



A STUDY TO EVALUATE THE EFFECTIVENESS OF MEDITATION TO REDUCE THE LEVEL OF BURNOUT SYNDROME AMONG BANK EMPLOYEES OF THE CITY.

Nursing

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ABSTRACT

Meditation can be defined as a set of techniques intended to encourage heightened awareness and focused attention. Meditation is also a consciousness-changing technique that has been shown to have a wide number of benefits on psychological well-being. A study to evaluate the effectiveness of meditation to reduce the level of burnout syndrome among bank employees of the city. A quasi-experimental Pretest post-test control group design was adopted for the present study. Researcher used non-probability purposive sampling technique and pre-experimental of bank employees. The subjects were 120 bank employees in i.e. 60 experimental group and in 60 control group. The study findings revealed that post-test Pre-test mean was 32.38 and SD 5.41, post-test-mean was 12.41 and SD 3.18 and the calculated pre-test and post-test t-value was 27.37 and p value 0.047 was found to be statistically significant at $p < 0.05$. the study concludes that after the administration of the meditation programme significant difference was found between pre-test score and the post-test score level of burnout syndrome among bank employees.

KEYWORDS

burnout syndrome, meditation, bank employees.

INTRODUCTION

Burnout syndrome is a state of emotional, physical, and mental exhaustion caused by prolonged and excessive stress. It is particularly prevalent in high-pressure work environments, such as the banking sector. Bank employees often face demanding workloads, tight deadlines, high customer expectations, and complex regulatory requirements, all of which can contribute to burnout. Here are some key aspects of burnout syndrome specifically in bank employees: causes of burnout in banking employees' high workload, intense pressure emotional labour, lack of control repetitive tasks, poor work-life balance, signs and symptoms of burnout, emotional exhaustion, depersonalization, reduced personal accomplishment. Physical symptoms: headaches, fatigue, sleep disturbances, and other health issues can arise from chronic stress.¹

Meditation has been studied as a potential intervention for reducing burnout, particularly in high-stress occupations like banking. Burnout syndrome is characterized by emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment.²

It can be exacerbated by the intense demands of banking, including long hours, high-pressure environments, and the need for constant performance. Stress Reduction: Various studies have shown that meditation decreases stress levels, which is a significant contributor to burnout. Emotional Regulation: Meditation fosters better emotional awareness and regulation, allowing individuals to respond more effectively to stressors.³

Meditation can reduce the likelihood of emotional exhaustion, a key component of burnout. Increased Focus and Concentration: Regular meditation practice has been linked to improved attention and cognitive function. Enhanced focus can lead to better job performance and a reduced sense of being overwhelmed, mitigating burnout symptoms. Improved Well-being: Meditation can enhance overall mental well-being, promoting positive emotions and resilience. This can help bank employees navigate the challenges of their work environment more effectively. Enhanced Workplace Relationships: Mindfulness practices encourage empathy and compassion, which may improve interpersonal relationships among colleagues.⁴

Better workplace relationships can lead to a supportive work environment and decreased feelings of isolation, common in burnout. Physical Health Benefits: Meditation can also lead to physical health improvements, such as lower blood pressure and reduced anxiety, further contributing to an individual's ability to cope with stress and reduce burnout.⁵

Program Implementation: The effectiveness of meditation as a burnout intervention can be influenced by the way it is implemented in the workplace. Structured programs that offer guided meditation sessions

and integrate mindfulness into daily practices tend to show more significant results.⁶

Objective Of The Study

1. To assess the level of burnout syndrome among bank employees in experimental and control group.
2. To assess the effectiveness of meditation on burnout syndrome among bank employees in experimental and control group.
3. To associate the demographic variable with the level of burnout syndrome among bank employees in experimental and control group.

MATERIALS AND METHOD:

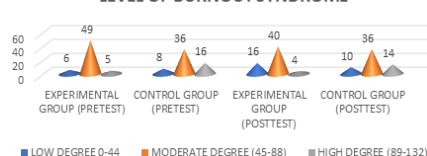
The design adapted for the study was quasi experimental study. A two-group pretest post-test design was selected for data collection. Study sample comprised of 120 banks employee who were selected through a nonprobability purposive sampling technique from the selected bank in the city and were divided into two group i.e. 60 sample in experimental group and 60 in control group. Maslach burnout inventory was used to evaluate the level of burnout syndrome among bank employee. In Meditation program bank employees was asked to Sit upright comfortably (2 min), Gently closed their eyes. (2 min), Breathe deeply (2 min) Slowly scan your body, and notice any sensations (2 min), Be aware of any thoughts you are having. (2 min), When your mind wanders, focus on your breath. (3 min), Gently open your eyes when you are ready. (2 min) for about 15 minutes every day for 15 days was administered to the employees of experimental group and when the bank employees in the control group didn't receive any intervention. Based on the objectives' collected data was analysed by using descriptive and inferential statistics like mean, median, standard deviation, chi square test, unpaired test. It consists of Maslach burnout inventory to assess the level of burnout syndrome in bank employees. It consists of 22 items for assessing the burnout syndrome among bank employees. Each item is a scenario of day today situation in the life of bank employees which can be rated as scoring as 0 - never, 1 - at least a few times a year, and 2 - at least once a month and which have the scoring 3 - several time a month, 4 - once a week, 5 - several times a week and 6 - every day and the total scoring was 132. Bank employees scoring between 0-44 will be considered as having mild degree of burnout syndrome, Bank employees scoring between 45-88 will be considered of having moderate degree of burnout syndrome and bank employees scoring between 89-132 will be considered of having high degree of burnout syndrome.

Data Analysis

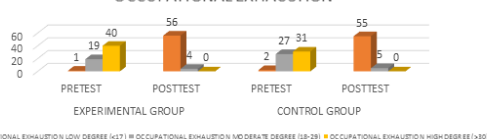
Analysis is process of breaking a complex topic or substance into smaller parts to gain a better understanding of it. Analysis is a process of fitting data together of making, invisible obvious of linking and attribute to antecedent is a process of conjecture and verification of correction and modification of suggestion and Defence.

Table 1: Frequency And Percentages Distribution Of Bank Employees With Their Demographic Variables.

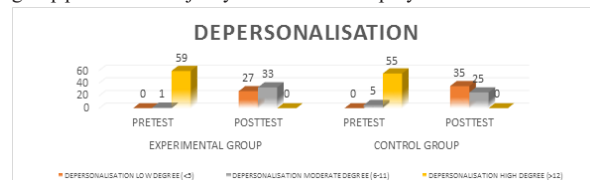
VARIABLES		EXPERIMENTAL GROUP N= (60)		CONTROL GROUP N= (60)	
Age	a.21-30 years	11	18.3	7	11.7
	b.31-40 years	19	31.7	27	45.0
	c.41-50 years	29	48.3	25	41.7
	d.50 and above	1	1.7	1	1.7
Gender	a. Male	35	58.3	33	55.0
	b. Female	25	41.7	27	45.0
Marital status	a. Single	9	15.0	8	13.3
	b. Married	50	83.3	50	83.3
	c. Separated	1	1.7	2	3.3
Religion	a. Hindu	28	46.7	37	61.7
	b. Muslim	20	33.3	13	21.7
	c. Christian	7	11.7	8	13.3
	d. Sikh	2	3.3	2	3.3
	e. other	3	5.0	0	0
Education	a. Graduation	35	58.3	15	25.0
	b. PG	22	36.7	37	61.7
	c. P. HD	3	5.0	8	13.3
Type of family	a. Nuclear family	35	58.3	32	53.3
	b. Joint family	25	41.7	28	46.7
Year of experience	a. 1-5 years	29	48.3	40	66.7
	b. 6-10 years	25	41.7	17	28.3
	c. 11-15 years	6	10.0	2	3.3
	d. 15- above	0	0	1	1.7
Monthly family income	a. Less than Rs 25,000	11	18.3	11	18.3
	b. Rs 25001-Rs 40000	21	35.0	36	60.0
	c. Rs 40001-Rs 65000	27	45.0	11	18.3
	d. Rs 65000 and above	1	1.7	2	3.3
Occupation of spouse (husband/wife)	a. Not working	14	23.3	9	15.0
	b. Govt job	15	25.0	34	56.7
	c. Private job	25	41.7	13	21.7
	d. Business	5	8.3	4	6.7
	e. Any other	1	1.7	0	0
The number of children	a. None	3	5.0	2	3.3
	b. 1	24	40.0	18	30.0
	c. 2	31	51.7	39	65.0
	d. 3 and above	2	3.3	1	1.7
Leisure time activity	a. Game	6	10.0	5	8.3
	b. Music	26	43.3	27	45.0
	c. TV	26	43.3	26	43.3
	d. Walking	2	3.3	2	3.3
Nature of work	a. Permanent job	32	53.3	60	100
	b. Contract job	28	46.7	0	0

LEVEL OF BURNOUT SYNDROME**Section II: (a) Graph I: - Assessment Of Pre And Post Burnout Syndrome In Experimental Group And Control Group.**

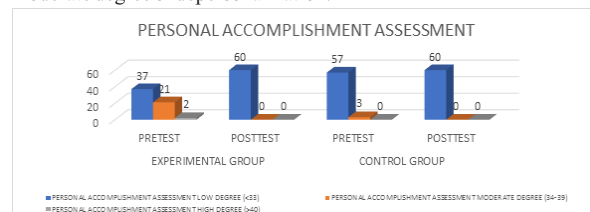
Above clustered bar graph shows that pre-test level of burnout syndrome in experimental group the majority 49(81.6%) And in control group the majority 36(60%) of the bank employees had moderate degree of burnout syndrome.

OCCUPATIONAL EXHAUSTION**Section II: (b) Graph II: -Assessment of the level of burnout syndrome (occupational exhaustion) in pre and post of experimental group and control group.**

Above clustered bar graph shows that pre-test level of Occupational exhaustion in experimental group the majority of the bank employees had high degree of occupational exhaustion, 19 of the bank employees were having moderate level of occupational exhaustion. And in control group pre-test the majority 31 of the bank employees.

**Section II: (c) Graph III: - Assessment of the level of burnout syndrome (depersonalization) in pre and post of experimental group and control group.**

Above clustered bar graph shows that pre-test level of depersonalization in experimental group the majority of the bank employees had high degree of occupational exhaustion, 59 of the bank employees were having moderate level of depersonalization. And in control group pre-test the majority 55 of the bank employees had high degree of depersonalization, 5 of the bank employees were having moderate degree of depersonalization.

**Section II: (D) Graph IV: -Assessment of the level of burnout syndrome (personal accomplishment assessment) in pre and post of experimental group and control group.****Section III: A. Table No II: - Assessment of effectiveness of meditation on burnout syndrome in experimental group.**

	TEST	EXPERIMENTAL GROUP		T'-VAL UE	P-VAL UE	RES ULT
		MEAN	SD			
LEVEL OF BURNOUT SYNDROME	Pre-test	84.60	10.67	36.73	0.003	S
	Post-test	31.56	6.75			

Above table reveal that the comparison of mean and SD of meditation on burnout syndrome among bank employees in experimental group. Pre-test mean was 84.60 and SD 10.67, post-test-mean was 31.56 and SD 6.75 and the calculated pre-test and post-test t-value was 36.73 and p value 0.003 was significant at $p < 0.05$.

Section III: B. Table No III:- Assessment Of Effectiveness Of Meditation On Burnout Syndrome In And Control Group.

BURNOUT SYNDROM	TEST	CONTROL GROUP		T'-VAL UE	P-VAL UE	RES ULT
		MEAN	SD			
LEVEL OF BURNOUT SYNDROME	Pre-test	76.80	15.86	0.57	0.28	NS
	Post-test	75.50	11.65			

Above Table reveal that the comparison of mean and SD of meditation on burnout syndrome among bank employees in control group. Pre-test mean was 76.80 and SD 15.86, post-test mean was 75.50 and SD 11.65 and the calculated pre-test and post-test t-value was 0.57 and p value 0.28 was not significant at $p > 0.05$.

Section III: C. Table No IV: -Assessment of effectiveness of meditation on burnout syndrome among occupational exhaustion, depersonalization, personal accomplishment and assessment, in experimental group.

BURNOUT SYNDROME	TEST	EXPERIMENTAL GROUP		T'-VAL UE	P-VAL UE	RES ULT
		MEAN	SD			

OCCUPATIONAL EXHAUSTION	Pre-test	32.38	5.41	27.37	0.047	S
	Post-test	12.41	3.18			
DEPERSONALIZATION	Pre-test	16.55	2.79	25.11	0.352	NS
	Post-test	5.68	1.99			
PERSONAL ACCOMPLISHMENT ASSESSMENT	Pre-test	31.43	5.26	25.01	0.407	NS
	Post-test	12.01	3.06			

Above Table reveal that the comparison of mean and SD of meditation on burnout syndrome on occupational exhaustion of among bank employees in experimental group. Pre-test mean was 32.38 and SD 5.41, post-test-mean was 12.41 and SD 3.18 and the calculated pre-test and post-test t-value was 27.37 and p value 0.047 was significant at $p < 0.05$.

Section III: D. Table No V: - Assessment of effectiveness of meditation on burnout syndrome occupational exhaustion, depersonalization, personal accomplishment and assessment, in control group.

BURNOUT SYNDROME	TEST	CONTROL GROUP		T-VALUE	P-VALUE	RESULT
		MEAN	SD			
OCCUPATIONAL EXHAUSTION	Pre-test	29.43	6.56	19.51	0.0222	S
	Post-test	12.98	3.29			
DEPERSONALIZATION	Pre-test	18.63	3.94	20.70	0.147	NS
	Post-test	6.20	1.98			
PERSONAL ACCOMPLISHMENT ASSESSMENT	Pre-test	25.28	6.08	15.23	0.363	NS
	Post-test	11.63	3.63			

Above table reveal that the comparison of mean and SD of meditation on burnout syndrome on occupational exhaustion of among bank employees in Control group. Pre-test mean was 29.43 and SD 6.56, post-test-mean was 12.98 and SD 3.29 and the calculated pre-test and post-test t-value was 19.98 and p value 0.0222 was significant at $p < 0.05$.

Section IV: Table No VI: - Comparison of mean pre-test and post-test scores between an experimental group and a control group.

LEVEL OF BURNOUT SYNDROME	PRE TEST	Group	Mean	SD	T-value	P-value	Result
		EXPERIMENTAL GROUP	84.60	10.67	3.16	0.02	S
		CONTROL GROUP	76.80	15.86			
	POST-TEST	EXPERIMENTAL GROUP	31.56	6.72	25.28	0.0007	S
		CONTROL GROUP	75.50	11.61			

The presented information in the table shows that in the experimental group pre-test mean of burnout syndrome was 84.60 and SD 10.67 and in the control group mean was 76.80 and SD 15.86 unpaired t-value was 3.16 and the p-value is 0.02 by the conventional criteria this difference is considered to be statistically significant. Also, in the experimental group, the post-test mean was 31.56 and SD 6.72 and in the control group mean was 75.50 and SD 11.61 t-value was 25.28 and the p-value 0.0007 considered was significant as.

Section V (A): Association Between The Level Of Burnout Syndrome With Selected Demographic Variables In The Experimental Group.

The relationship between demographic variables (Age, Marital Status, and Religion) and levels of burnout syndrome (Low, Moderate, High), with a chi-square (χ^2) test result for each variable to determine statistical significance.

Age: The chi-square value for age categories is 12.12 with 6 degrees of freedom and a p-value of 0.05, which is significant (S). This suggests that burnout levels are significantly different across different age groups. **Marital Status:** The chi-square value for marital status categories is 20.28 with 4 degrees of freedom and a p-value of 0.0004, which is highly significant (S). This indicates that marital status has a significant association with burnout levels. **Religion:** The chi-square value for religion categories is 12.82 with 6 degrees of freedom and a p-value of 0.04, which is significant (S). Out of 12 variable there are 3

variable (Age, Marital Status, and Religion) significant association in experimental group.

Section V (B): Association between the level of burnout syndrome with selected demographic variables in the control group.

The relationship between demographic variables (Religion) and levels of burnout syndrome (Low, Moderate, High), with a chi-square (χ^2) test result for each variable to determine statistical significance.

Religion- The Chi-square statistic (χ^2) is 14.59 with 6 degrees of freedom (Df), and the p-value is 0.02. This indicates a statistically significant association between religion and burnout syndrome, leading to the conclusion that burnout levels vary across different religious groups, marked as significant (S). Out of 12 variable there are 1 variable (Religion) significant association in control group.

DISCUSSION:

The research study findings have been discussed with relevance to the objectives and with other research study findings.

The First Objective Was To Assess The Level Of Burnout Syndrome Among The Bank Employees Of The Selected Banks.

The study on occupational exhaustion among bank employees revealed significant variations in pretest and post-test scores between experimental and control groups. In the experimental group, pretest scores for occupational exhaustion were 40, depersonalization 59, and personal accomplishment 37, whereas post-test scores showed occupational exhaustion at 56, depersonalization at 33, and personal accomplishment at 60. Conversely, in the control group, pretest scores were 31 for occupational exhaustion, 55 for depersonalization, and 57 for personal accomplishment, with post-test scores remaining stable at 55 for occupational exhaustion, 35 for depersonalization, and 60 for personal accomplishment. The above study finding is supported by assessed burnout syndrome using the Maslach Burnout Inventory among 50 participants divided into two groups. The findings indicated that 63.16% of participants experienced high emotional exhaustion, 60.92% had elevated cynicism, and 28.41% demonstrated low efficacy. Furthermore, 77.78% were identified as at high risk in at least one dimension, with emotional exhaustion and cynicism being the most prevalent correlation, observed in 50.48% of the sample.⁷

The Second Objective Was To Assess The Effectiveness Of Meditation On Burnout Syndrome:

The study examined the effects of meditation on burnout syndrome among bank employees, dividing them into experimental and control groups. In the experimental group, the pre-test mean for occupational exhaustion was 32.38 (SD 5.41), which significantly decreased to a post-test mean of 12.41 (SD 3.18), with a t-value of 27.37 and a p-value of 0.047. In terms of depersonalization, the pre-test mean was 16.55 (SD 2.79), dropping to 5.68 (SD 1.99), with a t-value of 25.11 and a non-significant p-value of 0.352. For personal accomplishment, pre-test mean was 31.43 (SD 5.26) and post-test mean was 12.01 (SD 3.06), resulting in a t-value of 25.01, also non-significant at $p = 0.407$. In the control group, the pre-test mean for occupational exhaustion was 29.43 (SD 6.56), reducing to 12.98 (SD 3.29), yielding a significant t-value of 19.98 and p-value of 0.0222. Depersonalization and personal accomplishment reflected similar results, with significant p-values of 0.0222 and 0.0363, respectively. The above study finding is supported by on transcendental meditation involving 40 secondary school teachers revealed a significant reduction in emotional exhaustion in the TM group, as measured by the Maslach Burnout Inventory, and an increase in personal achievement compared to a control group, emphasizing the beneficial effects of meditation on workplace burnout.⁸

The Third Objective Was To Find Association Between Demographic Variable And The Level Of Burnout Syndrome:

The study examined the association between pre-test burnout syndrome and various socio-demographic variables, including age, gender, marital status, and others, using a Chi-square analysis. In the experimental group, marital status and religion were significantly associated with burnout levels, while in the control group, the significant factors were gender and religion. The above study finding is supported by evidence from a cross-sectional study involving medical students also indicated a high risk of burnout linked to male gender, age, living conditions, and financing methods in the experimental group, and a similar association with gender and age in the control group.⁹

CONCLUSION:-

The present study is to assess the effectiveness of mediation on burnout syndrome among bank employees of selected banks in the city. The findings of the study showed that bank employees in experimental and control group of selected schools had moderate degree of burnout syndrome. This study also proved that meditation program was effective to reduce the level of burnout syndrome of bank employees who were included in experimental group whereas the level of burnout syndrome in control group showed less deviation from pre-test.

Recommendations:

A similar study may be replicated with comparative study. A similar study can be done by taking large no of sample. A similar study can be conducted with different demographic characteristics and different setting. A study on knowledge of meditation can be conducted among employees of larger bank branch. A similar study can be carried out on a larger population to generalize the findings.

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