

EXPLORING THE EVIDENCES OF OCCUPATIONAL STRESS TO BURNOUT AMONG WORKING WOMEN IN SELECTED SERVICE SECTORS IN TAMIL NADU

T. Thirumaleswari

Faculty of Management Studies, Sri Chandrasekharendra Saraswathi Viswa Mahavidyalaya, India
E-mail: thirumaleswari@yahoo.com

Abstract

Occupational stress is the double edged instrument that works out on positive and negative dimension within the individual at work places. The attributes related to inducement of occupational stress are inconsistent and routine in nature. It is varying at every work place. It depends upon the nature of work, type of work, working pattern, work place relationship and work demands. But the source of facing occupational stress and methods of managing it towards positive and negative consequence highly depends upon the individuals who are facing it. In addition to that, the point of reflection at which the insurmountable occupational stress encountered by individual lead to burnout. Burnout is the stage in which the outcome of occupational stress is shown by physical and biological expression by any individual. The stage of burnout may cause damages either within individuals or to their surrounding work places. In these circumstances, the working women at various work places encounter occupational stress which they are unable to tolerate. The outcome of intolerance and low ambiguity among working women lead to burnout. The stage of burnout cause personal and environmental damages for working women. The impact of burnout compared to men is higher among women in terms of personal, family, society, work places and so on. In service sectors, where the frequency of crossing occupational stress to burnout is higher among working women due to work nature and work pressure. In this aspect, the present research paper aims to address the aspect of identifying the instruments where the working women encounter the situation of burnout from occupational stress in selected service sectors.

Keywords:

Occupational Stress, Burnout, Tolerance, Ambiguity, Physical, Biological Expressions and Service Sector

1. INTRODUCTION

Occupational stress is the major work place hazard in present day working environment. It is the indispensable and imperative element needed to be channelized for the benefits of employees and organization. But at the same time, organization irrespective of its size of operation deploys different forms of Human Resource Development Practices (HRD) like training and development, counseling, mentoring, welfare measures, coaching and responsibility sharing to manage and reduce occupational stress. But the level of managing occupational stress may not be effectively done by every individual. There are circumstances in which continuous occupational stress lead to burnout among employees at their work places. The situation in which individual invites burnout cause physical, personal, health, family, work place hazards and illness. In this aspect, burnout has become an important element for study in present day work situations. In addition to that, changing socio-economic background, technological advancement, living pattern, urbanization, pollution of environment reduce level of tolerance among working community. The changes in personality dimension due to

westernization and cultural adaptation, burnout has become an unavoidable instrument at work places. But at the same time, burnout is unwanted psychological imbalance which causes unfair behaviour in individuals comparatively among female than male in terms of their commitment, loyalty and so on at work places. From the work of [1] and [2] it is viewed that burnout is a process that commences with excessive and continuous levels of job tension, whereby the stress produces strain in the worker (feelings of tension, irritability and fatigue). The process is finished when the workers safety cope with the job stress by psychologically detaching themselves from the job and becoming apathetic, cynical and rigid. The burnout is the circumstance which is realized by employees at different threshold points and the conversion of status of occupational to burnout are forced by situational and personality factors. The roles of psychological aspects are high in the conversion of occupational stress to burnout. It is evident that the frequency of burnout are high among female workers compared to male workers since the tolerance attributes are low among women during the time of facing unplanned work situations and other stimuli. It is observed that female generally experience higher levels of occupational stress to burnout compared to men and their personal success perceptions are lower. While [3], [4], [5], [6] and [7] observed that gender is a criteria related with the burnout of working women social background changes are also due factor for encountering the problem of burnout at work places. The ratio of working women in service sector is increasing as a constant phase. It is especially notable in our country about the stake holding of women employment in service sector. The changes in culture of work and hierarchy are also reasons for changes obtained in the source of facing occupational stress and its influence on burnout. The imperative research works are required to explore the evidences and its related factors about the gap in which the occupational stress leads to burnout among working women. The present study attempted to fill the gap of exploring the evidences for occupational stress to burnout among working women. The study has made an initial attempt of choosing a state in India, Tamil Nadu to view the outcome of burnout among the working women & that will become the base for further studies since burnout has become an unavoidable element needed to be studied at work places.

1.1 STATEMENT OF THE STUDY PROBLEM

Occupational stress is the primitive element encountered by every working individual at work places. The level and situation of encountering occupational stress by individual depends on their personal, technical and work related backgrounds. In addition to that, the attributes that cause occupational stress towards its dynamism on positive and negative backgrounds depends on nature and type of job, responsibilities, modus operandi of performing tasks in the given job. Occupational

stress can be managed by individuals by their physical and psychological makeup, but at the same time, the situation where in which the intolerance of emotion and physical composition leads to occupational stress to the level of burnout. The individuals expose burnout through physical and biological reactions. The stage of burnout and its consequences bring work place and personal imbalance, unwanted work place behaviour and cultural changes. It also leads to spoil work place relationship. But it is significant to note that the stage of burnout faced by women is so earlier compared to their male counterpart at the concerned work place situations. It is generally believed that women are highly composed than men, but work situations and intolerable occupational stress bring burnout in women in advance than men. In this aspect, it is imperative to study about the elements at work places which turn occupational stress to burnout among working women. So, the present study has taken the research problem of exploring the evidences of factors that lead to burnout from the stage of occupational stress among working women in selected service sector.

1.2 NEED AND IMPORTANCE OF THE STUDY

The present day working environment and work related pressures are augmenting at every organization due to quality management practices, competitive working environment and the principle of performance or perish. In this aspect, the work situation and work demand in service sectors are very high compared to manufacturing sectors. In addition to that, the flexible work situations are very high in service sectors compared to standardized working pattern in manufacturing sectors. The work nature of customer centric and customer direct interactions are the prominent background of service sector that brings profound occupational stress among its employees. The major stake of women employment increases in service sector compared to men. In this aspect, the basic physical and psychological nature of women, their job profile with work demands brings occupational stress among working women. The level of intolerance and low ambiguity of working women towards work convert occupational stress to burnout at work places. But at the same time, the stage of burnout at work places lead to personal and environmental unfairness among working women irrespective of their job status and role. In this aspect, it has become an important research avenue to explore the evidences at work places which transfer occupational stress to burnout among working women. In order to view the shift of occupational stress to burnout among working women in service sector, the present study has been attempted.

1.3 REASON TO CHOOSE THE STUDY UNIT AND STUDY LOCATION

Service economy is the largest contributor towards the GDP of every country. It is also evident that the contribution of service output increases at steady phase towards global economic growth. It is the sector which attracts phenomenal influx of foreign direct investment in every country. The expansions of service sector in domestic and foreign markets are quite high in our country. The growth of core service sectors especially health care, banking, communication, retail, education, knowledge outsourcing and tourism bring growth opportunity for allied service sectors in our country. In this

aspect, the employment opportunity in these sectors moves with steep growth. In addition to that, majority of service sectors, prefer women employees to be employed due to the nature of its operations and background of service delivery. In recent decades, the contribution of women employment in national and international service sectors in our country is tremendous.

Tamil Nadu is the notable landmark in the growth of service organization especially in healthcare, tourism, banking, education and retail. It is the state in India that attracts reasonable employment for women in service sector. In addition to that, the growth of women literacy and trend of women involvement in higher education in Tamil Nadu also pave for expanded employment in service sectors. The trend of business and knowledge process outsourcing and growth of health care awareness have given identifiable space for women employment in service sectors. Due to these upcoming reasons, the service sectors and women employed in those sectors in Tamil Nadu have been taken for the research study.

1.4 LITERATURE BACKGROUND – OVERVIEW

Burnout affects all occupations but it seems to be more prevalent in service professions [8], [9]. Employees in the service profession are prone to burnout due to the nature of the interpersonal and organizational factors. However, nurses are above-average risk group when it comes to occupational stress [10], [11]. Burnout in the service profession arises from the stressors that are brought about by caring for ill people. H.M. Hasslerhorn et al. 2009 [12] state that women employees tend to leave the profession at a much greater rate compared to other profession because of burnout and this result in shortage of employees. Furthermore, this shortage of women employees is associated with poor standards of work care and further increase in pressures on the women left on the job. According to L.H. Akilen, 2002 [15] as cited by H.M. Hasslerhorn et al. 2009 [12], the high turnover of women employees was associated with high workloads, burnout and job dissatisfaction. Therefore, greater understanding of burnout in the service profession is very important if standards of working environment are to improved [8], [13] and [14]. However, few authors believed that there is no link between occupational stress and burnout A.M. Pines, 1993 [16] as cited by K. Barnett and J. McCormick, 2010 [14]). Further, K. Barnett and J. McCormick, 2010 [14] conclude that intense stress does not necessarily cause burnout, but it can. According to N.S. Ashill, 2009 [13] burnout is a form of psychological strain resulting due to persistent work stress. Chronic occupational stress may cause burnout but not everyone who has stress will have burnout. Burnout usually occurs among individuals who are highly motivated, in other words, “you cannot burnout unless you were on fire” [14].

2. OBJECTIVES

1. To view the socio economic profile of women employees in selected service sectors in Tamil Nadu
2. To identify the level of occupational stress encountered by women employees in service sectors in Tamil Nadu.
3. To know the status of encountering burnout among working women in service sector in Tamil Nadu

4. To explore the evidence factors that lead to burnout from occupational stress among working women in selected service sectors
5. To understand the sources and way of expressing burnout by women employees.

2.1 STATEMENT OF HYPOTHESES

1. There is no significant difference in the stage of perceiving burnout form occupational stress among women employees based on their type of industry.
2. There is no significant difference in the stage of perceiving burnout form occupational stress among women employees based on their designation.

2.2 SCOPE OF THE STUDY

The present study has been carried out among women employees with different occupations and socio-economic backgrounds in selected service sector in Tamil Nadu. The study has been done in selected locations in Tamil Nadu. The study covered the view of women employees about the level of encountering occupational stress. The study attempted to know the realization of burnout from occupational stress and also explored the factors evidence for changing occupational stress to burnout level. The attempts have been made to know the consequences of burnout on their personal, work and family related aspects.

3. RESEARCH METHODOLOGY

The present study on exploring evidence factor on occupational stress to burnout among working women in selected service sectors in Tamil Nadu has been conducted based on the comprehensive pilot study undertaken, literature background, experience survey and informational interaction with working women at various sectors. During the time of pilot study it was understood that major amount of studies have been attempted to verify the occupational stress of working women. But at the same time, less amount of studies have been made to understand the status of burnout from occupational stress and in addition to that, negligible amount of attempts have been made to explore the evidence factors on occupational stress to burnout and its consequences. The present study done among the working women in selected service sectors belong to the category of healthcare, communication, education, banking and retail sectors in Tamil Nadu. The study population has been chosen from working women in selected service sectors of identified locations. The sampling units have been taken from working women category belonging to different occupational status and socio background. The convenience sampling method has been adopted. The sample size has been restricted to 275. The sources of data required for present study has been collected from secondary and primary basis. The secondary sources of data collected from literature review, published articles, journals and e-materials. The primary data required for the study has been taken from field survey with unstructured and structured format of questionnaire, since the study is exploratory cum descriptive in nature. The pre tested questionnaire has helped the researcher to obtain the required data in the aspect of socio economic background of working women, opinion about the level of occupational stress, view on burnout, exploring the factors related to burnout and opinion on

consequences of burnout on their personal, family and work related dimensions. The socio-economic background of respondents have been collected through questions with nominal scale, the view on occupational stress, view on burnout, exploration of burnout instrument and consequences of burnout have been collected through questionnaire with interval scales ranging from the scaling 1- very low, 2-low, 3-neutral, 4-good and 5-very good. The questions with interval scaling have been tested for its reliability and it was found to be around 74%. The obtained data were analyzed through the analytical tools of simple percentage analysis, mean descriptive statistics and ANOVA.

3.1 LIMITATIONS OF THE STUDY

1. The study has been carried out among the working women in selected services sectors in Tamil Nadu.
2. The selected locations have been identified on judgmental basis.
3. The convenience sampling has been employed due to the issues of reachability and busy schedule of respondents.
4. The aspect related to burnout has been given due importance compared to occupational stress.

4. ANALYSIS AND INTERPRETATIONS

Table.1. Socio-Economic Profile of Women Employees

Sl. No.	Attributes	Category	Number of Respondents	Percentage
1	Age	< 30	72	27
		31 to 40	89	32
		> 40	114	41
2	Educational Background	Below Graduation	66	24
		Graduates	88	32
		Post Graduation	63	23
		Others	58	21
3	Marital Status	Single	97	35
		Married	132	48
		Others	46	17
4	Nature of Family	Nuclear	189	69
		Joint	86	31
5	Location	Urban	176	64
		Rural	99	36
6	Monthly Income	< 25000	84	30
		25001 to 30000	106	39
Total			275	100

Source: Primary Data

The Table.1 shows the socio economic profile of women employees working in service sectors in Tamil Nadu. Regarding their age background, 41% are above the age group of 40 and 32% are in the age group between 31 and 40. It is learnt from the Table.1 that 32% of women employees are graduate and 23% are

post graduates. About their marital status, 48% are married and 35% are single. Regarding their nature of family, 69% of women employees are living in nuclear pattern and 31% in joint family category. It is observed that 64% of them operate from urban location and 36% from rural background. In terms of their monthly income, 39% obtain the income between ₹25,001 to ₹30,000 and 31% above ₹30,000.

Table.2. Career Profile

Sl. No.	Attributes	Category	Number of Respondents	Percentage
1	Type of Industry	Healthcare	76	28
		Communication	68	25
		Education	74	27
		Retail Services	57	20
2	Designation	Manager /Exec./ Professional	73	27
		Supervisor	89	32
		Worker	113	41
3	Experience	< 10 Years	95	35
		11 to 15 Years	107	39
		> 15 Years	73	26
4	Nature of Job	Technical	116	42
		Non-Technical	159	58
5	Reason to choose the industry/job	Ambition/Interest	74	27
		Commitment	89	32
		Growth and Prospect	112	41
6	Sources of Influence to choose the career	Self	67	24
		Friends and Relatives	93	34
		Family Members	81	29
		Role models/teachers and others	34	13
Total			275	100

Source: Primary Data

The Table.2 describes the career profile of women employees working in service sectors in Tamil Nadu. Regarding the type of industry employed by women employees under service sector, 28% are employed in healthcare, 27% in education, 25% in communication and 20% in retail sector. About their designation background, 41% in worker cadre, 32% in supervisory and 27% in managerial cadres. Regarding their level of experience, 39% have 11 to 15 years of experience, 35% have less than 10 years and 26% have more than 15 years. It is learnt that 42% of women employees are working in technical background and 58% in non-technical. Regarding the reason for choosing the present industry/sector by women employees; 41% chose for growth and better prospect, 32% for personal and family commitment and 27% with ambition and interest. It is understood about the sources of influence to choose the present career that 34% due to friends and relatives influence, 29% due to family influence, 24 through self-reasons and 13 through opinion leaders.

Table.3. Level of Occupational Stress Faced by Women Employees based on their Designation

Sl. No.	Level of Occupational Stress	Manager/ Executive/ Professional		Supervisor		Workers	
		No.	Mean Value	No.	Mean Value	No.	Mean Value
Total (n)		73		89		113	
1	Very High	21	3.36	19	3.43	21	2.77
2	High	17		26		23	
3	Medium	12		24		18	
4	Low	13		12		26	
5	Very Low	10		8		25	

Source: Primary Data

From the Table.3 the level of occupational stress faced by women employees in service sectors based on their designation is understood. It is high at the level of supervisors compared to managerial and worker levels. Since the mean value is high at supervisor level than others.

Table.4. Level of Occupational Stress Faced by Women Employees based on their type of Industry

Sl. No.	Level of Occupational Stress	Healthcare		Communication		Education		Retail Services	
		Number	Mean Value	Number	Mean Value	Number	Mean Value	Number	Mean Value
Total (n)		76		68		74		57	
1	Very High	17	2.38	16	1.78	15	2.02	15	1.66
2	High	19		12		18		11	
3	Medium	22		13		16		13	
4	Low	16		12		12		10	
5	Very Low	5		15		13		8	

Source: Primary Data

Table.5. Stage of Occupational Stress to Burnout Perceived by Women Employees based on their Type of Industry

Sl. No.	Stage of Occupational Stress to Burnout	Health care	Communication	Education	Retail Services
		Mean Value			
1	Unexpected additional work	2.84	2.54	3.00	2.75
2	Unscheduled time of work	3.05	2.66	2.85	2.44
3	Customer irritation and complaint	3.05	2.66	2.62	2.67
4	Work related pressure from various work spot	3.05	2.66	2.62	2.68
5	Poor understanding of peer and superiors	3.01	2.93	2.41	2.79
6	Multiple reporting system	2.74	2.82	2.74	2.86
7	Family disturbances during working time	2.68	2.82	2.61	2.86
8	Health hazards	2.68	2.82	2.61	2.86
9	Ill treatment at work places	3.22	3.41	2.73	3.30
10	Workplace gossip and criticism	3.22	3.32	2.77	3.30
Total Mean Value		2.96	2.87	2.70	2.85

Source: Primary Data

Regarding the level of occupational stress faced by women employees in service sectors based on their type of industry, it is observed that women employees in health care sector face high occupational stress compared to education, communication & retail sectors. Since the mean value is 2.38 in health care compared to 2.02 in education, 1.78 in communication & 1.66 in retail services.

The Table.5 outlines the stage of burnout perceived by women employees from occupational stress in service sector based on their type of industry. It is learnt that in health care, ill treatment at work place, workplace gossip and criticism are the major evidence factors and work related pressure from various work spot, unscheduled time of work and customer irritation and complaints are the subsequent factors. In terms of communication sectors, ill treatment at work place and work place criticism are the major elements. Health hazards, family reasons and multiple reporting are the subsequent elements. Regarding the educational sectors, unexpected additional work and unscheduled time of work are the major evidence factors. In terms of retail sector, ill treatment at work place and workplace gossip are the critical evidence factors for the occupational stress towards burnout among working women. It is finally observed that in all sectors work place and workplace gossip are the major factors for burnout among working women.

3	Customer irritation and complaint	3.10	2.46	2.78
4	Work related pressure from various work spot	3.10	2.46	2.79
5	Poor understanding of peer and superiors	2.95	2.91	2.58
6	Multiple reporting system	2.64	2.93	2.76
7	Family disturbances during working time	2.59	2.91	2.69
8	Health hazards	2.59	2.91	2.69
9	Ill treatment at work places	3.29	3.29	2.96
10	Workplace gossip and criticism	3.29	3.27	2.95
Total Mean Value		2.95	2.84	2.78

Source: Primary Data

Table.6. Stage of Occupational Stress to Burnout Perceived by Women Employees based on Designation

Sl. No.	Stage of Occupational Stress to Burnout	Manager/ Executive/ Professional	Supervisor	Workers
Mean Value				
1	Unexpected additional work	2.89	2.75	2.76
2	Unscheduled time of work	3.10	2.46	2.81

The Table.6 reveals the stage of burnout perceived by women employees from occupational stress in service sectors. Among the managerial level, it is observed that unscheduled time of work, customer complaints and work related pressures are the major evidence factors. Regarding the supervisory and workers levels, ill treatment at work places, workplace gossip and criticism are the major factors. But the mean value for the major factors like ill treatment at work places and workplace gossip at supervisory is higher compared to workers level.

Table.7. Outcome of Burnout among Women Employees

Sl. No.	Outcome of Burnout	Category	Mean Value	Overall Mean
1	Emotional Exhaustion	Healthcare	3.42	3.06
		Communication	2.74	
		Education	3.04	
		Retail Services	3.02	
2	Isolation	Healthcare	3.42	3.02
		Communication	2.74	
		Education	2.95	
		Retail Services	2.98	
3	Fear of Violence and Mental Imbalance	Healthcare	3.07	2.77
		Communication	2.38	
		Education	2.73	
		Retail Services	2.88	
4	Lack of Work control	Healthcare	2.39	2.56
		Communication	2.81	
		Education	2.28	
		Retail Services	2.82	
5	Role ambiguity	Healthcare	2.26	2.53
		Communication	2.82	
		Education	2.00	
		Retail Services	3.05	
6	Low productivity and job dissatisfaction	Healthcare	2.17	2.40
		Communication	2.74	
		Education	2.12	
		Retail Services	2.56	
7	Poor work loyalty and less commitment	Healthcare	3.28	2.84
		Communication	3.07	
		Education	2.32	
		Retail Services	2.67	
8	Psychological Fear and disinterest	Healthcare	3.36	3.03
		Communication	3.29	
		Education	2.80	
		Retail Services	2.67	

Source: Primary Data

The Table.7 shows the outcome of burnout among women employees in terms of their belonging sectors. The major outcomes are emotional exhaustion, isolation and psychological fear & disinterest. Emotional exhaustion is high in health care compared to others. The isolation is high in retail sector compared to others. The psychological fear and disinterest is high in health care compared to others. It is also noted that the productivity and job dissatisfaction is low in all sectors but it is too low in education compared to others.

Table.8. Outcome of Burnout among Women Employees

Sl. No.	Outcome of Burnout	Designation	Mean Value	Overall Mean
1	Emotional Exhaustion	Manager/ Executive/ Professional	3.40	3.09
		Supervisor	2.89	
		Worker	2.99	
2	Isolation	Manager/ Executive/ Professional	3.40	3.06
		Supervisor	2.89	
		Worker	2.91	
3	Fear of Violence and Mental Imbalance	Manager/ Executive/ Professional	2.99	2.77
		Supervisor	2.52	
		Worker	2.82	
4	Lack of Work control	Manager/ Executive/ Professional	2.44	2.54
		Supervisor	2.51	
		Worker	2.67	
5	Role ambiguity	Manager/ Executive/ Professional	2.30	2.47
		Supervisor	2.52	
		Worker	2.60	
6	Low productivity and job dissatisfaction	Manager/ Executive/ Professional	2.21	2.36
		Supervisor	2.45	
		Worker	2.43	
7	Poor work loyalty and less commitment	Manager/ Executive/ Professional	3.25	2.91
		Supervisor	3.09	
		Worker	2.39	
8	Psychological Fear and disinterest	Manager/ Executive/ Professional	3.33	3.09
		Supervisor	3.25	
		Worker	2.71	

Source: Primary Data

The Table.8 describes outcome of burnout among women employees based on their designation. It is observed that emotional exhaustion, isolation and psychological fear and disinterest are the major outcomes compared to fear of violence, lack of work control, role ambiguity, low productivity and poor work loyalty. In addition to that, it is also learnt that emotional exhaustion is high at managerial level compared to supervisory and workers level. The isolation is high in managerial level. The psychological fear and disinterest is high at supervisory level compared to managerial and workers level.

Table.9. Stage of Occupational Stress to Burnout Perceived by Women Employees based on their Type of Industry

Null Hypothesis: There is no significant difference in the stage of perceiving burnout from occupational stress among women employees based on their type of industry. Alternate Hypothesis: There is a significant difference in the stage of perceiving burnout from occupational stress among women employees based on their type of industry. ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Unexpected additional work	Between Groups	7.651	3	2.550	1.460	0.226
	Within Groups	473.534	271	1.747		
	Total	481.185	274			
Unscheduled time of work	Between Groups	13.612	3	4.537	2.538	0.057
	Within Groups	484.410	271	1.787		
	Total	498.022	274			
Customer irritation and complaint	Between Groups	9.078	3	3.026	1.868	0.135
	Within Groups	439.082	271	1.620		
	Total	448.160	274			
Work related pressure from various work spot	Between Groups	8.905	3	2.968	1.817	0.144
	Within Groups	442.731	271	1.634		
	Total	451.636	274			
Poor understanding of peer and superiors	Between Groups	15.978	3	5.326	3.159	0.025
	Within Groups	456.931	271	1.686		
	Total	472.909	274			
Multiple reporting system	Between Groups	0.724	3	0.241	0.129	0.943
	Within Groups	505.618	271	1.866		
	Total	506.342	274			
Family disturbances during working time	Between Groups	2.806	3	0.935	0.498	0.684
	Within Groups	508.816	271	1.878		
	Total	511.622	274			
Health hazards	Between Groups	2.806	3	0.935	0.498	0.684
	Within Groups	508.816	271	1.878		
	Total	511.622	274			
Ill treatment at work places	Between Groups	19.393	3	6.464	3.603	0.014
	Within Groups	486.192	271	1.794		
	Total	505.585	274			
Workplace gossip and criticism	Between Groups	14.365	3	4.788	2.632	0.050
	Within Groups	493.104	271	1.820		
	Total	507.469	274			

Source: Primary Data

From the Table.9, it is observed from the analysis of variance that the stage of perceiving burnout from occupational stress based on evidence factors with respect to their type of sectors that the opinion about poor understanding of peers and superiors, ill treatment at work places and work place gossip and criticism significantly differ among the women employees based on their type of sector. Since the calculated values are less than table values, null hypothesis has been rejected for the above said factors. In addition to that, it is also observed that the mean value is high for the significant factors in health care sector compared to education, communication and retail sectors.

The aspect of poor understanding of peer and superiors at workplace lead to burnout among working women significantly differ based on their type of sector. Based on Duncan Multiple Range Test, it is understood that in health care sector (3.01) significantly differ with communication (2.93), Retail (2.79) and education (2.41). The ill treatment at work places significantly differs with respect to type of sector towards the burnout. Based on the Duncan multiple range test, it is understood that, the health care (3.41) significantly differ with communication (3.30), retail (3.22) and education (2.73). The aspect of work place gossip and criticism towards burnout also significantly

differ, based on Duncan multiple range test, it is observed that in health care (3.32) significantly differ with communication (3.30), retail (3.22) and education (2.77).

Table.10. Stage of Occupational Stress to Burnout Perceived by Women Employees based on their Type of Industry

Sector	Attributes	Duncan Mean Value
Education	Poor understanding of peer and superiors	2.41
Retail		2.79
Communication		2.93
Health care		3.01

Education	Ill treatment at work places	2.73
Retail		3.22
Communication		3.30
Health care		3.41
Education	Workplace gossip and criticism	2.77
Retail		3.22
Communication		3.30
Health care		3.32

Table.11. Stage of Occupational Stress to Burnout Perceived by Women Employees based on their Designation

Null Hypothesis: There is no significant difference in the stage of perceiving burnout from occupational stress among women employees based on their designation.						
Alternate Hypothesis: There is a significant difference in the stage of perceiving burnout from occupational stress among women employees based on their designation.						
ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Unexpected additional work	Between Groups	0.952	2	0.476	0.270	0.764
	Within Groups	480.234	272	1.766		
	Total	481.185	274			
Unscheduled time of work	Between Groups	16.483	2	8.242	4.655	0.010
	Within Groups	481.538	272	1.770		
	Total	498.022	274			
Customer irritation and complaint	Between Groups	16.250	2	8.125	5.117	0.007
	Within Groups	431.910	272	1.588		
	Total	448.160	274			
Work related pressure from various work spot	Between Groups	16.293	2	8.146	5.090	0.007
	Within Groups	435.344	272	1.601		
	Total	451.636	274			
Poor understanding of peer and superiors	Between Groups	8.237	2	4.118	2.411	0.092
	Within Groups	464.672	272	1.708		
	Total	472.909	274			
Multiple reporting system	Between Groups	3.458	2	1.729	0.935	0.394
	Within Groups	502.884	272	1.849		
	Total	506.342	274			
Family disturbances during working time	Between Groups	4.510	2	2.255	1.210	0.300
	Within Groups	507.111	272	1.864		
	Total	511.622	274			
Health hazards	Between Groups	4.510	2	2.255	1.210	0.300
	Within Groups	507.111	272	1.864		
	Total	511.622	274			
Ill treatment at work places	Between Groups	7.443	2	3.722	2.032	0.133

	Within Groups	498.142	272	1.831		
	Total	505.585	274			
Workplace gossip and criticism	Between Groups	7.301	2	3.650	1.985	0.139
	Within Groups	500.168	272	1.839		
	Total	507.469	274			

Source: Primary Data

The Table.11 shows the existence of significant difference among the women employees working in service sectors about the perceiving factors of burnout from occupational stress based on their designation. It is observed from unscheduled time of work, customer complaint and work related pressures from different work spot, the perceiving of burnout from occupational stress significantly differ since the calculated F value is more than table value, so the null hypothesis has been rejected. But regarding the other factors, the null hypothesis has been accepted. It is also learnt that, the mean value is high among the managerial level designation compared to supervisory and workers level.

Table.12. Stage of Occupational Stress to Burnout Perceived by Women Employees based on their Designation

Designation	Attributes	Duncan Mean Value
Supervisor	Unscheduled time of work	2.46
Worker		2.81
Manager		3.10
Supervisor	Customer irritation and complaint	2.46
Worker		2.78
Manager		3.10
Supervisor	Work related pressure from various work spot	2.46
Worker		2.79
Manager		3.10

The aspect of unscheduled time of work towards burnout significantly differs based on the designation background of respondents. Based on the Duncan multiple range test, it is understood that at manager level (3.10) significantly differ with respect to workers (2.81) and supervisors (2.46). The attribute customer irritation and complaint towards burnout significantly differ based on the designation. Based on the Duncan multiple range test, it is understood that at manager level (3.10) significantly differ with workers (2.78) and supervisors (2.46). The aspect of work related pressure from various work spot towards burnout significantly differs based on the designation of respondents. By applying Duncan multiple range test, it is learnt that at the cadre of managers (3.10) significantly differ with workers (2.79) and supervisors (2.46).

5. CONCLUSION

The presence of women workforce is inevitable in service sector in the present day job market. In this aspect, the realignment of work and environmental factors are imperative to make them to work peacefully with commitment and loyalty. It

is a known fact that occupational stress is needed and unavoidable at every work place irrespective of work force based on their nature of job and position. In this case, the women work force also need to encounter the same but the physical and psychological composition of women forces find a stage of shifting occupational stress to burnout. The source and factors that lead to burnout from the status of occupational stress differ among the women workforce based on the employed industry and position they hold. In order to verify, the present study was carried out and explored the common aspects in terms of industry and designation wise about the transferring stage of burnout from occupational stress and it also endeavored to know the outcome of burnout in selected study units among working women. It is observed that factors like ill treatment at work places, work place gossip and criticism are the major evidence factors for burnout, since these factors lead to personal, group, family and social impact and interventions. It is also observed that the burnout majority of the time lead to low productivity and psychological disturbances among the women employees. In this case, the empathy management among workforces should be made at work places in order to reduce burnout among working women.

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