

The Relationship Between Social Responsibility and Job Burnout, According to a Regulatory Role in the Control of Rafsanjan University of Medical Sciences

¹Jafar Akbari Nasab and ²Mohammad Amin Bahrami

¹Department of Management, Islamic Azad University, Rafsanjan Branch, Rafsanjan, Iran

²Department of Healthcare Management, Shahid Sadoughi University of Medical Sciences, Yazd, Iran

Abstract: The present study examined the relationship between social responsibility and staff burnout, according to a regulatory role in the control of Rafsanjan University of Medical Sciences in 1394. The research staff of Medical Sciences University of which there are 350 people. Using a sample of 184 students will be selected as the sample size. The survey questionnaire of social responsibility, burnout and locus of control questionnaire was used. The collected data was analyzed by SPSS Software and PLS. The results showed that social responsibility and its components are related to burnout and cannot control the source of the relationship between social responsibility and its components to amend burnout. Therefore, it is suggested that managers by strengthening social responsibility in the job burnout among its staff to a minimum.

Key words: Social responsibility, job burnout, locus of control, data, students

INTRODUCTION

If employees and managers of social responsibility to their customers and employees, social and non-social stakeholders and government are reduced job burnout in the workplace. According to equality human rights commission report, employers and supervisors who prioritize their social responsibilities to ensure that their policies and actions in line with the mental health of employees. On the other hand, the social responsibility of the organization to meet its shareholders through the integration of social and environmental issues in their organization's operations. This indicates that according to health organizations to achieve their goals.

On the other hand, beyond the control source to deny differences in figures presented our ideas to the source calendar. Researcher mentioned earlier that people in their perception of whether a particular event is reinforcing differ. Rutter's research has shown that some people believe that their behavior is dependent amplification. Others think that control is strengthened by external forces. People with variable spatial character marked internal control, strengthening believe that they are receiving the result of the behavior and characteristics of people who are external locus of control believe that reinforcement is controlled by other people. They are convinced that they are powerless in the face of external forces. Farahbakhsh (2009) examined the relationship

between social capital and burnout showed. The social capital of older people is more effective in reducing job stress. And, the aging effects of social capital and its relationship further, ultimately to reduce burnout and pressure on these people to take. A special and important concepts in social learning theory Rotter or source control location. This concept has two dimensions: internal and external control. According to Rutter assumptions, those with external control has a positive or negative perception of events and events that are not related to individual behavior and individual control powers. Rather these people believe in luck or external with the internal control assumes another dimension beyond them assumes that the internal skills. Due to the above, this study examines the relationship between social responsibility and staff burnout, according to a regulatory role in the control of the University's Medical Sciences (Ahmadi, 2006).

Literature review: The concept of social responsibility in recent decades the dominant paradigm in the field of managing the organization has become and the organization of large and well-known global social responsibility towards the community and the environment as part of their corporate strategy are seen as well as reporting on ethical behavior, have begun their social and environmental. As Parkinson "organizations are private decisions that are universal results". On a single definition of social responsibility management,

there is no consensus among scholars (Rostami *et al.*, 2008). Griffin and Barney social responsibility is defined as “a set of tasks and commitments that the organization should be to preserve, care and assistance to the community in which it operates do. In the Philippines, corporate social responsibility is the answer to what jobs to the community. Social responsibility and commitment graph head and task management to do the things that protecting and promoting the welfare of society and business interests, you know.

Social responsibility is defined as “the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of workers and their families at a local and global scale.” Stated that CSR flexible approach for organizations to respond to issues of economic, social and environmental manner that people, communities and society benefit. Ahola and Honkonen (2007) view about the purpose of economic activity is stated as follows: “Earning a regular basis for economic life but it is not only human but also other factors, ethical and environmental factors should be considered, long-term factors that are at least equally important for the economic life.

All definitions emphasize that the decisions must consider the impact of its operations on the community and are constantly comparing themselves to the community and the environment, responsible and accountable know. In fact, CSR between the institution and the community to offer a social compromise on technology. The compromise on raising social, latest expectations for the balance of the interaction between two or more individuals or organizations will enable arise. At a time, when companies market power stems largely from image requires companies to show awareness of social issues, human and environmental. Generally, CSR, including audit, audit and reporting on ethical, environmental and social. It can be said that the purpose of the corporate social responsibility alliance, the activities and values of the organization in such a way that the interests of all stakeholders and the general public and the environment is reflected in the policies and performance of organizations.

In addition, Leonard and Mac COM target specific issues of social responsibility to the list: workplace and employment issues, unfair business practices, corporate governance, market and customer issues, social participation and social development. So, as an ideal corporate social responsibility and practices used by companies to facilitate beneficial relationships with stakeholders, improve social relationships and strengthen competitive advantage can be seen. In fact, this is what happens in society and the economy growing need for the responsible exercise of moral society.

Social responsibility can only have real existence in which all interest groups, would be strengthened by changes in the companies act, be rewarded by financial markets, the definition of sustainable social and environmental objectives, to its implementation to be monitored, be open to public scrutiny, accountability mechanisms are established across the organization horizontally and vertically fitted (Bakhtiari *et al.*, 1388). Chang *et al.* (2000) in accordance with the country’s research community have to examine social responsibility and social responsibility indicators Iranian organizations in five aspects are summarized as follows.

Responsibility towards employees: Corporate responsibility for human resources at their disposal, for survival, viability and profitability of the company to employees depends on it.

Responding to the shareholders, not the sole responsibility of organizations and companies but consumers are concerned because consumers are guaranteed the survival of a company.

Responsibility towards society: Corporate social responsibility, the responsibility of companies to respond to the consequences of activities that affect society. The community here is general and includes all stakeholders in the company. The company must make decisions and carry out their activities and operations, the interests of all stakeholders to consider cautious approach to avoid or minimize adverse effects in support of more environmental responsibility actions and initiatives that promote the development and diffusion of environmentally favorable technologies, etc. As mentioned in previous issues, the second after the organization’s social responsibility, then it is legal. Today, in many organizations, there are varying degrees of stress and mental. Several different organizations stress that the most important factors are: type of job, role conflict, role confusion, excessive workload, lack of social support, organizational changes. This stress can lead to job burnout in the long run be (Khoshbakhti and Shamshiri, 2009). A concept that in recent years has drawn the attention of industrial and organization psychology, tire, falling from exhaustion, lethargy, weakness and lethargy which is in charge of job burnout it is said Seems to job burn out. For a person, responds to stressors is interpersonal contact which exceeds the capacity of the job incumbent with colleagues, bosses, subordinates, clients and a change in attitudes and behavior towards to them, the concept of burnout for the first time by Copenhaver and Guest (1982) was introduced. Now, the emergence and growth of this concept owes everything to Freudenberger in New York

and California know. Frustration and burnout knows that the sacrifice of the individual as well as lifestyle or relationships that led him to collect desired result are not occur.

Pines views and Chang (1988) can be symptoms of fatigue as physical and emotional burnout is the result of negative trends in the development of employment and loss of feeling and interest in the work in person. Burnout and psychological symptoms are a combination of emotional exhaustion, depersonalization and lack of personal accomplishment. There are feelings of emotional exhaustion include where the person loses his excitement and was able to establish relationships with others.

Depersonalization that the unsentimental and harsh responses towards colleagues and subordinates and lack of personal success is when people have negative perceptions of their professional efforts and feel that they do not progress in their jobs and working their profession with no positive results. Rahimi job burnout as a psychological quality or psychotic knows the phenomenon that occurs when an individual's job performance has dropped and in the long term to reach a stage stop.

The concept of burnout than three decades ago has spread and numerous scientific articles have been published about it. For example, Perlman and Hartmann revealed that in 1382, 48 papers have been published in relation to job burnout. The prevalence of burnout in modern societies has been huge and encompasses all aspects of people's lives.

On the one hand, increasing addiction, divorce, turnover and psychosomatic diseases and other physical and productive work and reduce the impact on the economy, provided (Creteur, 2007). This phenomenon threatens society in all aspects of the in many work areas, employees and workers experience a phenomenon known as burnout. For all the changes in the environment, the environment today is less similar to the previous period. Locus of control refers to the receipt of behavioral outcomes that are believed to play a role in the occurrence of positive and negative events in their own lives and the efforts of individual effort and assume responsibility for the conduct take into account the according to Rutter One aspect that distinguishes them from each other, the degree of control that they think the events in life. His concept of the control both hypothetical "outside" and "inside" refers. The success and failure of his group generally to himself (personal effort or ability) than that people with internal locus of control. And, those successes and failures to factors outside of themselves (Lucky or difficult situations) are compared, are those with external locus of control (Tyler and Blader, 2001).

MATERIALS AND METHODS

Since, this study was conducted in a real organization and the results can be of practical use is an applied research. The study, from the perspective of the purpose and nature of the research is descriptive and correlational. The population of the investigation staff are University of Medical Sciences that number is 350. In this study, using a stratified sampling method and sample size by using the formula 184 students were selected as sample. The data is collected. Its validity was confirmed by experts and its reliability by Cronbach's alpha.

Of the 184 patients evaluated, 82 patients (6.44%) were female and 98 (35.3%) were male. In addition, 4 patients did not specify their gender. About 33 (17.9%) education diploma and diploma of bachelor's 34 (18.5%), 108 patients (7/58%) graduate and 9 patients (9.4%) had a doctoral degree. The 76 (3.41%) age 30-20 year, 78 patients (4/42%), 40-31 year, 23 patients (12.5%) and 50-41 year and 3 patients (6.1%) age they are >50 year. In addition, 4 patients did not specify their age. Of the 184 patients evaluated, 32 patients (17.4%) reported having served <10 years, 39 patients (21.2%) and 15-10 year, 54 patients (29.3%) and 20-16 year, 32 (17.4%), 25-21 year and 24 (0.13%) work experience of >25 year. Plus 3 year of service have not identified themselves.

RESULTS AND DISCUSSION

Analysis of the research model

The relationship between corporate social responsibility and burnout: The main hypothesis of 1: between social responsibility and burnout at the University of Medical Sciences there. Significant variable coefficient z between social responsibility and burnout is 19.638 which is >1/96 that the relationship between social responsibility and is burnout. Standardized coefficient between the variable social responsibility and burnout -0.767 represents the inverse relationship between these two variables and also suggest that social responsibility as much as 76% of the burnout to reverse explain in (Fig. 1).

- H_1 : The social responsibility of the government and there is a burnout at the University of Medical Sciences

Significant variable coefficient z between the social responsibility of the government and burnout is 2.079-1.96 greater than that of the relationship between social responsibility of the government and is burnout. Standard variable rate among the social responsibility of the government and burnout 0.172 represents the inverse

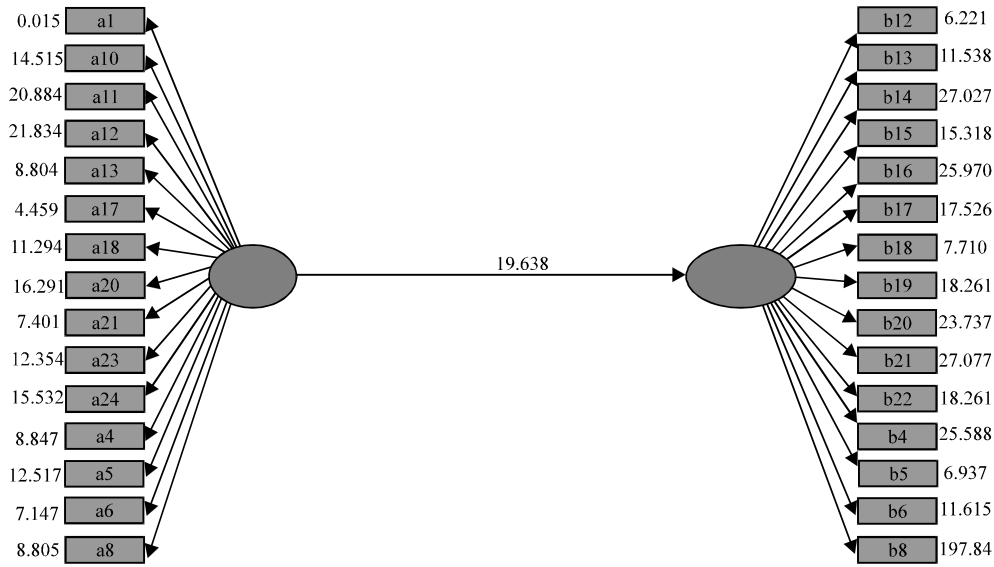


Fig. 1: The relationship between corporate social responsibility and burnout

relationship between these two variables and also suggest that the social responsibility of the government to 17% of changes to reverse burnout explains.

- H₂: The social responsibility of the customer and there is a burnout at the University of Medical Sciences

A significant coefficient z between the variables of social responsibility towards customers and burnout is 2.373-1.96 greater than that of the relationship between social responsibility towards customers and is burnout. Standardized coefficient between the variables of social responsibility towards customers and burnout 0.187 represents the inverse relationship between these two variables. And, also suggest that social responsibility towards customers as much as 18% of changes to reverse burnout explains.

- H₃: The social responsibility to employees and job burnout at the University of Medical Sciences there

Significant variable coefficient z between social responsibility to employees and job burnout 5.097 which is >1.96. That of the relationship between social responsibility to employees and job burnout. Standardized coefficient between the variable social responsibility to employees and burnout 0.341 represents the inverse relationship between these two variables and also suggest that social responsibility towards the staff by 34% of changes to reverse burnout explains.

- H₄: The social responsibility towards the social and non-social stakeholders and burnout at the University of Medical Sciences there

Significant variable coefficients z among social and non-social social responsibility towards stakeholders and burnout is 3.391-1.96 greater than that of the relationship between social responsibility towards the social and non-social stakeholders and is burnout. Standardized coefficient between the variables of social responsibility towards the social and non-social stakeholders and burnout 0.256 represents the inverse relationship between these two variables. And, also suggest that social responsibility towards the social and non-social stakeholders 25% of changes to reverse burnout explains.

The main hypothesis 2: Between social responsibility and burnout at the University of Medical Sciences, according to the source control moderating role there.

Due to the significant coefficient z for source control variable social responsibility, 088/1 calculated that because of the 96/1 show less. The effect of locus of control at 95% can not be approved as a moderating variable construction. In other words, 95% can not be confirmed that the locus of control variables, the relationship between social responsibility and burnout temper.

The first subsidiary hypothesis: The social responsibility of the government and burnout at the University of Medical Sciences, according to the source control moderating role there.

The significant coefficient the z variable social responsibility of the government to control supply, 1.647 calculated that because of the 1.69 show less. The effect of locus of control at 95% can not be approved as a moderating variable construction. In other words, 95% can not be confirmed that the locus of control variables, the relationship between social responsibility of the government and the moderate burnout.

The second subsidiary hypothesis: The social responsibility towards customers and burnout at the University of Medical Sciences, according to the source control moderating role there. The z is a significant factor with regard to social responsibility towards customers locus of control variable, calculated 1.062 is due to <1.96 suggests that the effect of the source of 95% can be as variable making the adjustment confirmation. In other words, 95% can not be confirmed that the locus of control variables, the relationship between social responsibility towards customers and burnout temper.

The third subsidiary hypothesis: The social responsibility to employees and job burnout at the University of Medical Sciences, according to the source control moderating role there. z is a significant factor with regard to social responsibility to employees locus of control variable, calculated 1.048 less because of the 1.96 show that at 95% effect of locus of control can not be approved as a moderating variable construction. In other words, 95% can not be confirmed that the locus of control variables, the relationship between social responsibility to employees and job burnout temper.

The fourth subsidiary hypothesis: The social responsibility towards the social and non-social stakeholders burnout at the University of Medical Sciences. The z is a significant factor with regard to social responsibility towards the stakeholders of social and non-social variable locus of control is calculated 1.210 less because of the 1.96 show that at 95% effect of locus of control can not be approved as a moderating variable construction. In other words, 95% can not be confirmed that the locus of control variables, the relationship between social responsibility towards the social and non-social stakeholders and burnout temper.

CONCLUSION

The traditional view of management, economic capital, human, physical and they play the most important role, however in the present day managers to develop in addition to economic capital, physical and human have

more social capital have focused on their own terms because without the use of other capital assets optimally is not possible.

One of the organizational factors that may be influenced by social capital, burnout of staff. Paniz and Arneson job burnout and physical and emotional fatigue syndrome know that as a result of increased negative trends in employment and loss of interest to co-create the feeling. Factors affecting job burnout include environmental factors, individual and organizational. Among the organizational factors that lead to burnout, management style, rigid labor regulations, lack of job security and limited opportunities for promotion. By examining the relationship between social capital and social capital had job burnout in older people is more effective in reducing job stress. By examining the relationship between social capital and social capital had job burnout in older people is more effective in reducing job stress. Gchr found that increasing the amount of social capital, the rate of job burnout, physical and psychological problems and be less of a negative relationship between social capital and job burnout there. About factors affecting job burnout among social capital, mental health, emotional intelligence, organizational culture, job satisfaction, organizational commitment, organizational health, organizational climate, self-efficacy, emotional intelligence, quality of work life and job support research that has been done is some of them are discussed below. Khamirmiya reported that female nurses working in hospitals are high burnout and social capital (trust and the spirit of giving two components) is also a significant relationship between burnout and the influence which the people in the control source this relationship has a major impact. The findings showed that social responsibility towards the social and non-social stakeholders, employees, government and customers, a strong predictor for the changes is to reduce burnout. The result will be to ensure managers have studied the cost of accepting social responsibility organization. Especially, in relation to the external environment, can reduce the level of burnout that followed through their active participation, productivity and bring internal coherence, be compensated. The results showed that the corporate social responsibility of the government, customers and employees with burnout there. The results of the study concluded that social identity theory, the perception of social responsibility is the mental state of the organization and there is a positive relationship.

REFERENCES

- Ahmadi, M., 2006. The relationship between self-esteem and locus of control and academic achievement. Master's Thesis, Islamic Azad University, Iran.

- Ahola, K. and J. Hakanen, 2007. Job strain, burnout and depressive symptoms: A prospective study among dentists. *J. Affective Disorders*, 104: 103-110.
- Bakhtiari, A.S., M. Goudarzi and M. Hamidi, 1388. The victim, motivational factors for health and physical education experts burnout public universities in Tehran. *J. Sport Manage.*, 3: 135-150.
- Chang, K., 1988. *Management, Critical Success Factors*. Allyn and Baccon Inc., Boston, pp: 29.
- Chang, E.C., K.L. Rand and D.R. Strunk, 2000. Optimism and risk for job burnout among working college students: Stress as a mediator. *Personality Ind. Differences*, 29: 255-263.
- Copenhaver, L. and R.H. Guest, 1982. Quality of work life: The anatomy of two successes. *Natl. Product. Rev.*, 2: 1-12.
- Creteur, M., 2007. Organizational design and hospital performance. *Hospital Context Motivation Res.*, 13: 3-33.
- Farahbakhsh, S., 2009. A study of job burnout, sources and coping strategies in top managers of governmental organization in province of lorestan, Iran. *Aust. J. Basic Applied Sci.*, 3: 4032-4039.
- Khoshbakhhti, K. and R. Shamshiri, 2009. The relationship between emotional intelligence and job burnout Mashhad high school physical education teachers. *J. Sport Sci.*, 23: 90-71.
- Rostami, A., P. Nowruz, A. Zareie, M. Amiri and M. Soleiman, 2008. The relationship between burnout and mental health and resiliency of biological control sex among elementary Mlmyt. *Iran Occupational Health J.*, 5: 75-68.
- Tyler, T.R. and S.L. Blader, 2001. Identity and cooperative behavior in groups. *Group Process. Intergroup Relations*, 4: 207-226.