JOB BURNOUT AND FACTORS AFFECTING IT AMONG STAFF
CASE STUDY: SERVICE MANAGEMENT OF GACHSARAN OIL & GAS
PRODUCING COMPANY

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ABSTRACT
The current research intends to explore the situation of occupational burnout among service management staff of Gachsaran Oil & Gas Producing Company. The research methodology is survey-descriptive, and it is descriptive in terms of explaining the relationship between the variables. The statistical population is composed of 560 staff working in the relevant management sector, which 228 of them were chosen using Cochran to form the study sample. For data collection, a questionnaire was applied. The findings show that there is a significant relationship between gender, marital status, educational status and type of career, with occupational burnout. In contrast, there is not a significant relationship between age, career history and career location or workplace. The research results also indicated that emotional exhaustion component with an average of 2.85, lack of personal success component with an average of 1.61, and depersonalization with an average of 1.45 are visible among the statistical population. Friedman test results on the ranking of the factors influencing occupational burnout indicate that career and workplace dissatisfaction with an average of 3.87, dissatisfaction with wages with an average of 3.40, compulsion to work with inefficient colleagues with an average of 3.34, relative dissatisfaction with the selection and training of staff with an average of 3.02, traditional management with an average of 2.6, inadequacy of supervision by an average of 2.2, and non-creativity, and ignorance of employees with an average of 1.51 had the highest impact on the formation of occupational burnout, respectively.

Keywords: Occupational Burnout; Service Management; Producing Company’ Oil and Gas; Gachsaran

INTRODUCTION
Undoubtedly, today's world is the world of human beings, and the custodians of different organizations are human. Without human beings, organization not only loses its real meaning, but also its administration will not be possible. On the other hand, human social life requires collaboration, cooperation and mutual needs. This has led to the division of labor and development of expertise and skills, quantitative and qualitative improvement and relevant consequences, and also further extension of organized social relations in the form of institutions, agencies and more or less specialized units. It is clear that a great part of adult life is spent on working, and working activity is plays important roles in mental health of a person. Work can provide man with necessary budget to finance life and meet some basic human needs such as mental and physical mobility, social contact, feeing of self-worth, confidence and ability to satisfy (Behnia, 1999).

Today, to achieve their goals, innovative organizations are attempting to develop some strategies to make their desired employees adaptable to such great changes. Paying attention to man as a complex being, his compatibility with these relationships, the equipment, changes and instructions and generally organization's business environment has been changed compared to the past, and the contemporary man in the course of his social and business sustainability is required to bear limitations and pressures ahead. Therefore, job satisfaction and job compatibility, over time, may be a source of discontent and intolerance, and even may force a person to come out of a normal situation and then experience occupational burnout (Rashidi et al., 2009).

According to Frond Berger, occupational burnout is a state of fatigue or failure in lifestyle or relationship that prevent man from achieving its desired result. In another definition, occupational burnout is a state of...
exhaustion or failure of individuals who have sacrificed their particular way of life, but failed to achieve their expectations. Pinzo Arneson considers occupational burnout as physical and emotional syndrome which is the result of development of negative attitudes and loss of interest toward people. According to Maslach and Jackson, occupational burnout is a syndrome composed of emotional exhaustion, depersonalization and lack of personal achievement that will arise as a result of chronic job stresses (Asadi, 2007).

Occupational burnout imposes heavy consequences and costs on organizations and employees such as frequent switching jobs and work place (increase in transfers), frequent absences and holidays, a drop in the quantity and quality of work, impact on mental health, the low quality of service provided to clients, dissatisfaction with public service, recession and delays in the chain of specialized administrative tasks, creating personal conflicts, and the disruption of job functions, etc. One negative consequence of occupational burnout as a negative transmitter could be manifested on people's lives (Scott, 2001).

Regarding the definitions provided in relation to burnout, Farber concludes that all the experts who have defined this phenomenon have consensus on some points. In other words, all of them agree that occupational burnout is associated with living in the current technological life and particularly work place.

However, the essential point in this definition is that almost all experts in some way relate occupational burnout to job stress (Farber, 1983).

Problem Statement

Whitman (1999) believes that today anyone in every place and situation experiences some degrees of stress in the workplace, and this fact is totally palpable and undeniable in today's modern organizations.

Mental health is one of the important and effective features in organizational psychology and human relations. Numerous studies have shown that the sources of professional and organizational stresses depend on some factors such as job, organizational role, organizational structure and climate, professional progress or confrontation with work.

Research on occupational burnout was first developed in human service and education sector, mainly due to the fact that workers practicing in these areas are in an intense cooperation and confrontation with their clients. In addition, given the main focus of today’s research explicitly on the variables namely job-emotion (conditions relevant to showing or hiding emotions in job, conditions of emotional empathy), it has been revealed that these factors are fundamentally effective in the formation of job burnout and job stresses (Ziff et al., 2001).

Many researchers believe that in addition to physical symptoms, occupational burnout symptoms are associated with several behavioral symptoms including irritability, thinking stagnation or total resistance to new ideas or any kind of threat in the current situation, taking other people as fault and the development of negative tendencies and suspicion, which consequently such factors lead to the emergence of some behaviors such as repetitive absence, weakness, loss of accuracy in the performance of duties, and the transfer of work pressures to home. Therefore, researchers have recently focused on ways to prevent burnout. In this context, to create support systems in the workplace and out of it is one of the most effective ways to prevent burnout. The research performed by Faber (1983) shows that people who are professionally depressed often impose the resultant pressure on their family life (Payami, 1993).

Given the above, the obvious fact is that occupational burnout not only disrupt organizational activities, but also affects the customers and clients of the organization and reduces efficiency and the ability of the individual. Service management staff of Gachsaran Oil & Gas Producing Company is one of the units in which human resource perform various activities, and are active in the form of official or contractual employment. Having a specific job and workplace, each of the employees has the issues and problems that affect their occupational behavior and so has subsequent impact on their individual and organizational performance.

Therefore, the current research aims to provide answer to the question that how much occupational burnout exists among the employees of service unit in Gachsaran Oil and Gas Producing Company and what are the influential factors?
Research Article

Research Hypothesis
1- There is a significant relationship between gender and employees’ occupational burnout dimensions
2- There is a significant relationship between age and employees’ occupational burnout dimensions
3- There is a significant relationship between marital status and employees’ occupational burnout dimensions
4- There is a significant relationship between employees’ academic degree and employees’ occupational burnout dimensions
5- There is a significant relationship between work experience and employees’ occupational burnout dimensions
6- There is a significant relationship between workplace and employees’ occupational burnout dimensions
7- There is a significant relationship between type of job and employees’ occupational burnout dimensions

Research Background
Brad et al., (2008) in a study entitled “the impact of stress and social support on occupational burnout” in North Carolina come to the conclusion that there is a relationship between occupational burnout (emotional exhaustion) and some factors such as social protection, occupational stressors, work week hours and age.

Social protection, occupational stressors, and age are in a direct relationship with occupational burnout (depersonalization). However, there was not a significant relationship between sex, career focus, and week work hours. There is also a significant relationship between occupational burnout with social support and occupational stressors.

Garosav et al., (2008) in a study examined the relationship between demographic factors, job stressors, occupational burnout, and having a strong personality. Their research results showed that job pressures and strong character have a significant correlation with job burnout. In addition, demographic variables, job stress and personality predict 52% of emotional exhaustion, 445% of depersonalization, and 53% of the lack of personal achievement, respectively.

Novak (1994) in his review of the 270 staff at three hospitals in New York found that the number of job stressors and frequency of destructive behaviors f clients can be more effective on reducing personal performance, and a different outlook and type of response to clients’ behavior can influence emotional exhaustion and personal performance. Age, time spent with clients, evaluation of job performance and how to respond to client behavior are considered to be the main causes of depersonalization (depletion of personal characteristics).

Montgomery et al., (2006) in a study entitle “intervention of working life, family, and occupational burnout” have reached the conclusion that emotional rules and centralized work are in relationship with occupational burnout and mental problems, and specially have some aftermaths such as hiding negative emotions and pretentious actions.

Walters and Crohn (2000) in their study showed that specific working conditions and the high volume of work can create additional psychological pressure and are of the most stressful preoccupations that lead to burnout. In addition, the high level of work experience and long working hours per week, can reduce sense of personal accomplishment.

Moti’ee (2013) in a study examined the relationship between workplace stress and occupational burnout and quality of work life among managers and employees of Zabol University of Medical Sciences. The results showed that there is a negative relationship between workplace stress and occupational burnout and quality of working life.

Mostafavi and Ghaseminejad (2012) in his study “occupational burnout and its relationship with age and work history of the librarians at public universities in Tehran” have concluded that there is a significant relationship between age and work experience and job burnout components, meaning that by an increase in age and work experience, job burnout of workers will be increased.
Amiri et al., (2011) in a study investigated occupational burnout among bank employees, and approaches to improve it. The results show that gender, marital status, number of children, educational level, place of work, and work experience all can influence occupational burnout.

Gholami (2011) in a study entitled “Exploring the relationship between organizational culture components and job burnout among Tehran consultants” concluded that there is a significant difference between the organizational culture and professional motivation of consultants in both sexes, so that female consultants took advantage of more organizational culture and higher work motivation. However, there was not a significant difference between genders in terms of occupational burnout. Whatever the organizational culture in terms of entrepreneurship and participation aspects is increased, job motivation will be increased and job burnout reduced.

Delavar and Zolqy (2011) in a study compared job burnout and mental health of the workers practicing in the sectors with hard physical conditions and other sectors in cement factories in Iran. Their research results indicate that both worker groups were in a good situation in terms of occupational variables and mental health.

Chavoshifar and colleagues (2011) in a study evaluated the factors influencing job burnout among staff working in Offshore Oil Company's operational areas. Their research results indicate that there is a correlation between demographic characteristics and job burnout. The predictors are not statistically significant. The proportions of four dimensions of job burnout are significantly different.

Bahrami and Mokhtari (2008) in a study entitled “evaluation of job burnout and its influencing factors among Isfahan university professors” have concluded that the professors suffer from burnout in terms of emotional exhaustion, then depersonalization and finally individual performance. Analysis of variance showed that the score of job burnout of the male professors in terms of emotional exhaustion and depersonalization was significantly more than that of female professors, while the female professors had a higher rate of performance burnout than the male professors.

Qadimi and Hosseini (2006) in a study examined the prevalence of job burnout among teachers and staff of Ministry of Education and its relationship to gender, educational level, job level, and their geographic location. Their research results showed that 1-In most subjects (69%), there could be seen some degrees of job burnout (mild to severe), 2-The difference of job burnout among teachers teaching at three educational levels and administrative staff is significant in some cases, 3-male teachers and staff’s job burnout is higher than that of female teachers. 4- There is a positive relationship between job burnout and academic degree, 5- The amount of job burnout in teachers and employees of different cities and regions is different.

MATERIALS AND METHODS

Research Methodology

As the current research collects the required data from a statistical population, it is considered to be a survey one. And as it explains the status quo, it is descriptive. The study sample consists of 560 employees working in management services for Gachsaran Oil & Gas Producing Company in three departments including engineering services of buildings and facility improvement, administrative and social services and transportation. To determine the samples, Internet version of Cochrane was used. Given that the number of members of the statistical population is composed of 467, based on Cochran formula, 211 people were selected as the sample. For data collection, Maslach Burnout Inventory (MBI) and Inventory of Factors Affecting Career Fatigue developed by Saatchi and Houman. For data analysis, SPSS20 software was used.

RESULTS AND DISCUSSION

Research Findings

The First Research Hypothesis Testing

There is a significant relationship between employees’ sex and occupational burnout.
Research Article

Table 1: T-test on a comparison of employees’ occupational burnout in terms of sex

<table>
<thead>
<tr>
<th>Sex</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Degree of Freedom</th>
<th>T number</th>
<th>Significance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Burnout</td>
<td>Men</td>
<td>188.1660</td>
<td>11.33896</td>
<td>209</td>
<td>2.03</td>
</tr>
<tr>
<td></td>
<td>Women</td>
<td>178.6667</td>
<td>8.09115</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Based on Table 1, assuming the equality of the variances in two groups, the results of the t-test is 2.03. As the obtained significance level (i.e. α=0.000) is less than significance level (α=0.05), the research zero hypothesis is rejected, and the main hypothesis is confirmed. Therefore, there is a significant difference between male and female employees in terms of occupational burnout, and its average is higher among men.

The Second Research Hypothesis Testing
There is a significant relationship between employees’ age and occupational burnout.

Table 2: T-test on a comparison of employees’ occupational burnout in terms of age group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Degree of Freedom</th>
<th>T number</th>
<th>Significance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Burnout</td>
<td>20-30</td>
<td>12.26571</td>
<td>187.3810</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>30-40</td>
<td>11.14626</td>
<td>188.1395</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>40-50</td>
<td>12.35424</td>
<td>188.2708</td>
<td>210</td>
<td>0.971</td>
</tr>
<tr>
<td></td>
<td>+50</td>
<td>10.70914</td>
<td>187.3934</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>11.35615</td>
<td>197.8959</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Based on Table 2, assuming the equality of the variances in two groups, the results of the t-test is 0.971. As the obtained significance level (i.e. α=0.464) is higher than significance level (α=0.05), the research zero hypothesis is confirmed, and the main hypothesis is rejected. Therefore, there is not a significant difference between employees’ age group in terms of occupational burnout.

The Third Research Hypothesis Testing
There is a significant relationship between employees’ marital status and occupational burnout.

Table 3: T-test on a comparison of employees’ occupational burnout in terms of marital status

<table>
<thead>
<tr>
<th>Sex</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Degree of Freedom</th>
<th>T number</th>
<th>Significance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Burnout</td>
<td>Single</td>
<td>173.1667</td>
<td>17.00178</td>
<td>209</td>
<td>4.23</td>
</tr>
<tr>
<td></td>
<td>Married</td>
<td>187.8896</td>
<td>11.30431</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 4: A comparison of the difference between different dimensions of occupational burnout and marital status

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Married</th>
<th>Standard Deviation</th>
<th>T number</th>
<th>Significance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional Fatigue</td>
<td></td>
<td>22.5829</td>
<td>14.43732</td>
<td>7.33</td>
</tr>
<tr>
<td></td>
<td>Single</td>
<td>14.2500</td>
<td>1.71226</td>
<td></td>
</tr>
<tr>
<td>Depersonalization</td>
<td></td>
<td>19.358</td>
<td>5.82908</td>
<td>3.43</td>
</tr>
<tr>
<td></td>
<td>Single</td>
<td>13.4167</td>
<td>5.61586</td>
<td></td>
</tr>
<tr>
<td>Lack of Personal Success</td>
<td>Married</td>
<td>13.8333</td>
<td>3.09936</td>
<td>7.02</td>
</tr>
<tr>
<td></td>
<td>Single</td>
<td>31.1558</td>
<td>8.48593</td>
<td></td>
</tr>
<tr>
<td>Occupational Burnout</td>
<td>Married</td>
<td>73.0955</td>
<td>18.46854</td>
<td>5.89</td>
</tr>
<tr>
<td></td>
<td>Single</td>
<td>41.5000</td>
<td>5.80752</td>
<td></td>
</tr>
</tbody>
</table>
Based on Table 3, assuming the equality of the variances in two groups, the results of the t-test is 4.23. As the obtained significance level (i.e. $\alpha=0.000$) is less than significance level ($\alpha=0.05$), the research zero hypothesis is rejected, and the main hypothesis is confirmed. Therefore, there is a significant difference between single and married employees in terms of occupational burnout, and its average is higher among the married ones.

Based on Table 4, the research findings indicated that average depersonalization and emotional exhaustion among married is higher than that of unmarried. On the other hand, average self-sufficiency among single people is more than married people. By t-test, it was shown that average occupational burnout in the dimensions of depersonalization and emotional exhaustion in the married people is significantly higher than that of single ones ($P<0.05$).

**The Fourth Research Hypothesis Testing**

There is a significant relationship between employees’ academic degree and occupational burnout.

**Table 5: Pearson correlation coefficient regarding the relationship between education and career and its aspects**

<table>
<thead>
<tr>
<th>Education and Occupational Burnout</th>
<th>Emotional Fatigue</th>
<th>Depersonalization</th>
<th>Lack of Personal Accomplishment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education and Occupational Burnout</td>
<td>-.309(**)</td>
<td>-.407(**)</td>
<td>-.425(**)</td>
</tr>
<tr>
<td></td>
<td>.000</td>
<td>.000</td>
<td>.000</td>
</tr>
<tr>
<td></td>
<td>211</td>
<td>211</td>
<td>211</td>
</tr>
</tbody>
</table>

Based on Table 5, the research findings indicated that there is a negative and significant relationship between education level and occupational burnout and the relevant components, i.e. with an increase in education level, occupational burnout is reduced ($p<0.05$).

**The Fifth Research Hypothesis Testing**

There is a significant relationship between employees’ career experience and occupational burnout dimensions.

**Table 6: T-test on a comparison of employees’ occupational burnout in terms of job experience**

<table>
<thead>
<tr>
<th>Experience</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Degree of Freedom</th>
<th>T Number</th>
<th>Significance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 5 Years</td>
<td>195.0000</td>
<td>10.20784</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5-10</td>
<td>187.7049</td>
<td>11.44457</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10-15</td>
<td>183.2692</td>
<td>11.68780</td>
<td>210</td>
<td>2.61</td>
<td>0.025</td>
</tr>
<tr>
<td>15-20</td>
<td>192.2143</td>
<td>7.94383</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20-25</td>
<td>190.0294</td>
<td>10.89477</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>+25</td>
<td>186.6774</td>
<td>11.45822</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>187.8959</td>
<td>11.35615</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Based on Table 6, assuming the equality of the variances in two groups, the results of the t-test is 2.61. As the obtained significance level (i.e. $\alpha=0.000$) is less than significance level ($\alpha=0.05$), there is sufficient proof for the rejection of the zero hypothesis. Therefore, the research zero hypothesis is rejected and the main hypothesis is confirmed, i.e. there is a significant difference between employees’ career history in terms of occupational burnout.

**The Sixth Research Hypothesis Testing**

There is a significant relationship between employees’ workplace and occupational burnout dimensions.
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Table 7: T-test on a comparison of employees’ occupational burnout in terms of workplace

<table>
<thead>
<tr>
<th>Workplace</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Degree of Freedom</th>
<th>T Number</th>
<th>Significance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indoor</td>
<td>187.3062</td>
<td>11.53619</td>
<td>209</td>
<td>1.94</td>
<td>0.0540</td>
</tr>
<tr>
<td>Outdoor</td>
<td>191.7500</td>
<td>9.39119</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Based on Table 7, assuming the equality of the variances in two groups, the results of the t-test is 1.94. As the obtained significance level (i.e. $\alpha=0.000$) is higher than our desired significance level ($\alpha=0.05$), there is not sufficient proof for the rejection of the zero hypothesis. Therefore, the research zero hypothesis is confirmed and the main hypothesis is rejected, i.e. there is not a significant difference between employees’ workplace in terms of occupational burnout.

The Seventh Research Hypothesis Testing

There is a significant relationship between employees’ career and occupational burnout dimensions.

Table 8: Analysis of variance on a comparison of occupational burnout in terms of type of career

<table>
<thead>
<tr>
<th>Type of Career</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Degree of Freedom</th>
<th>T Number</th>
<th>Significance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineering</td>
<td>194.5147</td>
<td>8.35677</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative</td>
<td>182.8684</td>
<td>9.56110</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Logistics</td>
<td>185.4289</td>
<td>11.78419</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>187.8959</td>
<td>11.35615</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Based on Table 8, assuming the equality of the variances in two groups, the results of the t-test is 21.16. As the obtained significance level (i.e. $\alpha=0.000$) is less than our desired significance level ($\alpha=0.05$), there is sufficient proof for the rejection of the zero hypothesis. Therefore, the research zero hypothesis is rejected and the main hypothesis is confirmed, i.e. there is a significant difference between type of career and occupational burnout.

Discussion and Conclusion

The first research hypothesis regarding the relationship between sex and occupational burnout was tested. The results indicated that assuming the equality of the variances in two groups, the results of the t-test is 2.03. As the obtained significance level (i.e. $\alpha=0.000$) is less than significance level ($\alpha=0.05$), the research zero hypothesis is rejected and the main hypothesis is confirmed. Therefore, there is a significant difference between male and female employees in terms of occupational burnout, and its average is higher among men.

The results from this test are consistent with those of Brad et al., (2008) in abroad and those of Gholami (2011), and Baharmi (2008) in Iran, which confirmed the relationship between gender and occupational burnout. The second hypothesis of the research was tested in terms of the relationship between age and employees’ occupational burnout. The test results indicated that, assuming the equality of the variances in two groups, the results of the t-test is 0.971. As the obtained significance level (i.e. $\alpha=0.464$) is higher than significance level ($\alpha=0.05$), the research zero hypothesis is confirmed, and the main hypothesis is rejected. Therefore, there is not a significant difference between employees’ age group in terms of occupational burnout.

The results of this test are not consistent with those of Brad et al., (2008) and Novak (1994) in abroad and Mostafavi and Ghasemnejad (2012) in Iran, which confirmed the relationship between age and occupational burnout.

The third hypothesis of the research regarding the relationship between marital status and occupational burnout was tested. Assuming the equality of the variances in two groups, the results of the t-test is 4.23.

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As the obtained significance level (i.e. $\alpha=0.000$) is less than significance level ($\alpha=0.05$), the research zero hypothesis is rejected, and the main hypothesis is confirmed. Therefore, there is a significant difference between single and married employees in terms of occupational burnout, and its average is higher among the married ones.

The results of the current test are consistent with those of Garosa et al., (2008) in abroad and Chavoshifar et al., (2011) in Iran, which confirmed the relationship between demographic features and occupational burnout.

The fourth research hypothesis tests the relationship academic degree and career fatigue. The research findings indicated that there is a negative relationship between academic degree and the components of occupational burnout, i.e. by an increase in academic degree, occupational burnout decreases ($P<0.05$).

The results of the current test are consistent with those of Ghadimi and Hosaini (2007), which confirmed the relationship between academic degree and occupational burnout.

The fifth hypothesis of the research indicates a significant relationship between employees’ career history and occupational burnout dimensions. Based on Table 6, assuming the equality of the variances in two groups, the results of the t-test is 2.61. As the obtained significance level (i.e. $\alpha=0.000$) is less than significance level ($\alpha=0.05$), there is sufficient proof for the rejection of the zero hypothesis. Therefore, the research zero hypothesis is rejected and the main hypothesis is confirmed, i.e. there is a significant difference between employees’ career history in terms of occupational burnout.

The results of the current test are consistent with those of Walters (2000) and Mostafavi and Ghaseminejad (2012), which confirmed the relationship between career history and occupational burnout.

The sixth hypothesis of the research indicates the relationship between employees’ workplace and occupational burnout. Assuming the equality of the variances in two groups, the results of the t-test is 1.94. As the obtained significance level (i.e. $\alpha=0.000$) is higher than our desired significance level ($\alpha=0.05$), there is not sufficient proof for the rejection of the zero hypothesis. Therefore, the research zero hypothesis is confirmed and the main hypothesis is rejected, i.e. there is not a significant difference between employees’ workplace in terms of occupational burnout.

The result of the testing of this hypothesis is consistent with those of Moti’ee (2013), Amiri et al., (2011), which confirmed the relationship between workplace and occupational burnout.

The research seventh hypothesis tests the relation between type of career and employees’ occupational burnout. Assuming the equality of the variances in two groups, the results of the t-test is 21.16. As the obtained significance level (i.e. $\alpha=0.000$) is less than our desired significance level ($\alpha=0.05$), there is sufficient proof for the rejection of the zero hypothesis. Therefore, the research zero hypothesis is rejected and the main hypothesis is confirmed, i.e. there is a significant difference between type of career and occupational burnout.

The results of the testing of this hypothesis are consistent with those of Delavar and Zolqi (2011), which confirmed the relationship between type of work and occupational burnout.

Friedman test result on the ranking of the factors influencing occupational burnout indicate that career and workplace dissatisfaction with an average of 3.87, dissatisfaction with wages with an average of 3.40, compulsion to work with inefficient colleagues with an average of 3.34, relative dissatisfaction with the selection and training of staff with an average of 3.02, traditional management with an average of 2.6, inadequacy of supervision by an average of 2.2, and non-creativity and ignorance of employees with an average of 1.51 had the highest impact on the formation of occupational burnout, respectively.

Friedman's test results indicate that emotional exhaustion component with an average of 2.85, lack of personal success component with an average of 1.61, and depersonalization with an average of 1.45 could be seen among the statistical population. This relationship is statistically confirmed, because the significance level obtained is less than 0.05.

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