

# Determinants of burnout among housemen: a conceptual paper

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**ABSTRACT** – Evidence show that the level of burnout among housemen in Malaysia was increased. Thus, the purpose of study is to propose several determinants such as organizational justice and role ambiguity. Social exchange theory (SET) used as the underpinnings theory is refer to explain the relationship between all determinants in this study. The impact of this study to decrease the burnout among housemen after the determinants implemented in this study.

## 1. INTRODUCTION

This research work is about the burnout problem occurs among the housemen in Malaysia government hospital. According to the description from dictionary, housemen doctor are the most junior member of the medical staff at a hospital hospital. Huge number of medical officer that mostly are housemen were fired due to the absence of nearly 400 housemen from duty. Chief Secretary to the Government, Tan Sri Dr Ali Hamsa, says medical sector was recorded the most of losing higher worker, nevertheless he not mentioned the exact amount of housemen involved. He says, housemen had to be terminated from their duty by ministry of health as a consequence of being absence for almost 400 days. Among doctors, burnout is a global main issue, however the accurate numbers of burnout vary by country, medical specialty, practice setting, gender, and career stage. Regardless of these varieties, the general proof states that lot of doctors will encounter burnout in their job path. When the burnout rises and reach the "epidemic level", it could influence and affecting other doctors, their partners, patients, and the medical sector.

## 2. PROBLEM STATEMENTS

Fresh graduates in medical field, after graduate, they have to be housemen and being a one is not easy for them because of the schedule that might cause them burnout. Refer from Berita Harian newspaper, many housemen had be forced to terminate their services by Ministry of Health (MoH) because of not attend during workday. Average of days that they not attend were 100 days, 200 days until more than 400 days and its lead to burnout. However an evidence of positive relationship among organizational justice research by Norhani Bakri and Nazim Ali the value of burnout are positive

employees in health care sector has been report [1]. Thus, this research will examined the relationship between organizational justice and burnout among the medical staff (housemen) in the Malaysian health industry. Role ambiguity also can be relate with the cause of burnout among the housemen. However, limited evidence is found regarding relationship between role ambiguity and burnout. This includes organising work schedule which have been identified by interns as areas where they experience difficulty. In other research, studied have been doing on sales person regarding relationship between role ambiguity and burnout, the results show negative relationship in this research. On the other hand, researcher found that, role ambiguity also can cause increase the level of burnout [2]. Social Exchange Theory (SET) is the theory that use in organizational behaviour to develop trusting, loyal and mutual commitment and the best rule that can use in this research in the SET is reciprocity as interdependent exchange where it involves mutual and complimentary arrangement like if someone give good and other person will accept with kind respond and give it back [3].

## 3. OBJECTIVE

The objectives of this study to investigate relationship between organizational justice and burnout among Malaysian housemen. Second, to investigate relationship between role ambiguity and burnout among Malaysian housemen.

## 4. LITERATURE REVIEW

Generally the theory that use to measure the level of burnout among researcher are Maslach Burnout Inventory (MBI) and undergo questionnaire toward target person [3]. Other research have define burnout is psychology syndrome that always take part by emotional exhaustion and depersonalization that give bad effect to the worker. Commonly the researcher use MBI to prove the presence of burnout that include three measurement and there are Emotional Exhaustion, Depersonalization, and Personal Accomplishment [4]. A concise self-report survey—the Maslach Burnout Inventory (MBI)— was created to evaluate burnout among the individuals who do "individuals work or something to that affect". The MBI incorporates three measurements that constitute

burnout: emotional exhaustion, can be explain to sentiments of being drained of one's emotional resources, speaking to the fundamental individual pressure part of the disorder; depersonalization, which alludes to negative, cynical, or excessively disconnected reactions to other individuals at work, showing to the interpersonal component of burnout; and diminished personal accomplishment, which alludes to sentiments of decrease in one's ability and productivity and to a brought down feeling of efficacy, showing to the self-assessment segment of burnout. Organizational justice is a matter getting a handle on social researcher's most great interest. It is fundamentally view of individuals with respect to fairness in associations. In late 1960s Stacy Adams persuaded the respect to be thought as the pioneer of research on justice. Mainly, after Adam authoritative scientists have much of the time recognized and examined three sorts of justice prominent in association and administrative settings [5]. Organizational justice examined in this research since it is the fairness in the distribution accessible assets by utilizing organizational justice, cognitive evaluations performed by the worker against the business as the foundation of procedural, distributive and interactional assurance. Role ambiguity exists when an individual needs data about the necessities of his or her part, how those role necessary are to be met, and the evaluative methodology accessible to guarantee that the role is being performed effectively. Role ambiguity to prompt such negative results as decreases certainty, a feeling of misery, uneasiness, and melancholy [6]. Other researcher also using SET to test organizational justice among Taiwanese business expatriates and the result found the organizational justice have positive impact on the recognition of SET. Research have been found to prove SET can use to test Role Ambiguity regarding the result of the research to show the potency gap model and to explore the impact of Role ambiguity towards the dependent variable

## 5. METHODOLOGY

The method that is in this study are qualitative research method. First, the population and sample of housemen are get from Malaysia Medical Council says choosing an adequate number of cases from the select population to conclude about the entire population, including the procedure to decide population, sampling frame, sampling method, sample size and sample selection. Second, questionnaire that adopt from previous researcher regarding burnout, organizational justice and role ambiguity will answer by the target housemen. There are three part of questionnaire: i) background of the housemen, ii) perception about work as housemen (burnout, organizational justice and role ambiguity) and, iii) opinion. The questionnaire will distribute to the target housemen and they will give period of time to answer and return the questionnaire. The data will analysis by using SPSS to analysis generates critical value (t-statistics), probability value (p-value) and confidence interval which determine the significance of relationship between

exogenous (independent) construct with endogenous (dependent) construct. On the other hand, other important relationship assessment values such as percentage of variance explained ( $R^2$ ), effect size ( $f^2$ ), path coefficient ( $\beta$ ) and variance inflation factor (VIF) to assess multi collinearity are obtained from measurement model analysis.

## 6. CONCLUSION

In conclusion, this study will examine the relationship between organizational justice toward burnout and role ambiguity toward burnout among housemen. The theory that adapt in this research is social exchange theory to prove the relationship between independent variable and dependent variable. The causes burnout occur among the housemen in Malaysia need to investigate to reduce burnout the statistic that increase every year.

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