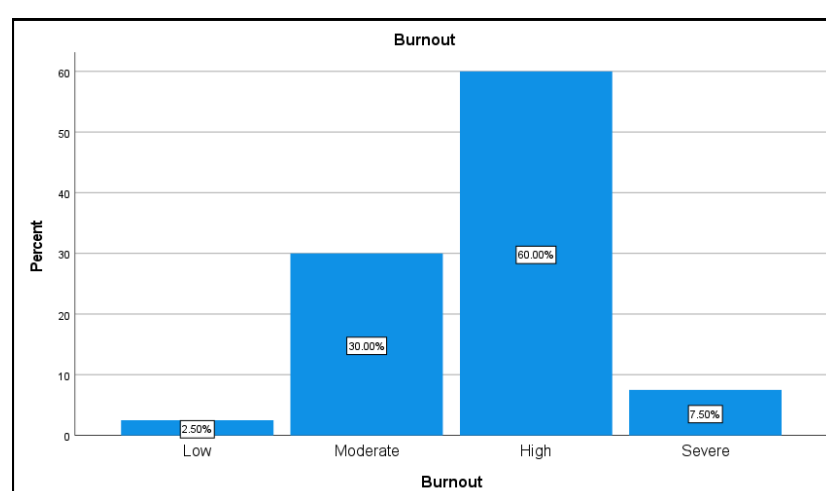


Navigating Burnout Levels of Employees in a Civil Sector Department of Brunei Darussalam

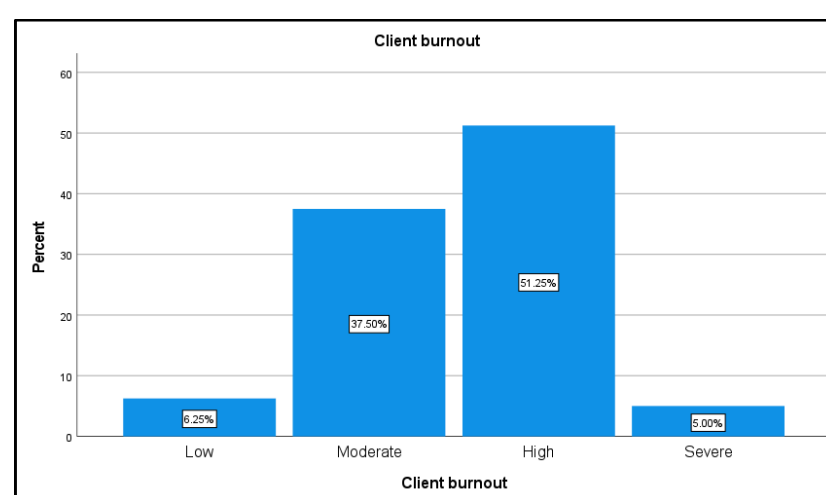
INTRODUCTION

Based on statistics from the International Labour Organization (ILO), workers in Brunei Darussalam work for an average of 47 hours per week – one of the highest rates in Southeast Asia. With such long hours, this can become a risk factor for burnout, an emotional, physical, and mental exhaustion phenomenon due to prolonged stress. Hence, this study aims to determine such link in accordance to the Copenhagen Burnout Inventory, a method used to measure the burnout levels of workers in terms of personal burnout, work-related burnout and client-related burnout including in terms of demographics for better understanding.

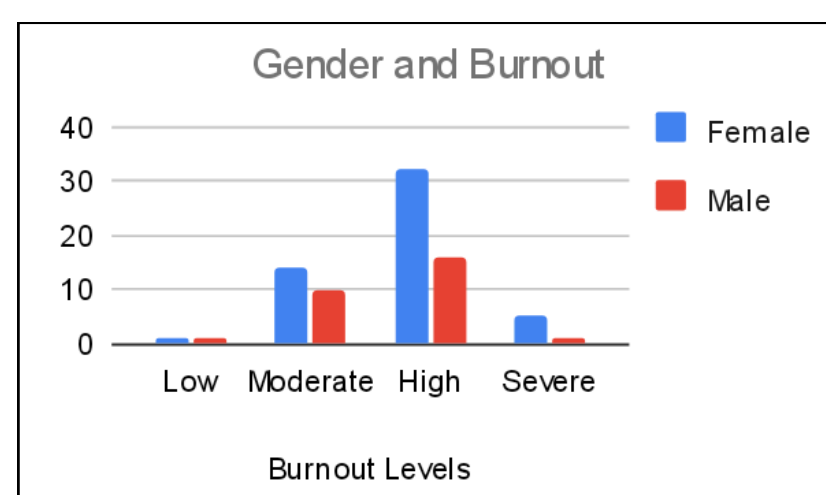
RESULTS



BURNOUT LEVELS



CLIENT-RELATED BURNOUT



GENDER AND BURNOUT COMPARISON

Through the study, it is found that the burnout levels of the employees in the department is indeed significant and alarmingly high, with over half of the respondents recording high or severe levels of burnout. The research also found that albeit the burnout levels indicate moderately high in all three areas (personal, work-related and client-related burnout), it is especially high in client-related burnout whereby half of the sample recorded high-levels of burnout. Research also indicated that majority of those with high levels of burnout were female.

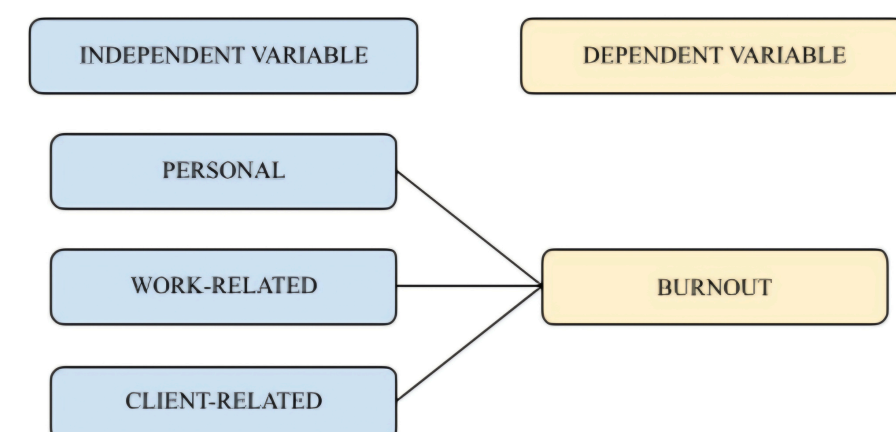
METHODOLOGY

Research Design: Quantitative, using an online survey for a span of 2 weeks.

Population: Employees in a civil sector department in Brunei Darussalam.

Sample: 80 participants recruited using purposive sampling.

Instrumentation: Copenhagen Burnout Inventory, a tool comprising of 19 questions which evaluate burnout levels in terms of personal, work-related and client-related burnout.



CONCEPTUAL FRAMEWORK

DISCUSSION

- Client-related burnout is the top factor of the sample's burnout, with more than half of the respondents somewhat agree that they find it frustrating and hard to work with clients. Respondents also agree that they feel an effort-reward imbalance, as they feel they give more than what they get back when working.
- Women were found to have higher levels of burnout and based on previous studies and reports, this can be due to higher levels of stress, gender inequality and as mentioned by Hidayah Salamat (Channel News Asia), "Traditional gender roles a culprit" and talks on, "imbalances in society that impose unfair demands on women." (Salamat, H.) (2022). However, as majority of the respondents were female, it can lead to the higher percentage. Hence, further research is needed to determine on gender difference for burnout.

CONCLUSIONS

- Burnout is a global phenomenon that impacts both physical and mental wellbeing of workers.
- Addressing burnout requires not just individual proactive approaches but through the workplace itself as well.
- Ways to tackle burnout can include cultivating a supportive work environment through culture of appreciation that aids in a sense of acknowledgement that can enhance employee engagement and promotes healthy communication.
- Work-life balance, such as work policies (e.g remote work, flexible hours) have also been proven to help ease burnout as it lets workers to have a 'breather' to manage both their personal and professional responsibilities.
- Individually, self-care is an approach in mitigating burnout. This includes knowing and honing boundaries (especially in this case with clients), exercise and mindfulness.

RELATED LITERATURE

- Salvagioni, D. A. J., Melanda, F. N., Mesas, A. E., Gonzalez, A. D., Gabani, F. L., & Andrade, S. M. d. (2017, October 4). Physical, psychological and occupational consequences of job burnout: A systematic review of prospective studies. NCBI.
- Maslach, C., & Leiter, M. P. (2016). Burnout: A guide to identifying burnout and pathways to recovery. Harvard Business Review Press.
- Salamat, H. (2022, December 5). Women are more burnt out than men—here's why, and what to do if you're chronically overwhelmed. CNA Lifestyle.
- Siegrist, J. (2016). Stress: Concepts, Cognition, Emotion, and Behavior. ScienceDirect.
- Western Governors University. (2019, June 6). Workplace Burnout: Causes, Effects, and Solutions. Western Governors University.
- Li, Y., Zhang, C., & Liu, Z. (2020). The relationship between workplace communication and burnout: The mediating role of psychological capital. International Journal of Environmental Research and Public Health, 17(7), 2384.