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30. IMPACT OF JOB BURNOUT ON ORGANIZATIONAL COMMITMENT AMONG EMPLOYEES IN SERVICE SECTOR

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IMPACT OF JOB BURNOUT ON ORGANIZATIONAL COMMITMENT AMONG EMPLOYEES IN SERVICE SECTOR

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ABSTRACT

Job Burnout is that special kind of stress in which there is a state of mental, physical and emotional exhaustion making the worker or employee dubious about his/her competence and the value of work. The effects of this burnout have implications not only for the individual but also for the organization and end user of the service. Organizational Commitment is a valued predictor of work behavior and behavioral intentions. This study aims to examine the impact of job burnout on the organizational commitment. The results of the study showed that Job Burnout has a negative impact on the Organisational commitment of employees. The study used a descriptive research design. Sample size of the study is 100. Data collection was done with the help of structured questionnaire. 5-point Likert scale was used to get the questionnaires filled. Data was analysed using statistical tools. Findings discussed and some practical implications offered to practitioners as well as some future directions to researchers.

Keywords: burnout, organizational commitment, service sector

INTRODUCTION

In today's fast-growing world, the quality of management and service of the job represent a major challenge for individuals (managers) and organizations. In this context, organizations need to use strategies to build healthy working conditions, with the aim of preventing and protecting the worker from issues like work-related stress. Many studies have been conducted to study psychological health of the employed people which have shown that the unsuitable conditions of the work places leaving negative effects on the mental and psychological health of the workers. These unsuitable conditions can even be present in the family life of those employed people. High pressures and psychological problems occurring at job can lead to some bodily and mental consequences on the individuals and in spite of continuing they may cause job burnout.

Job Burnout is that special kind of stress in which there is a state of mental, physical and emotional exhaustion making the worker or employee dubious about his/her competence and the value of work. The effects of this burnout have implications not only for the individual but also for the organization and end user of the service.

The bond that an employee feels with the organization and the sense of attachment to the organization itself determine the employee's commitment to the organization. In general, employees who are committed to an organization generally feel connected, healthy, and understand their goals. A study of employee performance and organizational commitment is paramount to the high level of management of the organization. Somersl and Birnbaum (1998) studied the relationship between career commitment and performance effectiveness, resulting in a positive relationship. Jackofsky (1984) found that low commitment leads to high turnover, which negatively impacts the production of the organization.

The study of commitment in work organizations is generalized in three terms namely: job commitment, organizational commitment and career commitment. These three components were discussed by John Meyer and Natalie in the article "Three component model of commitment".

Organizational Commitment is a valued predictor of work behavior and behavioral intentions. Organizational Commitment refers that there is a psychological link between an employee and their

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