SUMMARY

Burnout is a response to the chronic emotional strain of dealing extensively with other human beings, particularly when they are troubled or having some problems. It is syndrome of 'Emotional Exhaustion' (EE), 'Depersonalization' (DP) and 'Reduced Personal Accomplishment' (PA). When the excess goes beyond manageable level, personal detachment starts and even dehumanized response signals come into existence, 'Depersonalization' occurs. Individual starts viewing other people through 'rust coloured glasses' developing a poor opinion of them. This negative feelings about others can progress until it encompasses being down on oneself; consequently, a feeling of 'Reduced Personal Accomplishment' takes place.

The sources of this problem are external which are internalized by the individual with the relevance of his/her personal characteristics. Among personal factors personality make up of an individual or his/her 'behaviour pattern' is considered the most important one. The experience of this problem might also differ with the difference in 'Gender'. Such feelings might be further advanced by work related factors like Job levels. The earlier work has also revealed 'Role Stress' as one of the major responsible factor of
burnout. Since 'role' determines the integration of an individual in his/her work set up, extreme involvement with it creates various tensions and strains that lead to the problem of burnout.

Although the literature of this decade indicates the attention of Indian researchers towards the problem of burnout but a composite study of burnout syndrome with personal and work related factors needed to be designed. Keeping this in view, the present study was undertaken. It was carried out in three parts. To meet the objectives of the study, following hypotheses were formulated and tested:

Hypotheses for Part I of the Study

The work has been carried out in the light of the work done by Maslach (1976, 1977, 1978, 1979, 1981 and 1986), Maslach and Jackson (1981 and 1984). The present study seems to be almost preliminary in Indian context as multivariate studies on this variable have not yet been undertaken. It is expected that there might be some cultural differences in the experience of such phenomena. Therefore, formulating hypotheses on basis of work done by researches in another culture may not be exactly applicable. Keeping in view the above factors, following hypotheses had been formulated:
1. 'Type A/B Behaviour Pattern' (TA/B BP) would have variable effect on the three components of burnout i.e., 'Emotional Exhaustion', 'Depersonalization' and 'Reduced Personal Accomplishment'.

2. 'Gender' would have variable effect on the three components of burnout i.e., 'Emotional Exhaustion', 'Depersonalization' and 'Reduced Personal Accomplishment'.

3. 'Job-level' would have variable effect on the three components of burnout i.e., 'Emotional Exhaustion', 'Depersonalization' and 'Reduced Personal Accomplishment'.

4. 'Type A/B Behaviour Pattern', 'Gender' and 'Job-level' would have interactive effects on the three components of burnout i.e., 'Emotional Exhaustion', 'Depersonalization' and 'Reduced Personal Accomplishment'.

Hypotheses for Part II of the study

5. 'Organisational Role Stress' may have relationship with the three components of burnout i.e., 'Emotional Exhaustion', 'Depersonalization' and 'Reduced Personal Accomplishment'.
6. 'Job-Involvement', 'Speed and Impatience', 'Hard-driving and competitiveness' may have relationship with the three components of burnout i.e., 'Emotional Exhaustion', 'Depersonalization' and 'Reduced Personal Accomplishment'.

A 2x2x2 factorial design was applied. The first factor was 'Behaviour Pattern' (BP) with its two levels, i.e., Type A Behaviour Pattern (TABP) and Type B Behaviour Pattern (TBBP). The second factor was 'Gender with two levels, i.e., Males and Females. The third factor was 'Job-Level' i.e., 'Junior' and 'Senior' level professionals.

The study was broadly divided into three parts. In Part I, effect of 'Type A/B Behaviour Pattern', 'Gender' and 'Job-Level' on the three components of 'Burnout' (EE, DP, PA) was analysed. Part II of the study was mainly focussed on finding out relationship between the 'Burnout Stress Syndrome' and 'Role Stress', 'Job Involvement', 'Speed and Impatience', 'Hard-driving and Competitiveness'. In part III, pattern of BOSS, and its equation with ORS was studied. Effect of three independent variables on ORS and nature of data on socio-demographic variables was also studied.
The data were collected on a sample of 200 medical professionals of various medical colleges and hospitals of Haryana, Punjab and Rajasthan. The tools used in the study were Maslach Burnout Inventory (MBI, Maslach and Jackson, 1986); Jenkins Activity Survey, Form C (JAS, Jenkins, 1979); Organizational Role Stress (ORS, Udai Pareek, 1982). All these tests were individually self-administered. The scoring was done with the help of scoring keys provided by the authors of the tests.

'Three way Analysis of Variance' was applied for the first part of the study, in which all the three components of BOSS were analysed separately. Further 't-test' was also applied. For the second part of the study 'Pearson's r-test' was computed. For the third part 'Level Analysis' for MBI scores was undertaken. ANOVA on ORS (total) scores and 'Regression Equation' for MBI and ORS scores was applied. For socio-demographic variables 'Chi-Square' test was computed.

Analysis partially confirmed the first hypothesis of the study. 'Behaviour Pattern' significantly affected the third component of burnout, i.e., 'Reduced Personal Accomplishment'. Medical Professionals with 'Type A Behaviour Pattern' scored higher than the professionals with 'Type B Behaviour Pattern'. Interpretation of scores on PA was
different from that of the other two components of burnout. High scores on this sub-scale indicate lesser feeling of 'Reduced Personal Accomplishment'. 'Behaviour Pattern' proved to be ineffective for the other two components of burnout.

Second hypothesis regarding 'Gender' significantly affected two components of burnout, i.e., 'Emotional Exhaustion' and 'Depersonalization', hence confirmed. In this analysis 'Gender' did not affect the 'Reduced Personal Accomplishment'.

Findings with regard to 'Job-level' were insignificant. So the third hypothesis was not supported.

Interaction of 'Type A/B Behaviour Pattern' and 'Gender' significantly affected 'Depersonalization'. Thus providing partial support to the fourth hypothesis.

It was evident that professionals with 'Type A Behaviour Pattern' experienced less 'Reduced Personal Accomplishment' as compared with their counterparts of 'Type B Behaviour Pattern'. 'Males' reported more 'Emotional Exhaustion' than the 'females'. 'Depersonalization' was also more amongst 'Males' than the 'Females'. Interactively,
'Depersonalization' was more the problem for the 'males with Type B Behaviour Pattern' and 'Females with Type A Behaviour Pattern'.

Analysis of second part of the study, based on the total sample, revealed that 'Emotional Exhaustion' was positively correlated with 'Role Stress' and 'Speed and Impatience' but negatively with 'Hard-driving and Competitiveness'. 'Depersonalization' had positive correlation with 'Role Stress', 'Job Involvement', 'Speed and Impatience' and negative correlation with 'Hard-driving and Competitiveness'. 'Reduced Personal Accomplishment' was found to be positively correlated only with 'Speed and Impatience' amongst total sample.

For comparative study of the relationship of these factors Pearson's - r was applied on each of the eight groups of the factorial design, which revealed that 'Role Stress', 'Job Involvement', and 'Speed and Impatience' were positive correlates of 'Emotional Exhaustion' and 'Depersonalization', whereas 'Hard driving and competitiveness' was a negative correlate. Contrary to these 'Hard-driving and competitiveness' proved to be a positive correlate of 'Reduced
Personal Accomplishment' in two of the eight groups. Gender-wise, 'Males' reported more 'Role Stress' than the females.

'Level Analysis' indicated the existence of Boss in Indian work set up. Though the reported level was mainly 'Moderate' and 'Low' but it reveals the occurrence of the phenomenon. 'Analysis of variance' was undertaken for 'Organizational Role Stress' scores as dependent variable and significant findings were obtained. Unlike the findings in case of 'Burnout stress syndrome', 'Job-level' proved to be significant variable.

High correlation of 'Organizational Role Stress' with 'Emotional Exhaustion' and 'Depersonalization' is further verified by their 'best fit' trends on 'Regression Equations'.

Socio-demographic variables of Age, Religious consideration, Background, family type, marital status and number of children have significant variability.

The study has important practical and theoretical implications. Results revealed the significant role of personal factors in the experience of burnout. Though the findings provided evidence of its presence only in a limited way and the reported level of Burnout Stress Syndrome does not
seem to be very alarming, yet it does point in the direction of its occurrence and it is becoming a cause of concern, especially amongst health professionals. More extensive studies in this area are needed to derive conclusive inferences. Conceptually, burnout has been conceived as different from other types of stresses, findings provide supportive evidence to this contention.
SUGGESTIONS FOR FUTURE RESEARCH
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The present work has been designed for exhaustive and methodologically authentic study. In the process of completion, various ideas occurred for consideration in future research.

MBI is a rather direct and straight questionnaire. Amongst more expressive samples this kind of tool proves to be very suitable and convenient. However, the experience with the study sample is suggestive of using either a somewhat indirect measure or more intensive, personal interviews for gathering information on such aspect in addition to MBI.

Much of the attention has been given to the teaching and nursing professions. The rapidly developing concept of 'impaired physician' seems to be of greater concern, hence extensive studies on Medical professionals with specific specialities need consideration.

There seems to be a lack of research in this area in India. However, studies conducted on large scale in Western countries, too, are not dealing with all the aspects of the concept. Much weightage is given either to correlational factors or on the result of the problem. Whereas need is to concentrate more on the antecedents and predictors of the
problem.

Among personal factors specific factors which cause BOSS should be explored. Instead of traditional personality measures, certain established associative factors like ego-strength, cognitive hardiness, risk-taking behaviour, aggression, competitive behaviour, hard-driving etc. should be taken as independent variables.

Since burnout develops in work-settings, the development of the problem in one organization needs careful attention. Instead of taking various organizations at one time, only one organization should be studied at one time. This would provide adequate controlling on variables like job-setting and organizational climate. Job-involvement or Commitment to work, Hard-driving and Competitiveness should be assessed adequately.

Longitudinal studies are best way to gain exhaustive knowledge of the complicated phenomenon. Even case studies seem to be of greater relevance.

Predictive value of socio-demographic variables need much attention.

Effective preventive measures need to be explored.