

# Study on the relationship between occupational life quality and (Case Study: Municipal employees of Chahardangeh)

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**ABSTRACT:** Quality of working life includes all measures to protect and safeguard of employees ' body and soul and provides their satisfaction and pleasure. Since there are much more complex in the occupational world, so the necessary information must be provided for businesses and thus job pressures, as well as occupational burnout and symptoms decrease, so that to achieve practical aspects of the business process. The main objective of this study was to investigate the relationship between quality of work life and occupational burnout in Chahardangeh municipal employees. The Correlation method and the method of stratified random sampling were used for selecting 170 Chahardangeh municipality employees and data were collected using two standard questionnaires. Results of correlation coefficient test showed that there was a significant relationship between emotional exhaustion and occupational life quality satisfaction in municipal employees of Chahardangeh ( $P = 0.04 < 0.05$ ). There was a significant relationship between personal performance and occupational life quality in the municipality staffs of Chahardangeh ( $P = 0.000 < 0.05$ ). There was a significant relationship between depersonalization and occupational life quality in the municipality staffs of Chahardangeh there is a significant relationship ( $P = 0.01 < 0.05$ ). There was a significant relationship between conflict and occupational life quality in the municipality staffs of Chahardangeh ( $P = 0.01 < 0.05$ ).

**Keywords:** occupational life quality, occupational burnout, staffs, municipality, Chahardangeh.

## INTRODUCTION

Be Since there are much more complexes in occupational world, the necessary information for businesses should provided and thereby reduce these symptoms of burnout and job pressures and thereby to achieve practical aspects of the business process. But the situation is possible when have a complete understanding of the fundamental nature of burnout and study socio-cultural and personal factors to consider it as a special delicacy (Saatchi, 1997). Occupational burnout is defined as an emotional exhaustion syndrome, depersonalization and personal accomplishment (Ahmadi, 2006). Although many attempts have been made about the factors affecting Occupational burnout, but these factors have not been identified definitively. Occupational burnout id a psychological syndrome that occurs as a result of chronic interpersonal stressors between personal and chronic pressure factors and appears as emotional exhaustion, cynicism to work, and Occupational low efficiency (Maslach and Leiter, 2001). Karger (1981) knows burnout, very similar to Marx's alienation concept. In this case occupational activity is something foreign to a person, and is not part of his nature, the persons cannot be satisfied in their work, feels of deprivation and misery, as a result, the person does not develop freely his physical and mental powers, but loses his/her physical ability (Gidnez, 2005). Occupational burnout performance can be seen by various methods such as absenteeism, withdrawal from work and practical changes. In the case of Occupational burnout, the common assumption is that the poor performance causes some improper psychological performances (Maslach and Liter, 2001). Humans to communicate and collaborate with others always should have a strong motivation. Some parts of social need have this social existence such as the need to respect is met in the workplace is met, where they can met and talk to each other and to share their own experiences. In fact, workplace of every man is his/her second home. There are lots of persons who obliged to spend most of their hours in their workplace. It is clear that this environment should meet the minimum material and spiritual needs of the people to earn their professional knowledge and sincere service provider. Since the job of a person refers to the social status of his/her family, occupation by providing through employee participation of working groups, in organizational units and the whole organization play a fundamental role in fulfilling its respect to him/herself (Beach, 1991). Meanwhile, when the workers be treated with respect and they have the opportunity to express their thoughts and in their decision-making, will show a favorable response (Dowlan and Sholler, 2002). The occupational life is one of the most interesting methods and an important way in design and job enrichment and is rooted in the attitudes of employees and managers to motivation that is one of the most important issues in the sociology of work and human resource that requires particular increasing attention. Quality of occupational life includes all measures to protect and safeguard employees ' body and soul.

It provides them satisfaction and pleasure. Since the municipality as an institution for administrative decentralization and to engage in civil affairs, prosperity, and welfare of city residents has been created, so is closely related to issues and problems of the people in the city. Since the quality of public services is one of the important criteria factors in urban development and visions of the country's development, therefore, the quality of municipal service delivery by municipalities Haier is important to people over and over. Quality of life and its importance in society suspension of burnout among social-cultural employees in urban areas is of considerable importance. According to the mentioned issues the importance and necessity of this research is as follows:

Municipal leaders can use the results to inform their employees ' awareness of the current state of quality of occupational life,

Municipal leaders can use the results to inform their employees about the current conditions of occupational burnout,

Determine the status of quality of occupational life in order to their development in the workplace

Determine the status of occupational burnout components to their arguing in the workplace

In this study, after determining the existing situation in terms of quality of life and occupational burnout among Chahardangeh municipal employees, the researcher was searching for the answer to this question whether the quality of occupational life and occupational burnout among Chahardangeh municipality staff is a significant relationship or not.

### METHODS AND MATERIALS

This study is applicable, in case of variable control, it was a descriptive correlational survey as investigated the correlation between the research variables. Finally, the correlations between the variables werer esented in a model.

#### Participants

Since, the topic of the current research was to investigate the correlation between qualityof occupational life and occupational burnout of Chahardangeh municipal employees, so the population was comprised of 300 employees. Multi-stage cluster sampling (between the provinces of the country, Tehran province, and the cities of Tehran, Chahardangeh, was selected) was used. Among the 300 employees in Chahardangeh that were 300 persons, 170 of them were selected relying on Morgan table, as sample size.

#### Research Tools

Two standard questionnaires were used. Questionnaire of occupational quality of life had 45 items. This questionnaire had five-point Likert scale including "strongly agree (5), agree (4), no idea (3), disagree (2) and strongly disagree (1)" that was designed and approved by Grant Markham (2014). This questionnaire investigated 9 dimensions including the authority of using skill, task management, work and time pressure, role ambiguity, physical activity, exposure to risk, lack of occupational security, social protection supervisor, co-workers of social protection. The second tool was occupational burnout that was designed and developed by Maslach et al (1981) and was consisted of 25 items. It has seven-point Likert scales including "negligible (0), very low (1), low (2), considerable (3), moderate (4), relatively high (5), high (6), and very high ( 7)" that was rated from zero to seven. This questionnaire included items of emotional, personal performance; depersonalization; and conflict. To search the test content validity the method of content validity index (CVI) was investigated. Regarding the views of five experts (experts in the field of management and educational administration), for all items the value of 0.8 was obtained that according to the CVI index, this value was acceptable. The validity of the quality of occupational life questionnaire through factor analysis for minimum tests was confirmed between 87 to 88% (Markham, 2010), also, the validity of occupational burnout for minimum tests was confirmed between 56 and 85% (Maslach and Jackson, 1981). By implementing questionnaires on a number of 40 sample size, using Cronbach's alpha coefficient for reliability, the values of 0.75, and 0.87 was obtained respectively values that were above 0.7, so both of the questionnaire were valid. On the other hand, Cronbach's alpha test was used for determine the reliability of occupational burnout and its value was 87%, 69%, 51% and 56% for the emotional exhaustion, personal performance, and depersonalization, respectively (Maslach & Jackson, 1981) and Cronbach's alpha test was used to determine the validity of quality of occupational life questionnaire that its value for all aspects were between 59 to 93% (Markham, 2010).

### RESULTS

In this section, Tables 1 and 2 contain descriptive elements and main variables as bellows.

Table 1. Descriptive statistics of variable components of occupational life quality

Standard deviation	Median	Mode	Mean	Indicators components
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0.50	3.62	3.75	3.64	Authority of using skills
0.61	3.75	4	3.69	Task control
0.63	3.33	3.33	3.48	work and time pressure
0.57	3.66	3.67	3.73	role ambiguity
0.91	3.33	3	3.27	Physical activity
0.49	3.57	3.71	3.58	exposure to risk
0.70	3	2.33	3	Lack of occupational security
0.80	3.40	3.20	3.37	social protection supervisor
0.59	3.66	3.67	3.63	social protection colleagues
0.64	3.48	3.40	3.48	occupational life quality

According to the results shown in Table 1, the index component of "role ambiguity" had the highest mean value (3.73) and the lowest mean belonged to the component "occupational insecurity" (3). The mean of occupational life quality was equal to 3.48. Mode index of component "authority in using skills" had the highest rank of 3.75. The median value showed that the value of the component mediocrity "task control" was above the rest component (3.75). The lowest distribution among responses and among the options was the component "exposure to risk" (0.49).

Table 2. Descriptive statistics of variable component of occupational burnout

Standard deviation	Median	Mode	Mean	Indicators components
1.49	3	3	3.51	Emotional exhaustion
0.97	4	4	3.81	personal performance
1.27	3.60	3	3.04	depersonalization
1.51	3	3	3.50	conflicts
1.31	3.40	3.25	3.46	occupational burnout

According to results of table 2 Indexes, it has been shown that the factor of "personal performance" had the highest mean value (3.81) and the lowest mean belonged to the components of "depersonalization" (3.04). The mean of occupational burnout was equal to 3.46. Mode index in component of "personal performance" was the highest (4). The median value Showed that the mediocrity for the component of "personal performance" was above the rest of the components (4). The lowest distribution among responses was the component of "personal performance" (0.97). The result of Kolmogorov-Smirnov test for normality of survey data related to variable of "quality of occupational life and occupational burnout", and the components of "occupational burnout", has been shown. The results showed that the data related to response (except the quality of occupational life) were not normal ( $P < 0.05$ ). Therefore, it was necessary to examine the relationship between pairs of variables by Kendall Tau correlation coefficient.

Table 2. The results of correlation between two variables of quality of occupational life and occupational burnout

occupational burnout	quality of occupational life	variables		
-0.14	1	correlation coefficient	quality of occupational life	Kendall Tau' correlation
0.02	---	P value		
1	-0.14	correlation coefficient	occupational burnout	
---	0.02	P value		

According to the results presented in Table 2 it was clear that there was a significant relationship between the quality of occupational life and occupational burnout among municipal employees in Chahardangeh ( $P < 0.05$ ) and this relationship was indirect.

Table 2. The results of correlation coefficient between quality of occupational life and emotional exhaustion

emotional exhaustion	quality of occupational life	variables		
-0.18	1	correlation coefficient	quality of occupational life	Kendall Tau' correlation
0.04	---	P value		
1	-0.18	correlation coefficient	emotional exhaustion	
---	0.04	P value		

According to the results presented in Table 2 it is clear that there was a significant relationship emotional exhaustion and occupational satisfaction among municipal employees of Chahardangeh ( $P < 0.05$ ) and this relationship was indirect.

Table 3. The result of coefficient correlation of two variables including quality of occupational life, personal performance

personal performance	quality of occupational life	variables
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0.21	1	correlation coefficient	quality of occupational life	Kendall	Tau'
0.000	---	P value		correlation	
1	0.21	correlation coefficient	personal performance		
---	0.000	P value			

According to the results presented in Table 3 it was indicate that there was a significant relationship between personal performance and quality of working life in the municipality staffs of Chahardangeh ( $P < 0.05$ ) and this relationship was direct.

Table 4. The results of correlation coefficient between two variables of quality of occupational life and depersonalization

personal performance	quality of occupational life	variables			
-0.12	1	correlation coefficient	quality of occupational life	Kendall	Tau'
0.01	---	P value		correlation	
1	-0.12	correlation coefficient	depersonalization		
---	0.01	P value			

The results of Table 4 showed that there was a significant relationship between depersonalization and quality of occupational life in the municipality staffs of Chahardangeh ( $P < 0.05$ ) and this relationship was indirect.

Table 5. The results of correlation coefficient between two variables of quality of occupational life and conflict

conflict	quality of occupational life	variables			
-0.15	1	correlation coefficient	quality of occupational life	Kendall	Tau'
0.01	---	P value		correlation	
1	-0.15	correlation coefficient	conflict		
---	0.01	P value			

According to the results of Table 5 it is clear that there was a significant relationship between the quality of occupational life and conflict of Chahardangeh municipal employees ( $P < 0.05$ ) and this relationship was indirect.

## DISCUSSION AND CONCLUSION

Results of statistical analysis showed that there was a significant relationship between emotional exhaustion and occupational satisfaction in Chahardangeh municipal employees ( $P < 0.05$ ). From the perspective of Chardangeh municipal employees, one of the components of occupational burnout can have a significant correlation with quality of occupational life. Emotional exhaustion as a person emotional force components disappears gradually due to wear, and becomes boring for him/her. Emotional exhaustion is feeling of being under pressure and the loss of one's emotional resources. What descriptive statistics component of burnout and quality of life showed were that employees in their organizational positions, emotional exhaustion which leads to occupational burnout was not observed. Chardangeh municipal employees were less emotional exhaustion, which were significantly correlated with quality of life. The results of current study were in consistent of the results of other researchers including Maslach (1988), Garrosaa et al. (2008), Purvanova & Muros (2010), Jeong Kim et al. (2015), Saberi et al (1390), Qodsi et al., 2011. Results of statistical analysis showed that there was a significant relationship between personal performance and quality of occupational life in the Chahardangeh municipality employees ( $P < 0.05$ ). From the perspective of municipal Chardangeh employees, one of the components of occupational burnout; personal performance can be correlated with components of quality of occupational life. What was shown to improving the quality of occupational life in the Chardangeh from the perspective of municipal employees, was improve the quality and quantity of their personal performance. Among components of occupational burnout, personal performance component had significant correlation between quality of occupational life and personal performance. It seems that the staffs of this organization satisfied, their personal performance and did not feel that their operations will not be successful. Therefore, the more and higher efficiency of personal performance, of course, for them, the components of the quality of occupational life, will be expanded. These results were in consistent with the results of Maslach (1988), Garrosaa et al. (2008), Purvanova & Muros (2010), Jeong Kim et al. (2015), Saberi et al (1390), Qodsi et al., 2011. Results of statistical analysis showed that there was a significant relationship between the depersonalization and quality of occupational life in Chahardangeh municipality staff ( $P < 0.05$ ). From the perspective of Chardangeh municipal employees, one of the components of occupational burnout, depersonalization can be correlated with components of quality of occupational life. Employees Depersonalization in the organization as one of the components of occupational burnout, is a persistent or recurrent feeling of separation from one's mental processes or body as if watching from the outside processes. During the feelings of depersonalization, employees in this case, will not consider other people as a human being and perceive them as an object. These staffs have hostile and pessimistic attitude toward other entities. Results of descriptive statistics showed that Chahardangeh municipal employees had low

depersonalization. In fact, this component was at the lowest mean level in comparison to other components of occupational burnout. On the other hand, employees their enterprise environment and cynical attitudes towards other people and their managers were not abstracted. Therefore, improving the quality of occupational life had significant relationship and impact in the organization, in the dimensions of occupational burnout. These results were in consistent with the results of Rocca et al. 2001, Prdanow and Mores (2010), and Babeli (2000). Results of statistical analysis showed that there was a significant relationship between the quality of occupational life and conflict in Chahardangeh municipal employees ( $P < 0.05$ ). From the perspective of Chardangeh municipal employees, one of the components of occupational burnout, conflict, can have a significant correlation with quality of life. Employee involvement in an organization defines as intellectual and emotional feeling of involvement in the organization. This component as a feedback, is an important variable that helps to increase the effectiveness of the organization. The lower level of involvement of an organization's employees, the effectiveness will increase. It seems that high involvement is an inherent feature of the staff. Persons with low involvement rarely abandon their jobs and are expected to reflect the foreseeable future not work for their organization. Also, some employees may not have a set of requirements or values that provides the involvement of the occupation. Considering the results of descriptive statistics showed that the mean value of dimensions of occupational burnout was at a low level, therefore Chahardangeh municipal employees have not serious intellectual and emotional involvement in their organization. Due to the low level of Chardangeh municipal employee involvement, this component had direct correlation with quality of life. These results were in consistent with the results of Rocca et al. 2001, Prdanow and Mores (2010), and Babeli (2000). Results of statistical analysis showed that there was a significant relationship between the quality of occupational life and occupation burnout of Chahardangeh municipal employees ( $P < 0.05$ ). From the perspective of Chardangeh municipal employees, occupational burnout can be correlated with components of quality of occupational life. Since, the two categories of quality of occupational life and burnout are of the concepts that each individual on staff efficiency and organizational efficiency are affected. The relationship between these two categories on the basis of scientific theories is an inverse relationship. What became clear in this analysis was that the lower personal burnout, the more improvement in quality of occupational life. In this analyses, it was found that all the components of an employee's personal burnout and occupational life quality were correlated. These results were in consistent with the results of Cheung and Tang and Tang (2009), Karaket (2009), Tan and Bujang (2010), Yeo and Li (2013), Garrosa-Hernández et al. (2013), Erdem (2014), Abdul Razak et al. (2016), Ardalan et al. (2014), Shahbazi et al (2009). Finally suggestions are offered for research and researchers as follows. It is suggested, the results of the quality of occupational life of employees to be assessed and compared with other municipalities and with each other in provinces and cities and the results to be used in organizations. Researchers can study a model of effecting of each components of occupational life quality and occupational burnout in organizations and define the life quality components rankings. Researchers can do a comparative study between components of occupational life quality in governmental and nongovernmental organizations inside and outside of country and compare the results. Researchers can do a comparative study between components of occupational burnout in governmental and nongovernmental organizations inside and outside of country and compare the results.

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