Research Paper

Job Burnout, Job Insecurity and Job Role Ambiguity among IT Employees

Mr. Balaji R.[1]*, Ms. Soumya Simon[2]

ABSTRACT

Burnout among workers, especially emotional weariness, has a significant impact on their everyday lives and prolongs mental health problems. The objective of this study is to examine the connection between burnout, job insecurity, and a job role ambiguity. The non-stratified sampling method was proposed, and the purposeful sampling method was chosen to select the participants. The sample size is 101 and includes 62 male and 39 female participants. The population includes employees working in the IT sector (Full-time), especially the software engineers, analysts, and developers in Bengaluru, Karnataka, who have been working on site, remotely, and hybrid. Analyzes were performed using SPSS 25. Regression analysis was used to test hypotheses, whereas correlation analysis was used to look at the correlations between variables. Job burnout and job insecurity has no significant relationship, job insecurity has significant relationship with job role ambiguity among the IT employees. Particularly job insecurity of samples has significant influence on job role ambiguity. This determines the job role conflict of people working in IT field in this particular geographic region.

Keywords: *Job burnout, job insecurity, job role ambiguity, IT employees*

The field of information and communication technology has expanded significantly in recent years. Because to the low experience need, good earnings, and rapid growth, the younger generation has been regularly exposed to the Information Technology (IT) industry. But, it can occasionally have negative consequences of its own, posing hazards to both mental and physical health. All age groups are experiencing the impacts, but the younger generation is more vulnerable to the risky conditions that trigger mental health issues sooner. The psychological element of burnout is one of those consequences what causes a person to make numerous adjustments in their own job and personal life (Maslach et al., 1996).

Burnout is a condition of physical, emotional, and mental weariness that develops after a prolonged engagement in emotionally draining work environments. There are three wide classification of burnout such as emotional exhaustion, depersonalization and personal accomplishment (Maslach et al., 1996). Understanding the elements that contribute to burnout and its effects on people's health and wellbeing has been the subject of much

[1]Post-graduate Student, Department of Psychology, Kristu Jayanti College, Bengaluru, India
[2]Assistant professor, Department of Psychology, Kristu Jayanti College, Bengaluru, India
*Corresponding Author

research. Research shows that stress and burnout have a significant influence in the development of both physical and psychological ailments. (McGrath et al., 1989). Further study results demonstrate that a number of self-reported indicators of personal distress are connected with burnout (Belcastro and Gold, 1983).

The phrase "powerlessness to sustain desired continuity in a threatened employment position" refers to job insecurity (Greenhalgh and Rosenblatt, 1984). Hence, interest in researching job insecurity has progressively grown, workers are found to be more fearful about losing their jobs in nations with rising unemployment rates. Researchers that looked into the factors that affected work insecurity discovered that "changes predicted in an organisation" and "perceived job role ambiguity" were positively correlated with it, while "internal locus of control" was associated adversely. (Ashford et al., 1989).

Role ambiguity is defined as the one or more responsibilities that the position holder must fulfil, some of which may not be explicitly spelled out in terms of behaviors\ (the job activities or tasks/priorities) or performance levels which is the criteria that the role incumbent will be judged by. Role ambiguity, also known as "job role ambiguity," is especially common in organisational settings (Kahn et al., 1964).

People who experience job uncertainty experience stress and are more likely to experience anxiety and depression. Researchers hypothesised that, depending on the workload, job instability is the most significant factor that contributes to stress. Given that sustained workplace stress might lead to burnout (De Witte, 1999). It is possible to suppose that variables impacting occupational stress can serve as a mediator when compared to other factors. In other words, job uncertainty acts as a mediator between the impacts of role stressors and the formation of job stress. Also, the current study aims to investigate the hypothesis that role stressors are directly related to job stress.

LITERATURE REVIEW

Begum et al., (2022) suggests that economic or technological factors are frequently implicated in job insecurity. Together with other management choices like outsourcing and offshore, layoffs heighten the perception of job insecurity among current employees. This study often intensifies the impact of job insecurity and work-life balance especially during COVID-19 in India. All in 413 samples were collected to perform the study. In order to determine the impact of the independent variable (job insecurity) on the mediators (work demand, work time, family demand, and family time), three causal routes were identified using the mediation model. To determine how the independent variable (health risks) affects the dependent variables (performance, work-life conflict, and health issues), as well as how the mediators' influence affects the dependent variables (MacKinnon et al., 2007). According to the findings, there is a correlation between job insecurity and both health problems and work-life conflicts, suggesting that as job uncertainty rises, so do these problems. In which these promotes the future findings and in conduction of the current research.

Rajthilak et al., (2021) decided to use grounded theory method to identify the performance and up skilling of Indian IT sector temporary workers and their job insecurity coping strategies. The objective of this study is to better understand how Temporary Agency Workers (TAWs), or temporary employees hired by staffing firms to work for client companies, manage their job insecurity (Galais & Moser, 2018). This study helps us to find the correlating factors of job insecurity and coping strategies among temporary workers. Six kinds of stresses at work were categorised by researchers in a framework such as factors

intrinsic to job, role in the organization, social relationships at work, growth and development opportunities, organizational culture—fairness, structure, perceived justice and so on and work and non-work interface (Cartwright & Cooper, 1997). This classification provides a clarity about the various factors inducing job insecurity especially among IT employees.

Babu et al., (2020) conducted a study among child welfare workers in addition to determining the average levels of burnout and compassion satisfaction among them, to comprehend the unfavourable circumstances of burnout and compassion satisfaction and to comprehend what steps are done by child welfare professionals to cope with the unfavourable impacts of their job. Seventy child welfare professionals from different organisations made up the sample. Five child welfare employees were chosen at random to gather qualitative data. According to the study, personal efforts may be made to raise compassion satisfaction and, as a result, lessen burnout's harmful impacts. The employment of proper self-care techniques, according to the researchers, predicted lower levels of burnout and compassion fatigue as well as better levels of compassion satisfaction (Alkema et al., 2008). The research concludes that child abuse, behavioural challenges, job role ambiguity, administrative restrictions, maintaining work-life balance, a lack of sufficient time, and problems with co-workers' dedication are among the difficult conditions that child welfare workers encounter at work. Collectively the study emphasizing the influence of job burnout, job role ambiguity and some other factors takes place in the target population setting as well.

Chabbra (2020) has conducted a study which aimed at exploring the effect of work role stressors and core self-evaluation (CSE) on important employee outcomes of job satisfaction, organizational citizenship behaviour (OCB) and turnover intentions. The research also checks the moderating role of core self-evaluation in relationship between work role stressors and employee outcomes (Rizzo et al., 1970). The sample of the study included 347 people from 5 different industries. The first interaction emphasised the importance of CSE in weakening the favourable association between role ambiguity and job satisfaction for the individuals who scored highly on CSE. Role ambiguity has been associated with decreased job satisfaction, as per literature. Through hierarchical multiple regression analysis of employee outcome the study mapped out the two way interaction of job role ambiguity and core self-evaluation on job satisfaction, which is evident that for employees with low core self-evaluation, the association between role ambiguity and job satisfaction was more significant. This promotes the variable job role ambiguity in our study to correlate with various other employee related factors.

Gupta et al., (2018) analysed the impact of job burnout on job satisfaction among Indian bank employees. The foundation of any expanding economy is its banks. If the prevalent problem of job burnout among bank personnel is not adequately and promptly handled, it may cause a sense of discontent in them, which might then have unfavourable effects (Khattar et al., 2011). Gathered much information about the variable job burnout by critically analysing the previous literatures, in this study the target population gives a clear contribution towards the subject. Apparently, workload, control, reward, community, fairness, and values are the six primary areas that researchers identified as contributing to job burnout (Maslach and Leiter, 1999). The total number of respondents to this survey was 250 bank workers from various states in India. The results shows that personal accomplishment has a positive significant correlation with Job satisfaction and emotional exhaustion, cynicism has negative association with job satisfaction. This statement promotes the study by providing eminent evidence of relationship between the dimensions of burnout and job satisfaction.

Mahapatra et al., (2018) conducted a regression analysis of technostress creators and burnout in an IT workers in order to find whether the burnout is associated with five dimensions of technostress. Technostress is like a contemporary adaption disorder brought on by an incapacity to successfully adjust to new computing technology (Brod, 1984). The five dimensions of technostress including techno-overload, techno-invasion, techno-complexity, techno-insecurity, and techno-uncertainty, in which techno-invasion and techno-insecurity is positively correlated to burnout and other three acts as a mediating variable as found by hierarchical multiple regression analysis. The results of this study suggests that in the field of Information and Communication Technologies especially the people who took this as a responsibilities in India experiencing burnout due to the techno-invasion and techno-insecurity factors. The population of this study is similar to our study, hence it will help in promoting the underlying technostress factors which relatively causing burnout (Srivastava, 2015).

Ghosh (2017) conducted an empirical study on the direct and interactive effects of job insecurity and job embededness on unethical pro-organizational behaviour. This study contains 346 samples collected from different organizations all over India. The tendency of employees to engage in unethical but organizationally beneficial behaviour in response to the risk of job insecurity was experimentally studied in this study. The literature suggests unethical pro-organizational behaviour is significantly correlated with job insecurity, which helps my study by understanding the nature of job insecurity and how it's working in the underlying circumstances.

Jothi and Wesley (2017) emphasizes that employees have greater levels of job burnout, career plateau, work-family conflict, job insecurity, and worse career satisfaction, which leads to intents to leave their jobs. It has been suggested that achieving objective job success—like a salary hike or promotion does not automatically imply that a person is content with their career (Hall, 2002). Researcher suggests that, burnout has a detrimental effect on employees' attitudes about their jobs and results in unwanted behaviour, such as greater inclinations to leave (Cropanzano et al., 2003). 221 IT employees from various Indian IT firms participated in this study. Confirmatory factor analysis was utilised to validate the measurement model constructed, and structural equation modelling (SEM) was used to investigate the combined impact of job burnout, career plateau, job insecurity, career satisfaction, and work-family conflict on career change intention. This unique method will help the study by promoting more validating measures and different approach towards the underlying variables.

Suprasto et al.'s (2017) regression analysis on the impact of role conflict, role ambiguity, role overload, and job insecurity on tax consultant burnout found that it was not linear due to confounding factors including intellect and religion. This study emphasizes that describe job insecurity as the inability to maintain a job due to a danger to the position. Tax Consultant Office (KKP), in Bali Province, is the site of the research. The entire population is a tax consultant who works in one of Bali's 19 tax consulting offices. The total number of samples is 73. Samples are shown as saturated samples. The gathered information is tabulated and subjected to moderate regression analysis (MRA). Purposive sampling method is used to choose samples. The study concludes that role conflict, role ambiguity, role overload, and job insecurity have a positive effect on burnout of tax consultant. The causes of the employees' burnout in and around the fields are emphasised by this remark.

Bitmis and Ergeneli (2015) conducted a quantitative study to investigate the mediating role of job insecurity and how psychological capital influences burnout. A field study employing

questionnaires was done to investigate the hypothesis. 161 nurses who work for foundation university hospitals in Ankara, Turkey, provided the study's data via questionnaires. 95% of the respondents in the sample were female, and the mean age and tenure were 31.65 and 9.75 years, respectively. The findings indicated that psychological capital had a detrimental impact on burnout and job insecurity. By acting as a buffer against stresses like job uncertainty, psychological capital may help to prevent burnout. When businesses (like hospitals) decide to employ retrenchment techniques, feelings of job insecurity frequently arise. Downsizing and restructuring are two retrenchment tactics that may be used to save costs and improve operational effectiveness. In order to ensure that the results are applicable to different types of hospitals, subsequent study should focus on nurses from such facilities. The study's last flaw is self-reported data and same-source issues, which might result in bias issues. Hence, employing effective human resources management techniques, such as hiring people with high psychological capital or making investments to increase the psychological capital of present employees, may help mitigate some of the negative consequences of downsizing and restructuring.

Shropshire and Kadlec (2012) has conducted a correlational study on impact of stress, job insecurity and burnout and the intention of leaving the IT field and seeking alternative careers. The sample was composed of IT workers in a medium-sized public service organization in the United States. The total number of samples used is 65 out of that 26 were females and 39 were males. The survey has been distributed to the participants which includes items of burnout, job stress, job insecurity and the intention to leave IT. The survey's questions operationalized the concepts found in the study model. The antecedent measures were taken from the Copenhagen Psychosocial Questionnaire (COPSOQ), a comprehensive tool created to give an accurate assessment of employee occupational health. The study concluded that the stress, job insecurity and burnout is positively related to the dependent variable. In other words, IT professionals are more likely to think about switching careers if they experience stress, burnout, or job security concerns. This study offers a strong platform for future research on the negative effects of the IT workplace and how they may affect practitioners' careers.

Papastylianou et al., (2009) conducted an in depth analysis on teacher's burnout in primary education with relation to depression and ambiguous or conflicting roles. On the findings of the pilot study, the primary research was built. Participants in the research were 562 Greek teachers from the greater Athens area and various outlying areas who were appointed to 79 Primary General Education State Schools. The relationship between depression and burnout, argued that depersonalization promotes social retreat and that the emotional tiredness that comes with burnout may be linked to the feelings of melancholy and lassitude that accompany depression, which promotes this study by connecting social withdrawal and burnout (Leiter and Durup, 1994). According to this study, somatic retardation, role conflict, and depressive emotion predict emotional exhaustion positively, while role clarity and positive affect predict it negatively. Depersonalization is predicted by role ambiguity-clarity, positive affect (positive), and somatic retarded activity, whereas personal achievement is predicted by role conflict, interpersonal affect, positive affect, and positive affect role ambiguity (negative association) (negative). Several researchers emphasized the correlation between depression and variables causing burnout (Bakker et al., 2000). This discussion helps the research to find more correlating variables of burnout and role ambiguity.

METHODOLOGY

Aim

To identify the relationship between job burnout, job insecurity and job role ambiguity among full-time IT employees.

Objectives
- To find the relationship between job burnout and job insecurity.
- To find the relationship between job insecurity and job role ambiguity.
- To assess the influence of job insecurity on job role ambiguity.

Research Design

Descriptive survey research design. Inferential and descriptive statistics were the statistical methods employed for the investigation. The mean and standard deviation are employed as descriptive statistics measurements. Using SPSS software, inferential statistics are measured using correlation and linear regression.

Hypothesis
1. H1: There is significant relationship between job burnout and job insecurity among full-time IT employees.
2. H2: There is significant relationship between job insecurity and job role ambiguity among full-time IT employees.
3. H3: There is significant influence of job insecurity on job role ambiguity among full-time IT employees.

Sampling

The data was collected by online survey method through Google forms including socio-demographic details and the informed consent. The population includes employees working in IT sector (Full-time) especially the software engineers, analysts and developers in Bengaluru city of Karnataka who have been working on site, remote and hybrid. The non-stratified sampling method was proposed. Purposive sampling method was chosen to select the participants and the age category falls between 20 and 35. The filtered sample size is 101 includes male (62) and female (39).

Inclusion Criteria
- The participants whose age ranges between 20 and 35 were included.
- The participants who have been working full-time as IT profession were included.
- The participants who resides in the city of Bangalore.

Exclusion Criteria
- The participants who have been working part-time or flexible hours were excluded.
- The participants who have been interning, apprenticing and training in the form were excluded.

Ethical Consideration
- The information of the participants was kept confidential.
- Taking part in this study was completely participants voluntary.
- Participants had the rights to refuse or withdraw, during any part of the study without giving any reason.

- Participant's responses were kept confidential and strictly be used for academic purposes only.
- Participants in the study were not given any form of benefits –monetary or otherwise

Measures
Tools Used:
- Socio-demographic sheet
- Informed consent
- Maslach Burnout Inventory (MBI)
- Job Insecurity Scale (JIS)
- Job Role Ambiguity Scale (RHL)

Tool Description
MASLACH BURNOUT INVENTORY: The Maslach Burnout Inventory (MBI) developed by Christina Maslach and Susan E Jackson (1982), and is the most commonly used tool to self-assess whether you might be at risk of burnout. The MBI explores three components: emotional exhaustion, depersonalization and reduced personal accomplishment. The components emotional exhaustion and depersonalization contains 7 items each and personal accomplishment contains 8 items, on the total of 22 items. Internal consistency was estimated by Cronbach's coefficient alpha (n=1,316). The reliability coefficients for the subscales were the following: 90 for Emotional Exhaustion, .79 for Depersonalization, and .71 for Personal Accomplishment. Subsequent studies have found the MBI subscales to be stable over time, with correlations in the .50 to .82 range on time spans of three months to one year.

JOB INSECURITY SCALE (JIS): The two dimensions of job insecurity were assessed at a time, using seven items developed by the research team (Isaksson, Hellgren, & Pettersson, 1998). Quantitative job insecurity was operationalized in accordance with Greenhalgh and Rosenblatt's (1984) definition of perceived threats to the continuity of the job itself, while qualitative job insecurity was designed to reflect what Greenhalgh and Rosenblatt characterized as a threat to the continuity of important job features. The internal consistency reliability was satisfactory for both quantitative (alpha = 0.79) and qualitative job insecurity (alpha = 0.75).

JOB ROLE AMBIGUITY SCALE: The Nine-item job role ambiguity scale (RHL) was developed by John R. Rizzo, Robert J. House and Sidney I. Lirtzman in the year 1970. In terms of reliability, the coefficient alphas reported for Studies 1, 2, and 4 suggest that each of the three job ambiguity scales has a high degree of internal consistency (Man a - .91). Although the test-retest reliability estimates reported for the job ambiguity scales may not appear to be large (median retest reliability = .69), they compare very favourably with the .40 test-retest reliability reported by Schuler, Aldag, and Brief (1977) for the RHL scale.

RESULTS AND DISCUSSION
The current study focuses on the relationships between job burnout, job insecurity, and employment ambiguity among full-time IT employees and also the influence of job insecurity on job role ambiguity. The gathered information was evaluated, tabulated, and its descriptive statistics were computed. The inferential statistics were then used to analyse the outcomes or results in terms of hypotheses. Using the Statistical Package for Social Sciences (SPSS), Spearman's correlation and linear regression were carried out for the analysis. Following is a presentation and discussion of the findings

There is significant relationship between job burnout and job insecurity among full-time IT employees

Table 1 The spearman correlation between job burnout and job insecurity

Variables	N	M	SD	r	p
Job burnout	101	57.90	17.19		
Job insecurity	101	18.35	3.92	.111	**.271**

The scores obtained by the employees on Job Insecurity Scale (JIS) and the Maslach burnout inventory (MBI) were computed in order to test the aforementioned hypothesis. Additionally, the Spearman correlation test was used to determine the significance of the connection between job burnout and job insecurity, and the results were as follows. From Table 1, it can be inferred that there was no significant relationship between job burnout and job insecurity among the full-time IT employees. The score yielded from the analysis were (*r = .111, p = .271)* which is not statistically significant at 0.05 level. Gupta et al. (2018) discussed the numerous influencing aspects of their investigation. Burnout's subcategory, personal accomplishment, has a strong correlation with work ambiguity. This study provides strong contrary evidence to the findings of our current study. The findings of a study by Bitmis and Ergeneli (2015), who stressed that job burnout and the psychological capital influences of burnout technically lead to job insecurity, are also inappropriate with this finding.

There is significant relationship between job insecurity and job role ambiguity among full-time IT employees

Table 2 The spearman correlation between job insecurity and job role ambiguity

Variables	N	M	SD	r	p
Job insecurity	101	18.35	3.92		
Job role ambiguity	101	48.23	8.94	-.359[***]	**.001**

[***]*p<0.001, Sig. (2-tailed)*

In order to evaluate the aforementioned hypothesis, the employees' results on the Job Role Ambiguity Scale (RHL) and the Job Insecurity Scale (JIS) were computed. The significance of the relationship between job insecurity and work role ambiguity was also assessed using the Spearman correlation test, and the findings are as follows. From Table 2, it can be concluded that among full-time IT employees, there is a significant correlation between job insecurity and job role ambiguity. There is a positive correlation between job insecurity and job role ambiguity. The study produced a score of *(r = -.359, p =.000),* which is statistically significant at the level of 0.001. In their study, Begum et al. (2020), found that job insecurity causes job uncertainty, which is job role ambiguity, as was previously stated. Shropshire and Kadlec (2012) focused on the effects of stress, job instability, and burnout as well as the intention to leave the IT profession and pursue alternative careers in their study. They claimed that the main reason people leave the IT working industry and pursue different jobs is the ambiguity of job roles.

There is significant influence of job insecurity on job role ambiguity among full-time IT employees

Table 3 Showing the regression of job insecurity on job role ambiguity

Variables	R	R^2	Adjusted R^2	B	β	SE	t	Sig.
Job insecurity	.371[a]	.138	.129	-.846	-.371	.213	-3.975	**.000**

As mentioned earlier, job insecurity and job role ambiguity had a substantial relationship that was also significant. The R, R^2, Adjusted R^2 that the IT employees acquired for the regression of job insecurity on job role ambiguity was computed separately from the computation of and F in order to evaluate the previously mentioned hypothesis. Additionally, the significance of the relationship between job insecurity and job role ambiguity was calculated using linear regression analysis, which produced the results shown below. From table 3, it can be concluded that the correlation value *(R= .371)* has a significant moderate positive relationship between job insecurity and job role ambiguity. The p value *(p=.0001, p<001)* implies that job insecurity has an enormous impact on job role ambiguity among IT employees. Job insecurity rises by *-.371 (β)* for every standard deviation (SD) increase in job role ambiguity. Job insecurity increases by *-.846 (B)* for every unit increase in job role ambiguity. There is 12% (R^2) of accounted variance for job insecurity on job role ambiguity. Employees experience higher rates of job burnout, career stagnation, work-family conflict, job instability, and worse career satisfaction, according to Jothi and Wesley (2017), which results in intentions to quit their current jobs. This emphasizes the influence of job insecurity on job role ambiguity.

In order to replace employees, businesses would have to invest more money. It would be expected that each individual contributor would put in more time and effort to make up the anticipated lack. Employees would be distressed as a result of these circumstances. Distress and tiredness among workers could theoretically present mental risks. Stress is acceptable in the workplace. People work for the majority of their life. Workplace stress consequently becomes a significant aspect of daily living. Burnout is associated with increased job-related stress and decreasing levels of job engagement from an organisational perspective. There is a lot of uncertainty in their professional lives, particularly for IT employees. Freshmen are receiving above-average incomes, which forces them to lead a luxury lifestyle. Financial catastrophe and terminal despair are caused by abrupt layoffs or firing. Organisational culture must be based on employee performance and productivity if human resources management is to maintain employee turnover to a low. Employees feel like a part of the company if the working environment is stress-free and does not lead to role conflicts. People may clearly assert that because of their back pain and other effects, IT personnel spend the majority of their free time sleeping. Only the bodily exhaustion is alleviated by sleep. The mental strain itself will last longer. Employers must encourage work-life balance by providing flexible working hours and locations, reconsidering vacation policies, and providing flexible breaks. Encouraging personnel to make the most of their time off by spending it with family and friends. Offering an Employee Assistance Programme (EAP) might be a useful strategy for assisting workers in managing their emotional strain. Employees and their immediate families can access a range of services from an EAP, including counselling, wellness guidance, and financial and legal help.

Limitations

Due to fatigue, some of the samples tended to ignore filling the questionnaire form. It was very difficult to collect data from the full-time workers, as most of the workers had flexible and part-time working schedules in the researcher's known circle. The homogeneity of the

sample, however, would have been considerably diminished if data from other Bengaluru neighbourhoods had been included. Because most of the people working all over the state is coming from different geographic regions.

Suggestions

By incorporating additional factors like organisational climate, organisational commitment, techno stress creators, intention to look for a new job, level of stress, career switching, work-life balance, work-family conflict, and much more, the research can be advanced in another way to better understand IT employees' attitudes and their psychological well-being. The results can be used to compare the root causes of burnout and other mental health conditions across various industry sectors other than IT and geographical locations in order to develop and put into practise staff retention strategies more pro-actively and successfully.

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