



## EFFECT OF SELF EFFICACY AND WORK MOTIVATION ON EMOTIONAL BURNOUT IN EMPLOYEES

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### ABSTRACT:

Self-efficacy refers to an individual's belief in their ability to successfully accomplish a specific task or achieve a particular goal. It influences motivation, behavior, and resilience. High self-efficacy leads to greater persistence and effort in the face of challenges, while low self-efficacy can undermine performance and well-being. Work motivation encompasses the factors that drive individuals to engage in and persist with work-related tasks, goals, and activities within organizational settings. Emotional burnout is a state of exhaustion and detachment resulting from prolonged stress, leading to reduced motivation, empathy, and effectiveness in work or personal life. The purpose of the present study was to investigate the relationship between self efficacy, work motivation and emotional burnout among employees. General Self Efficacy scale, Work Motivation Questionnaire and Maslach Burnout Inventory were administered on a sample of 130 (male=74, female=56) working adults all over India. The correlation between Self Efficacy, Work Motivation and Emotional Burnout was studied using Pearson's correlation.

### KEYWORDS:

**SELF EFFICACY, WORK MOTIVATION, EMOTIONAL BURNOUT, EMPLOYEES, WORKPLACE WELL-BEING, ORGANIZATION DYNAMICS.**

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### INTRODUCTION

Workplace burnout can be understood as a job related malady which stems from unmanaged chronic work stress. Workplace burnout may include feelings of uselessness or emptiness; being physically or emotionally worn out. Even though conditions like burnout may lead to depression or increase the risk; workplace burnout isn't a clinical diagnosis itself. The burnout at the workplace, like other syndromes, does not happen all at once. Rather it builds over time and starts to slowly impact factors like job satisfaction, work performance and work-life balance subtly. It involves ongoing emotional exhaustion, psychological distance or negativity, and feelings of inefficacy—all adding up to a state where the job-related stressors are not being effectively managed by the normal rest found in work breaks, weekends, and time off (World Health Organization, 2019). The common signs and symptoms of workplace burnout include chronic fatigue, irritability, depression, insomnia Building self-efficacy involves recognizing your achievements, observing mentors, receiving positive feedback, and engaging in positive self-talk. Emotional burnout significantly influences a number of factors like job performance, satisfaction and individual experiences. The impact of emotional burnout on employees can range from a change in attitude to severe issues like an inability to switch off,

poor physical and mental health. The chronic fatigue experienced by employees during emotional burnout can impair their day to day activities and tasks and in turn impact their job performance. Moreover, a negative burnout cycle might come into play where the burnout can affect an individual's self esteem, slowly decreasing their self worth and confidence. As employees encounter diverse challenges, ranging from tight deadlines to complex projects, the confidence they have in their capabilities profoundly influences their approach and resilience. The primary objective of this study is to investigate the intricate interplay between self-efficacy, work motivation, and their collective influence on the phenomenon of emotional burnout among employees. By delving into these critical factors, we aim to discern the extent to which individuals' beliefs in their capabilities and their intrinsic drive to achieve impact their emotional well-being within the workplace context. This research endeavors to contribute nuanced insights that not only illuminate the dynamics of employee experiences but also offer valuable implications for organizational strategies aimed at fostering healthier work environments. By examining how factors such as self-belief and intrinsic motivation influence employees' experiences of burnout, organizations can develop targeted interventions to

support their workforce. This research can shed light on the underlying mechanisms driving burnout and identify strategies to cultivate resilience and engagement among employees. Ultimately, fostering a positive work environment where employees feel empowered and motivated can lead to higher levels of productivity, lower turnover rates, and a more sustainable organizational culture.

**MATERIALS AND METHODS:**

The Pearson correlation method is a fitting choice for assessing the relationship between self-efficacy, work motivation, and emotional burnout in employees due to its ability to quantify the strength and direction of linear associations between variables. This method is particularly suitable for this study as it allows for the examination of how changes in self-efficacy and work motivation levels correspond with variations in emotional burnout experienced by employees. By calculating correlation coefficients, we can determine whether higher levels of self-efficacy and work motivation are associated with lower levels of emotional burnout, or if there exists a different pattern of association. Furthermore, the Pearson correlation method provides a quantitative measure of these relationships, enabling precise interpretation and comparison across variables. Its straightforward interpretation aligns well with the research aim of elucidating the impact of self-efficacy and work motivation on emotional well-being in the workplace, making it a reliable and efficient analytical tool for this investigation. The scales used for this particular study are General Self Efficacy Scale (GSES), Work Motivation Scale (WMQ) and Maslach Burnout Inventory (MBI). The participants were asked to fill all three questionnaires based on their current work experience.

**RESULTS:**

TABLE-1			
Descriptives			
	GSES	WMQ	MBI
N	130	130	130
MEAN	24.438	67.384	102.546
STANDARD DEVIATION	9.178	28.028	32.250

TABLE-2			
Correlation Matrix			
	GSES	WMQ	MBI
GSES	-		
WMQ	-.841**	-	
MBI	-.680**	-.685**	-

*\*\* Correlation is significant at the 0.01 level*

The link between General Self Efficacy Scale and Maslach Burnout Inventory is seen in Table 2. At the  $p > 0.01$  level, the correlation coefficient of  $-0.680^{**}$  shows a significant negative association. The negative correlation suggests that as self-efficacy increases, emotional burnout tends to decrease, and vice versa. This finding underscores the importance of fostering self-efficacy among employees as a potential strategy to mitigate emotional burnout in the workplace. The correlation between the Work Motivation Questionnaire and Maslach Burnout Inventory is displayed in Table no. 2. At  $p > 0.01$  level, there is a significant negative link as indicated by the correlation value of  $-0.685^{**}$ . The negative correlation suggests that higher levels of work motivation are associated with lower levels of emotional burnout, while lower levels of work motivation tend to correlate with higher emotional burnout. This suggests that intrinsic motivation fosters helpful behaviors that create a more positive work environment, reducing burnout risk.

**DISCUSSION:**

The aim of this study was to investigate the effect of self-efficacy and work motivation on emotional burnout in employees aged 20-50, using General Self Efficacy Scale (GSES), Work Motivation Questionnaire (WMQ) and Maslach Burnout Inventory (MBI). The study specifically aims to find out how the three variables are interrelated and the effects they produce on one another. The overarching goal of the study is to deepen our understanding of the intricate relationships between these psychological constructs within the workplace context. Specifically, the study aims to elucidate how employees' beliefs in their capabilities and their intrinsic drive to achieve influence their experiences of emotional burnout. By investigating these factors, the study seeks to identify potential protective or risk factors associated with emotional burnout, providing valuable insights for both academic research and practical interventions in organizational settings. The findings of this research underscore the intricate relationship between self-efficacy, work motivation, and emotional burnout in the workplace. The significant negative correlation observed suggests that enhancing self-efficacy and work motivation can potentially mitigate emotional burnout among employees. Employers and organizations can leverage these findings to develop strategies aimed at fostering employees' beliefs in their abilities and enhancing their enthusiasm for work-related goals.

**TABLES AND FIGURES:**

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