

WORK-RELATED STRESS: CONTRIBUTING FACTOR OF EMPLOYEE BURNOUT IN MALAYSIA'S FOOD AND BEVERAGE INDUSTRY

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ABSTRACT – Employee experiences burnout has plenty of negative consequences: reduced quality care, poor outcomes, early retirement, and raised rates of depression and suicide. It will affect employees' physical and mental health. This research aims to determine the main factor contributing to the burnout of employees. It covers the factor of burnout on work-life balance, workload, and sickness presenteeism. Burnout also may lead to Karoshi (death due to overwork) and Karo-jisatsu (suicide due to overwork). The theory mostly referred to is work-related stress theory which is the relationship between a person and their occupational environment. The research design of this study is quantitative research collecting data through questionnaires. The population would be employees in the food and beverage industries who attend the 8th Halal festival Malaysia at Serdang, Kuala Lumpur. There is a 119 sample size based on G power software. Purposive sampling was used in distributing the questionnaire, and it was manually distributed to the respondent. Statistic package for social science (SPSS) and Smart PLS is the tool to analyse the data of reliability, validity, correlation, descriptive analysis, regression and hypothesis testing. The total respondent doing this survey was 129, of which the majority of them were 100 female (77.5%) and 29 Male (22.5%). Half of the respondents were the age 21 until 30 years. This study result supports the variable work-life balance due to the most substantial effect of lower job control. Also, support between the workload and burnout because they often blur between work and nonwork boundaries. They could redesign the job to enable employees to have more control over their work.

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INTRODUCTION

Burnout can harm the way that individuals live their lives. According to Lee [1], burnout syndrome can make people feel more emotional and exhausted (EE). As a result of employee fatigue, there are numerous accidents and errors at work today. Job burnout is being ineffective at work and failing to accomplish anything [2]. Additionally, job stress can result in burnout, which is a response to stressors at work. When the demands of their job exceed a person's abilities, they experience stress at work. Burnout has numerous negative effects, such as lowering the quality of care, producing poor results, leaving work early, and increasing the likelihood of depression and suicide [3]. According to Viotti [4], burnout is a psychological reflection of prolonged interpersonal and emotional work stress. The World Health Organization (WHO) reports that more than half of workers in industrialised nations experience workplace stress [5].

Modern employees are so preoccupied with work and family responsibilities that they disregard their health [6]. This problem could result in more employees leaving the organisation. Because work and life are misaligned, the employee does not feel the need to take care of their health. If a company disregards the work-life balance of its employees, it will lose all prospective employees. According to Matilla-Santander [7], a lack of work-life balance is a common link between working long hours and unhealthy behaviour, unhealthy diets, smoking, and lack of exercise. So that they can relax after a long day of work. This behaviour could negatively impact workers' mental health and ability to sleep. New employees and outsiders unfamiliar with the company's operations may make the wrong impression.

Between work and family, workers rarely interact with one another. Employees' lives will improve if they divide their time between work and other activities. Time spent with family and friends makes employees more valuable and improves their performance on the job [8]. People have varying requirements for what they need to survive. People typically use their vacation time to spend time with their families. However, as information and communication technology (ICT) has advanced, the distinction between work and life has become less transparent [9]. Combining work and non-work activities increases individuals' likelihood of working longer hours. When employees are constantly inundated with questions and instructions from their supervisors sent via ICT personnel while they are off the clock, they must respond immediately [10]. This situation leads to the belief that "work dominates life, always and everywhere" [11].

Work-related health problems exist due to work stress. Many employees become ill due to their behaviour at work. Burnout can make workers less cooperative, aggressive, and more likely to argue with sick, dying, or deceased individuals [12]. A high level of burnout will lead to physical and mental illness, such as heart disease and increased drug abuse rates

[12]. Overall, a worker with burnout becomes less interested in their job and less committed to their company, negatively impacting their performance [2]. It will reduce the company's profits and increase its likelihood of failure in numerous ways. Sometimes, employees leave their positions immediately without being replaced. Therefore, the company must find a replacement employee. Recruiting a new employee costs the company time and money. Putting the wrong individual in the wrong position could be problematic for the business. This paper will therefore examine if there is any relationship between the work-related stress factors (Work-life balance, workload, and sickness presenteeism) and job burnout in the Malaysian food and beverage (F&B) industry.

LITERATURE REVIEW

Work-related stress theory

Work-related stress theory refers to the relationship between an individual and their occupational environment in which occupational requirements exceed the physical and mental capabilities of the individual and are perceived to be threatening and even harmful [13]. According to Hessel [13], self-employed individuals experience less work-related stress than salaried individuals who organise and direct their work. This theory will be applicable when the problem of knowledge workers increases despite employee control and influence and when knowledge work has characteristics that can lead to frustration, work-related stress, and decreased performance [14]. Moreover, this indicates that working conditions reflect a positive social environment.

Work-life balance

According to Sonnentag [15], it is becoming increasingly difficult for many people to disconnect and recover from work outside of work hours, a trend that poses risks such as work-to-home conflict, stress, and mental illness. It may diminish the quality of time spent with family and alone. The evidence of contentment A balanced work-life in terms of family time rather than personal time is stated [7]. This situation demonstrates that quality time with loved ones is essential for work-life balance. In contrast, with fewer conflicts between work and family, employees are more likely to transfer positive behaviours from their personal lives to their professional lives. Workplace and personal obligations have made it difficult for employees, particularly women, to divide their time. Moreover, gender bias in the workplace still exists in modern society. According to a previous study Karkoulian [16], women face significant difficulties balancing their work and family life due to insufficient time and their husband's lack of participation in household or chore duties. Ultimately, overburdening childcare and household responsibilities have impacted their career success.

Workload

There is a heavy workload when the duties are in addition to the regular ones. If this heavy workload becomes the norm for the employee without their knowledge, it will lead to overwork. Currently, the Excessive Availability to Work (EAW) or Overwork Act is responsible for a large number of accidents. This act occurred when an employee had insufficient rest and was unable to concentrate on their work. Workaholism is the first behaviour related to overwork. It becomes a burden for them, resulting in emotional exhaustion, stress, burnout, and in the worst cases, karoshi, which is death from overwork [17]. The principal reason is overwork. They work continuously harder to maintain their profession over the long term and are terrified of losing their job. As a result, for example, in the Japanese culture of working overtime, there are a significant number of karoshi. For the organisation to survive in a challenging economy, it must compete and maintain its product or service in the marketplace. They are under intense pressure to achieve the goal, so they strive to increase productivity by reducing rest periods, lunch breaks, and other breaks [10]. The increasing amount of work causes worker stress, and work demands and obstacles may lead to overwork behaviour.

Sickness presenteeism

Sickness presenteeism refers to the phenomenon of individuals who report and confirm ill health that requires rest and sick leave but nevertheless still come to work [18]. The employee feels compelled to attend work despite being ill, resulting in more significant productivity loss than sickness absence. However, sickness presentism provides the organisation with a competitive advantage. According to the study, the correlation between sickness presenteeism and job demands and stress was strongest [19]. A high volume of work necessitates a large number of workers, overtime, and time constraints to complete a given task [18]. High job demands and stress may motivate employees to work long hours. In reality, sickness presenteeism resulted in a more significant loss of productive value than absence [10].

Burnout

Burnout is a work-related syndrome characterised by emotional exhaustion, depersonalisation, and a diminished sense of personal accomplishment [1]. Traditionally, stress was viewed as a result of environmental pressures, followed by an internal burden. Individual and organisational objectives can be compromised by stress. Stress's most typical adverse effects are decreased productivity, deteriorating performance, health issues, frequent absences, workplace accidents, bad behaviour, and others [20]. A substantial rise in job insecurity characterises the modern working environment, and in larger organisations, constant change and reorganisation are now accepted practises [21]. Employees have difficulty adapting to the organisation's technology and system changes, resulting in stress and burnout [22].

METHODOLOGY

This research is quantitative in nature and descriptive in design. The scope of the study is within the Malaysian food and beverage industry. Using a quantitative research design will produce relevant findings, as data will be collected arbitrarily within the research's scope. This research will utilise a questionnaire or survey to provide accurate and efficient data. This research design was chosen because it employs a predetermined set of questions in the form of questions. In addition, the employee does not require much time to complete the form. This research will be conducted in a natural environment setting. The survey will be conducted using a printed questionnaire form to collect data. Distribute the form manually to the respondent and collect it after the respondent has filled it out.

This study's population will consist of food and beverage industry employees who attend the 8th Halal festival Malaysia in Serdang, Kuala Lumpur. For companies in the food and beverage industry to meet customer demands, it is preferable for them to plan and control production. Most respondents are supervisors, operators, or managers in departments other than operations, human resources, sales, or marketing. The study sampling method is purposive sampling, which identifies and selects sample members based on their familiarity or experience with a phenomenon of interest [23]. SPSS (Statistical package for social science) and SmartPLS version 3 be used to analyse the data collected from questionnaires. SPSS software can also illustrate data in graphical form as a data summary. A descriptive analysis will be based on the respondent's overall data profile.

The reliability test measures the association between two variables. It indicates that the measurement is consistent and stable. Typically, a validity test examines the results' precision and accuracy to determine whether a measurement is reliable [24]. The research will use correlation analysis to determine the extent and nature of the relationship between the two variables. In addition to determining the strength of the relationship, represented by the correlation coefficient, it can determine whether the relationship between the variable and its result is positive or negative (r) [25]. Multiple regression analysis explains the relationship between a dependent variable and two or more independent variables. Multiple linear regression analysis serves three primary purposes [26]. Determine first the magnitude of the effects of the independent variables on the dependent variable. Secondly, used to predict the influences and effects of change. Lastly, it can predict trends and future data value.

RESULTS

This study received a total of 138 responses, but only 129 are valid for analysis. Table 1 shows the descriptive statistics of demographic variables. Mean is the average of data which the sum of observation will divide the number of observation. The highest mean indicates 3.33 as field of job, hence the lowest mean is 1.07 as races. Besides standard deviation defined as how spread out the data from mean. The higher value indicates greater separate in data. Field of job is the higher value (1.245) than Races (0.335) However, variance equal to standard deviation square.

Table 1. Descriptive Statistics of Demographic Variables.

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Gender	129	1	1	2	1.78	.419	.176
Age	129	4	1	5	2.61	1.033	1.067
Races	129	3	1	4	1.07	.335	.112
Status	129	1	1	2	1.58	.495	.245
Duration of work	129	3	1	4	1.52	1.001	1.002
Working hours in a week	129	4	1	5	2.40	1.202	1.446
Employment status	129	1	1	2	1.26	.442	.196
Salary	129	4	1	5	1.65	.807	.651
Field of job	129	4	1	5	3.33	1.245	1.549
Valid N (listwise)	129						

The normality test is determining whether the data roughly fit the bell curve in the normal distribution. The data consider as normality when sample is in the normal shaped, although the population is normally distributed. In this research, the most suitable type test of normality is Shapiro-Wilk because its for small sample size lower than 50 and also can be handle sample size up to 2000. The significant value for Shapiro-Wilk need to be greater than 0.05 to consider as normal, otherwise the value significant differ from normal [27]. The value sig. of burnout, work life balance, workload and sickness presenteeism is deviate from normal distribution as show in Table 2.

Table 2. Tests of Normality.

	Kolmogorov-Smirnova			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
B	.089	129	.013	.972	129	.009
WLB	.113	129	.000	.974	129	.013
WL	.074	129	.080	.975	129	.017
SP	<u>.072</u>	<u>129</u>	<u>.097</u>	<u>.977</u>	<u>129</u>	<u>.030</u>

Note: a. Lilliefors Significance Correction

For this study, the composite reliability (CR) was choosing instead of Cronbach’s alpha because it does not assume tau-equivalence, making it more appropriate for PLS SEM, which prioritises individual reliability of each indicator[26] . It suggested as replacement of the traditional criterion. It also known as factor reliability. Item with the composite reliability below 0.7 should be considered to be deleted. Table 3 and Appendix A illustrate all value of composite reliability is acceptable that above 0.7 for variable burnout (B) at 0.902, work life balance (WLB) at 0.836, workload (WL) at 0.91 and sickness presenteeism (SP) at 0.771. The value of AVE higher than 0.5 can be consider as acceptable. Table 3 show that Burnout indicator is slightly lower than 0.5 (0.486), but the indicator are acceptable as an AVE slightly below 0.50 might be acceptable in an exploratory study with CR level above 0.6 [28]. This means that more error remains in the items than the variance explained by the construct. Other indicators exceed 0.5 are acceptable.

Table 3. Convergent Validity.

Construct	CR	AVE
B	0.902	0.486
WLB	0.836	0.605
WL	0.91	0.614
SP	0.771	0.592

Note: B = burnout, WLB= work life balance, WL= workload and SP = sickness presenteeism

The discriminant validity can be tested with Fornell-Larcker criterion and Discriminant (HTMT). According to Hair [24], HTMT of more than 0.90 evaluate a lack of discriminant validity. The table 4 appears value of HTMT is discriminant validity with the higher value of 0.805 (WL and WLB) and lower of 0.419 (WLB and SP). In identifying whether HTMT is significant different 1 by using bootstrapping. Discriminant validity indicates as satisfactory when 90% bootstrap confidence interval of HTMT does not include 1. If it includes 1, no discriminant validity. The others measure for discriminant validity is cross loading It is appraised to avoid an indicator from being assigned to wrong construct [29]. All cross loading is lower than indicator loading assigned for each construct. Thus, all indicators were retained.

Table 4. HTMT Criterion.

	B	SP	WLB	WL
B				
SP	0.539			
WLB	0.777	0.419		
WL		0.634	0.805	

Note: B = burnout, WLB= work life balance, WL= workload and SP = sickness presenteeism

The model shows in Figure 1, the correlation between two variables is positive correlation and acceptable. According to Hair [24], loading value of 0.5 and above is regarded as acceptable but indicator less than 0.5 should be deleted. Although, the table shows that highest outer loading (0.878). The greater indicator is between work life balance (WLB) and question of “I feel that my personal needs are secondary” (FB15). While the lowest indicator at 0.545 is connection between work life balance (WLB) and question of “I bring work home with me” (FB13).

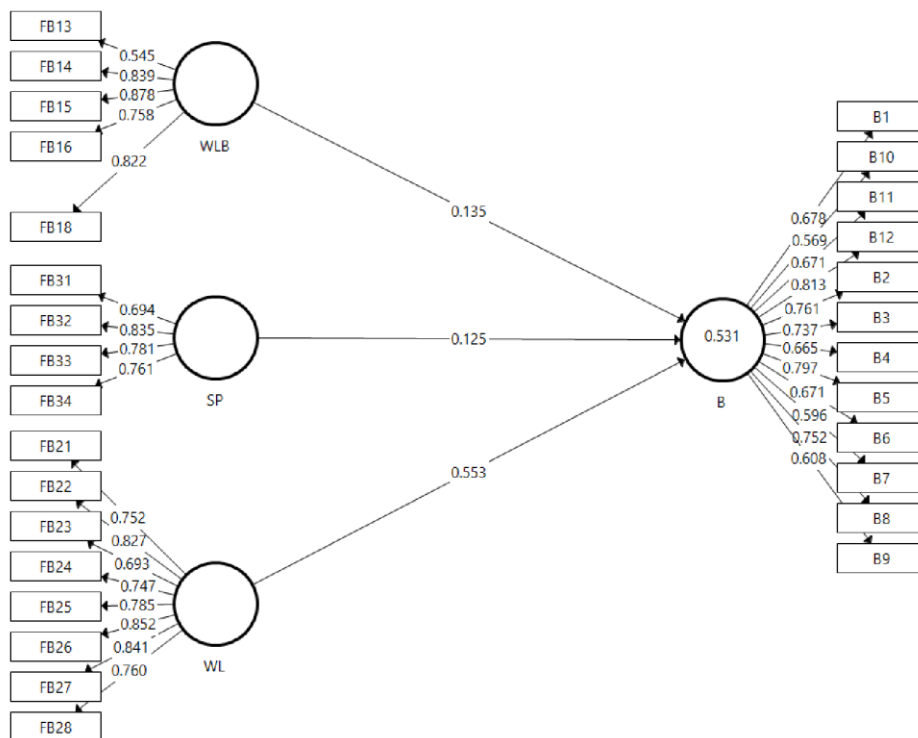


Figure 1. Hypothesized PLS Path Model.

The Pearson correlation value in the range of 0.0 until 0.5 means weak positive correlation. There are three relationship within the range are between burnout and work life balance (0.385), burnout and sickness presenteeism (0.448), work life balance and sickness presenteeism (0.277). In addition, the value of r between work life balance and workload (0.557), workload and sickness presenteeism (0.555) evaluate as moderate positive correlation due to the value range is between 0.5 until 0.7. the relationship between burnout and workload shows Pearson correlation of 0.717.

Multiple linear regression generates correlation between independent and dependent variables. Table 5 show the Summary of hypotesis testing. P value that lower than 0.05 need to reject the H0 (P value< 0.05). Although only one p value higher than 0.05 is relationship between burnout and sickness presenteeism (0.125) not supported. The decision is supported for path work life balance- burnout (WLB->B) and workload burnout (WL-> B).

Table 5. The Summary of hypothesis testing.

Hypothesis	Path	Standard Beta	Std.Error	t-value	P value	5.00%	95.00%	Decision
H1	SP -> B	0.125	0.128	1.152	.125	-.062	.297	Not supported
H2	WL -> B	0.553	0.553	5.685	.000	.381	.703	supported
H3	WLB -> B	0.135	0.149	1.733	.042	-.005	.249	Supported

Note: B = burnout, WLB= work life balance, WL= workload and SP = sickness presenteeism

DISCUSSION

From the result, this research show the significant relationship between work life balance and burnout because they often blurred between work and nonwork boundary [30] align with research H1 result. Previous researchers [31] found that the issues of work life balance associate increased levels of stress, as there is a strong connection between two concepts. However, research has related to burnout and variety of non-work affect such as personal life event, family responsibility and history of mental illness [32]. When Evaluating an individual’s burnout experience, there are few Variance of burnout can be explained by the person work life balance scores and non-work element should be consider [32]. Studies show that when someone lack of their work life balance will effect the quality of life eventually reduce the effectiveness of individual works. Gascón [33] stated that employee experience lower level of six area work life which are manageable workload, control reward, a sense of community, fairness and organizational value it reflects the chronic mismatch person job can be result in burnout.

According to Portuguese [34] result of positive relationship between workload and exhaustion, thus, strongest effect of lower job control which is align with research H2 result. It is reasonable to predict objective of workload causally to burnout, but Many of employee are able to handle it successfully with heavy workload [35]. It can define that work overload is the main source of exhaustion. In other words, is the main root of burnout [36]. Over workload unable to maintain energy, hence contribute to the risk of burnout workers. A mismatch in workload involves that worker feels overwork and the job that they perform do not have enough time [34].

As research H3 result indicate insignificant relationship between sickness presenteeism and burnout, a study reported that the higher percentages of sickness presenteeism with 80% is physician than other occupations, for instance, 47% police and 68% nurses [37]. It indicates that occupational is an important role in relation between sickness presenteeism and burnout. They worked during an illness for which they would have sick-listed patients themselves from the Norwegian Medical Association's health's survey [38]. the responsibility of work creates excuses for them to take leave while sick, every second of their presence is important. The working environment contributes to the employee's attendance as the behavior has become a habit. The population selected tend to have absenteeism than sickness presenteeism. Absenteeism can be defined as absences that are habitual, avoidable and unscheduled in nature. As a result, zero productivity of employee absent from the workplace [39].

CONCLUSION AND IMPLICATIONS

Nowadays, burnout is one of the factors unmotivated, low performance and employee turnover. Employee with symptoms of burnout tends to feel depressed, anxiety, difficulty in sleep, memory impairment and neck pain. Most of the researchers stated that burnout has a serious impact on someone's life, declining in the performance and productivity, health problem and frequently absence. This study result provides the support of variable work life balance due to the strongest effect of lower job control. Hence, to reduce burnout among employees, organizations must increase job control due to the heavy workload. They could redesign the job to enable employees to have more control over their work. Stated that an increasing amount of feedback indicates an organization concerned about burnout for a final job-related change that worker receives about their job performance. In many organizations' jobs are structured so that the employee rarely hears when things go right. But always hears when things go wrong. This is especially true in jobs where the main service the employee provides is advising people on how to solve the problem [40]. Therefore, organizational citizenship considered to increase behavior, at least from intrinsic motivation such as positive mood state and for connection or a sense of achievement [41].

Few limitations found this research, which is currently investigating only three variables, however many related factors might lead toward burnout. The population was nationally representing employees who attend the 8th Halal festival in the food and beverage industry but would tend to miss people who were work in a different industry such as the construction industry and hospitality industry that rely on service providers. Moreover, this research using manual questionnaire in collecting data where few data are not valid because the data are redundant. retailer and wholesaler came to the aim of the company attend such events are to meet customer demand by increasing promotion and sales as much on product or service offers to the visitors such as retailer, wholesaler and end users. They unable to focus on answering the questionnaire because of their duties and the event was pack with the visitors who interested in the product and services offers would also limit the time for them to respond. There will be a bias among the respondent when using this purposive sampling.

Referring to the research result and limitation, future research can take a next step on the topic of burnout relate to the level of motivation, job satisfaction, and job performance. Whether the burnout factor able to give a positive or negative impact. Future work is required to establish this in a better understanding of the topic. A great opportunity for them further works under the topic of burnout because it is a crucial topic among the society that might give a big impact in the realm of work. Besides, there are many factors of burnout future studies determine other factors that will lead to this issue. Determining the condition in collecting data is vital also able to influence when analyzing the data. The good condition in doing the questionnaire. Next, defined or use the convenient term to respond easily to understand and research it. Future research should consider the field of job in choosing the population before conducting the survey.

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