

# **Associations Between Social Support and Professional Burnout in Take-Away Workers**

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**Abstract.** With the intensification of competition among major take-out enterprises, the steady take-away team has become a top priority for all platforms. Numerous studies have shown that if you increase the social support of individuals, their sense of burnout will be effectively reduced, so improve their social support. The exploration of take-away workers professional burnout is extremely significant. From the empirical analysis of 323 questionnaire data. The more subjective support obtained by take-away workers, the lower the emotional exhaustion ( $P < 0.05$ ), the lower the depersonalization ( $P < 0.05$ ), and the higher the personal accomplishment ( $P < 0.05$ ); If the objective support obtained by take-away workers can be improved, the emotional exhaustion level will be significantly lower ( $P < 0.05$ ), and the take-away workers' the utilization of support will be higher ( $P < 0.05$ ); If take-away workers improve the utilization of support, the emotional exhaustion will be lower ( $P < 0.05$ ). Take-away platform managers should consider developing appropriate institutional policies to increase the social support of the takeaway staff, especially subjective support, to reduce their professional burnout.

## **1. Introduction**

Take-away workers are in a state of high pressure, which makes employees prone to professional burnout [1], employees who experience time pressure for a long time will feel emotional exhaustion and burnout [2], and the take-out platform continues to be high in recruitment rates. Survival between high turnover rates [3], the stable take-away workers team has become a top priority for all platforms.

Social support is the help of others to adapt to the new environment [4]. Domestic scholar Xiao Shuiyuan proposed "subjective support", "objective support" and "the utilization of support" to form social support [5]. Maslach believes that professional burnout is a comprehensive illness consisting of threedimensional degrees of individual emotional exhaustion, depersonalization, and diminished personal accomplishment [6].

Taking medical service providers as an example, Visintini and Jiang Nengzhi research, said that increasing the social support to individuals can alleviate their professional burnout [7,8]. Improving the sense of social support of a particular flexible employment group is effective in reducing the occurrence of professional burnout, and it is worthy of further study in this paper.

## **2. The theoretical model and research hypothesis**

### **2.1 The theoretical model**

Based on the main effect model, it is known that increasing support for him will increase the psychology in a positive direction [9]. This model is supported by research in Berkman, Syme and House [10]. Yu Xinxin said that social support has a positive effect on mental health [11]. Based on the theory of resource conservation, Maslach proposed a three-dimensional theory and listed social support as one of the main factors affecting the generation of professional burnout. Social support is related to the generation of professional burnout, which is called the probable variable model of professional burnout and its consequence variable model [12].

In summary, this study uses the main effect model to explore the relationship between take-away workers' social support and professional burnout. This paper believes that regardless of the situation of take-away workers, just increase the take-away Workers' social support is sure to reduce their professional burnout levels. (refer with: Fig.1)

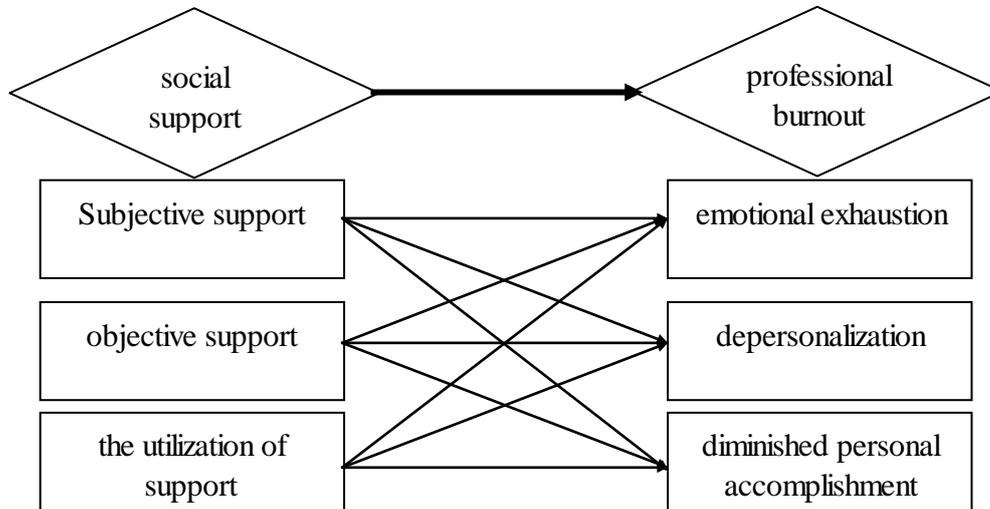


Fig.1 Theoretical Model of the Relationship between Social Support and Professional Burnout

## 2.2 research hypothesis

### 2.2.1 objective support and professional burnout

As an actual visible material support, objective support can increase the physical benefits of take-away workers. Many scholars found that if they can improve individuals the level of objective support, their level of emotional exhaustion will be significantly reduced [13], and depersonalization will be significantly reduced [14, 15], the sense of job accomplishment will increase [16,17], so the hypothesis is proposed:

H1: Objective support has a negative impact on emotional exhaustion.

H2: Objective support has a negative impact on depersonalization.

H3: Objective support has a negative impact on diminished personal accomplishment.

### 2.2.2 subjective support and professional burnout

Blau and other scholars proposed that subjective support negatively predicts emotional exhaustion [18] and depersonalization [19]. Foreign scholar Harrison believes that employees with higher subjective feelings about their level of competence, the higher their sense of accomplishment [20], Qi Jingjing said: If the employee's sense of organizational support is improved, the employee's diminished personal accomplishment level will be significantly reduced [21]. Therefore, the following assumptions are made:

H4: Subjective support has a negative impact on emotional exhaustion.

H5: Subjective support has a negative impact on depersonalization.

H6: Subjective support has a negative impact on diminished personal accomplishment.

### 2.2.3 the utilization of support and professional burnout

Similar studies in China such as Fu Chunlian indicate that increasing or decreasing the individual's utilization of support can significantly cause changes in depersonalization [22], which can negatively predict the level of depersonalization. Domestic scholar Yan Shengguang said: to improve the utilization of support in colleges and universities in life and work will significantly reduce their diminished personal accomplishment [23], so the following assumptions are made:

H7: The utilization of support has a negative impact on emotional exhaustion.

H8: The utilization of support has a negative impact on depersonalization.

H9: The utilization of support has a negative impact on diminished personal accomplishment.

### 3. Research Object and Method

The formal study of this study used a random stratified sampling method to extract the take-out staff from three districts in Chang'an District, Yanta District and Gaoxin District. A total of 375 questionnaires were distributed, and 360 questionnaires were collected. The number of valid questionnaires was 323. The questionnaire has an efficiency of 86.13%. The questionnaire on the take-away workers professional burnout uses the professional burnout scale (China version). After Li Chaoping's scholars referred to Maslach's research, the scale was improved based on China's national conditions, which has high reliability and validity. Recognized by many scholars, including emotional exhaustion, depersonalization, diminished personal accomplishment 3 dimensions. The Cronbach  $\alpha$  coefficients for each dimension are greater than 0.810. In this study, the social support score was measured using the "social support rating scale" compiled by Xiao Shuiyuan in 1994 to measure take-away workers social support, including objective support, subjective support, and utilization of social support. After testing, the scale has good reliability and validity in the study population. The Cronbach  $\alpha$  coefficient of each dimension is greater than 0.760. The dimensions of the two scales are AVE>0.5, CR>0.7, and the correlation coefficient between the dimensions is It is less than 0.85, and the square of the correlation coefficient is smaller than the value of AVE, which proves that the discriminant validity between the dimensions is better.

### 4. Empirical Analysis

#### 4.1 Descriptive statistical analysis of variables

Based on 323 sample data, the total score of social support is (35.70±7.98) points, and the social support and its dimensions are at a low level. In the case of professional burnout, the professional burnout score is (44.02 ±18.22) points. The take-away workers professional burnout in this study was at a higher level. (refer with: Table 1)

Table 1 Descriptive statistics.

	Mean	SD		Mean	D
subjective support	21.49	5.425	objective support	7.86	2.639
emotional exhaustion	16.19	10.934	the utilization of support	6.35	1.823
depersonalization	14.73	5.586	professional burnout	44.0186	18.22120
diminished personal accomplishment	13.10	6.939	social support	35.70	7.980

Source: Sample-based SPSS 25.0 analysis

#### 4.2 Related and Regression analysis

The results showed that there was no significant correlation between diminished personal accomplishment and the utilization of support, and there was a significant negative correlation between the other dimensions. (refer with: Table 2). This regression analysis uses linear stratified regression. To ensure that the error is reduced during regression, we include the demographic variables with significant differences as control variables. The results show that social support negatively predicts the level of emotional exhaustion, objective support and subjective Support makes a negative prediction of the diminished personal accomplishment level. Subjective support makes a negative prediction of the level of depersonalization. (refer with: Table 3)

Table 2 Correlation Analysis.

	emotional exhaustion	diminished personal accomplishment	depersonalization
objective support	<b>-.303**</b> .000	<b>-.380**</b> .000	<b>-.343**</b> .000
subjective support	<b>-.564**</b> .000	<b>-.454**</b> .000	<b>-.754**</b> .000
the utilization of support	<b>-.336**</b> .000	-.082 .142	<b>-.295**</b> .000

Note:\*\*represents  $p < 0.01$  , \*represents  $p < 0.05$ ; Source: Sample-based SPSS 25.0 analysis

Table 3 Regression Analysis.

Independent variable	Dependent variable: emotional exhaustion			Dependent variable: depersonalization			Dependent variable: diminished personal accomplishment		
	B	t	sig	B	t	sig	B	t	sig
(constant)	47.314	12.329	<b>.000</b>	29.851	14.259	<b>.000</b>	25.484	7.238	<b>.000</b>
objective support	-1.647	-7.249	<b>.000</b>	.081	.859	.391	-.611	-3.876	<b>.000</b>
subjective support	-1.690	-17.611	<b>.000</b>	-.754	-14.404	<b>.000</b>	-.521	-5.911	<b>.000</b>
the utilization of support	-1.370	-5.965	<b>.000</b>	-.071	-.569	.570	.449	2.132	.134

Note:\*\*represents  $p < 0.01$  , \*represents  $p < 0.05$ ; Source: Sample-based SPSS 25.0 analysis

## 5. Conclusion and Prospect

### 5.1 High professional burnout, low social support

According to the statistics of 323 valid questionnaires, take-away workers are characterized by “one high and one low”. The high refers to the high professional burnout and the low refers to the low social support.

Take-away workers' social support total score is  $(35.70 \pm 7.98)$  points, which is lower than the average cleaning staff score  $(39.13 \pm 7.84)$  [24], in terms of take-away workers' professional burnout score, the total of their professional burnout The score is  $(44.02 \pm 18.22)$  points, which is much higher than that of ordinary civil servants  $(40.37)$  [25].

### 5.2 The more subjective support, the lower the emotional exhaustion, the lower the depersonalization, the higher the personal accomplishment

Improve the subjective support level of take-away workers in work and life, and the level of emotional exhaustion for work will be reduced. It is recommended that the company's activities involve the employees' families, let the employees feel that their work can make the family happy, and also increase the time for coexistence between themselves and their families. It is recommended that employees increase their close friends who can receive support and keep themselves and their neighbors. The harmonious relationship between the two sides, strengthen the in-depth training of organizational culture, as managers care more about the support and encouragement of employees. Increase communication skills with people and ability to get along with others

### 5.3 The more objective support, the lower the emotional exhaustion, the lower the depersonalization, the higher the personal accomplishment

It is recommended that the company actively carry out fraternity associations, the company's psychological counseling and counseling room, and the organization of the organization's reading clubs, etc., to increase communication to some extent to alleviate the alienation between take-away workers, break the work autism, and participate in the group. Activities to alleviate the work pressure of take-away workers.

#### **5.4 The higher the utilization of support, the lower the level of emotional exhaustion, depersonalization**

The higher the utilization of support in the daily work of the takeaway staff, the lower the emotional exhaustion. Organizations such as party and group labor unions within the company have been established to allow take-away workers to have more reliance and more choices when they encounter emergency situations.

#### **5.5 Limitations and Prospect**

##### **5.5.1 Data collection problems**

As the content of the questionnaire is more professional, the data collection is carried out on the Internet, which may result in the deviation of data collection due to the lack of knowledge of a variable.

##### **5.5.2 Intermediary variables**

This paper does not consider the role of intermediary variables. From this data analysis, there should be some intermediary variables. In future research, I will consider the effects of variables such as turnover intention and job input.

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