The Research of Burnout in Information Systems Professionals

E-mail: 8800590@ mail.dyu.edu.tw

ABSTRACT

This study concentrates on the burnout of information professionals. The samples were chosen from the top 1000 companies in the manufacturing industrayin Taiwan. The objectives of this study are follows: (1)How would the personal factors influence the tendency of burnout?(2)How would the factors of a working enviroment influence the tendency of burnout?(3)What is the combined effect of above factors on information professionals''' tendency of burnout?The data was collected through questionnaire. Two hundred seventy questionnaires were sent out and 142 complete questionnaires were received. The response ratewas 52.6%.The main findings of this study are as follows: 1. Single,female and non-manager information professionals have higher tendency of burnout. 2.The information professionals with higher position, higher EQ and Innovation ability will have lower the tendency of burnout.3.Job satisfaction, job autonomy, and reward have a negative correlation with the tendency of burnout. The higher the job satisfaction, job autonomy, and reward, the lower the tendency of burnout, job stress has a positive relation with the tendency of burnout.4.The reasonable salary and the support from the managerial level are two important factors for increasing the job satisfaction and decreasing the tendency of burnout.

Keywords : Burnout, Job Stress, Job Satisfaction, Emotion Quotient

Table of Contents

REFERENCES

        1   1996 6
    2   1997
 6   3   1995 6   4
                                                                    1996 9   5   -
            4   1991 7   pp.339-358   6
                    1990 6   7   -
                    1984 6   8
        1979 6   9   -
        1994 6   10   -   35   1977
 ppl3-56   11   26   1971

pp103-138   12   1997   6   13

                                                                          1997   6   14

                                                      1993   6   15   -
                        39   1985   6   pp59   16   --   (   )(   )   21
(1983   5   )   pp67-79   191   17

      1987   6   18   -

                              1996   6   19

            1996   6   20

      1986   6   1. Adams, J. D. "Coping with stress at work (Ed)," Judi Marshall & Cany L. Cooper, England, Gower, Pub, CO. Li., 1981. 2. Anderson, R. S. "The relationship between burnout and stress, job satisfaction, and absenteeism among public school counselors." Doctoral Dissertation, University of Houston, University Microfilms International, 1985. 3. Baron Perlman and E. Alan Hartman "An Integration of Burnout into a Stress Model," paper presented at the Annual Meeting of the Southeastern Psychological Assciation,26th, March 26-29, 1980. 4. Birch, Nancy, Maurice, P. Marchant and Nathan M. Smith. "Perceived role conflict, role ambiguity, and reference librarians burnout in public libraries." Library and Information Science Research, 9, Jan.-Mar. 1986, pp.53-65. 5. Beehr T.A., Johnson L.B. and Nieva R. "Occupational stress: coping of police and their spouses" Journal of Organization Behavior, 16, 1995, pp.3-25. 6. Breaugh J.A. and Caiman J.P. "Measuring facets of job ambiguity: construct validity evidence " Journal of Applied Psychology,(79:2), 1994, pp. 191-202. 7. Bunge Charles A. "Potential and reality at the reference desk: reflections on a -return to the field'." The Journal of Academic Librarianship, 10, 1984,pp.l28-133. 8. Bunge Charles A. "Stress in the library workplace. " Library Trends, 38, Summer, 1989,pp.92-102. 9. Caputo Janette S. "Stress and burnout in library service." Phoenix, A.Z.:Oryx Press,1991. 10.Cherniss Cary "Job burnout: growing worry for workers, bosses" U.S. News & World Report, Feb, 18, 1980, pp.71-72. 11.Conway, C. S. "A study of situational, demographic and personality factors associated with burnout school counselors." Doctoral Dissertation, The Catholic Univ. of American, 1984, Dissertation Abstracts Interational, 45:6, 1984, NO.DA84147. 12.Cordes, C. L. and Dougherty J.W. "A review and an integration of research on job burnout " Academy of Management Review (18:4), 1993,pp.621-656. 13.Couger, J. D. and Zawacki, R. A. "Motivating and managing computer personnel." New York ,John Wiley&Sons Inc.,1980. 14.Edelwich J. W. & Brodsky A. "Burnout: stages of disillusionment in the helping professions." New York:Human Sciences, 1980. 15.Freudenberger H. J. "Staff Burnout" Journal of Social Issues, (30.1), 1974, pp.159-165. 16.Freudenberger H. J. & Richelson G. "Burnout: how to beat the high cost of success." New York:pergamon, 1980. 17.Gdembiewski Robert T., Robert F. Munzenrider & Jerry G. Stevenson "Stress in Organizations: Toward a Phase Model of Burnout" ' New York: Praeger , pp23 , 1986. 18.Haack, Mary, John W Jones and Tina Roose "Occupational burnout among librarians." Drexel Library Quarterly 20, Spring, 1984, pp46-72. 19.Hackman, J. R. and Lawler, III, E. E. "Employee reactions to job characteristics." Journal of Applied Psychology, 55, 1971, pp259. 285. 20.Hackman, J. R. and Oldham, G.R. "The job diagnostic survey: an instrument for the diagnosis of job and evaluation of job redesign project." Technical Report no.4, department of Administrative science,Yale University,1976. 21. Igbaria M., Greenhaus J.H. and Parasuraman S. "Career orientation of MIS employees: an empirical analysis" MIS Quarterly, (15:2), 1991.pp.l51-169. 22. Igbaria M. and Greenhaus J.H. "Determinants of MIS employees' turnover intentions: A structural equation model" Communication of the ACM, (35:2), 1992,pp.35-45. 23. Igbaria M. and Siegel S. R. "The reasons for turnover of information systems personnel" Information and Management,23, 1992.pp.321-330. 24. Igbaria M. and Guimaraes T. "Antecedents and consequences of job satisfaction among information center employees" Journal of Management Information System, (9:4), 1993, pp.145-174. 25. Igbaria M., Meredith G. and Smith D.C. "Predictors of intention of IS professionals to stay with the organization in South Africa" Information and Management, 26, 1994, pp .245-256. 26. Igbaria M. and Wormly W. M. "Organizational experiences and career success of MIS professionals and managers: An examination of race difference" MIS Quarterly, (16:4), 1992, pp.507-525. 27. King J. "Stress rattles 'help!' desks" Computerworld, (29:11), Mar 13 ,1995, pp.1,16. 28. Kirton M. "Adaptors and Innovators: A Description and Measure" Journal of Applied Psychology, Vol.61,No.5,1976,pp.622-629. 29. Maslach C. "Burnout" Human Behavior,(5:9),1976,pp.16-22. 30. Maslach C. "The client role in staff burnout" Journal of Social Issues (34:4), 1978,pp.lll-124. 31. Maslach C. "Understanding burnout: definition issues in analyzing a complex phenomenon. In W. S. Paine (Ed)." Job Stress and Burnout, Beverly Hills: Sage, 1982. 32. Maslach, C., and Jackson, S. E. "Burnout in organizational setting. In S. Oskamp (Ed)." Applied social psychology annual 5., Beverly Hills: Sage, 1981. 33. Maher E. L. "Burnout and Commitment: a theorical alternative." Journal of Social Issues, (61), 1983,pp.390-393. 34. McGee M.K. "Burnout!" Informationweek, 569,1996, pp.34-40. 35. Meier Scott T. "Toward a theory of burnout". Human Relations, 36, 1984,pp.899-910. 36. Moos, R. H. "Work Environment Scales (2nd ed.)", Palo Alto, CA: Consulting Psychologists press, 1986. 37. Moracco, J. C. "Burnout in counselors and organizations.", ERIC Clearinghouse on counseling and personnel Services, Ann Arbor, Mich, 1981. 38. Neville, Sandra H. "Job stress and burnout: occupational hazards for services staff." College and Research Libraries, 42, May, 1981, pp242-247. 39. Peter M. "Burnout: the under malady of helping. In D. L. Avila & A. W. Coubs. (Eds)." perspections: on helping relations and helping progression, Allyr & Baw. 1981. 40. Pines A & Aronson, E. "Burnout: from tedium to personal growth. "N.Y.: Fress Press., 1981. 41. Potter B. A. "Beating Job Burnout: How to transform work pressure into productivity". Berkeley Ronin, pp3-9 , 1985. 42. Reilly N. P. "Exploring a paradox: commitment as a moderator of the stressor burnout relationship" Journal of Applied Social Psychology, (5:24), 1994, pp.397-414. 43. Rubm B., "Burnout: causation and measurement." Master Dissertation. Michigan State University, University Microfilms International, 1982. 44. King, R. C. and V Semi, "The moderating dffect of organizational commitment on burnout in information systems professionals" Europeon Journal of Information

Systems. Jun. 1997, pp.86-96. 45. Schwab, R. L. and Jwanicki, E. F. "Perceived role conflict, role ambiguity and teacher burnout." Educational Administration, 18:1, 1982,pp.60-74. 46. Savicki, Victor and Eric J. Cooley "Implications of burnout research and counselor educators." Personnel and Guidance Journal, 60, Mar, 1982, pp415-419. 47. Smith, P. C., Kendall, L. J. and Hullin, C. L. "The measure of satisfaction in work and retirment Chiargo: Rand-McNally.", 1969. 48. Smith Nathan M., Nancy E. Birch and Maurice P. Marchant, "Stress, distress, and burnout: a survey of public reference librarians." Public libraries, 23, Fall, 1984, pp.83-85. 49. Sonnentag S. et al, "Stressor-burnout relationship in software development teams" Journal of Occupational & Organizational Psychology., (67:4), 1994, pp.327-341. 50. Stephen P. Robbins, Organizational Behavior, 6th, 1992. 51. Turner, A. N. and Lawrance, P. R. "Industrial Jobs and the Worker" Boston: Harvard Graduate School of Business Administration, 1965.