General Self-Efficacy Beliefs, Life Satisfaction and Burnout in Traffic Wardens

Paras Aslam
Talat Sohail

Abstract

The study aims to explore the relationship among General Self-Efficacy Beliefs, Life Satisfaction and Burnout among 120 male traffic wardens in Lahore city. A cross sectional research design was employed by using random sampling technique in study. The scales of General Self-Efficacy Scale (GSES), Satisfaction With Life Scale (SWLS) and Maslach Burnout Inventory- General Survey (MBI-GS) were used. To calculate the relations and predictability between the variables, Pearson Product Moment Correlation Coefficient and Multiple Regression Analysis were used. As the results of the analysis indicate the relationship between the variables of General Self-Efficacy Beliefs, Life Satisfaction and Burnout (the three scales of Burnout include Professional Efficacy, Cynicism and Exhaustion) were statistically found significant at 0.01 and 0.05 levels. The results of Regression Analysis proved the hypothesis that General Self-Efficacy Beliefs and Life Satisfaction were significant predictors of all three Burnout subscales. Furthermore demographic characteristics age, family income, number of years in job (traffic warden), number of

hours spent at work place were found to be significant predictors of Burnout.

Introduction

The job of a Traffic Warden is highly challenging. This research was conducted to explore the nature of relationship among physical and psychological stressors confronted by traffic wardens at their work place and its relation with their general self-efficacy beliefs, life satisfaction and burnout. Literature review provides evident data about the nature of relationship between the variables of General self-efficacy beliefs, life satisfaction and burnout which are the significantly related to each other. Researcher studied these variables on 354 (131 female, 223 male) university students. The results of study indicate the positive relationship between general self-efficacy beliefs and life satisfaction and their inverse relationship with burnout (Capri, Ozkendir, Ozkurt & Karakus, 2012).

All over the world the relationship in police and public is critical. A researcher Goodman (1990) in his research study proves this notion. Researcher measured burnout level in two groups of professionals (police officer and non-police personnel. The scores of the professionals on burnout scale provide significant results. Traffic wardens and police officers faced more burnout level as compare to other professionals as they face disrespect from public and lack of support from their seniors and coworkers (Morash, Kwak, Hoffman, Hun Lee, Cho & Moon, 2008). Psychologists play very important role in police training by enhancing their listening, problem solving, stress management and conflict resolution skills (Byrne & Byrne, 1992).

Burnout is a very common problem faced by all of the professionals. More precisely, Maslach (1982) defined burnout: 'as a syndrome of emotional exhaustion, depersonalization, and reduced personal accomplishment that can occur among individuals who have public dealing. Emotional exhaustion refers to the desire to withdraw from others and from work. Individual feel emotionally drained and feel unable to becoming emotionally

charged again. Depersonalization is described as individual desensitized response toward its colleagues at work place. In this state the individual developed extreme negativity and show careless attitude toward others whom he is responsible. In reduced personal accomplishment refers to the individual feeling of dissatisfaction towards its job performance. In this state individual developed feeling of inadequacy toward its job performance, and continuously blaming itself for everything that goes wrong (Byrne & Byrne, 1992). Burnout syndrome is common among professionals who provide personal services. A research study designed by Schaufeli and Salanova, (2007) on two groups of Dutch and Spanish university students to investigate the nature of relationship in burnout three dimensions (emotional exhaustion, depersonalization and work accomplishment). The results of the study showed the emotional exhaustion and depersonalization is major factor studied in burnout, while work accomplishment have weak inverse relationship with other two dimensions.

Burnout is very common among traffic wardens due to their highly demanding and stressful nature of job (Antoniou, Cooler, Chrousos, Spielberger & Eysenck, 2009). There is large amount of literature is present to provide evidence that how work place stress effects individual physical and psychological health and its attitude towards job. Person attitude towards job is dependent upon the job demands and resources available to the person in return of his services. A research study was designed by Martinussen, Richarsen and Burke (2007) on 233 Norwegian police officers by collecting data using questionnaire. Overall burnout level was low in Norwegian police officers but data support the hypothesis that job demand, job resources and especially family pressures are strongest agents of all three dimensions of burnout in police officers.

Another study explores the relationship between police officers exposure to violence and its relationship with domestic violence. It is expected that relationship of violence exposure and domestic violence in police officers family are direct and

mediated. The mediation factors included burnout, alcohol consumption, and absenteeism. The results of the study prove the relationship in both exposures to violence at work place and domestic violence in police officers families (Johnson, Todd & Suramanian, 2005). Recent researches provide indication that professionals which are part of helping professions faced more stress and burnout. A research study conducted by Jackson and Maslach (1982) on 142 police couples. The study explored the multiple job stressors faced by police officers and also provides valuable information about the consequences of work related stressors on their familial life. The results showed that police officers who faced stress and burnout measured by using Maslach Burnout Inventory, more prone to display anger, less interaction and involvement in family matters, spent more time outside and had high divorce rate.

Individual differences are present among individuals in severity and occurrence to develop burnout among professionals. Individual difference describes personal personality traits, demographics, social and political skills. In 1993 Cordes and Dougherty, discovered that how demographic e.g. age, gender, marital status etc. contributes in the development and severity of burnout (Antoniou, Cooler, Chrousos, Spielberger & Eysenck, 2009). Literature shows different relationship with variables such as gender, socio-economic status and rank with each burnout dimension. Research data indicate that female teachers were more vulnerable to high emotional exhaustion and reduced personal accomplishment, whereas male teachers were more prone to high depersonalization. Socioeconomic status was also predicting factor of burnout. Low socioeconomic status leads high emotional exhaustion and depersonalization in teachers (Vercambre, Brosselin, Gilbert, Nerriere & Kovess-Masfety, 2009). Burnout level faced by males and females are different. The literature provides inconsistent findings that gender differences are present in the development of burnout. To study this phenomena a meta-analysis of 183 studies was conducted by Purvanova and Muros (2010). Result shows that females experienced more burnout as

compare to males. The women are slightly more emotionally exhausted while men are somewhat more depersonalized than women.

In case of traffic wardens job rank is another significant factor effecting self-efficacy beliefs, life satisfaction and burnout attitudes in traffic wardens. The police officers ranging from sergeants to superintendent faced more work stressors then their subordinates.

Cordes and Dougherty, 1993 recognized that employee's role in organization is strongest forecasting factor that contribute to or alleviate burnout. Role stressors are generally associated with individual indecision to perform its duties and executive expectations. Role stressors may be especially predominant in poorly organized practice environment, even when run with skilled professional (Aiken et al., 2002a).

Work load is another strongest contributing factor of burnout. Fundamentally, an increase in the work load and working hours of employees while reducing available resources may develop emotional exhaustion and dissatisfaction among employees (Antoniou, Cooler, Chrousos, Spielberger & Eysenck, 2009). Job demand and job resources are two important factors that contribute in the development of burnout in employees. Researchers showed that working conditions can be categorized in two major categories job demand and job resources, both factors lead two different outcomes. Job demand-resource model proposed that job demand is connected to exhaustion factor of the burnout, while lack or unavailability of job resources is associated with depersonalization factor of job burnout. These connections are observed in three occupational areas human services, industry and transport (Demerouti et. al, 2001).

A research study, developed by Biggam, Power, MacDonald, Carcary, and Moodie, (1997), on Scottish police officers. The research explores the relationship between organizational factors and burnout rate in police officers. The findings of research support the hypothesis that organizational factors such as shortage of staff and insufficient resources caused burnout in police officers.

Zellars and Perrwe, 2001 proposed that social support, sympathy or empathy is also strongest buffer against burnout. So if the social support is absent in an organization it may increase the chances of burnout in employees (Antoniou, Cooler, Chrousos, Spielberger & Eysenck, 2009). According to Jennet, Harris, and Mesibov (2003) all teachers faced stress during their job. But most of teachers successfully deal with their stress by using their problem solving skills, social, emotional and moral support from their colleagues and family members. If the individual is unsuccessful in coping stressors chronic stress and burnout may occurred (Jennet et al., 2003).

General self-efficacy belief is the second variable in the current research. Bandura (1997) described self-efficacy beliefs as beliefs about the ability to "organize and execute the courses of action required to produce given attainments" (Learly & Tangne, 2012).

Bandura, 1997 proposed that individual develops self-efficacy from four different sources: verbal persuasion, support, encouragement, vicarious learning, successful performance, active mastery and emotional arousal. And these beliefs are largely effected by other people behavior. Through vicarious learning individual develops certain expectations and theses expectancies are based on the individual feeling of similarity with that person (Learly & Tangne, 2012). There is a clear connection in general self-efficacy beliefs and work accomplishment. We can say that work accomplishment is the one side of self-efficacy beliefs. If individual has confidence on their abilities they will perform well. But on the other hand if they are not adequately trained and have no understanding of their job their performance is negatively affected (Matier, 2007).

Individual self-efficacy beliefs are largely dependent upon its social, family and professional life. Self-efficacy beliefs act as independent or dependent factor. Friedman (2000) stated that burnout is a feeling developed due to the continuous professional failure, and inability of person to perform it professional duties efficiently. So the relationship in burnout and self-efficacy beliefs

is reciprocal. Due to continuous professional failures emotional burnout occurs, and individual self-confidence and self-efficacy beliefs significantly declined (Antoniou, Cooler, Chrousos, Spielberger& Eysenck, 2009).

The concept of life satisfaction is firstly proposed by Neugarten in 1961.Yigit et al proposed that It includes all aspects of human life. Asan and Erenler stated that life satisfaction in other words covers positivity in the overall quality of persons own lives. In this definition life satisfaction phenomena as person feeling about its life(MAC-EMMT 2014). Life satisfaction is regarded as the hallmark component of one's overall subjective wellbeing (Diener, 1984), a broad category which includes positive and negative emotional experiences from numerous domains of life such as health, work and family (Diener, Suh, Lucas, & Smith, 1999).

Job satisfaction and life satisfaction are strongly related with each other and have inverse relationship with burnout and depression. A study conducted on Canadian emergency physicians showed that by increasing in the age of professionals their salary, autonomy and weekly rest day's increases. So they get more incentive in older age which increases their job satisfaction and life satisfaction and on the other side decreases their chances to develop burnout and depression (Lloyd et al., 1994).

Research studies show inverse relationship in life satisfaction and burnout among individuals (Horowitz et al., 1988). Researchers have suggested that life satisfaction and burnout have negative relation in between. Results of the studies showed that stress and burnout two factors, emotional exhaustion and depersonalization are strongly related. But the work accomplishment factor of burnout have mediated relationship with life satisfaction (Hayes & Weathington, 2007).The individual who faced burnout symptoms they experienced more family and professional problems (Schwab et al., 1986).

Hypotheses

- It is hypothesized that there will be significant relationship between Life Satisfaction and Burnout in Traffic Wardens.

- It is hypothesized that there will be relationship between General Self-Efficacy Beliefs and Burnout of Traffic Wardens.

- It is hypothesized that General Self-Efficacy Beliefs, Life Satisfaction and Demographic variables (age, education, individual income etc.) will be significant predictors of Burnout.

Methodology
Research Design

A cross sectional research design was used because the time frame was restricted, variables of interest were selected from the same group of people and to assess the variables in general population; general self-efficacy belief, life satisfaction and burnout in traffic wardens of Lahore city.

Participants

A sample of 120 men traffic wardens from Lahore city was taken. Sample was selected by using probability random sampling technique.

Inclusion criteria to study the present phenomena sample of 120 participants were taken. The sample was contained 120 men traffic wardens of Lahore city. Only men traffic wardens lies in the age range of 20-40 years who works in field were included in the study.

Exclusion criteria An exclusion criterion was set to accomplish the research. That participant who does not meet the purpose of research was excluded from the sample. Female traffic wardens were excluded and men traffic wardens who were not

meeting the age criteria of selection also works in office were not included in the sample.

Instruments

General self-efficacy scale General Self-Efficacy scale was used to asses' self-efficacy belief in traffic wardens. Jerusalem & Schwarzer reported that General Self-Efficacy Scale original form was initially developed by as 20 items by Jerusalem and Schwazer and later then 10-items scale was designed (Capri, Ozkendir, Ozkurt and Karakus, 2012). It is a 10-item scale with a response ranging from (1) not at all true to (4) exactly true. The scale measures general self-efficacy beliefs on 7 different behavioral areas, unhappiness, aloneness, shyness, nervousness, self-confidence, hopefulness and cynicism. The lowest grade of the scale is 10 and the highest is 40.

Reliability and validity. The scale have ten items and obtainable in 30 languages with good consistencies (internal consistency coefficients ranging from .76 to .90). To measure   General self-efficacy beliefs in traffic wardens General self-efficacy scale was translated in Urdu language. For translation of scale back to back translation technique was used. The Cronbach alpha reliability of the scale is 0.84.

Life satisfaction scale Satisfaction with Life Scale (SWLS): Satisfaction with Life Scale was developed by Ed Diener, Emmons, Larsen and Griffin in 1985. The SWLS is a short 5-item instrument that uses a Likert rating going from 1 (strongly disagree) to 7 (strongly agree) and results in a score from 5 (low satisfaction) to 35 (high satisfaction), designed to measure global cognitive judgments of satisfaction with one's life. (Diener, 2006).

Reliability and validity The consistency and validity of the test was retrieved, so the test-retest reliability coefficient was 0.82, and coefficient alpha was 0.87.

Maslach burnout inventory-general survey (MBI-GS).Maslach and Jackson(1981) reported that burnout was measured with MBI-GS. Maslach Burnout Inventory (MBI) is a widely used scale

in measuring job burnout in employees who deliver personal services (Shen and Huang, 2012). The instrument consists of 16 items divided into three subscales: Exhaustion (5 items), Cynicism (5items) and Professional Efficacy (6 items).Each item is rated on a 7-point Likert scale ranging from 0 ("never") to 6 ("every day") (Mojsa, Dylag and Palczynska, 2006). High scores on EX and CY and low scores on PE are indicative for burnout.

Reliability and validity Maslach burnout inventory (MBI-GS) have three subscales and their stability coefficients are fatigue .65, pessimism .60 and expert efficiency .67. Maslach burnout inventory (MBI-GS) was used in Urdu language in research study with having 0.899 Cronbach alpha coefficients.

Demographic sheet Self-constructed demographic sheet was designed to collect information about (age, education, designation, years of services, individual income, family income, birth order, marital status, working conditions etc.) that have momentous impact on the variables of study.

Procedure

The Department of Applied Psychology gave approval for this study. A short interview was conducted before the data collection and brief summary of the research project was explained to participants along with terms of confidentiality and use of data. The data were collected from 120 men traffic wardens. Firstly participants informed consent was taken then important information about study was provided. Then participants were given demographic sheet which demanded their important additional information relevant to the research topic. Three scales were used, General Self-Efficacy Scale (Jerusalem and Schwarzer, 1992) that measures general self-efficacy beliefs, Life Satisfaction Scale (Diener, Emmons, Larsen and Griffin, 1985) that views life satisfaction and Maslach Burnout Inventory-General Survey (MBI-GS) that deals with burnout in participants of the research study. All scales and demographic sheet were used in Urdu language.

Results

To analyze the data calculated from traffic wardens statistical package for social sciences (SPSS) version 21 was used. At first descriptive statistics were applied on demographics of the data, frequency distribution of the information was formed later on mean and standard error were collected. Then internal reliability coefficients (Cronbach alpha) for all scales were calculated in order to check the reliability of the items of scale and its overall consistency. In order to testify the hypothesis of the research study identifying relationship between life satisfaction and burnout in traffic wardens of Lahore city, bivariate correlational analysis was used in which Pearson product moment correlational coefficient was calculated to check the nature of relationship in variables. Third, hypothesis explored the nature of relationship between General self-efficacy beliefs and burnout. Bivariate Correlational Analysis was used to examine the hypothesis; Pearson Product Moment coefficient was used. Next hypothesis refer to prediction, to testify this hypothesis that demographic variables, General Self-Efficacy Beliefs and Life Satisfaction were significant predictors of Burnout Multiple Regression Analysis was used.

Table 2
Coefficient Alpha of the Study Measures

Measure	No of Items	*M*	*SD*	Cronbach's alpha (α)
General Self Efficacy-Beliefs (GSEB)	10	22.4000	5.53886	0.841
Satisfaction with Life Scale (SWLS)	5	17.7333	3.52359	0.797
Maslach Burnout Inventory (GS)	16	25.0917	13.94406	0.899

Cronbach reliability coefficient of General Self-efficacy scale (GSES), Satisfaction with Life scale (SWLS) and Maslach Burnout Inventory- General survey (MBI-GS) were calculated (Table.2). The consistency coefficient revealed that General self-efficacy

belief scale Cronbach's alpha (10 items: α=0.84), Satisfaction With Life Scale (SWLS) Cronbach alpha (5 items :α=0.797) and Maslach Burnout Inventory-General Survey (MBI-GS) (16 items : α=0.899) shows higher consistency of the items and overall test.

Hypothesis 1

It is hypothesized that there is significant relationship between Life Satisfaction and Burnout in Traffic Wardens.

Table 3

Correlations between Satisfaction with Life Scale (SWLS) and Burnout subscales Professional efficacy (PE), Cynicism (CY) and emotional exhaustion (EX)

Variables	1	2	3	4
1. Satisfaction with Life scale (SWLS)	-	.086	-.212*	-.357**
2. Burnout-PE	-	-	.646**	.455**
3. Burnout-CY	-	-	-	.554**
4. Burnout-EX	-	-	-	-

*p<0.05, **p< 0.01

Correlation analysis were used to check the nature and degree of relationship in Life satisfaction and burnout three subscales (Emotional exhaustion, depersonalization and professional efficacy) in 120 male traffic wardens of Lahore city. After data collection and analysis the measure level of life satisfaction (*M=17.733, SD= 3.524*), burnout-professional efficacy (*M=10.842, SD=7.3416*), burnout-cynicism (*M=6.933, SD=4.570*) and burnout-exhaustion (*M=7.3167, SD=4.654*). A correlation data revealed significant inverse relationship in life satisfaction and burnout-cynicism *r = -.212, p < 0.05*, significant direct relationship in life satisfaction and burnout- exhaustion *r = -.3571, p< 0.01*, burnout- professional efficacy and burnout-cynicism r = *.646, p< 0.01*, burnout professional efficacy and burnout exhaustion *r = -.455, p < 0.01* and burnout -cynicism and burnout- exhaustion r = *.554, p =0.01*. However Pearson

correlational analysis did not revealed significant relationship in satisfaction with life and burnout-professional efficacy *r = .086, p<0.05* (see table 3).

Hypothesis 2

It is hypothesized that there is significant relationship between General Self-Efficacy Beliefs (GSEB) and Burnout in Traffic Wardens.

Table.4

Correlations between General self-efficacy beliefs (GSEB) and Burnout subscales Professional efficacy (PE), Cynicism (CY) and emotional exhaustion (EX)

Variables	1	2	3	4
1. General self-efficacy beliefs (GSEB)	-	.404**	.197*	-.009*
2. Burnout-PE	-	-	.646**	.455**
3. Burnout-CY	-	-	-	.554**
4. Burnout-EX	-	-	-	-

*p< 0.05, **p<0.01

Correlation analysis were used to check the nature and degree of relationship in General self-efficacy beliefs (GSEB) and burnout three subscales (Emotional exhaustion, depersonalization and professional efficacy) in 120 male traffic wardens of Lahore city. After data collection and analysis the measure level of General self-efficacy beliefs (*M=22.40, SD= 5.539*), burnout-professional efficacy *(M=10.842, SD=7.3416)*, burnout-cynicism (*M=6.933, SD=4.570*) and burnout-exhaustion (*M=7.3167, SD=4.654*). A correlation data revealed direct significant relationship in general self-efficacy beliefs and burnout-professional efficacy *r =0.404, p <0.01* , general self-efficacy beliefs and burnout- cynicism   *r =0.197 ,p<0.05*   , burnout- professional efficacy and burnout-cynicism   *r = 0.646,p< 0.01*, burnout professional efficacy and burnout exhaustion *r = 0.455 ,p <0.01* and burnout -cynicism and burnout- exhaustion *r =0.554 , p <0.01.* However Pearson

correlational analysis did not revealed significant relationship in general self-efficacy beliefs and burnout-exhaustion r =-0.009,p< 0.05 (see table 4).

Hypothesis 3

It is hypothesized that General Self-Efficacy Beliefs, Life Satisfaction and demographic variables (age, education, individual income etc.) are significant predictors of Burnout.

Table 5.1
Multiple Regression analysis for Demographic variables, General self-efficacy beliefs (GSEB), Satisfaction with Life scale (SWLS) and Burnout Professional efficacy (PE)

Predicting variable	B (Unstandardized Coefficient	SE (Standard Error)	β (Standardized Coefficient)	F	Sig.
Age	-0.768	0.329	-0.0261		
Family Income	0.000	0.000	0.325		
Marital status	2.182	0.729	0.235		
No of years in this job	1.628	0.459	0.497	9.727	0.000
General self-Efficacy Beliefs (GSEB)	0.487	0.107	0.367		
Satisfaction with Life Scale (SWLS)	-0.90	1.77	-0.43		

$R^2 = 0.498$ *$p < 0.05$, **$p<0.01$

A multiple regression analysis was used to check the degree of association in General self-efficacy beliefs, demographic characteristics (age, education, individual income, family income, number of siblings, marital status, number of children, number of years in job, number of hours spent on work place and Leaves) of sample and burnout. After data analysis it was discovered that, using enter method General self-efficacy beliefs, demographic characteristics (age, education, individual income, family income, number of siblings, marital status, number of children, number of years in job, number of hours spent on work place and Leaves) shows variability for burnout-professional efficacy scale *F(11, 108)= 9.727, p< 0.05, R^2= 0.498.* The analysis discovered that life satisfaction (β= -.043, p<.05) was not significantly predicts professional efficacy in traffic wardens. The analysis also revealed that general self-efficacy beliefs (β= 0.367, p<.01), age (β= -0.0261, p<.05), family income (β= 0.325, p<.01), marital status (β= 0.235, p<.05), number of years in job (β= 0.497, p<.01) significantly predicts professional efficacy in employees. (See table 5.1).

Table 5.2
Multiple Regression analysis for Demographic variables, General self-efficacy beliefs (GSEB), Satisfaction with Life Scale (SWLS) and Burnout cynicism (CY)

Predicting variable	B (Unstandardized Coefficient	*SE* (Standard Error)	β (Standardized Coefficient)	*F*	Sig
Marital status	1.616	.487	.280		
No of children	-.724	.407	-.195	7.182	0.000
No of years in this job	1.0666	.307	.522		
No of hours spent on work	-.467	.196	-.218		

place					
General self-Efficacy Beliefs (GSEB)	.159		.071	.193	
Satisfaction with Life (SWLS)	-.451		.102	-.347	

$R^2 = 0.422$ *p < 0.05, *p<0.01

A multiple regression analysis was used to check the degree of association in General self-efficacy beliefs, demographic characteristics (age, education, individual income, family income, number of siblings, marital status, number of children, number of years in job, number of hours spent on work place and Leaves) of sample and burnout. After data analysis it was discovered that, using enter method General self-efficacy beliefs, demographic characteristics (age, education, individual income, family income, number of siblings, marital status, number of children, number of years in job, number of hours spent on work place and Leaves) shows variability for burnout-cynicism scale $F(11, 108)= 7.182$, $p< 0.05$, $R^2= 0.422$. The analysis also revealed that general self-efficacy beliefs ($\beta= 0.193$, p<.05), life satisfaction ($\beta= -.347$, p<.01), age ($\beta= -.339$, p<.05), marital status ($\beta= 0.280$, p<.001), number of children ($\beta= -.195$, p<.05), number of years in job ($\beta= 0.522$, p<.001) number of hours spent on duty ($\beta= -0.218$, p<.05), significantly predicts professional efficacy in employees. (See table 5.2).

Table 5.3
Multiple Regression analysis for Demographic variables, General self-efficacy beliefs (GSEB), Satisfaction with Life scale and Burnout Exhaustion (EX)

Predicting variable	B (Unstandardized Coefficient	*SE* (Standard Error)	β (Standardized Coefficient)	*F*	Sig.
No of years in this job	1.061	.374	-.269		
No of hours spent on work place	-.586	.239	.191	2.022	0.33
General self-Efficacy Beliefs (GSEB)	.22	.087			
Satisfaction with Life (SWLS)	-.597	.119	-.452		

*R^2 = 0.171 *p < 0.05, **p<0.01*

A multiple regression analysis was used to check the degree of association in General self-efficacy beliefs, demographic characteristics (age, education, individual income, family income, number of siblings, marital status, number of children, number of years in job, number of hours spent on work place and Leaves) of sample and burnout. After data analysis it was discovered that, using enter method General self-efficacy beliefs, demographic characteristics (age, education, individual income, family income, number of siblings, marital status, number of children, number of years in job, number of hours spent on work place and Leaves) shows variability for burnout-exhaustion scale *$F_{(11, 108)}$= 2.022, p< 0.05, R^2= 0.171.* The analysis also revealed that general self-efficacy beliefs (β= 0.026, p<.05) was not significantly predicts exhaustion in traffic wardens while life satisfaction (β= -.452, p<.01), number of years in job (β= -.269, p<.001), and hours

spent on work place ($\beta= 0.191$, $p<.05$) significantly predicts professional efficacy in employees. (See table 5.3).

Discussion

The results of the current research study revealed that burnout is common problem faced by traffic wardens. Traffic wardens deal with large crowd, faced negativity from public, responsible for the traffic rules are followed, and tough field job. Furthermore they have to face many familial problems, economical and job related problems. These entire stressors makes individual vulnerable to develop burnout symptoms.

Correlational analysis in our study revealed that there is significant relationship in General self-efficacy beliefs (GSEB) and burnout in traffic wardens. Results of our study showed direct relationship in general self-efficacy beliefs and professional efficacy sub scale of burnout but inverse relationship with exhaustion subscale. Literature also support the findings of our research study. A study conducted by Skaalvik and Skaalvik, 2007: Ozkendir, Ozkurt and Karakus, 2012) teacher's self-efficacy and its relationship with strain and their burnout level. General self-efficacy beliefs seen as etiological factor in burnout and as an impact of burnout. Sometimes it serves as a strongest predicting factor of burnout but on the other hand it can be seen as an impact of burnout. Due to continuous failure and inability of person to accomplish his duties effectively the person self-efficacy beliefs are negatively affected. But in our research study we only took the self-efficacy beliefs as a predicting factor of job burnout in employees.

Furthermore literature on the relationship of life satisfaction and burnout interaction also proved our research findings. Correlation analysis reveals significant relationship among the variables of life satisfaction and burnout. Results revealed direct relationship in life satisfaction and burnout professional efficacy (PE) subscale and inverse correlation with cynicism (CY) and exhaustion (EX) subscales (Capri, Ozkendir, Ozkurt & Karakus, 2012: Hayes & Weathington, 2007) .

In our research study General self-efficacy beliefs and life satisfaction were main variables of our study. After regression analysis the results of the study revealed that general self-efficacy beliefs have significant relation with burnout. But its nature of relationship with burnout three subscales was different. The results showed that increase in general self-efficacy beliefs cause increase in professional efficacy of the traffic wardens. But on the other hand high self-efficacy also predicts the increase in depersonalization in traffic wardens. Which is not supported by previous research studies. The increase in self-efficacy beliefs predicts the increase in depersonalization component of burnout. This relationship occurred due to strong influence of demographic characteristics of the traffic wardens. May be the traffic wardens who have high self-efficacy beliefs have high work load and exposure to stressors. Which effects the impact of self-efficacy beliefs on burnout.

Not only general self-efficacy beliefs and life satisfaction predicts the burnout among traffic wardens but the demographic characteristics such as age, family income, marital status, number of years in job, number of hours spent on work place and annual absentees contributes as significant predictors of job burnout.

Age is a strongest predicting factor observed in job burnout. After multiple regression analysis it was found that age was significantly associated with all burnout subscales (professional efficacy, cynicism and emotional exhaustion). The literature findings prove this notion that the increase in age is associated with increase in avaibility of resources, which cause increase in their life satisfaction and General self-efficacy beliefs and reduce their chances to develop burnout (Johnson & Cooper et al., 2005).

The present research study provides indication that family income is also significant predictors of burnout among traffic wardens. Regression analysis findings revealed that traffic wardens with high family income had high level on all subscales of burnout. Literature findings have never supported such predictive relationship (Vercambre, Brosselin, Gilbert, Nerriere & Kovess-

Masfety, 2009). The increase in family income usually predicts low level of burnout in employees. But there might be some other social or familial factors playing behind this unusual association. For instance, the family size might also be increasing along with the income level rendering the individuals to the same socioeconomic status as before. Also, they might have to do over-time shifts or some other part-time jobs to earn more income in order to be able to meet their financial needs. These factors, despite increasing income, could lead to burnout tendency.

Work load is strongest contributing factor in burnout among traffic wardens. Regression analysis also indicates this factor. Results of the study revealed that work load is strongest predicting of exhaustion in traffic wardens. In our research study work load factor was measured by asking number of hours traffic wardens spent on work place. Previous researches provide strongest evidence that high job demands and work load are strongly related to emotional exhaustion in employees. (Peeters, Miranda, Rutte, & Christel, 2005: Demerouti et. al , 2001). Job resources also serve as buffer the impact of job demands and burnout among employees. A research conducted by Bakker, Arnold, Hakanen, Jari, Demerouti, Evangelia, Xanthopoulou, and Despoina, 2007: Bakker, Arnold, Demerouti, Evangelia, Euwema, & Martin, 2005) proved this evidence.

Regression analysis also revealed another unusual relationship which had never supported by literature findings. The results indicate that traffic wardens who spent more hours on work place had low tendency to develop emotional detachment. This unusual relationship might be exist due their interest in this job and may be they enjoyed the environment and company of their colleagues. So due to these reasons they spent more time on work place rather considering it as a burden.

Another strongest predicting demographic trait is number of annual absentees. The research findings showed that increased in annual absentees caused decreased in professional efficacy and predict high level of exhaustion and burnout in traffic wardens. Previous Research data provide information that increases in the

number of annual absentees is strongly related with burnout. The literature supports this notion that physical and emotional exhaustion were found significant predictor of intention to leave job and early retirement (Weisberg & Abraham, 2010). So the researches indicate that job burnout penalty include leaving job, early retirement, absenteeism, decreased in working capacity and decreased in quality of life (Schwab, Jackson & Schuler 1986).

Conclusion

A traffic warden works 12-14 hours in tough working conditions, facing negativity from public with low job incentive. These entire factors make them more prone to develop burnout symptoms. The current research study revealed the relationship among general self efficacy beliefs, life satisfaction and burnout. Research findings also indicate that demographic characteristics such as age, individual income, family income, marital status, number of siblings and children, number of hours spent on duty and number of annual absentees were also significant predictors of burnout.

After data analysis it was discovered that traffic warden who belongs to low socioeconomic status and support large family were more prone to developed burnout. Secondly family unit was also strongest contributing factor in burnout; the traffic wardens which were divorced or separated showed high level of burnout as compare to unmarried or married traffic wardens with satisfied marital life. Last but not least work load and low job incentive was significant predicting factor in burnout. Traffic wardens who spent more time on work place but in return gets low pay had more chances to develop burnout.

The previous studies showed that burnout may cause serious psychological and psychosocial problems in traffic wardens. Due to high level of work load and stressors on work place number of absentees increased and their job performance was negatively affected. As a result their general self-efficacy beliefs and life satisfaction decreased which caused increased in job leaving and early retirement rate.

Finally, the research study identified the predicting factors of burnout in male traffic wardens in Pakistani culture. Results indicate that participant's characteristics such as age, socioeconomic status, family size, marital status and work load with general self-efficacy beliefs (GSEB) and Life satisfaction are significant predictors of burnout.

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