PERSONAL COMPETENCY INFLUENCES ON EMPLOYEE BURNOUT IN BANKING SECTOR

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ABSTRACT

Objective: The Study helps to Identify the Influence of Personal Competency on Burnout.

Theoretical framework: There are many personal competency factors that influence employee burnout of banking managers which have been investigated and characterised by numerous researchers. The researcher came up with this model framework from the gaps in the earlier research papers since this theory is based on pragmatic (empirical) investigation.

Method: It is also true that when an organisation performs better, the workload and work pressure increase. Burnout among productive personnel in the organisation results from this. The emotional intelligence of the people helps the workers in this situation deal with the additional responsibilities.

Results and Conclusion: In light of this, the current study seeks to determine how an employee burnout is influenced by their emotional intelligence. The study is conducted in Chennai among those working in the private sector banking.

Implication of the Study: An individual with high emotional intelligence reduces the chance of losing their job or experiencing burnout at work.

Originality/Value: Many organisations are now aware that it is essential to hire people with both academic aptitude and emotional intelligence. This is a concept for development process. Today's businesses want to hire and train talented workers who are prepared to go above and beyond their assigned responsibilities in order to improve performance.

Keywords: Personal Competency, Employee Burnout, Competencies, Emotions.

A COMPETÊNCIA PESSOAL INFLUENCIA O ESGOTAMENTO DOS FUNCIONÁRIOS NO SETOR BANCÁRIO

RESUMO

Objetivo: O estudo ajuda a identificar a influência da competência pessoal no burnout.

Estrutura teórica: Há muitos fatores de competência pessoal que influenciam o esgotamento dos funcionários dos gerentes do setor bancário que foram investigados e caracterizados por vários pesquisadores. O pesquisador elaborou esse modelo de estrutura a partir das lacunas existentes nos trabalhos de pesquisa anteriores, uma vez que essa teoria se baseia em uma investigação pragmática (empírica).

Método: Também é verdade que, quando uma organização tem um desempenho melhor, a carga de trabalho e a pressão sobre o trabalho aumentam. Isso resulta em esgotamento entre o pessoal produtivo da organização. A

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inteligência emocional das pessoas ajuda os trabalhadores nessa situação a lidar com as responsabilidades adicionais.

**Resultados e conclusões:** Diante disso, o presente estudo busca determinar como o esgotamento de um funcionário é influenciado por sua inteligência emocional. O estudo foi conduzido em Chennai entre aqueles que trabalhavam no setor bancário privado.

**Implicações do estudo:** Um indivíduo com alta inteligência emocional reduz a chance de perder o emprego ou de sofrer burnout no trabalho.

**Originalidade/valor:** Muitas organizações agora estão cientes de que é essencial contratar pessoas com aptidão acadêmica e inteligência emocional. Esse é um conceito para o processo de desenvolvimento. As empresas de hoje querem contratar e treinar funcionários talentosos que estejam preparados para ir além das responsabilidades que lhes são atribuídas, a fim de melhorar o desempenho.

**Palavras-chave:** Competência Pessoal, Burnout do Funcionário, Competências, Emoções.

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**1 INTRODUCTION**

For effective survival in a world of intense corporate competition, many organisations are now aware that it is essential to hire people with both academic aptitude and emotional intelligence (O'Boyle et al., 2011). Emotional intelligence is a concept that has been around for a while. the development process. Salovey & Mayer had researched emotional intelligence extensively in 1990. In 1995, Goleman's book on emotional intelligence brought the concept to the attention of all organisations in the world.

Additionally, the findings of one such study on burnout showed that it could have a detrimental impact on the individual, adverse effects on the business, and sentiments of indifference towards co-workers (Sharma & Sharma, 2015). In light of this fact, lowering Two important variables in the growth and development of a corporation are reducing employee job fatigue and improving their level of job performance. In 1974, Freudenberger was the first to propose the concept of job burnout. Maslach & Jackson (1981) assert that emotional weariness, depersonalization, and personal accomplishment are all parts of the concept of job burnout.

The ability to notice, understand, demonstrate, regulate, and use emotions to positively and successfully connect with oneself and others is known as emotional intelligence (EI). In order to communicate Emotional intelligence, simply said, is the capacity to express control over emotions. It consists of two talents.

- Personal competency
- Social competency
  - Personal competency and social competency consist of,
  - Self-awareness social awareness
  - Self-management relationship management

The Studies main objective is to Identify the Influence of Personal Competency on employee Burnout.

Self-awareness means considering and recognising one’s own emotion– as well as to accumulate how one those around you. The basis of good understanding and help one to take decisions intuitively make the perfect choices for oneself in all aspects. Self-awareness in order to know about own strengths and weaknesses about an individual,
Immediately after grasping emotional awareness, the next step is to manage the emotions and feeling of oneself, which also leads to self-motivation, in order to control oneself and the individual personally is accountable for any mistakes.

Empathy is a crucial skill for comprehending another person’s emotions and placing oneself in their shoes. One of the most important interpersonal skills is empathy since it enables you to analyse a situation from the perspective of another person and put yourself in their shoes. Along with being aware of your own feelings, it’s important to acknowledge, comprehend, and respond to the feelings of others, even if you disagree with them. Communication is a vital part of empathy, so pay close attention to what you say and what others say when you talk or act. Respecting variety and inclusivity is a crucial aspect of empathy.

Those with good social abilities are frequently referred to as "people". They are dependable team members and confident communicators who can listen to others as well as talk for themselves. Also, they make wonderful leaders who motivate and uplift others, deal with change and disagreements diplomatically, and give credit where credit is due.

Being mentally and physically exhausted as a result of ongoing stress or a time of severe activity is how emotional exhaustion is frequently defined. This can result from a variety of pressures in life, including work overload, money worries, marital problems, loss, anxiety, depression, unreasonable expectations, lack of sleep, chronic sickness, bad behaviours, or taking care of a loved one. It's crucial to remember that emotional weariness is not exclusive to stressful times. Moreover, it may be brought on by a single traumatic experience, ongoing problems, or simply having too much on your plate. Recognizing when you may be emotionally spent is the first step in finding solutions to assist you manage your situation and recover, even though it's not always simple.

Although some everyday stress is normal and can encourage us to accomplish our goals, when stress becomes excessive and ongoing, it can start to hurt us. The outcome of ongoing, chronic stress in your personal or professional life is emotional weariness. When it starts to build up, you could experience emotional exhaustion and fatigue. There is simply too much pressure and stress on your head. The precise reasons why some people experience emotional tiredness may not be the same for others. Also, because everyone has a unique threshold for stress and coping methods, stress affects everyone differently.

Objectives of the Study is,

- To identify the relationship between personal competency and employee burnout.
- To identify the factors affecting emotional intelligence and employee burnout.

2 THEORETICAL FRAMEWORK

The author has recognised certain crucial aspects and taken them into further consideration with the study. There are many personal competency factors that influence employee burnout of banking managers which have been investigated and characterised by numerous researchers. The researcher came up with this model framework from the gaps in the earlier research papers since this theory is based on pragmatic (empirical) investigation.
Zhun Gonget et al. (2019) looked at how emotional intelligence affected burnout and job performance. The investigation was conducted with consideration for the mediating function of psychological capital. The study's objective was to determine how a person's emotional intelligence influences the Employees from various organisations who were polled using a questionnaire made up the study's respondents. There were around 200 survey participants in all. The study's findings demonstrated that employees’ emotional intelligence had a favourable predictive impact on their job’s performance and mental resources. Also, there was a bad correlation between emotional intelligence and workplace exhaustion. Also, it was investigated if the relationship between psychological capital and job performance was inversely correlated with job burnout. Additionally, the researchers found that psychological capital acted as a mediator in the association between emotional intelligence and both job performance and job burnout.

Ha Nam KhanhGiaoet al. (2020) studied to what extent work-family conflict and job fatigue mediated this association. Also, the authors demonstrated that POS could lessen friction, exhaustion on the job, and employee intents to leave amongst family and work. The relationship between emotional intelligence and work-family conflict was significantly reduced by perceived organisational support. For the employees who do work in supportive environments, the variables were found to have a strong negative correlation.

3 METHODOLOGY

The way in which the researcher adopts the research paper is by pragmatic way (empirical) the both types of data classifications are used (secondary and primary method) has been motive among the bank employees

Personal competency influences emotional exhaustion in bank employees. Primary data was collected by distributing the questionnaires among employees who often gets burnout by the reliability test (cronbach’s alpha) is (0.800) tested questionnaire and sample size was drawn from the population size by the techniques of random sampling total respondents to the study was 200 and the secondary data has been collected from the literatures which are past or known as historical data under the following steps reviewing literatures from twenty seven research articles and also from popular research papers, magazines, journals, books etc, of car sharing. The field in which the researcher took the study only in Chennai among bank employees. The researcher has recognized the reasons for emotional intelligence in banking sector due to burnout of its employees. The success of an individual within an organization — along with the success of everyone else within the organisation and the success of the organisation as a whole—is determined by their emotional intelligence. Numerous firms fail to address the issue of employees' emotional intelligence, which results in problems.

3.1 Hypothesis of the Study

Hypothesis 1: There is no relationship between personal competency and employee burnout.

Tool used for this study is:
- Correlation analysis.
- Anova
- Regression
4 RESULTS & DISCUSSION

4.1 Reliability Analysis

Table 1: reliability analysis for all the variables

<table>
<thead>
<tr>
<th>Cronbach’s Alpha</th>
<th>N of Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>.800</td>
<td>38</td>
</tr>
</tbody>
</table>

Source: computed using spss 21

4.1.1 Correlation

To Identify the relationship between personal competency and employee burnout

Table 2 correlation coefficient

<table>
<thead>
<tr>
<th></th>
<th>JOBBURNOUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>EI</td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>.183**</td>
</tr>
<tr>
<td>JOBBURNOUT</td>
<td>1</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td>600</td>
</tr>
<tr>
<td>Pearson Correlation</td>
<td>.183**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td>600</td>
</tr>
</tbody>
</table>

**, Correlation is significant at the 0.01 level (2-tailed).
*, Correlation is significant at the 0.05 level (2-tailed).
(Source: computed using spss 21)

The output of correlation shows that there is a significant difference between personal impact intentions and adaption to car sharing where the value is greater than p value. So, it can be concluded that H0 is rejected and varies significantly while all the pearson correlation is significantly positive it coincides with the corresponding question.

4.1.2 Regression

To Identify the relationship between personal competency and employee burnout.

Table 3 Regression

Model Summary

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Std. Error of the Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.405a</td>
<td>.164</td>
<td>.163</td>
<td>.16759</td>
</tr>
</tbody>
</table>

ANOVA

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Regression</td>
<td>3304</td>
<td>1</td>
<td>3304</td>
<td>117.627</td>
</tr>
<tr>
<td>Residual</td>
<td>16.797</td>
<td>599</td>
<td>0.28</td>
<td>Total</td>
<td>20.110</td>
</tr>
</tbody>
</table>

a. Dependent Variable: EI

Source: computed using spss 21
The output of regression shows that there is no significant difference between personal competency and employee burnout; then the R square value fits the model so there is an association between relationship between personal competency and employee burnout.

From all the above interpretations the researcher have recognized the main motives of employee burnout such as emotional exhaustion, depersonalization, personal accomplishment have impact on  all these coincides with the dependent variable by the above following test.

4.1.3 Anova

To Identify the relationship between personal competency and employee burnout.

<table>
<thead>
<tr>
<th>Source: computed using spss 21</th>
</tr>
</thead>
</table>

The output of one-way anova shows that there is a significant difference there is relationship between personal competency and employee burnout. This is greater than p value. So, it can be concluded that H0 is accepted and not required alternate hypothesis.

5 CONCLUSION

In today's competitive world, employee burnout has grown to be a severe problem. Even while people worry about losing their jobs, they also worry about their mental health. If the working environment at the place of employment is poor and produces unprofitable results, people have a propensity should resign from your position and look for a better one. An individual with high emotional intelligence reduces the chance of losing their job or experiencing burnout at work. The research demonstrates that emotional intelligence had a beneficial impact on burnout, indicating that burnout is reduced in the presence of Emotional Intelligence. The study restricted to only banking sector where in other sectors the research can be done.

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