



## RELATIONSHIP BETWEEN BURNOUT AND WORK PERFORMANCE IN POLICE PERSONNEL

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### ABSTRACT

This paper aims to investigate the relationship between burnout and work performance in police personnel. Burnout was assessed using the Maslach Burnout Inventory. Work performance assessed by work performance scale. The study was by conducted among 450 police personnel, including 379 men and 71 women. Non-probability convenience sampling technique was used. Sample for constable and head constable were drawn from the police stations in Bellary dist, Karnataka. The mean age of the participants was 39 and mean length of work experience was 16. Data were analyzed using Pearson's correlation. Results suggest that, there is a significant relationship between burnout and work performance.

**KEYWORDS** : Burnout, Work performance, Police personnel

### INTRODUCTION

Work stress is unavoidable in law enforcement, when the stress increase it can cause undesirable effects on emotions, thought process and physical condition. Extreme stress in individual may develop different symptoms of stress that can damage their work performance and health, and may affect their ability to cope with the setting. Police personnel faces high stress and burnout may lead to negative health and lifestyle factors generate. According to Medland et al, (2004) prolonged exposures to workplace stressors will result in burnout. Due to burnout individual may become nervous and develops chronic worry. They are easily provoked to anger and are unable to relax. They may be uncooperative or use alcohol or drugs excessively. Repeated exposure to high levels of stress results in emotional exhaustion.

Person's negative emotions are the characteristic of burnout and it affects one's own thought processing (Fredrickson, 2001). According to Swider and Zimmerman (2010), burned-out workers individual's wiliness to help other is less and also the likeness to accept help from others and it can result in productivity losses (Bakker et al., 2014)

Depersonalization of relationships follows emotional exhaustion as a coping response. At the end of burnout reduces the personal accomplishment, in which the police personnel lose interest in the work, performance declines, motivation is lacking. Finn and Tomz (1998) suggest that prolonged exposure to work stress affect employee's physical and psychological health and also their work performance. Were et al, (2013) defines performance as the accomplishment of a given task measured against preset known standards of accuracy, completeness, cost and speed. High work stress and associated burnout in police personnel can decrease their work performance (Goodman, 1990)

Therefore, this exploratory study was undertaken to examine how the burnout is related to work performance among police officers from the Bellary district in Karnataka. There have been little published papers on the relationship between job burnout and work performance among Indian officers thus, the current study adds to the literature by examining the relationships between the work performances with the three major dimensions of job burnout. It may help designing education/training program to build higher resilience among police personnel to counter mental health issues in this group.

### METHOD

#### Aim

The aim of the current study is to assess, if there is a significant

relationship between burnout and work performance among police personnel.

#### Sample

The study employed non- probability convenience sampling technique to recruit subjects for the police personnel. Constables and head constables with minimum 3 years experience in service police personnel were drawn from the police stations in Bellary district, Karnataka. For the data collection permission was taken from Superintendent of police and respective Inspectors. The sample size of the study was 450, includes 379 men and 71 women. The objectives of the study were explained and administered various measures following the informant consent.

#### TOOLS

##### Socio-demographic data sheet

The socio- demographic data sheet was designed by the investigator of the present research to procure relevant demographic information from the respondents pertaining to this study.

##### Maslach Burnout Inventory -MBI (Maslach et al, 1981)

MBI is a brief self-report measure consisting of a 22 items tapping the three dimensions of burnout: Emotional Exhaustion (EE-9 items), Depersonalization (DP-5 items) & Personal Accomplishment (PA-8 items). The level of burnout can be established by considering the level of relationship among these 3 sub dimensions. Total burnout score on MBI is calculated as add up score on EE and DP sub scales and subtract PA sub scale score. Higher score indicate high burnout. Lower score indicate low burnout.

##### Work performance scale

This scale was designed by the investigator of the present research to procure relevant information related to work performance. This is about their work performance in community, how effectively maintain law and order in their areas of jurisdiction, detect and prevent crime, provide security, protect life and property and support victims of crime and disorder. It includes 11 items. Higher score indicate higher work performance. Lower score indicate lower work performance.

##### Statistical analysis

The statistical package for social science (SPSS) - version 16 was used to analyze the data. Descriptive statistics was carried out on the socio-demographic data. Correlation was used to analyze the relationship between burnout and work performance. Also regression analyses were used to analyze data. The findings were analyzed and results were discussed.

**RESULTS AND DISCUSSION**

The present research investigated the relationship between burnout and work performance among police personnel.

**Demographic Characteristics of police personnel**

450 police personnel are participated in the study. 84% of them are men and 16% of them are women. Majority of respondents are men. 58 % of them are constables and 42 % of them are head constables. Majority of respondents are married (69%). Their mean age was 39, mean education is 14 years and mean years of experience was 16 years. Majority of them are belongs to Hindu religion (77%). 53% are from nuclear family, 45% are from joint family.

**Table-1: Correlation of police burnout and its subscales (EE - Emotional Exhaustion, DP-Depersonalization and PA- Personal Accomplishment) with work performance.**

Construct		EE	DP	A	BURNOUT
Work performance	'r'	0.07	0.12	0.06	0.12
	'p'	0.059	0.005	0.091	0.003

**Table 1-** Explains the relationship between burnout and work performance. The correlation between total job burnout and work performance is significant (0.003). The job burnout and work performance are negatively correlated that means higher rate of job burnout resulted in a poor work performance in police personnel. It suggests that chronic interpersonal stressors reduce the work performance. The negative correlation between emotional exhaustion and work performance (0.059) indicates that feelings of being overextended and depleted of one's emotional and physical resources may decrease the work performance of the police personnel. It is also true for depersonalization and work performance (0.005), this recommend that detached response to job aspects deteriorate the work performance of police personnel. But personal accomplishment and work performance were not correlating significantly.

**Table-2: Regression analysis between burnout and work performance.**

	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std.Error	Beta	t	
(Constant)	35.950	1.045	-	34.400	0.000
Emotional exhaustion	0.249	0.168	0.363	1.477	0.140
Depersonalization	0.350	0.176	0.284	1.989	0.047
Personal Accomplishment	0.299	0.168	0.344	1.774	0.077
Burnout	0.222	0.166	0.441	1.334	0.183

The results indicates that this model is not significant (R = 0.162, R square = 0.026, p> 0.05). Table 2 indicates that except depersonalization, other burnout sub scales have no statistically significant impact on work performance of police personnel. The depersonalizations have negative impact on work performance of police personnel. It explains that the police personnel's excessively detached response to various aspects of the work have an impact on their work performance.

**CONCLUSION AND RECOMMENDATIONS**

This study concludes that there is a significant negative correlation between burnout and work performance. If the emotional exhaustion of the police personnel is high, their work performance is poor. From the study the author identified that the police personnel who are all having higher depersonalization their work performance is lower. However the regression analysis between burnout and work performance indicated that there is no impact of burnout on work performance. Results recommend that training programs are needed to reduce job burnout and enhance work

performance in police personnel. The training programs may include creating knowledge and skills on stress management and other coping strategies to deal with burnout.

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