

Investigation on Occupational Burnout of Chinese University Administrators

Hua Li

Jilin Agricultural University, Changchun 130118, China

Keywords: Chinese Universities; Managers; Job Burnout.

Abstract. With the promulgation of college enrollment policy in recent years, many colleges and universities schools have been expanding, and the number of students has increased dramatically, which increase the student daily management more difficult. Based on the three-dimensional theory of job burnout, this paper mainly analyzes the current situation of the job burnout of a Chinese university manager, and analyzes the relationship between the degree of job burnout and the variables such as age, sex, education and marital status.

1. Introduction

Education is the foundation of national promotion and social progress. In the final analysis, international competition is the competition of talents, especially the competition of innovative and high-level talents [1,2]. Countries will have to train a large number of high-level talent as a new initiative to seize the commanding heights of the world economy. Our country is in the economic and social transition period, the rapid development of higher education provides a strong talent support for China's economic growth mode transformation and the adjustment of economic structure [9]. With the continuous support of national policies and funds, China's higher education has achieved rapid development in terms of school scale, school conditions, school quality and comprehensive strength [8]. However, there are still many problems, especially in the management thought, management mode and management system. With the continuous expansion of colleges and universities for many years, it expands the number of teachers and students in colleges and universities, increases the level of school management, and makes the management more difficult. However, the management work is too much emphasized on the service function, its management function is weakened, and managers are often ignored [3,4].

When people talk about the teacher's job burnout [5-7], they tend to focus on the front line of teaching and research work teachers. However, with the development of university scale, internationalization and socialization in recent years, the teaching management personnel in colleges and universities need to take the important task of research teaching and management rules, improve the teaching management work and establish a stable teaching order in the process of teaching management in colleges and universities. As a result, their job functions and working environment put forward a very high demand for their comprehensive quality and work intensity. The role conflict is one of the reasons that caused job burnout of college counselors. Teachers of professional colleges, facing the changed educational object and environment, are filled with psychological pressure, setback and professional sluggish sense.

2. Theory and method

2.1 Three-dimensional theory of job burnout

The theory of job burnout is proposed by Maslach et al. They believe that the community is too high expectations of the people in the service industry, so as to promote the industry's staff pressure, and it is easy to form job burnout. At the same time, Maslach and others suggested that job burnout consists of the following three dimensions: the first is emotional exhaustion. It refers to individual emotions in extreme fatigue, emotional resources are over-consumed, and the emotional exhaustion is

the core of occupational burnout. The second is to human nature. It refers to the individual feel the negative attitude towards the object of service, and show a negative, indifference and alienation attitude to the service object. It is the job burnout interpersonal dimension. The third is a sense of personal accomplishment. It refers to the gradual decline of their negative evaluation tendencies and the decline in self-efficacy, which is the self-evaluation of professional burnout dimension. Three-dimensional theory is the most representative and most widely used theory in job burnout theory. At the same time, Maslach also developed the corresponding measurement tool MBI scale, and used to measure the degree of job burnout.

The survey tool selected in this study is the most widely used Maslach Burnout Inventory (MBI) for job burnout studies. The MBI scale questionnaire includes three dimensions: emotional exhaustion, dehumanization, and personal ineffectiveness.

2.2 Research methods

1) Questionnaire survey

In this paper, we take the management of a university in China as the object of investigation, use the questionnaire to obtain first-hand information, and statistical analysis of the survey results, to understand the status of the university manager's job burnout. At the same time, we also analyzed the relationship between managerial job burnout and age, gender, education, marital status and other variables.

2) Statistical method

The data collected from the questionnaire were analyzed by SPSS12.0 software package. At the same time, we analyze the job burnout of different managers, such as sex, age, education, marital status and so on.

2.3 Questionnaire and sample collection

In order to understand the status quo of managerial burnout of Chinese university administrators, this paper has carried on the investigation to the management personnel of a university in China. The survey object includes the teaching management personnel of the university's academic office, department (department and department) in charge of teaching leadership and teaching secretary. We distributed a total of 120 questionnaires, the recovery was 112 copies, and the recovery rate was 93%. The effective questionnaire was 109, and the effective rate was 97%. In the valid sample, the basic situation of the respondents is shown in Table 1. The proportion of men and women is basically the same, and the age is mainly concentrated in the 26 to 40 years old. Most people are married, and the education mainly undergraduate or above.

Table 1. The basic situation of the respondents

basic information	attributes	number of people	percentage
gender	male	51	46.79
	female	58	53.21
age	20-25 year old	2	1.83
	26-30 year old	31	28.44
	31-35 year old	34	31.19
	36-40 year old	20	18.34
	41-45 year old	14	12.84
	over 46 years old	8	7.34
marital status	married	74	67.89
	unmarried	35	32.11
education background	junior college	11	10.09
	undergraduate	59	54.13
	master and above	39	35.78

2.4 Investigation process and data statistics

This questionnaire survey takes two months to complete by the author himself in a university in China. The survey was conducted in the form of electronic questionnaires and on the spot paper

questionnaires. The time limit was less than 20 minutes. A total of 120 questionnaires were distributed and 112 were collected, of which 109 were valid questionnaires.

This paper investigates the data collected using SPSS statistical methods, input and process data, and analyze and statistical survey results. We can use statistical methods of reliability analysis, factor analysis, correlation analysis, average T, test data processing, to analyze the university management personnel of different variables and occupation burnout dimensions' difference.

3. Results

3.1 Analysis of questionnaire reliability

In order to test whether the collected data is reliable, we need to use the relevant software for analysis to determine the reliability of the questionnaire. Through the SPSS statistical analysis of the survey data, we obtained a coefficient of 0.825 for the 15 options of job burnout, which indicates that the questionnaire has a high reliability.

3.2 Overall current situation

Through the calculation of the mean and standard deviation of the factors of professional burnout of the university managers, we can get the overall situation of the professional burnout of the school manager. The results are shown in Table 2: The college administrators generally have a certain degree of job burnout, in particular, they have a high emotional exhaustion, and the human and personal performance is general.

Table 2. General situation of job burnout of university administrators

	N	mean	standard deviation	standard error
emotional exhaustion	109	3.793	0.946	0.952
dehumanization	109	2.895	1.035	1.037
personal ineffective	109	3.148	1.158	1.159

3.3 Comparison and analysis of differences

3.3.1 A comparative study on the differences of occupational burnout between different gender managers in colleges and universities

Table 3 shows that the job burner of male managers is more serious than female managers. The former is higher than the latter in emotional exhaustion and depersonalization, and personal accomplishment is lower than the latter. This may be due to the traditional cultural background, men bear the family and social pressure are higher than women. However, the technical content of the management of colleges and universities is not high, the professional social identity is low, and the promotion space is narrow, which may reduce the satisfaction of men to work, resulting in burnout.

Table 3 A comparative study on the differences of job burnout between different gender managers

		N	mean	standard deviation	standard error
emotional exhaustion	female	51	3.597	0.851	0.863
	male	58	4.016	0.998	1.012
	total	109	3.793	0.946	0.952
dehumanization	female	51	3.012	1.225	1.226
	male	58	3.362	1.116	1.120
	total	109	2.895	1.035	1.037
personal ineffective	female	51	2.976	1.161	1.162
	male	58	2.824	0.887	0.89
	total	109	3.148	1.158	1.159

3.3.2 A comparative study on the differences of job burnout between different age administrators in colleges and universities

Table 4 statistical results show that in the emotional failure and dehumanization, 36 to 45 age group is the most serious management staff. The reason is that people of this age not only to face the

benefits and promotion of the work of the difficulties, but also bear the responsibility of the family. They overdraft energy and emotion, resulting in greater pressure. The 26 years old manager has the least emotional exhaustion, which may be due to the fact that people in this age group are just beginning to work, they are energetic and full of freshness. In personal efficacy, 30~40 age of staff is high, the reason is that this stage staff often has some work experience, and they are often the mainstay of the unit.

Table 4. A comparative study on the differences of job burnout between different age administrators

		N	mean	standard deviation	standard error
emotional exhaustion	20-25 year old	2	2.8	0.980	1.026
	26-30 year old	31	3.220	0.886	0.897
	31-35 year old	34	3.812	0.775	0.804
	36-40 year old	20	4.28	0.861	0.917
	41-45 year old	14	4.4	0.885	0.965
	over 46 years old	8	3.05	1.094	1.108
	total	109	3.793	0.946	0.952
dehumanization	20-25 year old	2	1.75	0.433	0.553
	26-30 year old	31	2.339	0.608	0.622
	31-35 year old	34	3.059	0.802	0.82
	36-40 year old	20	3.675	1.212	1.227
	41-45 year old	14	3.429	0.979	1.014
	over 46 years old	8	1.813	0.527	0.555
	total	109	2.895	1.035	1.037
personal ineffective	20-25 year old	2	1.4	0.663	0.639
	26-30 year old	31	2.297	0.510	0.526
	31-35 year old	34	3.565	1.127	1.135
	36-40 year old	20	3.01	1.063	1.07
	41-45 year old	14	2.814	0.703	0.736
	over 46 years old	8	2.55	0.497	0.578
	total	109	3.148	1.158	1.159

3.3.3 Analysis on the difference of job burnout of different marital status managers in colleges and universities

Table 5 shows that married managers are superior to single managers in both emotional and dehumanized ways, and the reason may be that married people are responsible for both family and business responsibilities. However, in the personal sense of accomplishment, married managers are higher than single managers. On the one hand, single managers are generally younger, and they have higher expectations for themselves. On the other hand, they lack social experience, leading to unreasonable career planning. When there is a gap between ideals and reality, they may produce burnout.

Table 5. Analysis on the difference of job burnout in different marital status managers

		N	mean	standard deviation	standard error
emotional exhaustion	married	74	4.062	0.844	0.858
	unmarried	35	3.234	0.899	0.911
	total	109	3.793	0.946	0.952
dehumanization	married	74	3.203	1.030	1.034
	unmarried	35	2.243	0.685	0.693
	total	109	2.895	1.035	1.037
personal ineffective	married	74	3.154	1.056	1.058
	unmarried	35	2.349	0.700	0.707
	total	109	3.148	1.158	1.159

3.3.4 Analysis on the difference of job burnout of management personnel in colleges and universities

Table 6 statistical results show that highly educated managers in the emotional exhaustive dimension is higher than the low education management staff. The reason is that the highly educated managers have higher expectations and demands on their own. In the welfare treatment, highly educated personnel and low education staff did not reflect the gap. In addition, the promotion of space is small, they are more likely to produce professional burnout. In the aspect of depersonalization, the degree of education has little effect on job burnout. In the individual ineffective sense, the undergraduate graduates are relatively high.

Table 6. Analysis on the difference of job burnout of different educational administrators

		N	mean	standard deviation	standard error
emotional exhaustion	junior college	11	3.582	1.123.	1.150
	undergraduate	59	3.549	0.788	0.801
	master and above	39	4.221	0.959	0.982
	total	109	3.793	0.946	0.952
dehumanization	junior college	11	2.909	1.328	1.319
	undergraduate	59	2.869	1.010	1.013
	master and above	39	3.025	1.006	1.012
	total	109	2.895	1.035	1.037
personal ineffective	junior college	11	2.909	1.240	1.238
	undergraduate	59	3.435	1.236	1.238
	master and above	39	2.782	0.852	0.858
	total	109	3.148	1.158	1.159

4. Conclusion

In this study, we conduct a detailed analysis of the job burnout of Chinese university administrators. Through the questionnaire survey of job burnout in a university, and analyzing the three dimensions of emotional exhaustion, dehumanization and personal performance, we find that the dimension of emotional exhaustion of the school managers is higher, and the dimension of dehumanization and personal performance is general. However, the overall degree of the job burnout cannot be ignored. In addition, the job burnout of male managers is generally worse than female managers, and the job burnout of 36~45 year old managers is the most serious. The job burnout of a married manager is more serious than a single manager, and the job burnout of highly educated managers is higher than the poorly educated managers.

References

- [1]. Cieslak, Roman, et al. "A meta-analysis of the relationship between job burnout and secondary traumatic stress among workers with indirect exposure to trauma." *Psychological Services* 11.1 (2014): 75.
- [2]. Fernet, Claude, et al. "Predicting intraindividual changes in teacher burnout: The role of perceived school environment and motivational factors." *Teaching & Teacher Education* 28.4 (2012): 514-525.
- [3]. Howells, Jeremy R. L., et al. "University management and organisational change: a dynamic institutional perspective." *Cambridge Journal of Regions, Economy and Society* 7.2 (2014): 251-270.
- [4]. Peng, Jiayi, et al. "How can core self-evaluations influence job burnout? The key roles of organizational commitment and job satisfaction." *Journal of health psychology* 21.1 (2016): 50-59.

- [5]. Ripp, Jonathan A., et al. "The impact of duty hours restrictions on job burnout in internal medicine residents: a three-institution comparison study." *Academic Medicine* 90.4 (2015): 494-499.
- [6]. Sung, Jaeyoung. "Information Asymmetry, Talent Competition, and the Decline in Incentives with Firm Size: Theory and Evidence." *Ssrn Electronic Journal* 143a.15(2013):1752-1759.
- [7]. Swider, Brian W., and R. D. Zimmerman. "Born to burnout: A meta-analytic path model of personality, job burnout, and work outcomes." *Journal of Vocational Behavior* 76.3 (2010): 487-506.
- [8]. Skaalvik, Einar M., and S. Skaalvik. "Teacher self-efficacy and teacher burnout: A study of relations." *Teaching & Teacher Education* 26.4(2010):1059-1069.
- [9]. Sokka, Laura, et al. "Alterations in attention capture to auditory emotional stimuli in job burnout: an event-related potential study." *International Journal of Psychophysiology* 94.3 (2014): 427-436.