



Relationship between Locus of Control, Burnout and Job Satisfaction among Prison Officials in Assam

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Abstract

The study aims to identify the association between locus of control, burnout and job satisfaction.

OBJECTIVE OF THE STUDY: 1. To understand the relationship between internal locus of control and job satisfaction 2. To understand the relationship between external locus of control and burnout 3. To understand the relationship between burnout and job satisfaction

SIGNIFICANCE: The research holds importance in trying to bring out the nature of work and the effects of the working style and conditions on the work and lifestyle of the prison officials, working under a 24x7 schedule under the organization of an Indian Prison. With the help of Psychological tools, the research is also suggestive, as it points out the aspects of work to be modified or rectified in order to bring about a congenial working environment and a healthy lifestyle of the prison officials.

SUB THEME: To establish a relationship between locus of control, burnout and job satisfaction among prison officials in India.

TOOLS USED: Locus of Control by Dr. Udai Pareek, Job Satisfaction Scale by Dr. Paul Spector and Copenhagen Burnout Inventory

Keywords: *Burnout, Locus of Control, Job Satisfaction, Working Environment, Prison officials*

I. INTRODUCTION

Prison officials are essential to the preservation of safety, discipline, and rehabilitation inside of correctional facilities. But the nature of their employment, which is marked by high levels of stress, exposure to violence, and a lack of resources, can seriously affect their well-being and degree of job satisfaction. For supportive work environments to be created and to guarantee the efficient operation of correctional facilities, it is essential to understand the aspects that affect employees' wellbeing and job satisfaction. The purpose of this study is to look at the connection between burnout, locus of control, and work satisfaction among prison staff in Assam, India.

Locus of Control. Locus of control is an individual's belief system regarding the causes of his or her experiences and the factors to which that person attributes success or failure. This concept is usually divided into two categories: internal and external. If a person has an internal locus of control, that person attributes success to his or her own efforts and abilities. A person who expects to succeed will be more motivated and more likely to learn. A person with an external locus of control, who attributes his or her success to luck or fate, will be less likely to make the effort needed to learn. People with an external locus of control are also more likely to experience anxiety since they believe that they are not in control of their lives

Burnout. The term "burnout" was coined in the 1970s by the American psychologist Herbert Freudenberg. He used it to describe the consequences of severe stress and high ideals in "helping" professions. Doctors and nurses, for example, who sacrifice themselves for others, would often end up being "burned out" – exhausted, listless, and unable to cope. Nowadays, the term is not only used for these helping professions, or for the dark side of self-sacrifice. It seems it can affect anyone, from stressed-out careerists and celebrities to overworked employees and homemaker. A stressful lifestyle can put people under extreme pressure, to the point that they feel exhausted, empty, burned out, and unable to cope. There are three main areas of symptoms that are considered to be signs of burnout:

- **Exhaustion.** People affected feel drained and emotionally exhausted, unable to cope, tired and down, and do not have enough energy. Physical symptoms include things like pain and stomach or bowel problems.
- **Alienation from (work-related) activities.** People who have burnout find their jobs increasingly stressful and frustrating. They may start being cynical about their working conditions and their colleagues. At the same time, they may increasingly distance themselves emotionally, and start feeling numb about their work.



- **Reduced performance.** Burnout mainly affects everyday tasks at work, at home or when caring for family members. People with burnout are very negative about their tasks, find it hard to concentrate, are listless and lack creativity.

Job Satisfaction: Due to the popularity of job satisfaction within the field of occupational and organizational psychology, various researchers and practitioners have provided their own definitions of what job satisfaction is. However, the two most common definitions describe job satisfaction as: “the pleasurable emotional state resulting from the appraisal of one’s job as achieving or facilitating the achievement of one’s job values”; and “the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs.

In general, most definitions cover the affective feeling an employee has towards their job. This could be the job in general or their attitudes towards specific aspects of it, such as: their colleagues, pay or working conditions. In addition, the extent to which work outcomes meet or exceed expectations may determine the level of job satisfaction. However, job satisfaction is not only about how much an employee enjoys work. Taber and Alliger found that when employees of an American educational institute rated how much they enjoyed individual tasks within their role, their scores were moderately correlated to satisfaction with the work itself, and associated (although weakly) with global job satisfaction. Taber and Alliger also found that other measures (such as, level of concentration required for the job, level of supervision, and task importance) all had no impact on satisfaction. This study demonstrates that the accumulating enjoyment of work tasks added up to overall job satisfaction. However, the low relationship does suggest that other factors, besides enjoyment, contribute to how satisfied employees feel at work

Although previous studies have looked at the connections between locus of control, burnout, and work satisfaction in a variety of professional contexts, there aren't many that exclusively focus on prison officers, especially in the context of Assam, India. Given the particular difficulties prison staff in this area encounter, it is crucial to look into how locus of control and burnout may affect their level of work satisfaction. Understanding how these factors interact can also provide light on potential measures that might be made to better the working environment and the wellbeing of prison officials.

By exploring the link between locus of control, burnout, and work satisfaction among Assamese prison officials, the current study seeks to

fill this research vacuum. This study aims to add to the body of knowledge on the wellbeing of prison officials by supplying empirical data using validated measures and quantitative analysis. The results of this study will have an impact on the creation of focused interventions and policies intended to increase the work satisfaction and general well-being of Assamese jail officials.

II. REVIEW OF LITERATURE

Burnout, locus of control and job satisfaction. a study on high school teachers by Pavalache-ilie, m.; Ursu, g. The aim of the study is to identify the relation between the burnout syndrome, locus of control, job satisfaction and age. To establish the relationships, 113 Romanian high school teachers completed a three part-questionnaire which comprised: Oldenburg Burnout Inventory, Job Satisfaction Survey, Work Locus of Control Scale, and factual data. Burnout is significantly associated with externality and dissatisfaction; the internal employees tend to be more satisfied at work than the external ones. There is no link between burnout and age.

An Analysis of Relations among Locus of Control, Burnout and Job Satisfaction in Turkish High School Teachers by Ali Murat. The aim of this study was to see how teachers' burnout is related to different aspects of locus of control, job satisfaction and demographic characteristics such as age and gender. The Job Satisfaction Scale was used to measure the subjects' job satisfaction level. In addition, the Maslach Burnout Inventory which was used to measure dimensions of teachers' burnout consisted of three subscales: emotional exhaustion, personal accomplishment and depersonalization. The findings showed that all burnout dimensions were either positively or negatively related to independent variables. All variables were statistically significant in predictive effect on depersonalization. External locus of control and age (predictor variables) were positively and directly related to emotional exhaustion dimension of burnout. Only one variable—age (predictor variable)—was significantly predictive of personal accomplishment.



Burnout in U.K. Prison Officers: The Role of Personality by Rebecca Brown. The study assessed the role of personality on burnout in prison officers. About 120 U.K. prison officers completed questionnaires assessing three dimensions of burnout, the "big five" personality variables, and locus of control. Neuroticism predicted emotional exhaustion and personal accomplishment, and locus of control predicted all burnout dimensions. Prison officers higher in neuroticism and with an external locus of control might be at greater risk for burnout. Future studies might examine whether stress-management interventions alleviate officer burnout, with particular attention to officers whose personality profile places them .

Studying relationship between locus and control and burnout by Abdolmalek Khare. The aim of this study is to investigate the relationship between job satisfaction and burnout. In this regard, in this study a general hypothesis and three secondary hypotheses have been formed to investigate the relationship between job satisfaction and burnout and its dimensions (emotional exhaustion, depersonalization-individual inefficiency). All hypotheses approved and all of them are significant as -0.56, - 0.48, - 0.64, - 0.41- respectively which represents an indirect and linear relationship between these two variables. Whatever proper conditions exist in working places and management and responsible of organization make proper decisions in organizations and cooperation and integration between employees and management be in acceptable degree and salaries to be paid on time and also rewards and punishments considered perfectly, employees and managers encounter low burnout and eventually efficiency in organizations shall be increased.

III. METHODOLOGY

The aim was to identify the association between Locus of Control, Job Satisfaction & Burnout among prison officers in India.

Objectives

1. To analyse the relationship between the internal locus of control & job satisfaction.
2. To analyse the relationship between the external locus of control & burnout.
3. To analyse the relationship between burnout & job satisfaction.

Operational Definition

Locus of Control. Locus of control refers to people & very general, cross-situational beliefs about what determines whether or not they get reinforced in life.

People can be classified along a continuum from very internal to very external.- Internals believe that success or failure is due to their own efforts.- Externals believe that the reinforcers in life are controlled by luck, chance, or powerful others. – Julian Rotter.

Job Satisfaction. According to Greenberg and Baron (2008) job satisfaction is "a feeling that can produce a positive or negative effect toward one's roles and responsibilities at work and added that it is important to understand the concept of job satisfaction as there is no single way to satisfy all workers in the workplace."

Burnout. In the words of Maslach (1982), "Burnout is a psychological syndrome involving emotional exhaustion, depersonalization, and a diminished sense of personal accomplishment that occurred among various professionals who work with other people in challenging situations".

Variables

Independent Variable: Locus of Control

Dependent Variable: Job Satisfaction and Burnout

Research Design

Survey Research Design - s one of the most important areas of measurement in applied social research. The broad area of survey research encompasses any measurement procedures that involve asking questions of respondents.

Hypotheses

H₁: There is a positive relationship between internal locus of control and job satisfaction

H₂: There is a positive relationship between external locus of control and burnout

H₃: Burnout has a negative relationship with job satisfaction.

Sample-Data was collected from 30 prison officials from Jorhat Central Jail, Assam

Sampling Technique and Description

Convenience Sampling. it is also known as non-probability sampling or opportunity sampling where the sample for the study are easily accessible. The prison officials were chosen as they were easily approachable.

Instruments used

1. Job Satisfaction Scale by Dr. Paul E. Spector. The tool consists of 36 statements on a six-point rating scale ranging from disagree very much – agree very much.

2. Locus Of Control Inventory (LOCO) by Dr. Udai Pareek. The tool consists of 30 items on a five-point rating scale ranging from Strongly agree – Seldom/never agree.



3. Copenhagen Burnout Inventory. The tool consists of 7 items on a five-point rating scale ranging from always – almost never.

Data Analysis

The data was tabulated in MS Excel and the Pearson’s product moment correlation co-efficient

was analysed using the SPSS software version 20. Pearson’s correlation is used in order to find out the relation between two or more variables. This statistical tool is chosen for this study to find out the correlation between locus of control, job satisfaction and burnout as mentioned.

IV. RESULTS & DISCUSSION

Table 1
Shows the results of the Pearson product moment correlation co-efficient between internal locus of control and job satisfaction

Correlations	Job Satisfaction	Internal Locus of Control
Pearson Correlation		
Sig. (2-tailed)		0.643396635
N	30	30

Note: *p<0.05 **p<0.01

Pearson product moment correlation was done to find out the relationship between internal locus of control and job satisfaction among prison officials in India.

Results show that there is a significant positive relationship between job satisfaction and internal locus of control, indicating that higher internal locus of control reported higher job satisfaction. Thus, the hypothesis 1 that there is a positive relationship between internal locus of

control and job satisfaction is accepted. Results indicated that the locus of control dimension can serve as a potential personality variable that is capable of determining the goal-oriented behaviors of employees; the locus of control construct may also facilitate understanding of individual differences in organizational behavior.

The review indicates that locus of control is an important variable in considering the job satisfaction of the employees in different sectors.

Table 2
Shows the results of the Pearson product moment correlation co-efficient between External locus of control and Burnout

Correlations	Burnout	External Locus of Control
Pearson Correlation		
Sig. (2-tailed)		-0.069975039
N	30	30

Note: *p<0.05 **p<0.01

Pearson product moment correlation was done to find out the relationship between external locus of control and burnout among prison officials in India.

Results show that there is a significant negative relationship between burnout and external locus of control. Thus, the hypothesis 2 that there is a positive relationship between external locus of control and burnout is rejected. Results indicate that prison

officials having an external locus of control could have a low burnout as they tend to leave certain things to chance factor rather than taking it upon themselves and constantly feeling stressed about it. As the tools used do not have dimensions under burnout, it is difficult to establish a relationship between external locus of control and burnout.



Table 3: Shows the results of the Pearson product moment correlation co-efficient between Job satisfaction and Burnout

Correlations	Burnout	Job Satisfaction
Pearson Correlation		
Sig. (2-tailed)		0.499199399
N	30	30

Note: * $p < 0.05$ ** $p < 0.01$

Pearson product moment correlation was done to find out the relationship between job satisfaction and burnout among prison officials in India. Results show that there is a significant positive relationship between burnout and job satisfaction. Thus, the hypothesis 3 that Burnout has a negative relationship with job satisfaction is rejected. The results indicate the limitation of the study as a positive relationship is established between the above variables.

The anticipated connections between burnout, job satisfaction and locus of control received support from the results, which are consistent with previous research. Employees with internal locus of control are more satisfied with their job. It is possible that for the people with internal locus of control, asking for and giving information is a means of regulating their activity, of identifying solutions to the work-related problems which they confront. However, relationship between burnout and job satisfaction have failed to yield the desirable results that high levels of burnout are associated with dissatisfaction.

V. SUMMARY & CONCLUSION

The purpose of the study is to identify the association between Locus of Control, Job Satisfaction & Burnout among prison officers in India. The data was collected from 30 prison officials in India. The data was analyzed and interpreted with the help of Pearson product moment correlation co-efficient. The study concludes that there is a positive relationship between internal locus of control and job satisfaction; there is a negative relationship between external locus of control and burnout; and Burnout has a positive relationship with job satisfaction.

Limitations

- Size of sample is less to establish generality.
- Responses of the participants vary between the individuals.

Suggestions

- As prison officials work on a 24x7 schedule bereft of any holidays as such, some special grooming sessions can be organized under the organization premises to uplift their personality and morale.
- The government along with the help of the Welfare department can introduce mental health and family wellbeing schemes for prison officials specifically catering to their needs.
- A certain amount of remuneration in their pay can be introduced on a yearly basis as a form of reinforcement towards work.

VI. Conclusion

In any organization, work performance is mostly based on employee job satisfaction. A satisfied person can better perform at both home and workplace than to a person with dissatisfaction. In this regard it is important to find out the relationship of locus of control and the job satisfaction of employees working in different organizational sectors. After investigating and critically analyzing the numbers of research studies in the present article, it is found that people having an internal locus of control are more satisfied with their jobs. The findings from different studies indicates people having an internal locus of control are more satisfied with their jobs, they are more productive and more work oriented than to their counterparts those have external locus of control.

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