

**A
Project Report
On
“Burnout & Stress Management”**

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DECLARATION

I, Sejal Gugale, student of MBA-2 : Seat No _____ hereby declare that the Project work titled 'Burnout & Stress Management' which has been submitted to University of Pune, is an original work of the undersigned and has not been reproduced from any other source. I further declare that the material obtained from other sources has been duly acknowledged in the report.

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Place: Pune

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I take this opportunity & privilege to articulate my deep sense of gratefulness to the Managing Director Mr. Santosh Deshpande for initiating me in the field of research.

I am deeply indebted to my Prof. Poonam Vatharkar my research guide at MES Institute of Management & Career Courses, Pune. without whose help completion of the project was highly impossible.

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Chapter 1

Executive Summary

This project is about 'Burnout & Stress Management'. The objective of this study is to analyse the burnout caused by excess of stress amongst employees & whether stress management is required in every organisation.

This project was conducted through survey amongst employees working in no. of different organisations. Some sort of questionnaire we're being provided to them through google forms to know the status on their work-life balance. And through it we got to know that many employees are facing this issue namely 'Burnout'.

Burnout is a form of exhaustion caused by constantly feeling swamped. It's a result of excessive & prolonged emotional, physical & mental stress. Throughout my study I got to know that usually burnout happens when you are overwhelmed, emotionally drained & unable to keep up with life's incessant demands. In short, the state of having no energy or enthusiasm because of working too hard. It is being observed that due to lack of burden of completing the assigned task up to the deadline, employees stressed themselves too much which leads into burnout. It is also being observed that due to heavy work load employees facing some health issues like back pain, neck pain, headache etc. Also having trouble while falling asleep.

Lastly, this entire research is being conducted to know the stress level of employees and to analyse whether organisation managing stress level, that mean is stress management required or not and if yes then in what way & that we will get to know through this study.

Chapter 2

Introduction

Burnout is a mental state characterized by emotional exhaustion, depersonalization, and a diminished sense of personal accomplishment. Burnout is a syndrome which was originally thought to affect only human services professionals but is now understood to affect a much broader range of workers. Job burnout is a special type of work-related stress — a state of physical or emotional exhaustion that also involves a sense of reduced accomplishment and loss of personal identity. Its primary characteristic is emotional exhaustion, although there is a wide consensus among researchers that it is accompanied by feelings of depersonalization/cynicism and feelings of reduced personal accomplishment/ineffectiveness.

Burnout shares some characteristics with low morale, stress and depression, but is unique and stands apart from these other phenomena. Specific changes, for example, in the way an employee thinks, behaves, and feels can signal that the individual in question is at risk of burnout. Specific health problems can also accompany the syndrome.

The term “burnout” was coined in the 1970s by the American psychologist Herbert Freudenberger. He used it to describe the consequences of severe stress and high ideals in “helping” professions. Doctors and nurses, for example, who sacrifice themselves for others, would often end up being “burned out” – exhausted, listless, and unable to cope. Nowadays, the term is not only used for these helping professions, or for the dark side of self-sacrifice. It can affect anyone, from stressed-out career-driven people and celebrities to overworked employees and home makers. A stressful lifestyle can put people under extreme pressure, to the point that they feel exhausted, empty, burned out, and unable to cope. Stress at work can also cause physical and mental symptoms. Possible causes include feeling either permanently overworked or under-challenged, being under time pressure, or having conflicts with colleagues. Extreme commitment that results in people neglecting their own needs may also be at the root of it. Problems caused by stress at work are a common reason for taking sick leave. If someone has problems at their workplace, changes in their working environment can already make a positive difference. For people who can no longer cope with the stress of caring for ill relatives, more concrete support can help to improve their situation. There are various questionnaires for self-assessment. But because there's no generally accepted definition of burnout, it isn't clear whether questionnaires can actually “measure” burnout and distinguish it from other illnesses. The most common questionnaire is the “Maslach Burnout Inventory” (MBI), which is available for different professional groups. But this questionnaire was developed for research purposes only.

There are three main areas of symptoms that are considered to be signs of burnout:

- **Exhaustion**: People affected feel drained and emotionally exhausted, unable to cope, tired and down, and don't have enough energy. Physical symptoms include things like pain and gastrointestinal (stomach or bowel) problems.

- **Alienation from (work-related) activities:** People who have burnout find their jobs increasingly stressful and frustrating. They may start being cynical about their working conditions and their colleagues. At the same time, they may increasingly distance themselves emotionally, and start feeling numb about their work.
- **Reduced performance:** Burnout mainly affects everyday tasks at work, at home or when caring for family members. People with burnout are very negative about their tasks, find it hard to concentrate, are listless and lack creativity.

For that purpose stress management is necessary in every organisation. Stress management programs in the workplace teach employees to identify signs of stress and other mental health issues in a work environment. It also provides them with the skills needed to offer support when an employee is experiencing stress. It's important to understand the effects stress can have on organisation and workforce. The impacts of stress on organisations include:

- Increase in staff absences.
- Reduced productivity levels.
- Lower retention rates.
- Higher costs of recruiting.

Chapter 3

Objectives & Scope

The objectives of this study was:

1. To analyse the stress level amongst employees working in an organisation.
2. To understand the main cause of 'Burnout' & its effect on individual.
3. To find out common symptoms of stress& its causes & based on that suggest stress management strategies.
4. To understand the compatibility & level of satisfaction of employees towards their work.

Chapter 4

Theoretical & Conceptual Background

Coined by the psychologist, Herbert Freudenberger in the 1970s, burnout describes a severe stress condition that leads to severe physical, mental, and emotional exhaustion. Much worse than ordinary fatigue, burnout makes it challenging for people to cope with stress and handle day-to-day responsibilities.

People experiencing burnout often feel like they have nothing left to give and may dread getting out of bed each morning. They may even adopt a pessimistic outlook toward life and feel hopeless. Burnout doesn't go away on its own and, if left untreated, it can lead to serious physical and psychological illnesses like depression, heart disease, and diabetes.

Job burnout is a special type of work-related stress — a state of physical or emotional exhaustion that also involves a sense of reduced accomplishment and loss of personal identity.

"Burnout" isn't a medical diagnosis. Some experts think that other conditions, such as depression, are behind burnout. Researchers point out that individual factors, such as personality traits and family life, influence who experiences job burnout. Whatever the cause, job burnout can affect your physical and mental health. Consider how to know if you've got job burnout and what you can do about it.

Possible causes of job burnout

Job burnout can result from various factors, including:

- **Lack of control.** An inability to influence decisions that affect your job — such as your schedule, assignments or workload — could lead to job burnout. So could a lack of the resources you need to do your work.
- **Unclear job expectations.** If you're unclear about the degree of authority you have or what your supervisor or others expect from you, you're not likely to feel comfortable at work.
- **Dysfunctional workplace dynamics.** Perhaps you work with an office bully, or you feel undermined by colleagues or your boss micromanages your work. This can contribute to job stress.
- **Extremes of activity.** When a job is monotonous or chaotic, you need constant energy to remain focused — which can lead to fatigue and job burnout.
- **Lack of social support.** If you feel isolated at work and in your personal life, you might feel more stressed.

- **Work-life imbalance.** If your work takes up so much of your time and effort that you don't have the energy to spend time with your family and friends, you might burn out quickly.

Job burnout risk factors

The following factors may contribute to job burnout:

- You have a heavy workload and work long hours
- You struggle with work-life balance
- You work in a helping profession, such as health care
- You feel you have little or no control over your work

Consequences of job burnout

Ignored or unaddressed job burnout can have significant consequences, including:

- Excessive stress
- Fatigue
- Insomnia
- Sadness, anger or irritability
- Alcohol or substance misuse
- Heart disease
- High blood pressure
- Type 2 diabetes
- Vulnerability to illnesses

Psychologists Herbert Freudenberger and Gail North have outlined the 12 phases of this stress Trusted Source syndrome:

1. **Excessive drive/ambition.** Common for people starting a new job or undertaking a novel task, too much ambition can lead to burnout.
2. **Pushing yourself to work harder.** Ambition pushes you to work harder.
3. **Neglecting your own needs.** You begin to sacrifice self-care like sleep, exercise, and eating well.
4. **Displacement of conflict.** Instead of acknowledging that you're pushing yourself to the max, you blame your boss, the demands of your job, or colleagues for your troubles.

5. **No time for non work-related needs.** You begin to withdraw from family and friends. Social invitations to parties, movies, and dinner dates start to feel burdensome, instead of enjoyable.
6. **Denial.** Impatience with those around you mounts. Instead of taking responsibility for your behaviours, you blame others, seeing them as incompetent, lazy, and overbearing.
7. **Withdrawal.** You begin to withdraw from family and friends. Social invitations to parties, movies, and dinner dates start to feel burdensome, instead of enjoyable.
8. **Behavioural changes.** Those on the road to burnout may become more aggressive and snap at loved ones for no reason.
9. **Depersonalization.** Feeling detached from your life and your ability to control your life.
10. **Inner emptiness or anxiety.** Feeling empty or anxious. You may turn to thrill seeking behaviors to cope with this emotion, such as substance use, gambling, or overeating.
11. **Depression.** Life loses its meaning and you begin to feel hopeless.
12. **Mental or physical collapse.** This can impact your ability to cope. Mental health or medical attention may be necessary.

In addition to reduce this burnout amongst employees, stress management should be conducted stress management programs in the workplace teach employees to identify signs of stress and other mental health issues in a work environment. It also provides them with the skills needed to offer support when an employee is experiencing stress. It's not uncommon for employees to experience increased pressure in their jobs.

The impacts of stress on organisations include:

- Increase in staff absences.
- Reduced productivity levels.
- Lower retention rates.
- Higher costs of recruiting.

Occupational burnout is a chronic condition that occurs in people who experience a lot of stress at work, and who do not have a chance to recover from that stress. Very often, people have the feeling that they are unable to meet the expectations of their employer. Their condition often occurs together with other conditions, such as a clinical depression.

Chapter 5

Literature Review

Stress, Burnout, Coping and Stress Management in Psychiatrists: Findings from a Systematic Review

[Anne Fothergill](#), [Deborah Edwards](#), [Philip Burnard](#)

Twenty-three international studies were included in the psychiatry section of the review. Psychiatrists report a range of stressors in their work, including stress associated with their work and personal stresses. One personal stress, which psychiatrists find very difficult to cope with is patient suicide. Coping strategies include support from colleagues and outside interests. No studies evaluated the use of stress-management interventions for psychiatrists.

Fothergill, A., Edwards, D., & Burnard, P. (2004). Stress, burnout, coping and stress management in psychiatrists: findings from a systematic review. *International journal of social psychiatry*, 50(1), 54-65.

[Approaches to preventing burnout: the effects of personal stress management and organizational socialization](#)

[R. J. Taormina](#)

Several approaches to preventing burnout are compared. One hundred and fifty-four nurses in five Hong Kong hospitals completed the Maslach Burnout Inventory (MBI), the Organizational Socialization Inventory (OSI), and three measures of personal stress management. Results indicated that favourable evaluations on the four OSI domains (job training, organizational understanding, coworker support and future prospects) yielded strong negative correlations with the burnout components. Also, the personal stress management measures had strong negative correlations with depersonalization and decreased personal accomplishment, but none were related to emotional exhaustion. Stepwise regression analyses indicated that training was the only (inverse) predictor of emotional exhaustion, whereas interpersonal skills and understanding were strong (inverse) predictors of depersonalization

Taormina, R. J., & Law, C. M. (2000). Approaches to preventing burnout: The effects of personal stress management and organizational socialization. *Journal of Nursing management*, 8(2), 89-99.

[The impact of a stress management intervention on medical residents' stress and burnout.](#)

Ghannam, J., Afana, A., Ho, E. Y., Al-Khal, A., & Bylund, C. L. (2020).

The high prevalence of medical residents' stress and burnout raises important questions about how to address this issue effectively and feasibly. The aim of this study was to assess the effect of a stress management intervention on residents' burnout and stress management behaviors and outcomes. An effective stress management intervention implemented in an international context resulted in residents applying the skills that they learned and a reduction of levels of burnout.

Ghannam, J., Afana, A., Ho, E. Y., Al-Khal, A., & Bylund, C. L. (2020). The impact of a stress management intervention on medical residents' stress and burnout. *International Journal of Stress Management*, 27(1), 65.

Customer stressors in service organizations: The impact of age on stress management and burnout

[S. J. Johnson](#) L. Holdsworth

A key finding of this study is that older employees' stress management strategies of emotion control and active coping had a more positive effect on emotional exhaustion and cynicism compared to younger employees. As with previous studies few significant results were found for professional efficacy. The stress management strategies of humour and downplay had limited interaction effects with age. Exploratory analyses of three-way interactions between humour and downplay, customer stressors, and age on burnout revealed systematic findings in the expected direction in high stress situations with younger employees less successfully using these strategies to reduce levels of emotional exhaustion and cynicism.

Johnson, S. J., Holdsworth, L., Hoel, H., & Zapf, D. (2013). Customer stressors in service organizations: The impact of age on stress management and burnout. *European Journal of Work and Organizational Psychology*, 22(3), 318-330.

[Decreasing Stress and Burnout in Nurses](#)

Efficacy of Blended Learning With Stress Management and Resilience Training Program

Magtibay, Donna L. MSN, RN; Chesak, Sherry S. PhD, RN; Coughlin, Kevin FNT; Sood, Amit MD

The study's purpose was to assess efficacy of blended learning to decrease stress and burnout among nurses through use of the Stress Management and Resiliency Training (SMART) program. Consistent with blended learning, participants chose the format that met their learning styles and goals; Web-based, independent reading, facilitated discussions. The end points of mindfulness, resilience, anxiety, stress, happiness, and burnout were measured at baseline, post intervention, and 3-month follow-up to examine within-group differences.

Magtibay, D. L., Chesak, S. S., Coughlin, K., & Sood, A. (2017). Decreasing stress and burnout in nurses: efficacy of blended learning with stress management and resilience training program. *JONA: The Journal of Nursing Administration*, 47(7/8), 391-395.

[Burnout and Stress, Depression and Self-Esteem of Teachers](#)

John Beer

33 teachers from one institutional school setting and 59 teachers from three north central school districts volunteered to complete and return Beck's Depression Scale, the Coopersmith Self-esteem Inventory—Adult Form, Stress Profile for Teachers, and the Staff Burnout Scale for Mental Health Professionals. Analysis of variance (2×2) for teaching level (grade and high school) by sex showed those teaching regular classrooms in grade school experienced less burnout and stress than did high school teachers. There was no sex difference. In the institutional setting there was a significant difference on burnout scores between men and women who taught high school; their scores were higher than those of the male grade school teachers. Burnout lie scores were also significantly higher for female high school teachers than for both male and female grade school teachers. Scores on stress were significantly higher for male high school teachers than for both female high school teachers and male grade school teachers.

Beer, J., & Beer, J. (1992). Burnout and stress, depression and self-esteem of teachers. *Psychological reports*, 71(3_suppl), 1331-1336.

[Job burnout and job leaving in public school teachers: Implications for stress management](#)

📄 Betty Clark Carlson &
📄 John A. Thompson

This study addressed the questions of whether selected teacher and organizational variables contributed to (a) significant amounts of variance in teachers' scores on three components of burnout, and (b) teachers' intentions to leave special education teaching. Study participants (N =490) included a sample of respondents to a survey of all of the 1096 special education teachers in Hawaii. Instruments used in this study included the Maslach Burnout Inventory, the Porter Need Satisfaction Questionnaire, and the Special Education Teacher

Survey. Results of multiple regression analyses indicated that for the burnout components, Emotional Exhaustion and Depersonalization, relatively large and significant amounts of variance could be accounted for by a set of predictor variables. For the third burnout component, Personal Accomplishment, the variance accounted for by a set of predictor variables was significant but small. Stepwise discriminant function analysis was used to distinguish between teachers who stated they did or did not intend to leave special education teaching. Eight variables were identified as predictors of "Intention to leave special education teaching," correctly classifying 73% of teachers into the appropriate "Yes-Leaving" and "No-Leaving" groups.

Carlson, B. C., & Thompson, J. A. (1995). Job burnout and job leaving in public school teachers: Implications for stress management. *International journal of stress management*, 2(1), 15-29.

Burnout among physicians

- M Romani
- K Ashkar

Burnout is a common syndrome seen in healthcare workers, particularly physicians who are exposed to a high level of stress at work; it includes emotional exhaustion, depersonalization, and low personal accomplishment. Burnout among physicians has garnered significant attention because of the negative impact it renders on patient care and medical personnel. Physicians who had high burnout levels reportedly committed more medical errors. Stress management programs that range from relaxation to cognitive-behavioral and patient centered therapy have been found to be of utmost significance when it comes to preventing and treating burnout. However, evidence is insufficient to support that stress management programs can help reducing job related stress beyond the intervention period, and similarly mindfulness-based stress reduction interventions efficiently reduce psychological distress and negative vibes, and encourage empathy while significantly enhancing physicians' quality of life. On the other hand, a few small studies have suggested that Balint sessions can have a promising positive effect in preventing burnout; moreover exercises can reduce anxiety levels and exhaustion symptoms while improving the mental and physical well-being of healthcare workers.

Romani, M., & Ashkar, K. (2014). Burnout among physicians. *Libyan Journal of Medicine*, 9(1).

Occupational Stress Management and Burnout Interventions in Nursing and Their Implications for Healthy Work Environments: A Literature Review

[BehdinNowrouzi](#), , [Nancy Lightfoot](#), [Michael Larivière](#),

This article reports on a literature review of workplace interventions (i.e., creating healthy work environments and improving nurses' quality of work life [QWL]) aimed at managing occupational stress and burnout for nurses. A literature search was conducted using the keywords nursing, nurses, stress, distress, stress management, burnout, and intervention. All the intervention studies included in this review reported on workplace intervention strategies, mainly individual stress management and burnout interventions.

Recommendations are provided to improve nurses' QWL in health care organizations through workplace health promotion programs so that nurses can be recruited and retained in rural and northern regions of Ontario. These regions have unique human resources needs due to the shortage of nurses working in primary care.

Nowrouzi, B., Lightfoot, N., Larivière, M., Carter, L., Rukholm, E., Schinke, R., & Belanger-Gardner, D. (2015). Occupational stress management and burnout interventions in nursing and their implications for healthy work environments: A literature review. *Workplace health & safety*, 63(7), 308-315.

[Efficacy of a Communication and Stress Management Training on Medical Residents' Self-efficacy, Stress to Communicate and Burnout: A Randomized Controlled Study](#)

, [Anne-Marie Etienne](#), [Isabelle Merckaert](#),

This is a longitudinal randomized controlled study investigating the efficacy of a communication and stress management skills training programme on medical residents' self-efficacy to communicate and to manage stress in interviews, stress to communicate in interviews, and burnout. Ninety-six medical residents participated. Results showed a statistically significant increase in self-efficacy and decrease in stress to communicate. No changes were noted in burnout. Results of this training may encourage its compulsory organization in the medical curriculum. Further research is required to examine whether a programme associating person-directed and organization-directed interventions could have an impact on residents' burnout.

Bragard, I., Etienne, A. M., Merckaert, I., Libert, Y., & Razavi, D. (2010). Efficacy of a communication and stress management training on medical residents' self-efficacy, stress to communicate and burnout: a randomized controlled study. *Journal of health psychology*, 15(7), 1075-1081.

Chapter 6

Research Methodology

Data Collection Design:

Given the study objectives it was decided to use a descriptive technique for data collection. Current study is a descriptive study. Considering the research question and type of information needed for current study, the communication approach of data collection was used. The communication approach involves surveying or interviewing people and recording their responses for analysis.

To secure information from respondents, a self-administered survey/questionnaire was used in current study. A questionnaire is a pre-formulated written set of questions to which respondents record answers. Questionnaires can be administered personally, mailed to the respondents or electronically distributed.

Research Design:

Questionnaire was designed on five-point that is Likert scale. It was kept in view that each statement must express a definite idea. All the statements of the questionnaire were closed-ended. Each closed-ended statement provided description of five levels, mainly Never, Rarely, Sometimes, Often, Always. Total 16 questionnaires were distributed personally/mailed, out of which all filled questionnaires were returned giving a total response rate of 100%.

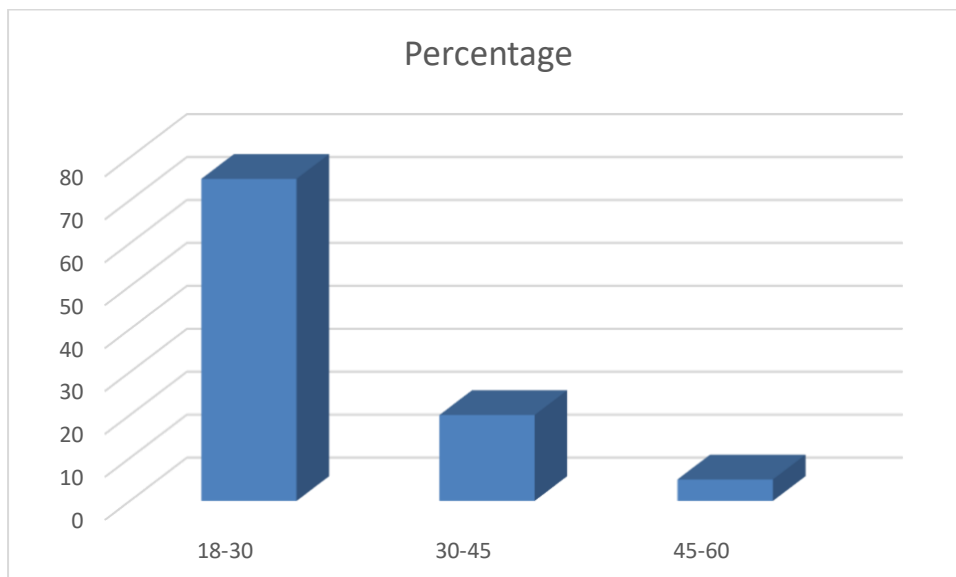
Chapter 7

Data Analysis and Interpretation

SECTION A: DEMOGRAPHIC PROFILE

1) Age

	Count	Percentage
18-30	30	75
30-45	8	20
45-60	2	5

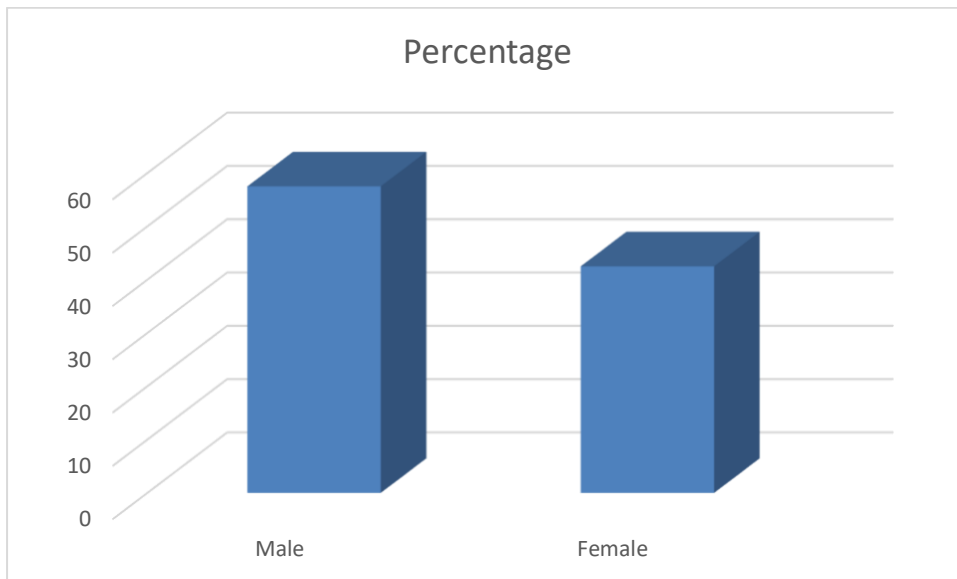


❖ Interpretation:

From the above analysis it is being observed that 75% population belongs to 18-30 age category. 20% falls into 30-45 age category. Whereas, only 5% comes under 45-60% category. In short, the greater number of population who have participated in this survey falls into 18-30 age category.

2) Gender

	Count	Percentage
Male	23	57.5
Female	17	42.5

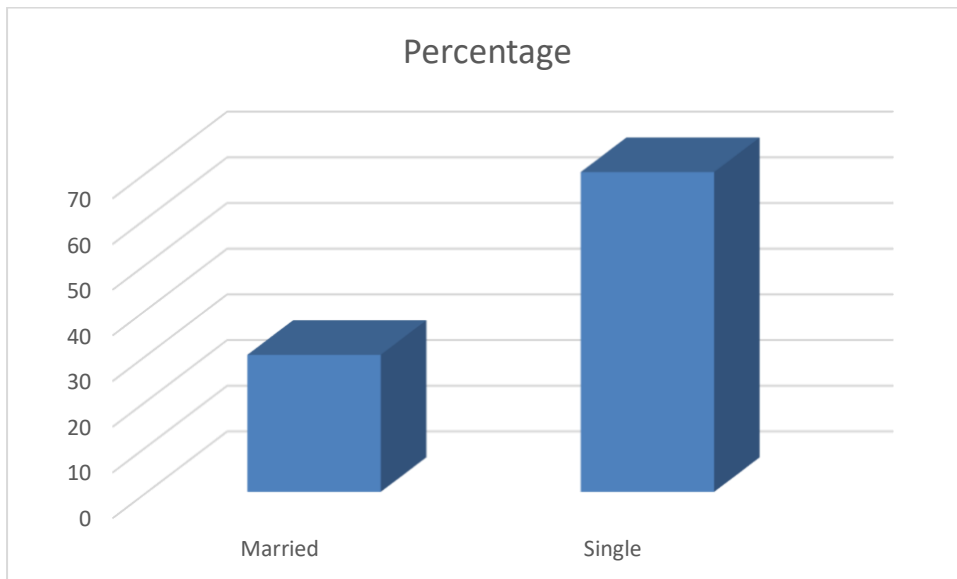


❖ **Interpretation:**

From the above analysis it is being observed that 57.5% male & 42.5% female participated into this survey. In short, contribution of male is being observed more.

3) Marital Status

	Count	Percentage
Married	12	30
Single	28	70

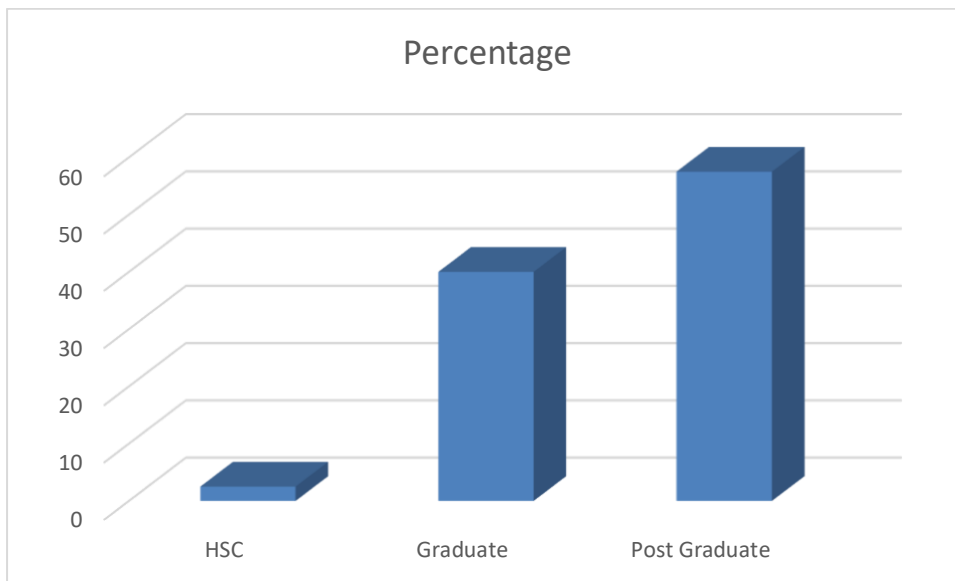


❖ Interpretation:

From the above analysis it is being observed that 70% of population is single & 30% married. That is, more number of participation are single.

4) Education Level

	Count	Percentage
HSC	1	2.5
Graduate	16	40
Post Graduate	23	57.5

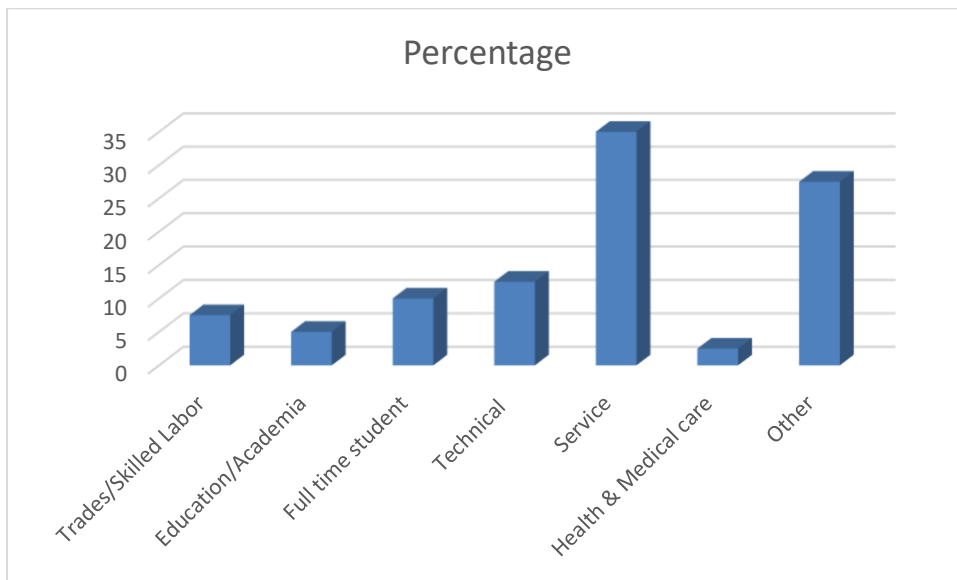


❖ Interpretation:

From the above analysis it is being observed that 57.5% participants are post graduate, 40% are graduate & only 2.5% are at HSC level. In short, high number of participants are post graduate.

5) What industry you work in?

	Count	Percentage
Trades/Skilled Labor	3	7.5
Education/Academia	2	5
Full time student	4	10
Technical	5	12.5
Service	14	35
Health & Medical care	1	2.5
Other	11	27.5



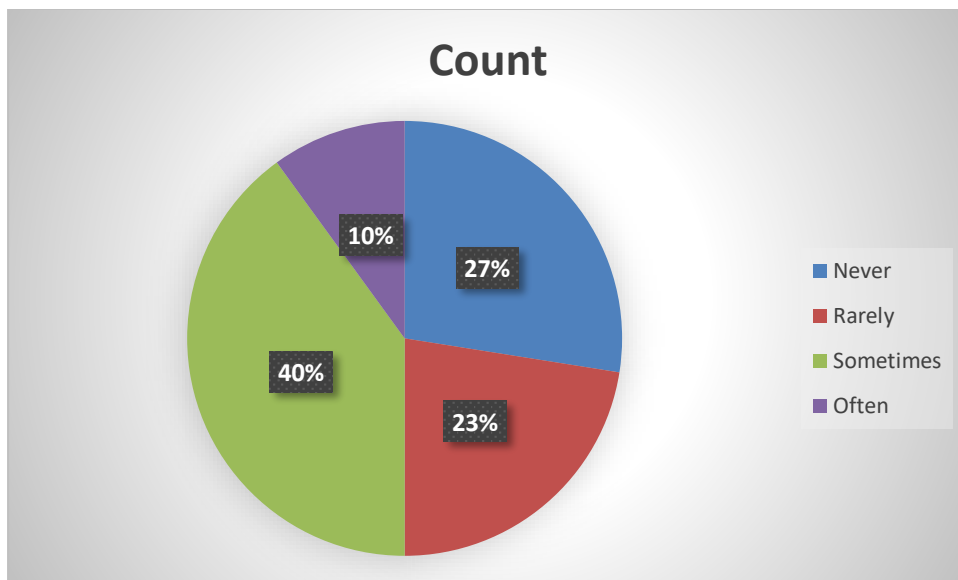
❖ **Interpretation:**

From the above analysis it is being observed that 35% participants works in service industry. 27.5% participants doesn't work in above mentioned industries. That means, they work in other type of industry apart from the mentioned ones. 12.5% works in technical industry. 10% participants are not working, that means they are a full time student. 7.5% are trades/skilled labour. 5% people don't work in any industries, they work in education institute/in academy. Only 2.5% works in health & medical care. In short, number of participants working in service industry is more.

SECTION B

1) Does your job seem meaningless or filled with too many repetitive situations?

	Count	Percentage
Never	11	27.5
Rarely	9	22.5
Sometimes	16	40
Often	4	10

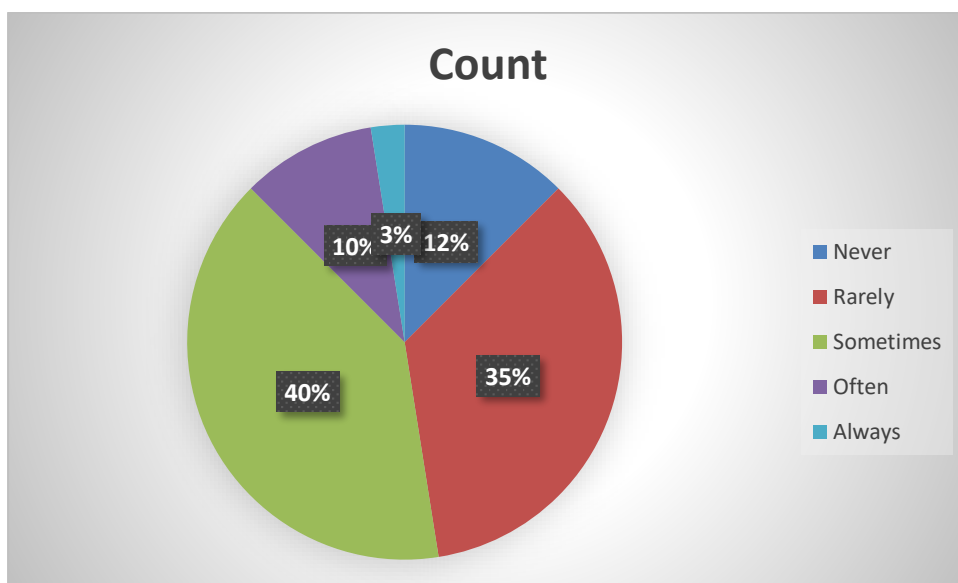


❖ **Interpretation:**

From the above findings it is being observed that 40% of participants sometimes find their job meaningless or filled with too many repetitive situations. While 27% never feels this situation. 22.5% feels this rarely. And only 10% face this situation often. So, the more number of participants face this situation sometimes.

2) Does your job entail so many different tasks that you feel fragmented?

	Count	Percentage
Never	5	12.5
Rarely	14	35
Sometimes	16	40
Often	4	10
Always	1	2.5

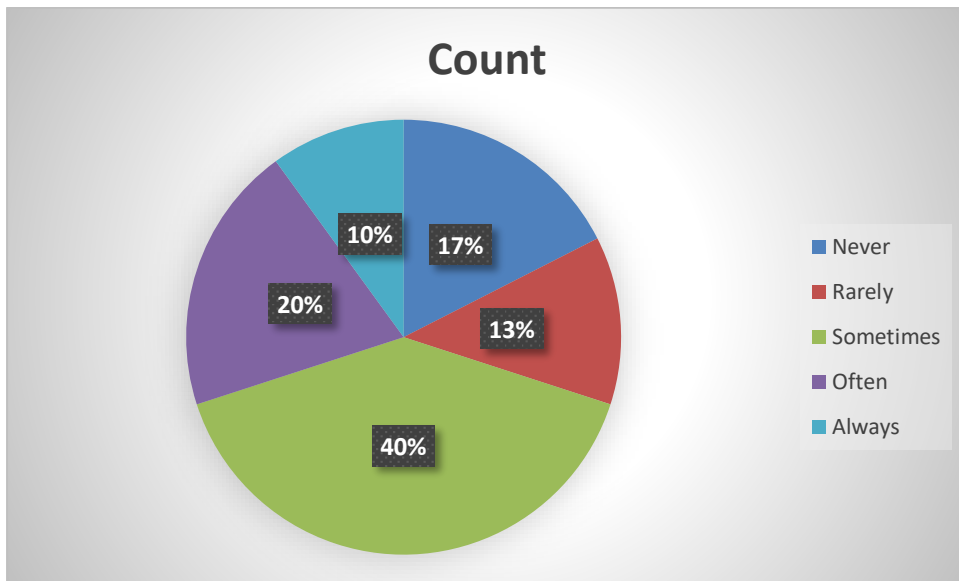


❖ **Interpretation:**

From the above analysis it is being observed that 40% participants feel that their job entail so many different tasks that they feel fragmented, sometimes. While 35% feels the same rarely. 12% never feels like this. 10% often feels this situation. Only 2.5% of participants face this situation always. Overall, the more number of participants face this situation sometimes.

3) Does your job overload you with work?

	Count	Percentage
Never	7	17.5
Rarely	5	12.5
Sometimes	16	40
Often	8	20
Always	4	10

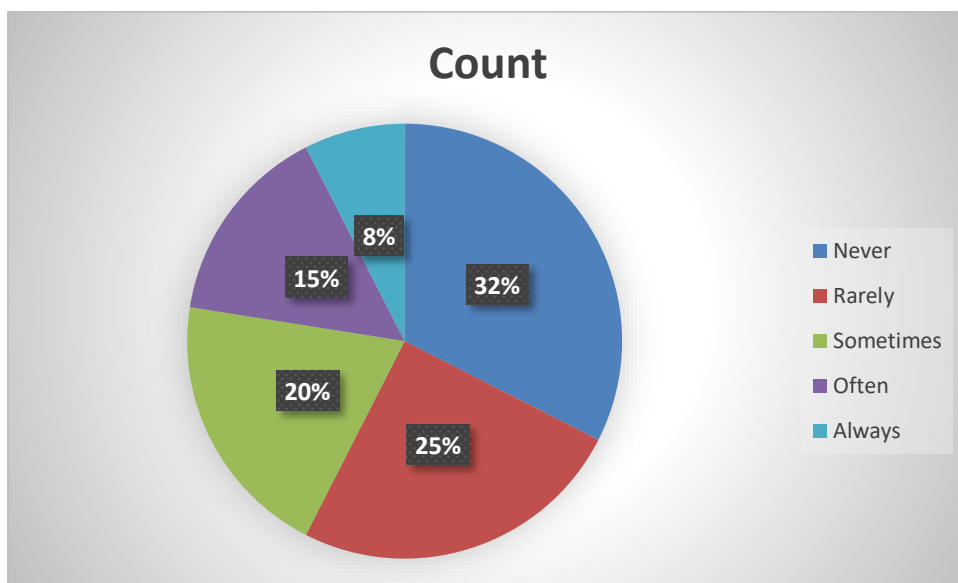


❖ **Interpretation:**

From the above analysis it is being observed that 40% of participants feel that their job overloads them with work sometimes. 20% feel that often. 17.5% never feel the same. 12.5% find it often. And only 10% find the heavy workload always. Hence, the number of participants who find the heavy workload sometimes is more.

4) Does your job demand long shifts & frequent overtime or deny your breaks/self-monitored time-outs, lunch time, sick leave or vacation?

	Count	Percentage
Never	13	32.5
Rarely	10	25
Sometimes	8	20
Often	6	15
Always	3	7.5

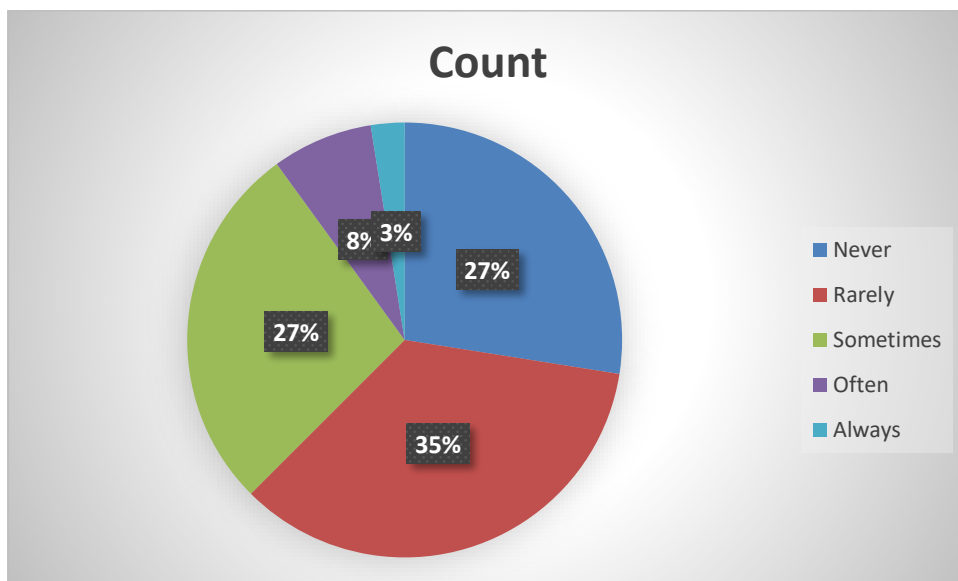


❖ **Interpretation:**

The above question is very important from employees perspective because every individual has to work at least 9 hrs a day legally. They are not supposed to work above that. So, if they are working more hours then they should be paid extra for it. So it's very important to understand this point from every individual working in an organization. Through the above findings it is being observed that 32.5% people never feels that their job demands long shift. 25% finds it rarely. 20% sometimes. 15% often. And only 7.5% of people faces this situation always.

5) Do you worry at night, have trouble falling asleep or staying asleep?

	Count	Percentage
Never	11	27.5
Rarely	14	35
Sometimes	11	27.5
Often	3	7.5
Always	1	2.5

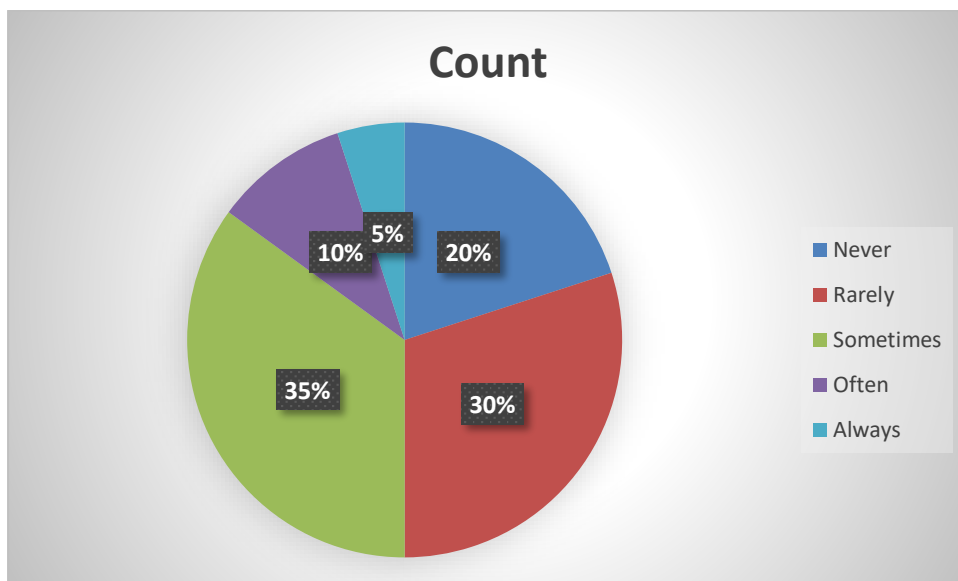


❖ **Interpretation:**

From the above findings it is being observed that 35% participants have trouble rarely while falling asleep. 27.5% face this trouble sometimes. 27% never face any trouble. While 7.5% often have this problem. And, only 2.5% have this trouble always. Hence, the number of participants who faces this trouble rarely is more.

6) Do you feel tired/fatigued rather than energetic even when you get enough sleep?

	Count	Percentage
Never	8	20
Rarely	12	30
Sometimes	14	35
Often	4	10
Always	2	5

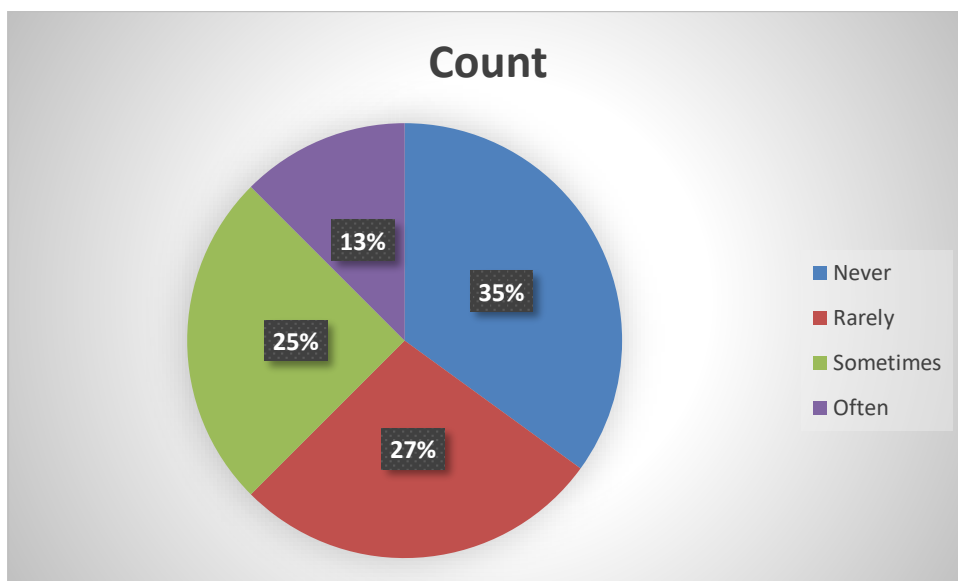


❖ **Interpretation:**

From the above analysis it is being observed that 35% participants feel tired sometimes despite of enough sleep. 30% feels rarely. While 20% never feels tired, rather they are energetic. 10% often feels tired. And only 5% feels tired always. Hence, the number of participants who feels tired sometimes is more.

7) Do you dread going to work or feel trapped in your job situation?

	Count	Percentage
Never	14	35
Rarely	11	27.5
Sometimes	10	25
Often	5	12.5

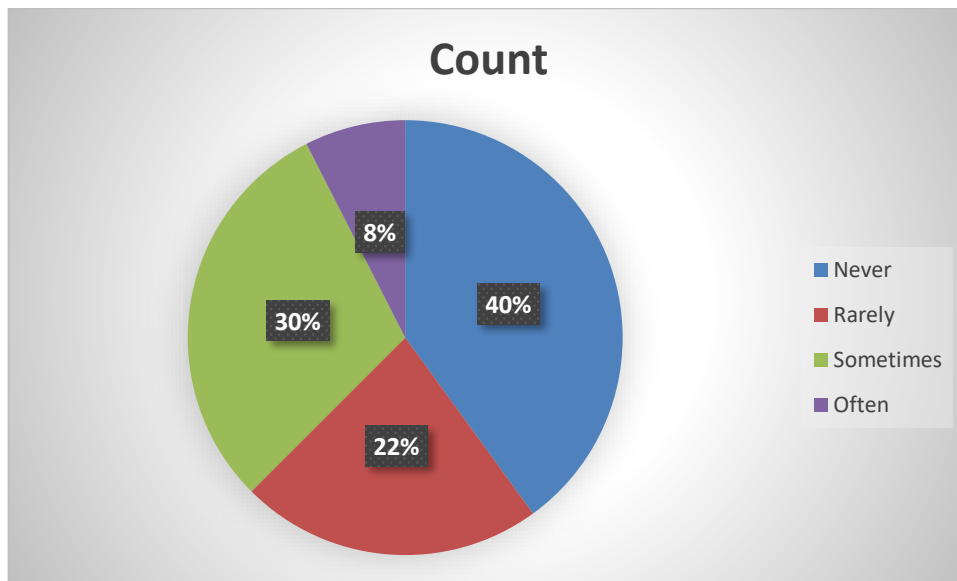


❖ **Interpretation:**

Through the above findings you can observe that 35% people never feels that they are being trapped. 27.5% feels that rarely. While 25% feels it sometimes. And 12.5% often feels the situation. In short, the number of participants who never feels that they are being trapped is more.

8) Do you feel angry, irritated, annoyed or disappointed in people around you?

	Count	Percentage
Never	16	40
Rarely	9	22.5
Sometimes	12	30
Often	3	7.5

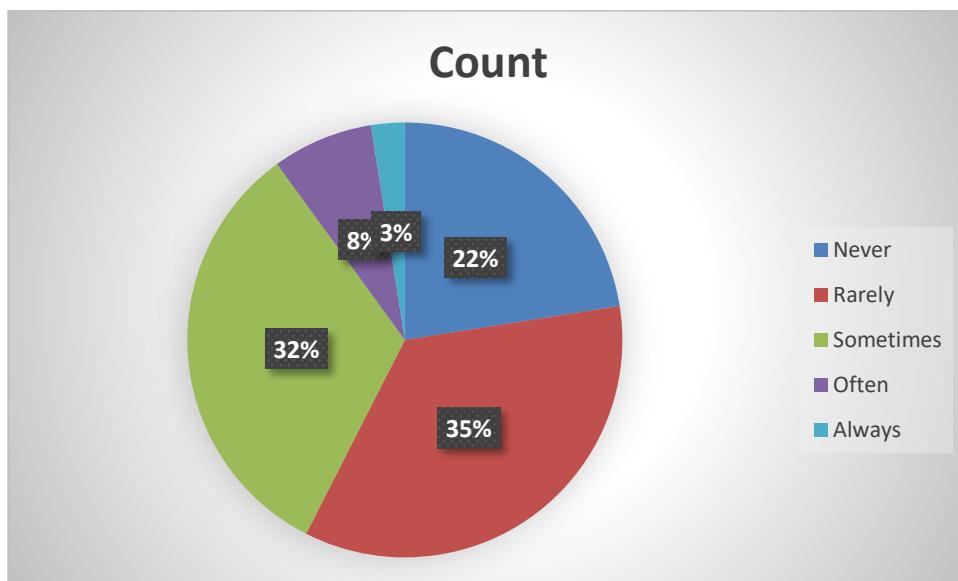


❖ **Interpretation:**

Usually people in an organization don't get angry purposely on each other. It may happen sometimes that due to work load/pressure one gets angry or frustrated on each other. Similarly, through this finding it has been observed that 40% people never gets angry on people around them. 30% gets angry sometimes. 22.5% rarely & 7.5% gets angry often. So, it's good to see that people don't get angry always. And more number of participants don't get angry.

9) Do you feel overwhelmed?

	Count	Percentage
Never	9	22.5
Rarely	14	35
Sometimes	13	32.5
Often	3	7.5
Always	1	2.5

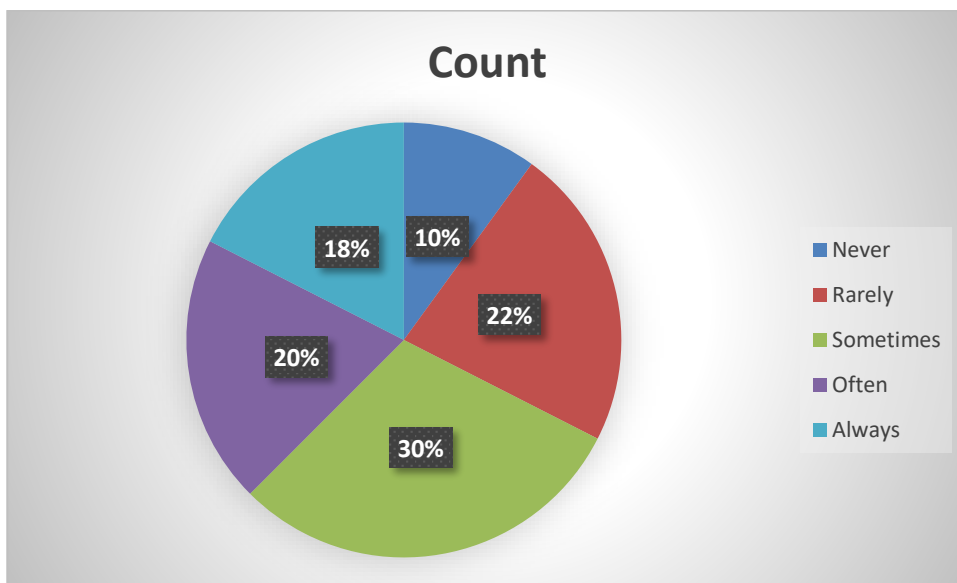


❖ **Interpretation:**

It is been observed that 35% people rarely feel overwhelmed in their job. 32% feel overwhelmed sometimes. 22.5% never feel overwhelmed. While 7.5% often feels the same. And only 2.5% feels overwhelmed always. Hence the number of percentage people feel overwhelmed rarely is more.

10) Do you feel like you have a healthy work-life balance?

	Count	Percentage
Never	4	10
Rarely	9	22.5
Sometimes	12	30
Often	8	20
Always	7	17.5

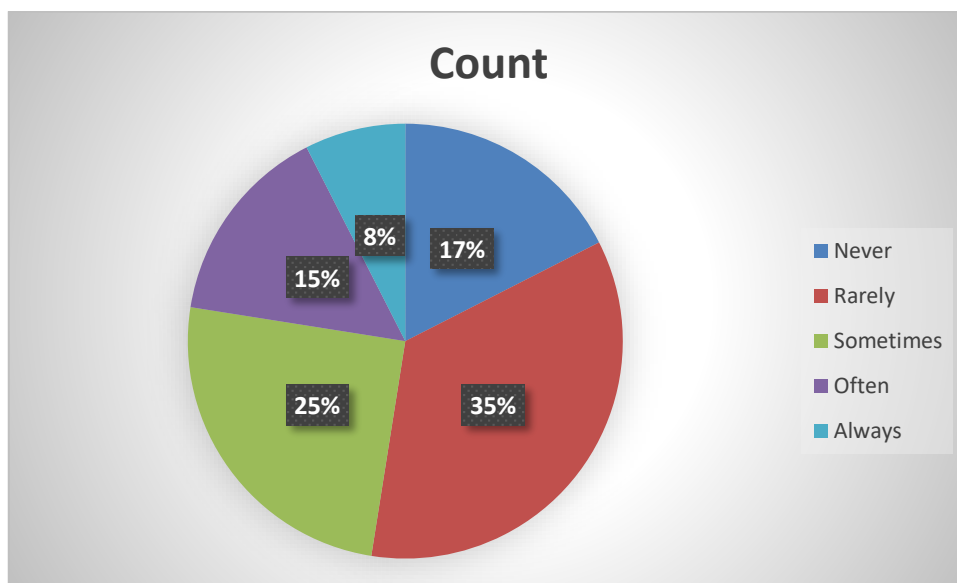


❖ **Interpretation:**

This analysis implies that 30% people sometimes feels that they have a healthy work life balance. 22.5% feels rarely. 20% feels it often. While 17.5% feels it always. And only 10% never feels that they have a healthy work life balance. This implies that there is slight difference in number of percentage between rare and often.

11) Do you suffer from physical complaints or frequent illness (headache, stomach ache, back pain, neck pain)

	Count	Percentage
Never	7	17.5
Rarely	14	35
Sometimes	10	25
Often	6	15
Always	3	7.5

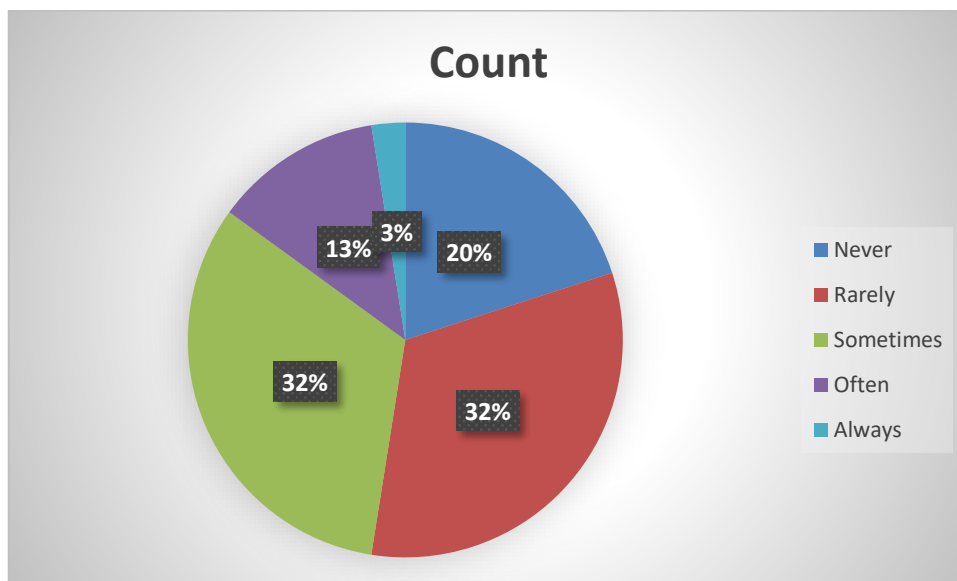


❖ **Interpretation:**

It is obvious to deal with physical pain sometimes due to heavy work load or due to continuous sitting with work. Through this analysis it is been observed that 35% of employees suffer from physical complaints rarely. 25% suffer sometimes. 17.5% employees suffer never. 15% suffer often. And only 7.5% of employees struggle this always.

12) Do you feel stressed at work?

	Count	Percentage
Never	8	20
Rarely	13	32.5
Sometimes	13	32.5
Often	5	12.5
Always	1	2.5

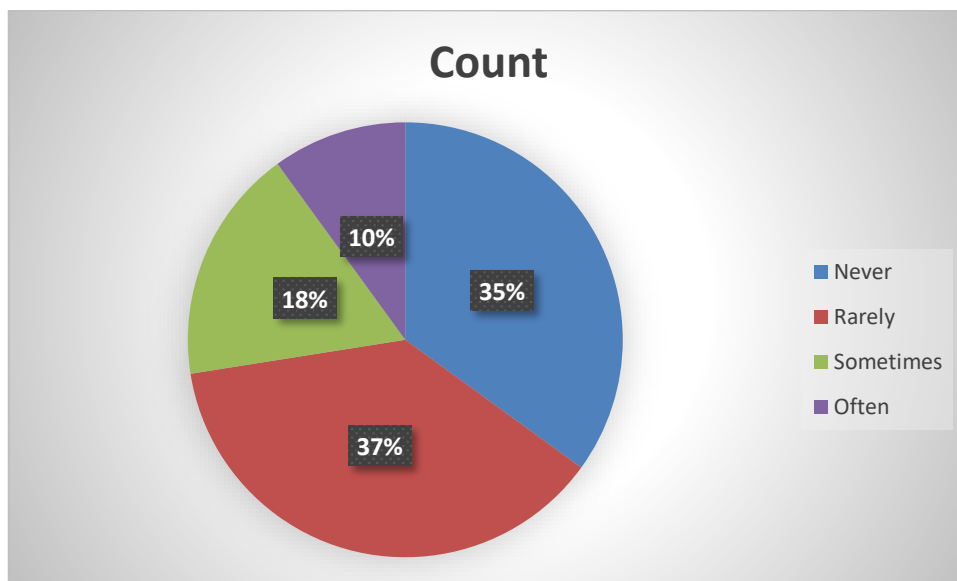


❖ **Interpretation:**

When this question was asked to employees this is what the response received. 32.5% employees feels stressed at work sometimes and rarely. 20% never feels stressed. While 12.5% often feels stressed. And only 2.5% employees deals with this trouble always.

13) Are you more forgetful about appointments, deadlines, personal possessions than usual?

	Count	Percentage
Never	14	35
Rarely	15	37.5
Sometimes	7	17.5
Often	4	10

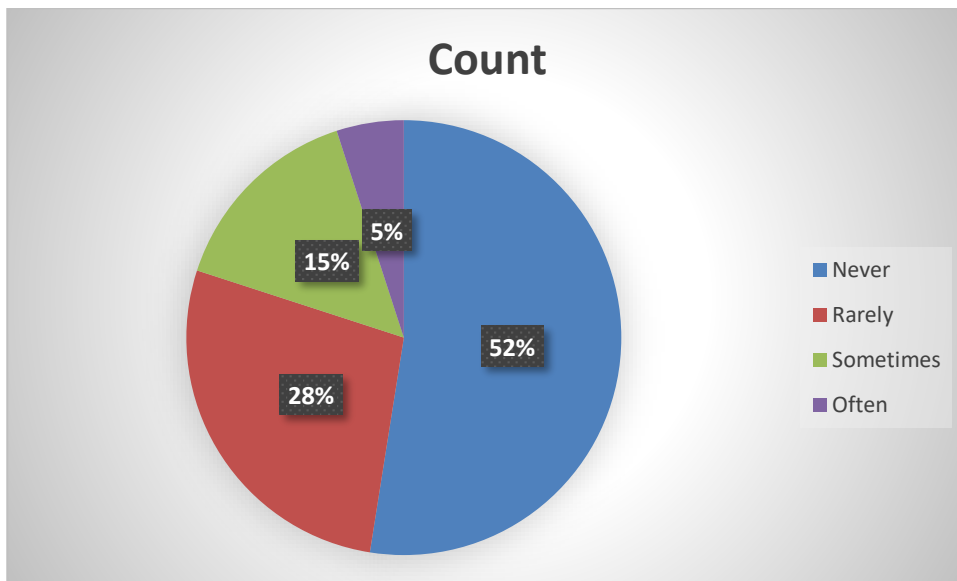


❖ **Interpretation:**

It is been observed that 37.5% employees are rarely forgetful about deadlines/appointments. 35% never forgets their deadlines. While 17.5% forgets sometimes. And only 10% forgets often.

14) Are you experiencing interpersonal conflict with co-workers/family?

	Count	Percentage
Never	21	52.5
Rarely	11	27.5
Sometimes	6	15
Often	2	5

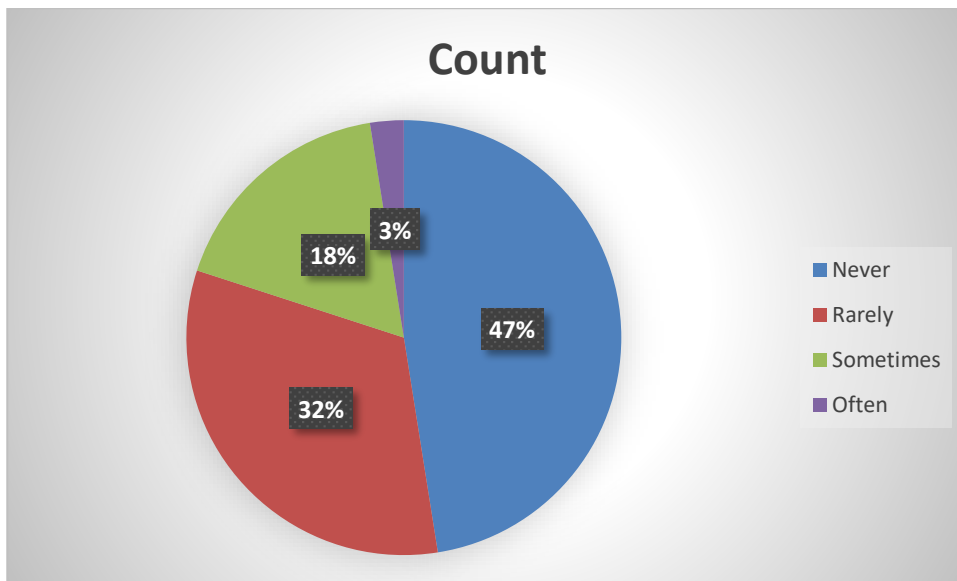


❖ **Interpretation:**

It is been observed that higher number of employees experiencing interpersonal conflict never, that is 52.5%. 27.5% experiencing rarely. Whereas, 15% having conflict sometimes only and only 5% having conflict with co-workers/family often.

15) Are you avoiding conversation with co-workers or isolating from people in general?

	Count	Percentage
Never	19	47.5
Rarely	13	32.5
Sometimes	7	17.5
Often	1	2.5

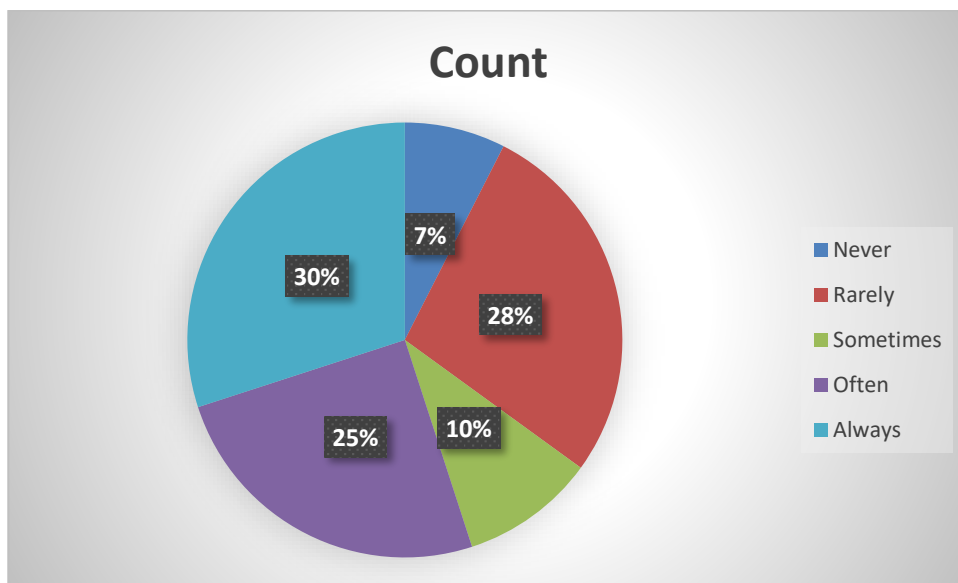


❖ **Interpretation:**

It is been observed that 47.5% employees never avoids conversation with co-workers. 32.5% avoids rarely. 17.5% avoids sometimes. And only 2.5% avoids conversation often. So, here the number of percentage of employees those who never avoids conversation with co-workers is good.

16) Are you constantly expected to perform well at work?

	Count	Percentage
Never	3	7.5
Rarely	11	27.5
Sometimes	4	10
Often	10	25
Always	12	30



❖ **Interpretation:**

It is been observed that 30% employees always feels that they are expected to work well at work. 27.5% rarely feels this. 25% feels this often. While 10% feels this sometimes. And only 7.5% never feels that they are constantly expected to work well at work.

Chapter 8

Findings & Recommendations

Here are the findings that are been analysed on the basis of this study:

- Many of the employees feels sometimes that their job are entail with different task due to which they feel fragmented.
- Many of the employees feels sometimes that their job is overloaded with work.
- Many people don't think that their job demands long shift/overtime or don't allow them breaks. In short, they work as much its supposed to work.
- Hardly very few employees have trouble/worry at night while falling asleep. Rest of them face this trouble sometimes only, not always.
- Most of the employees feels tired sometimes only even though enough of sleep. Very less employees feels tired always.
- Many employees never feels that they are being trapped in their job situation.
- Many of the employees never gets angry on people around them. Few of them gets annoyed sometimes only.
- Many employees gets overwhelmed not always, but rarely.
- Some employees have a healthy work life balance sometimes only. Some feels like rarely. And very few of them feels never.
- Very few of them suffer from physical complaints always. Rest of them also feel the pain but sometimes only.
- Many of them feels stressed at work, sometimes.
- Many people are never forgetful about the deadlines of their work. Few of them do forget sometimes.
- Very less employees have interpersonal conflict always with family/co-workers.
- Many employees never avoids conversation with co-workers. But few of them avoids conversation very rarely.
- Many employees are expected to work well at work always.

Here are few recommendations that I would like to suggest:

- Keeping the above findings into mind, I would like to suggest that 'Stress Management' should be implicated in every organization for betterment of employees.
- By supporting employees experiencing increased pressure at work, we can reduce stress and anxiety-related absences .
- Training employees to identify and manage stress in the workplace contributes to promoting a culture of open dialogue .

- When making decisions about your employees' work or how teams are run, it's important to include them in the decision making process
- By supporting your employee's wellbeing, you're also able to enhance morale, productivity, loyalty and commitment to the organisation and most important of all, profitability .
- Employees are less likely to leave their current employment if they're valued and aren't overly stressed.

So, it's important to organize/maintain stress management in every organization.

Chapter 9

Conclusion

Burnout describes a severe stress condition that leads to severe physical, mental, and emotional exhaustion. Much worse than ordinary fatigue, burnout makes it challenging for people to cope with stress and handle day-to-day responsibilities. People experiencing burnout often feel like they have nothing left to give and may dread getting out of bed each morning. They may even adopt a pessimistic outlook toward life and feel hopeless.

Burnout doesn't go away on its own and, if left untreated, it can lead to serious physical and psychological illnesses like depression, heart disease, and diabetes. . People with burnout tend to feel overwhelmed. As a result, they may stop socializing and confiding in friends, family members, and co-workers. Burnout can cause people to lose their cool with friends, co-workers, and family members more easily.

Here are few points of how you can prevent burnout:

- Do exercise regularly, it also give us an emotional boost. Mini-workouts and short walks are convenient ways to make exercise a daily habit.
- Eat a balanced diet. Eating a healthy diet filled with omega-3 fatty acids can be a natural antidepressant.
- Practise a good health habits. Our bodies need time to rest and reset, which is why healthy sleep habits are essential for our well-being.

Burnout can be avoided by making self-care part of your daily routine. Even if you're working long hours, remember to sprinkle some joy into each day. Small self-care gestures can stop stress from turning into something more serious, like burnout.

Chapter 10

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QUESTIONNAIRE

'Burnout & Stress Management'

Dear Respondent,

I, Sejal Gugale, pursuing MBA HR from MES Institute of Management & Career Courses. As a part of our curriculum, this study is being conducted purely for the academic purpose.

All the information provided by you will be kept completely confidential.

So, I kindly request you to fill out this form & help me to conduct the survey.

Thank you in advance for your participation. I appreciate for your time and efforts.

Section A – Demographic Profile

1) Name - -----

2) What age group you belong to?

- Below 18
- 18-30
- 30-45
- 45-60
- 60& above

3) Gender

- Female
- Male
- Prefer not to say

4) Education Level

- SSC
- HSC
- Graduate
- Post Graduate

5) What industry you work in?

- Trades/Skilled Labor
- Education/Academia
- Full Time Student
- Technical
- Service
- Health/Medical Care
- Other

Section B

Please fill in the below details related to 'Burnout & Stress Management' by selecting the appropriate options.

1) Does your job seem meaningless or filled with too many repetitive situations?

- Never
- Rarely
- Sometimes
- Often
- Always

2) Does your job entail so many different tasks that you feel fragmented?

- Never
- Rarely
- Sometimes
- Often
- Always

3) Does your job overload you with work?

- Never
- Rarely
- Sometimes
- Often
- Always

4) Does your job demand long shifts & frequent overtime or deny your breaks/self-monitored time-outs, lunch time, sick leave or vacation?

- Never
- Rarely
- Sometimes
- Often
- Always

5) Do you worry at night, have trouble falling asleep or staying asleep?

- Never
- Rarely
- Sometimes
- Often
- Always

6) Do you feel tired/fatigued rather than energetic even when you get enough sleep?

- Never
- Rarely
- Sometimes

- Often
- Always

7) Do you dread going to work or feel trapped in your job situation?

- Never
- Rarely
- Sometimes
- Often
- Always

8) Do you feel angry, irritated, annoyed or disappointed in people around you?

- Never
- Rarely
- Sometimes
- Often
- Always

9) Do you feel overwhelmed?

- Never
- Rarely
- Sometimes
- Often
- Always

10) Do you feel like you have a healthy work-life balance

- Never
- Rarely
- Sometimes
- Often
- Always

11) Do you suffer from physical complaints or frequent illness (headache, stomachache, backpain, neck pain)

- Never
- Rarely
- Sometimes
- Often
- Always

12) Do you feel stressed at work?

- Never
- Rarely
- Sometimes
- Often
- Always

13) Are you more forgetful about appointments, deadlines, personal possessions than usual?

- Never
- Rarely
- Sometimes
- Often

- Always

14) Are you experiencing interpersonal conflict with co-workers/family?

- Never
- Rarely
- Sometimes
- Often
- Always

15) Are you avoiding conversation with co-workers or isolating from people in general?

- Never
- Rarely
- Sometimes
- Often
- Always

16) Are you constantly expected to perform well at work?

- Never
- Rarely
- Sometimes
- Often
- Always

