplace engagement in Zahedan University of Medical Sciences

Variable of susceptibility to occupational burnout in Kendall- Spearman Correlation Test									
Workplace Engagement	Correlation coefficient	Significance correlation	Quantity	Correlation coefficient	Significance	Quantity	The existing relationship	Type of relationship	Determination coefficient
	0.198	0.000	225	0.281	0.000	225	Has	Reverse	0.092

Table 3: Statistics of Kendall and Spearman correlation test regarding the relationship among variable of external derives and personnel's workplace engagement in Zahedan University of Medical Sciences

Variable of external derives in Kendall- Spearman Correlation Test									
Workplace Engagement	Correlation coefficient	Significance correlation	Quantity	Correlation coefficient	Significance	Quantity	The existing relationship	Type of relationship	Determination coefficient
	-0.065	0.154	225	-0.090	0.160	225	Has not	-	0.005

Table 4: Statistics of Kendall and Spearman correlation test regarding the relationship among variable of internal derives and personnel's workplace engagement in Zahedan University of Medical Sciences

Variable of internal derives in Kendall- Spearman Correlation Test									
Workplace Engagement	Correlation coefficient	Significance correlation	Quantity	Correlation coefficient	Significance	Quantity	The existing relationship	Type of relationship	Determination coefficient
	-0.234	0.000	225	-0.325	0.000	225	Has	Reverse	0.155

Table 5: Statistics of Kendall and Spearman correlation test regarding the relationship among variable of emotional reaction and personnel's workplace engagement in Zahedan University of Medical Sciences

Variable of emotional reaction in Kendall- Spearman Correlation Test									
Workplace Engagement	Correlation coefficient	Significance correlation	Quantity	Correlation coefficient	Significance	Quantity	The existing relationship	Type of relationship	Determination coefficient
	-0.125	0.006	225	-0.172	0.007	225	Has	Reverse	0.023

Table 6: Statistics of Kendall and Spearman correlation test regarding the relationship among variable of perceived time and personnel's workplace engagement in Zahedan University of Medical Sciences

Variable of perceived time in Kendall- Spearman Correlation Test									
Workplace Engagement	Correlation coefficient	Significance correlation	Quantity	Correlation coefficient	Significance	Quantity	The existing relationship	Type of relationship	Determination coefficient
	-0.049	0.286	225	-0.066	0.305	225	Has not	-	0.002

There is relationship among variable of emotional reactions and personnel's workplace engagement in Zahedan University of Medical Sciences. Data analysis shows that coefficients of Kendall and Spearman correlation test among two variables of emotional reactions and personnel's workplace engagement in public organization at Zahedan city are -0.125 and -0.172 with p-value (significance) respectively as 0.0006 and 0.0007 and they are grater than significance level ( $\alpha = 0.05$ ). Therefore, lack of relationship is rejected at this level of assumption and as a result, there is a significant relationship among emotional reactions and personnel's workplace engagement in Zahedan University of Medical Sciences. In addition, the negative sign of correlation coefficients signifies the reverse relationship among these two variables. Likewise, determination coefficient among these two variables ( $R^2$ ) is 0.023. The variance is common among two variables (2.3% of variance for variable of workplace engagement is interpreted by occupational emotional reactions) (Table 5).

There is relationship among variable of the perceived time and personnel's workplace engagement in Zahedan University of Medical Sciences. Data analysis indicates that coefficients of Kendall and Spearman correlation among two variables of the perceived time and personnel's workplace engagement in public organizations in Zahedan city for -0.049 and -0.066 with p-value (significance) are respectively 0.286 and 0.305 and they are greater than significance level ( $\alpha = 0.05$ ). Thus, lack of relationship is not rejected at this level of hypothesis and as a result there is no significant relationship among the perceived time and personnel's workplace engagement in Zahedan University of Medical Sciences (Table 6).

There is relationship among neurosis (emotional exhaustion) and personnel's workplace engagement in Zahedan University of Medical Sciences. Data analysis shows that coefficients of Kendall and Spearman correlation test among two variables of neurosis (emotional exhaustion) and personnel's workplace

Table 7: Statistics of Kendall and Spearman correlation test regarding the relationship among variable of neurosis (emotional exhaustion) and personnel's workplace engagement in Zahedan University of Medical Sciences

Variable of neurosis (emotional exhaustion) in Kendall- Spearman Correlation Test									
Workplace Engagement	Correlation coefficient	Significance correlation	Quantity	Correlation coefficient	Significance	Quantity	The existing relationship	Type of relationship	Determination coefficient
	-0.063	0.170	225	-0.091	0.158	225	Has not	-	0.012

engagement in Zahedan University of Medical Sciences with values of -0.063 and -0.091 and p-value (significance) are respectively 0.170 and 0.158 and they are at significance level ( $\alpha = 0.05$ ). Therefore, lack of relationship is not rejected at this level of assumption and as a result there is no significant relationship among variable of neurosis and personnel's workplace engagement in Zahedan University of Medical Sciences (Table 7).

### CONCLUSION

The given results from correlation test indicated that there was a negative relationship among susceptibility to occupational burnout and personnel's workplace engagement in Zahedan University of Medical Sciences. Therefore, it is expected that variable of susceptibility to occupational burnout to lead to reduced engagement in workplace. With respect to this fact that the personnel with occupational burnout at high level may not easily concentrate on their activities and they have no new ideas for doing tasks and they may have few novel and creative thoughts and at the same time occupational burnout leads to emotional responses like depression (Farmer and Sandberg, 1986), loneliness (Ahmad, 1990), anxiety and hostility (Danovitch *et al.*, 1991), neurosis, fear and sense of guilt (Gordon *et al.*, 1997). Whereas the personnel with high susceptibility to occupational burnout may not positively perceive their own occupational conditions thus they need to very intense derives to become motivated and in many industrial and organizational environments there are no such stimuli so these factors may cause personnel to save experience and to quit their job in the organization as soon as they find other job opportunity with more benefits and the consequences and losses of quitting services by personnel will be more exorbitant and expensive for the given organization. Therefore, it is suggested to organizations to prevent from repeated and monotonous working trend by improvement of quality of work in any occupational unit and through participation and negotiation regarding work goals and developing the occupational goals and creating the opportunity for promotion and increase the domain of employee's powers in his/her occupation with respect to his/ her competencies and thereby to attract employees to the organization and strengthen the engagement in workplace among personnel.

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