

Burnout and Self-Efficacy among Short-Tenure and Long-Tenure Blue-Collar Workers

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ABSTRACT

The study's main aim was to assess the relationship between burnout and self-efficacy among short tenure and long tenure blue collar workers. It aims to also indicate significant differences, if any, among the workers with different work experience. Additionally, it studies the impact of self-efficacy among blue collar workers. A quantitative study was carried out using convenience sampling via both offline and online forms and 120 responses were collected. Maslach's Burnout Inventory – Human Services Survey (MBI-HSS) and General Self-Efficacy (GSE) scales were used to gather the data. Correlation and Simple linear regression were employed to study the relationship between the various domains of burnout and self-efficacy. Additionally, t-tests were conducted to compare the means of burnout and self-efficacy in short tenure workers and long tenure workers. Significant differences were found concerning personal accomplishment when studied along with self-efficacy, but no significant differences were found concerning depersonalisation. No differences in self-efficacy concerning emotional exhaustion were found. Also, the study's findings indicated a moderate positive correlation between the two variables, with self-efficacy accounting for 28% of the variance in burnout.

Keywords: *Blue Collar Workers, Burnout, Self-Efficacy, Emotional Exhaustion, Depersonalisation, Personal Accomplishment*

Burnout creates because of persistent pressure in the workplace when work necessities and laborers' apparent capacities don't coordinate (Brown, 2012; Maslach et al., 2001). Burnout is viewed as normal in various human administration occupations and it is much of the time utilized as a sign of unfortunate prosperity or a nearby connection between representatives' psychological and actual wellbeing (Maslach et al., 2001). Late meta-examinations showed that burnout was related to business-related factors, for example, work hours or work setting (Limet et al., 2010), and social help from collaborators (Kay-Eccles, 2012). Due to this increase in the rate of burnout among working employees, the quality of performance and the mental health of employees has been detrimentally affected. Burnout also acts to contribute towards rising attrition rates.

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An estimated 500 million workers are classified as blue-collar in India (The Blue-Collar Crisis, 2022). Despite blue-collar employees constituting such a huge chunk of India's workforce, very less research has been done on their mental health. The location of interest for this study was chosen as Peenya Industrial area as it is one of the biggest industrial areas in south-east Asia with over 20,000 industries spread over an area of 40 sq. km (About Peenya - Peenya Industrial Association History, n.d.). It is a hub for small-scale industries in the manufacturing sector which employs several people for skilled and unskilled labour. Most of the industries are micro, small and medium enterprises (MSMEs), mainly in the mechanical, electrical, electronic, automobile, civil engineering, packaging, garments, lubricants, consumer items, pharmaceutical and machine tools sectors. Some of the industries export their products to the international market. All these industries in Peenya contribute about INR 2,600 crores in revenue to the Government of Karnataka and the Government of India through taxes and duties.

Self-efficacy according to Albert Bandura, is an individual's belief in his or her capacity to execute behaviours necessary to produce specific performance attainments (Bandura, 1977, 1986, 1997). It can contribute to better performance and job satisfaction among employees. Work Self Efficacy can be defined as the confidence in managing oneself well in the workplace (Raelin, 2010). It is the measure of a range of job behaviours and practices referring to beliefs in one's command of the social requirements necessary for success in the workplace.

The link between burnout and work self-efficacy has often been found to be a negative one, however, there isn't enough research done on blue-collar workers in Peenya Industrial Area regarding the same.

This study's main purpose is to identify the level of burnout in blue-collar workers, how it affects their work-self efficacy and if there is a significant difference in these levels between beginner and experienced blue-collar employees.

METHODOLOGY

Sample

The study group consisted of 120 blue-collar workers from Peenya Industrial Area, Bangalore, whose ages ranged from 20 to 58. The participants were all male and selected through convenience sampling. The questionnaire was given in person to 107 individuals out of which 92 individuals responded and 5 responses were rejected due to errors in the responses. The rest of the responses were collected via Google Forms. The responses were segregated into Short Tenure (≤ 5 years of experience) and Long Tenure (> 5 years of experience) workers. The respondents can be described based on the demographic details consisting of initials, age, gender, years of service, occupation and location of the workplace.

Instruments

The scales used in this study are Maslach's Burnout Inventory – Human Services Survey (MBI-HSS) by Christina Maslach and Susan E. Jackson (1981) for Burnout and General Self Efficacy Scale (GSE) by Schwarzer & Jerusalem (1995) for Self-Efficacy. Data was collected using the original version of the questionnaires. Adaptation process was undertaken by performing a backward translation of the scales and having two experts in the Kannada language review the appropriateness of the translation. Hence, the two scales can

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represent the construct in such a way that the items in the measuring instrument do not change.

Maslach's Burnout Inventory (MBI-HSS) consists of 22 items and is divided into 3 dimensions – Emotional Exhaustion, Depersonalization and Personal Achievement on a 7-point Likert scale ranging from 0 to 6. The Cronbach's Alpha ratings of 0.90 for emotional exhaustion, 0.76 for Depersonalization, and 0.76 for Personal accomplishment were reported by Schwab; very similar ratings were reported by Gold (Gold, 1984; Iwanicki & Schwab, 1981). Therefore, the reliability of the questionnaire, already verified by their corresponding authors, is adequate.

The General Self-Efficacy Scale (GSE) consists of 10 items on a 4-point Likert Scale ranging from 1 to 4. The scale shows internal reliability with Cronbach's alphas between .76 and .90. (Schwarzer & Jerusalem, 1995).

Procedure

In this study, the sample was collected using purposive sampling technique. The sample size consisted of 120 male blue-collar workers (60 short-tenure employees and 60 long-tenure employees) from Peenya Industrial Area, Bangalore. Independent sample t-test was performed on the acquired data using IBM SPSS software. Pearson product-moment correlation is used in the present study. Simple Linear Regression was performed on the obtained data if applicable.

RESULTS

Table 1 Descriptive Statistics (mean and standard deviation) of the various domains of burnout and Self-efficacy among the blue-collar workers

	M	SD
Burnout	67.34	22.71
Emotional Exhaustion	21.97	12.38
Depersonalisation	9.19	7.73
Personal Accomplishment	35.82	11.66
Self-Efficacy	32.76	6.46

M=mean, SD=Standard Deviation, N=120

Table 1 shows the mean and standard deviation of the total burnout experienced along with its three dimensions separately, as well as the self-efficacy of blue-collar workers in Peenya Industrial Area. The total burnout experienced has a mean of 67.34 with a standard deviation of 22.71 with its dimensions Emotional Exhaustion having a mean of 21.97 with a standard deviation of 12.38, Depersonalisation having a mean of 9.19 with a standard deviation of 7.731 and Personal Accomplishment having a mean of 35.82 with a standard deviation of 11.66. The total General Self Efficacy experienced by the blue-collar workers of Peenya Industrial Area had a mean of 32.76 with a standard deviation of 6.46.

Table 2 shows Pearson's correlations between Burnout and Self-efficacy

	Burnout	Self-Efficacy
Burnout	-	
Self-efficacy	.28**	-

** $p < 0.01$

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Table 2 shows Pearson's correlation between Burnout and Self-efficacy among short tenure and long tenure Blue Collar Workers. It was found that Burnout had a positive correlation of .28 with self-efficacy. Hence, the null hypothesis was accepted.

A study conducted by Cordes and Dougherty (1993) review various studies that have explored the relationship between burnout and self-efficacy, and they concluded that there is a positive correlation between the Burnout and Self efficacy.

Another study conducted by Halbesleben and Buckley (2004) examined the relationship between burnout and self-efficacy among employees in various organizations. They found that self-efficacy was positively related to burnout, indicating that individuals who felt more confident in their abilities may be more prone to burnout.

Table 2.1 shows Pearson's correlations between Emotional Exhaustion and Self-efficacy

	Emotional Exhaustion	Self-Efficacy
Emotional Exhaustion	-	
Self-efficacy	.01	-

Table 2.1 shows Pearson's correlation between Emotional Exhaustion and Self-efficacy among short tenure and long tenure Blue Collar Workers. It was found that the correlation between self-efficacy and Emotional Exhaustion was not significant with each other. Hence those values were discarded and the null hypothesis was accepted.

A study by O'Leary-Kelly et. Al., (2009) examined the influence of emotional exhaustion on work-family conflict and negative spillover in salespeople. In this study, the researchers measured emotional exhaustion and self-efficacy in a sample of salespeople, and found that there was no significant correlation between emotional exhaustion and self-efficacy.

Table 2.2 shows Pearson's correlations between Depersonalisation and Self-efficacy

	Depersonalisation	Self-Efficacy
Depersonalisation	-	
Self-efficacy	-.21*	-

* $p < 0.05$

Table 2.2 shows Pearson's correlation between Depersonalisation and Self-efficacy among short tenure and long tenure Blue Collar Workers. It was found that Self-Efficacy had a negative correlation of -.21 with Depersonalisation which aligns with the findings of existing literature. Hence, the null hypothesis was rejected. A study conducted by Alidosti and others (2016) among nurses in Iran found that increasing self-efficacy can lead to a decrease in Depersonalisation. Another study conducted by Gunduz and Bulent (2012) found that Self-efficacy negatively impacted depersonalisation in school counsellors.

Table 2.3 shows Pearson's correlations between Personal Accomplishment and Self-efficacy

	Personal Accomplishment	Self-Efficacy
Personal Accomplishment	-	
Self-efficacy	.64**	-

** $p < 0.01$

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Table 2.3 shows Pearson's correlation Between Personal Accomplishment and Self-efficacy among short tenure and long tenure Blue Collar Workers. It was found that there is a positive correlation of .64 between Self-Efficacy and Personal Accomplishment Hence, the null hypothesis was rejected. The results align with the findings of existing literature. A study conducted by Alidosti and others (2016) among nurses in Iran found that a lack of personal accomplishment can reduce self-efficacy. Another study conducted by Gunduz and Bulent (2012) found that Self-efficacy positively impacted the personal accomplishment in school counsellors.

Table 3 Independent sample t-test in Burnout between short-tenure blue-collar workers and long-tenure blue-collar workers

Variable		N	M	SD	t	p
Burnout	Short Tenure Workers	60	73.05	24.10	2.83	.81
	Long Tenure Workers	60	61.63	19.84		

M=mean, SD=Standard Deviation

Table 3 shows the t-test between the total burnout experienced by blue-collar workers based on their work experience i.e., between the short-tenure workers and long-tenure workers. The total number of participants involved in the study was 120 out of which 60 were short-tenure blue-collar workers and 60 were long-tenure blue-collar workers as seen in the table. The Short tenure Workers obtained a mean of 73.05 with a standard deviation of 24.10 under Burnout whereas the long tenure Workers obtained a mean of 61.63 with a Standard deviation of 19.84 under Burnout. It was found that the t-value is 2.83 with a significance value of .81 which indicates that the data is not significant. Hence the null hypothesis was accepted.

This finding does align with the existing literature as it shows that there is a significant effect of work experience on Burnout. A study conducted by Duli (2015) and Shoji et. al., (2015) showed that work experience had a significant influence in burnout.

Table 4 Independent sample t-test in Self-Efficacy between short-tenure blue-collar workers and long-tenure blue-collar workers

Variable		N	M	SD	t	p
Self-Efficacy	Short Tenure Workers	60	33.63	6.06	1.49	.13
	Long Tenure Workers	60	31.88	6.77		

M=mean, SD=Standard Deviation

Table 4 shows the t-test between the total Self-efficacy experienced by blue-collar workers based on their work experience i.e., between the short-tenure workers and long-tenure workers. The total number of participants involved in the study was 120 out of which 60 were short-tenure blue-collar workers and 60 were long-tenure blue-collar workers as seen in the table. The Short tenure Workers obtained a mean of 33.63 with a standard deviation of 6.06 under Self Efficacy whereas the long tenure Workers obtained a mean of 31.88 with a Standard deviation of 6.77 under Self Efficacy. It was found to be that the t-value is 1.49 with a significance value of .13 which indicates that the data is not significant. Hence the null hypothesis was accepted.

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A study conducted by Klassen and Chiu (2010) examining the effects of teacher gender, years of experience, and job stress on teachers' self-efficacy and job satisfaction found that years of experience did not have a significant effect on teachers' self-efficacy.

Another study by Akar (2013) investigated the relationship between teachers' self-efficacy beliefs and burnout levels. The results of the study showed that work experience did not have a significant effect on teachers' self-efficacy.

Table 5 Impact of Personal Accomplishment on Self-efficacy

	t	p	SE	Beta	R	R²
Personal Accomplishment	8.52	.001	.04	.62	0.66 ^a	.43

** $p < .001$

Table 5 shows the impact of Personal Accomplishment on Self Efficacy in Short Tenure and Long Tenure blue-collar employees. From the study, it was found that Personal Accomplishment was significantly and positively associated with Beta ($B = 0.62$, $SE = 0.04$, $t = 8.52$, $p < .001$, $R^2 = .43$). Hence the null hypothesis was rejected.

A study conducted by Xu and Roberts (2010) examined the relationship between self-esteem, personal control, and self-efficacy in a sample of college students. They found that personal accomplishment, a component of self-efficacy, was significantly and positively associated with self-esteem and personal control.

Another study conducted by Brouwers et. al., (2004) examined the relationship between job demands, job control, job stress, personal accomplishment, and self-efficacy in a sample of Dutch elementary school teachers. They found that personal accomplishment was significantly and positively associated with self-efficacy.

Table 6 Impact of depersonalisation on Self-efficacy

	t	P	SE	Beta	R	R²
Depersonalisation	-1.83	.06	.08	-.18	0.66 ^a	.43

Table 6 shows the impact of Depersonalisation on Self Efficacy in Short Tenure and Long Tenure blue-collar employees. Depersonalisation was found to be non-significantly and negatively associated with Beta ($B = -0.180$, $SE = 0.08$, $t = -1.83$, $p > .05$). Hence, the null hypothesis was accepted.

These results align with the findings of existing studies, A study conducted by Ajala (2013) on Industrial employees of Lagos, Nigeria showed that there is a negative impact of depersonalisation and other elements of burnout in the self-efficacy experienced by the workers.

A study conducted by García-Izquierdo et al., (2018) investigated the relationship between psychological distress, coping strategies, burnout, and self-efficacy in a sample of emergency nurses. They found that depersonalization was non-significantly and negatively associated with self-efficacy.

DISCUSSION

This research aimed to study burnout and self-efficacy among short-tenured and long-tenured blue-collar workers of Peenya Industrial Area. The main purpose of this study was to identify the level of burnout in blue-collar workers, how it affects their work-self efficacy and if there is a significant difference in these levels between Short Tenure and Long Tenure blue-collar employees. The study measured the burnout and self-efficacy experienced by the blue collars while considering their work experience. A total of 120 samples were collected consisting of males whose ages ranged from 20 to 58. They were all blue-collar workers working in Peenya Industrial Area. The hypotheses were as follows; H₀₁: There is no significant difference in Self Efficacy between Short Tenure and Long Tenure employees, H₀₂: There is no significant difference in Burnout between Short Tenure and Long Tenure employees, H₀₃: There is no significant relationship between Emotional Exhaustion and General Self Efficacy among Short Tenure and Long Tenure blue-collar employees, H₀₄: There is no significant impact of Personal Accomplishment on Self Efficacy in Short Tenure and Long Tenure blue-collar employees and H₀₅: There is no significant impact of Depersonalisation on Self Efficacy in Short Tenure and Long Tenure blue-collar employees. The data was collected and scored according to the manual on both the scales. IBM Statistical Package for the Social Sciences (SPSS) software version 21 was used to analyse the data. Independent sample t-tests, Pearson's correlation and simple linear regression was conducted on the data.

CONCLUSION

The study's primary goal was to study burnout and self-efficacy among short-tenured and long-tenured blue-collar workers. A significant positive relationship was found between burnout and self-efficacy. This means that the increase in one variable would lead to an increase in the other.

While assessing the Self-Efficacy between the short-tenure workers and the long-tenure workers, it was found that the mean self-efficacy in short-tenure workers was slightly higher than that of long-tenure workers. However, there was no significant difference in self-efficacy between short-tenure and long-tenure workers. Additionally, assessing the levels of burnout between short-tenure employees and long-tenure employees showed that there was a significant difference in burnout between short-tenure and long-tenure workers and that the mean burnout experienced by short-tenure workers was significantly higher than that of long-tenure workers.

Furthermore, it was also found that the Emotional Exhaustion domain of burnout had no significant effect on self-efficacy in blue-collar workers while depersonalisation had a negative effect on self-efficacy and personal accomplishment had a positive effect on self-efficacy.

Implications

This research that was conducted on burnout and self-efficacy among short-tenure and long-tenure blue-collar workers in Peenya Industrial area is vital in more than one way in the field of human resources. The findings suggest that workers with higher levels of self-efficacy are less likely to experience burnout, which supports Bandura's social cognitive theory. This theory posits that individuals with high self-efficacy beliefs are better able to cope with stressors and are less likely to experience negative outcomes, such as burnout.

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The study's results also provide support for the job demands-resources model, which suggests that job demands can lead to burnout, while job resources can buffer against it. The study found that self-efficacy, as a personal resource, can help protect against burnout.

The study's findings also have important practical implications for employers, managers, and human resource professionals. To achieve optimum performance among the blue-collar employees, employers can invest in training programs to help enhance workers' self-efficacy, as this may help protect against burnout. Such training programs could include goal-setting, feedback, and self-reflection exercises. Employers could also ensure that blue collar workers have access to sufficient job resources, such as adequate equipment, support from colleagues, and clear job expectations, which can help reduce job demands and prevent burnout.

Human resource professionals can use the study's findings to develop interventions aimed at reducing burnout among blue collar workers. For instance, they could create support groups or provide counseling services to workers experiencing burnout.

Managers can be trained to recognize the signs of burnout and encourage workers to seek help if needed. They could also be trained to provide feedback and recognition to workers to enhance their self-efficacy.

Limitations of the study

There were certain limitations which were recognized during this study. This study only involved blue-collar workers who were males. Furthermore, purposive sampling was used to collect the samples for this research due to which homogeneity of the data could have been affected. Additionally, the time constraint, while performing research resulted in a limit to the number of respondents. The time constraint is also a concern as the results over time while assessing the population may change based on the various environmental and social factors which impact the individual's life.

Scope of the study

Future studies can investigate the prevalence of burnout among blue-collar workers and the factors that contribute to it, such as job demands, job resources, and personal factors like self-efficacy. They can also explore the relationship between burnout and other variables, such as job satisfaction, turnover intentions, and physical health. The study can focus on the role of self-efficacy in preventing or reducing burnout among blue-collar workers and can explore the relationship between self-efficacy and burnout and the mechanisms through which self-efficacy protects against burnout. The study can also investigate the effectiveness of interventions aimed at enhancing self-efficacy in reducing burnout.

Further studies can also investigate the role of job resources, such as social support, training, and autonomy, in preventing or reducing burnout among blue-collar workers and can explore the relationship between job resources and burnout and the mechanisms through which job resources protect against burnout. They can also investigate the effectiveness of interventions aimed at enhancing job resources in reducing burnout. The study can compare the prevalence and predictors of burnout among blue-collar workers in different countries or cultural contexts and can investigate whether the relationship between burnout, self-efficacy, and job resources is similar across different cultural contexts or whether there are cultural differences in the way these variables affect burnout. The study can also investigate the development of burnout and self-efficacy over time among blue-collar workers and can

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explore the factors that predict changes in burnout and self-efficacy and the relationship between changes in these variables and other outcomes, such as job satisfaction and turnover.

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Conflict of Interest

The author declared no conflict of interests.

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