



EFFECT OF SELF-EFFICACY ON BURNOUT AMONG THE ONLINE FOOD DELIVERY PROFESSIONALS

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Abstract

The burnout is coined as an influencing factor for the success of any kind of a job and also for the success in personal life of an individual. The phenomenon of burnout can be seen more commonly among the persons who are in the service sectors and among the persons who have got the main responsibility of helping and interacting with other people. In such situations, it is the person's self-efficacy which helps him/her to come out of the circle of burnout. The current study is of examining the role played by self-efficacy and its impact on the burnout of the individuals working in the online food delivery job in Chennai. The respondents are selected through simple random sampling and data is collected with the help of a questionnaire. The sample size of the study is 100 and analysis of the collected data is executed through regression. The findings of the study reveal that self efficacy reduce the burnout behaviour.

Keywords: Self-Efficacy, Burnout, Online Food Delivery.

Introduction

For the accomplishment of success, any organization requires competent as well as self-efficacious workers (Bandura A and Freeman, 1997). The self-efficacy of an individual helps that individual to be meritorious in any field. It is regarded as a constructive process through which the social, behavioural, cognitive and emotional abilities of a person are effectively organized for achieving the goals (Bandura A and Freeman, 1997). In the current scenario, problems and challenges have become part and parcel of every job and it is the self-efficacy of the person which helps him/her to utilize their abilities in order to achieve the better performance. Therefore, it can be rightly said that self-efficacy improves or enhances the sense of accomplishment in the profession and it also enables a person to improve the general health (Amiri M, Khosravi A, Mokhtari AA, 2010). The well-being of a person, on the whole, is mainly dependent on the general health of a person. According to WHO, general health is referred to as the well-being of a person where the individual recognizes his/her aptitude, able to overcome the normal stress factors in life, is able to operate productively and is also capable of making some contribution to the society (World Health Organization 1999. p. 2001).

The situation of burnout arises in an individual because of the long-lasting stress factor in the environment where the individuals work; it also arises when the requirements of the job and the perceived abilities of the employee do not make a match (Brown, 2012; Maslach, Schaufeli, & Leiter, 2001). In the current world of extensive competition, burnout can be seen in almost every facet of work life and it is the indicator of poor level of well-being of an individual (Maslach et al., 2001). Many of the studies of the recent times. Through their meta-analyses had expressed that burnout had a close link with the factors that are related with job like the work situation or the working hours (Lim, Kim, Kim, Yang, & Lee, 2010), and social support from co-workers (Kay-Eccles, 2012).



Objectives

The present study aimed to examine the relationship between self-efficacy and burnout

Review of Literature

Nooshafarinmardan et al., (2015) had explored the relation between burnout and self-efficacy. The study was done among the EFL teachers in Iran. Though technology has grown to a large extent, the role of teachers is very significant in the settings of educational sector, as it is believed that the efficacy of teachers, their style of teaching, their emotional intelligence and their burnout has to be considered for the development in the educational sector. Hence, it becomes essential to examine and study the burnout of teachers to increase the teacher's productivity and the subsequent learning process of the students. The authors had done this study to examine the relation between the self-efficacy levels and burnout of the English handling teachers. The study was done with the help of their demographic variables. The information needed for the study was collected by the application of a TEBS-Self (Teachers' Efficacy Beliefs System- Self) and Maslach Burnout Inventory (MBI; Maslach & Jackson 1981, 1986) (Dellinger, Bobbett, Oliver, & Ellett, 2008). The sample size of the study was 55 teachers who were handling English subject. Different age group teachers of both the genders were included for the study. SPSS. V. 20 was used to convert the data into numerical form and analysis was done using correlation. Findings of the study showed that the burnout of teachers was negatively related with the diminishing levels of self-efficacy of the teachers. Further, noteworthy relation was explored amidst the gender, age and number of years of experience with the burnout reports.

Irena Smetackova (2017) studied about the burnout and self-efficacy of the teachers. The study was done among the teachers of Czech grammar schools. The sample size of the study was 2394 teachers, the data needed for the study was collected through a questionnaire which comprised of 1) Scale of Self-efficacy of the Czech Teachers and 2) Burnout scale of Shirom-Melamed, which were established by the authors in the study. The outcomes of the study revealed a significant correlation amidst the self-efficacy and burnout of the teachers. The study also exhibited varied rates of burnout among the low and high levels of self-efficacy of the teachers. To conclude, the authors had stated that there was a negative correlation between the self-efficacy and burnout.

Mohammad Amiri et al., (2019) had reviewed the relation amidst the general health, self-efficacy and the burnout of the health employees of Iran. The study was done among the employees of the Shahrood University of Medical Sciences. The respondents were selected with the help of stratified random sampling. For collecting the information needed for the study, Maslach Burnout Inventory, General Health Questionnaire and Sherer self-efficacy Scale were adopted. ANOVA, Chi-square tests and Pearson correlation was used to analyse the collected data with the help of SPSS 16. The outcomes of the analysis showed a significant relation amidst the general health and self-efficacy of the employees. The authors had also explored a noteworthy relation between scores of general health and burnout. The conclusion was that the high level of self-efficacy enhances the general health of the employees and decreases the rate of burnout.

Research Methodology

The current study is of examining the role played by self-efficacy and its impact on the burnout of the individuals working in the online food delivery job in Chennai. The respondents are selected through simple random sampling and data is collected with the help of a questionnaire. The sample size of the study is 100 and analysis of the collected data is executed through regression.



Analysis and Interpretation

Model Summary

| R | R Square | Adjusted R Square | F | Sig. |
|-------------------|-----------------|--------------------------|----------|-------------------|
| .821 ^a | .674 | .646 | 23.536 | .000 ^b |

Predictors: (Constant), Self Efficacy

| Independent | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-----------------------------------------------------------------------------|------------------------------------|-------------------|----------------------------------|----------|-------------|
| | B | Std. Error | Beta | | |
| (Constant) | 1.033 | .298 | | 3.469 | .001 |
| 1. I will be able to achieve most of the goals that I have set for myself. | .251 | .043 | .416 | 5.886 | .000 |
| 2. When facing difficult tasks, I am certain that I will accomplish them. | .064 | .043 | .098 | 1.485 | .141 |
| 3. In general, I think that I can obtain outcomes that are important to me. | .243 | .056 | .320 | 4.303 | .000 |
| 4. I believe I can succeed at most any endeavor to which I set my mind. | -.054 | .056 | -.065 | -.961 | .339 |
| 5. I will be able to successfully overcome many challenges. | .215 | .069 | .338 | 3.134 | .002 |
| 6. I am confident that I can perform effectively on many different tasks. | -.137 | .068 | -.238 | -2.025 | .046 |
| 7. Compared to other people, I can do most tasks very well. | .269 | .084 | .274 | 3.209 | .002 |
| 8. Even when things are tough, I can perform quite well | -.086 | .058 | -.105 | -1.493 | .139 |

a Dependent Variable: Burnout

It is deduced from the model summary above table. Above table represents the regression analysis between dependent variable (burnout) and independent variable (self efficacy). The F-value 23.536 is significant (<0.000). The table indicates that the self efficacy reduces the burnout and this shows statistical significance. Here, $p < 0.000$, which is less than 0.05, indicates that, the model applied can statistically and significantly predict the burnout, which means self efficacy significantly reduces burnout behaviour from food delivery employees.

Conclusion

The study displayed here is an attempt to examine the relationship amidst the burnout phenomenon and the self-efficacy of the individuals working in the online food delivery profession. The findings made through the analysis of the previous studies and the observations made among the sample population of



the study showed that the enhancements of the self-efficacy levels can help to enhance the general health of the employees, which finally decreases the rates of burnout among the professionals of the online food delivery sector. Self efficacy significantly influence the burnout behaviour from food delivery employees also reduce the burnout behaviour.

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