

Investigating the Effects of Personality Characteristics on Professional Burn out of Khorram-Abad Social Security Hospital's personnel

Amir Niknam^{*1} , Mohammad Taheri Rouzbahani²

1-Department of management · Borojerd branch · Islamic zaduniversity · Borojerd · Iran

2- Department of management · Borojerd branch · Islamic azaduniversity · Borojerd · Iran

Abstract

Professional burn out, is a syndrome in response to the psychological stress and one of the important elements in reducing efficiency and creating bodily-psychic effects in personnel. By considering the importance of personnel's role in health-treatment system, the aim of this study is investigating the professional burn out and its related elements of Khoram-Abad Social Security Hospital's Personnel.

This study is of causative and also applied one, the model which is presented in this study is based on structural equations. The instrument of data collecting is Maslach standard questionnaire about professional burn out and Goldberg which is used to characteristic dimensions. The sample of this study consists of 238 personnel who are analyzed by Lisrel software in case of 5 characteristics dimensions and 3 components of professional burn out.

The results of study indicated that 5 reviewed characteristic specifications are influenced on personnel's exciting exhausting and in case of depersonalization only nervous specification and openness to experiment and in lack of personal succeed case, nervous, extroversion and openness to experiment are accepted.

In accordance with the results of study, improvement of job conditions and special attention to characteristics specifications and that personnel learn the necessary skills about agreeableness with their job conditions can help to preventing professional burn out.

Keywords: *characteristic specifications, professional burn out, the personnel of Khorram-Abad Social Security Hospital*

¹ * Department of management · Borojerd branch · Islamic azaduniversity · Borojerd · Iran

Subjected Problem

Human being's surrounded environment consist of many elements which of each can have effect in a way on his/her spiritual-bodily safety. Job elements is concluding this which has significant effect on human safety, since people has spent most time in their workplace and the stress of workplace is more than individual's endurance, their general safety would be in danger. Professional burn out is one of the problems which is observed as reaction against job stress among personnel, in organization.

Individuals who are working in human services, specifically who are passionate and full of motivation, most often have dedicated the most statics of professional burn out to themselves. Professional burn out as physical, bodily clues and passionate and psychic decreasing, which are along with negative attitude toward job and lack of attention to accompaniers, causes very critical effects of organization, family and personal and social life, including continuing delay, absence, conflict and opposition, job changing and eventually leaving the job can be referred to. As human element is accounted as the most important and greatest capital of every organization, so it's natural to keep safety and psychic and bodily health of personnel and investigating the effective elements on their professional burn out in organizational priority. Organizational staff, specially those who involve with callers, face with different stresses, such as work stress which is resulted of professional burn out.¹ Professional burn out has direct relation with psychic stress. When environmental desires and individual ability are not harmonized, continues of this situation will lead to psychic stresses and eventually to professional burn out. It can be say that professional burn out is resulted of continues psychic stress which in turn, its result is reducing of services quality that presented by individual. Stress and work stresses are necessary but not enough condition of personnel professional burn out, means those who involve with professional burnout are perfectionists and they involve themselves with working excessively, so professional burnout can be considered as a disease which can have negative effect on body and spirit of personnel. Initially, it was believed that this syndrome is specific to those staff who have involved with callers, but it is obvious today, this difficulty has been spread out in all organization, so that when individual has felt inability in doing its duties because of different stresses, continuing of this situation make him professional burnout. Apparently and in hidden, many organizations have spent a lot of costs because of existing professional burnout in its personnel. So that, occasionally such a situation led to personnel's leave out, whom have used of a lot of costs because of their learning and preparation. By considering the relation between personnel safety and efficiency of organization and also this reality that considerable percent of staff in organization are contracted to this syndrome, it is necessary for

¹ professional burn out

investigators, psychologist and managers to attention to this important and necessary. Professional burnout because of its regretful effects, attracted so much attention to itself and so many investigation has been conducted in this field which has been implemented up to 1890 in America.

But after that, other countries, specially countries which have English language such as Canada and England, gradually take this syndrome to their attention and in this field, many books were compiled and translated (Amiri, Asadi and Delbari Ragheb, 1390)¹. First time, in 1970, Farid Anborgar² had observed the exhausting clues in personnel, had used professional burnout expression and defined it as: *professional burnout is the aspect of body exhausting, exciting and mental that caused because of continuing stress of working*. According to Maslach³, professional burnout is summarized in 3 main dimensions: emotional exhausting⁴, depersonalization⁵, and decreased personal accomplishment⁶ (Skaalvik et al.)⁷. Professional burnout is the aspect of body exhausting, exciting and mental that caused because of continuing stress of working. Professional burn out, is decreasing of individual ability of agreeableness to stressful elements which is formed of body and emotional exhausting that cases the negative self image in individual, negative attitude toward job and lack of feeling of relationship with customers during doing job (Maslach and Jackson, 1986)⁸. Emotional exhausting which is the main and most apparent signal of professional burnout, is some kind of bodily and spiritual evacuation feeling which created by job stresses, so that an individual who was already stimulus, energetic, lively and joyful, feels that its job is exhausting and meaningless. In such situation, emotional forces of individual is decreased, the equalization of someone who had high level of stimulation, gradually because of burning out is ruined and working became exhausting to him (Saatchi, 1388)⁹.

Depersonalization is: *negative and cruelly and without any passion response*, and with exceeding ignoring toward customer and client; means losing the whole interesting and affectionate feeling in face of clients and/or response them inhumane, (McGrath)¹⁰, the purpose of lacking individual accomplishment, is decreasing of individual accomplishment is a negative self-appraisal in relation with working which is

² Feud enberger

³ Maslach

⁴ Emotional exhausting

⁵ depersonalization

⁶ Decreased personal accomplishment

⁷ Skaalvik et al.

⁸ Maslach and Jackson (1986)

¹⁰ .McGrath H.E (1989)

resulted of decreasing of passion worthiness in completing personal duties. Decreasing individual accomplishment means that individual feel that his performance is not completed; in deed, it can be said that in this regard, comprehensive accomplishment is considered not real one (Maslach, 2005)¹. The individual felt that because of working situation and frequent criticism of superior, his performance is not accomplished, as a result, he will lose his self-confidence and abilities. Burning out is aspect of lacking energy and happiness in person, so that the person who has professional burning out, will have indisposedness and undesirous to do his duty and such permanent and frequent stress, has no result, but decreasing energy. Therefore, such professional burning out is kind of psychological burn out that linked with psychological stress or stresses which related to the job and duty. By considering above mentioned and the importance of professional burn out in personnel, so many factors can be involved in creating professional burn out, such as organizational elements, inter-personal and into-personal elements, among which into-personal elements we can refer to characteristic specifications that are mainly basis of professional burn out. This is meant that the exist elements in workplace, increasingly are related to the employees' safety or their sickness.

Pay attention to psychological health is very important during all parts of life, including working life (Ilo, 2000)². Recently, organizational elements which have influenced on professional burnout, have been considerably attended, but it seems that individual characteristics specifications and the way of their encountering and resistance against organizational cases, have major part in creating professional burn out. Personality is: *a series or mixture of psychological characteristics, which are different from one to another, by which, individual are categorized* (Robinz, 1390, p 52)³. Personality play determinant role in evident and apparent behavior. Alport defined personality as: *inter-individual dynamic organization of psychological-physiological systems which determine his/her unique agreeableness against the world*, Hilgar also defined the personality as: *a certain pattern of behavior and the way of thinking, which determine the individual harmony to environment*. Personality is one of the determinants of professional accomplishment, that, by subtle identifying of elements and dimensions of personality and applying the person according to these dimensions and elements, assures that this guy will show off a desirable performance of himself in future. (Arney et al.1989)⁴. 5 elements model of personality is one of the most predominant and historical historical models of personality structure and many of psychologists said that this model contain many of personality variables. According to McDonald (1999)⁵, this model

¹ Maslach (2005)

² Ilo, 2000

³ Rabinz, 1390

⁴ Arney et al. 1989

⁵ Macdonald

initiated by Galton (1884)¹. 5 elements which are entered in conducted studies, are: nervousness, extroversion, agreeableness, conscientiousness and openness to experiment². Among predictive elements of professional accomplishment, according to Cooper and Robertson, characteristics because of their acceptable development and sustain have superiority on others (Cooper, Raberston, 2000)³. Many of theorists of job selecting believed that the most important effective element in selecting and accomplishing job, is personality. Super has believed that, individuals select jobs to express their personality (Nowton, Keenan, 1991)⁴. According to him, individuals' activities in workplace are their self imagine appearances. Investigations indicated that characteristics play effective role in job performance. Barik and Mont have indicated that feeling of responsibility, perseverance, and struggle are effective in completing jobs and achieving job goals and depending in organization for job accomplishment (Super, 2000)⁵. Personnel characteristics are affected on their reactions against environmental and organizational problems. Individual are different from every points, although it's possible to be alike from living point of view, but never two persons are the same and their way of thinking, expression and how to react against the environment of them are unique. Individual are unique, means that have characteristics and specifications which in all, formed their existence. Some of staff who know about compromise with psychological stress, can protect themselves from their harm. But to the other staff, unable to endure the stressful conditions and facing them, is possible. It is under these situations that an individual always feel stress in his/her workplace (Rahimi, 1388)⁶.

Professional burn out, impose many consequences and costs on organizations and personnel, such as frequent changing of job and workplace (increasing transitions), absents and increasing leave off, reducing quantity and quality of working, affecting psychological safety of individual, reduction of presented services to consumer, stagnation and delay in sequential professional and administrative affairs and . . . Today human being in flowing of agreeableness toward social environment and working place, to expose of limitations and stress, so that these stress in workplace will led to personnel professional job burn out. So, by considering the importance and role of characteristics in facing with stressful situations in workplace and professional burn out and their influence on personnel performances and the scope of organizational productivity, this study is aiming on investigating and measuring the effects of characteristics on professional burn out among the personnel of Social Security Hospital of Khoram-Abad.

¹ Galton

² Nervosity, Extroversion, Agreeableness & Conscientiousness, Openness to experience

³ Cooper, D., Robertson 2000

⁴ Nowton, T., & Keenan, 1991

⁵ Super, 2000

- 1- Nervous has effect on the excitement exhausting (passionate).
- 2- Extroversion has effect on the excitement exhausting (passionate).
- 3- Agreeability has effect on the excitement exhausting (passionate).
- 4- Conscientiousness has effect on the excitement exhausting (passionate).
- 5- Openness to experiment has effect On the excitement exhausting (passionate).
- 6- Nervous has effect on the depersonalization.
- 7- Extraversion has effect on the depersonalization.
- 8- Agreeability has effect on the depersonalization.
- 9- Conscientiousness has effect on the depersonalization.
- 10-Openness to experiment has effect on the depersonalization.
- 11-Nervousness has effect on the decreasing the personal accomplishment.
- 12-Extraversion has effect on the decreasing personal accomplishment.
- 13-Agreeability has effect on the decreasing personal accomplishment.
- 14-Conscientiousness has effect on the decreasing personal accomplishment.
- 15-Openness to experiment has effect on the decreasing personal accomplishment.

Methodology

By considering the aim of investigation, the present study, from applied point of view, by looking the descriptive method of investigation and statistically, is cohesive and its data are collected in field study way. In order to gathering the information, standard questionnaire is used. The statistical population which is used in this study, include the personnel of Social Security Hospital in Khoram-Abad. This population statistically is great and base on this, sampling is used. As the methodology of modeling the structural equations to some extent is alike some of multi-variable regression aspect, the principal of sample determination in analyzing multi-variable regression, can be used in determining the volume of sample in structural equation modeling. In analyzing multi-variable regression, the proportion of samples (observations) should not be less than 5 to independent variable. Otherwise, the yielded results of regression equation, would not be so generalized. Totally, from James Essivens point of view, the volume of sample in methodology of modeling the structural equations, could be between 5-15 observations for every measured variable is determined, therefore, by considering at least 5 observations for every speech, the sample would be accounted for 205. By considering the opinion of guidance counselor, 250 questionnaire are distributed among statistical population through accessible sampling, which eventually, 238 returned questionnaire are considered as the base. In this investigation, (personality dimensions), nervously, extraversion, agreeability, conscientiousness and openness to experiment is considered as independent variable and also (professional burn out), excitement burn out, depersonalization and decreasing personal accomplishment as

dependent variable. In order to data collecting, Maslach questionnaire are used for job decreasing and Goldberg questionnaire are used for personality dimensions. Maslach burning out questionnaire is the most common instrument for measuring the professional accomplishment which measured the three aspects of professional accomplishment. Its 8 cases are about excitement exhausting, 5 cases about depersonalization and 8 cases are about personal qualification and 20 cases also measure the personality dimensions. The way of scoring the questionnaire points is determined by Likert 6 points spectra, which is graded from Completely Agree to Completely Disagree. By taking into account that used questionnaire in this investigation, is standard one and it is according to conceptual model and being accepted by guidance counselor and guidance counselor, from viewpoint of admissibility it is highly reliable. In order to measuring the stability of mentioned questionnaire (the first 35 distributed questionnaire) by using the spss software and Kronbakh Alpha is 0/750, which indicated this questionnaire has highly credited. In this study, the obtained information by use of descriptive statistic and inferential one, would be analyzed. In inferential analyzing, the statistical technique of modeling the structural equations (analyzing the path of acceptance) is used through Liserel software.

Findings and the Results of Investigation

Table 1: indicating the frequency and the percent of frequency of sample by generic separation, educational document and years of working. 45% of respondents are women, also most of personnel are experts and having 10-15 years work.

Table 1: frequency and the percent of frequency of sample by generic sepearation, education and years of working

variable		Frequency	Percent of frequency
Sexuality	Women	124	52/1
	Men	114	47/9
Education	Under diploma	21	8/83
	Diploma	45	18/90
	junior college diploma	46	19/33
	Bachelor Degree	98	18/41
	M.A. or higher	28	11/76
Years of working	1-5	32	13/45
	5-10	51	21/43
	10-15	95	39/90
	15-20	18	7/57

	20 and higher	42	17/65
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Table 2: the results of data analyzing

Result		P-value	α	Freedom degree	t-statistic	%	hypothesis
Acceptance hypothesis	of	0/000	0/05	754	5/29	0/15	Hypothesis no. 1
Acceptance hypothesis	of	0/000	0/05	754	3/17	0/36	Hypothesis no. 2
Acceptance hypothesis	of	0/000	0/05	754	3/80	0/35	Hypothesis no. 3
Acceptance hypothesis	of	0/000	0/05	754	3/74	0/22	Hypothesis no. 4
Acceptance hypothesis	of	0/000	0/05	754	6/85	0./35	Hypothesis no. 5
Acceptance hypothesis	of	0/000	0/05	754	5/46	0/11	Hypothesis no. 6
Rejection of hypothesis		0/000	0/05	754	0/45	0/13	Hypothesis no.7
Rejection of hypothesis		0/000	0/05	754	0/52	0/08	Hypothesis no.8
Rejection of hypothesis		0/000	0/05	754	1/70	0/08	Hypothesis no.9
Acceptance hypothesis	of	0/000	0/05	754	4/22	0/34	Hypothesis no.10
Acceptance hypothesis	of	0/000	0/05	754	7/22	0/31	Hypothesis no.11
Acceptance hypothesis	of	0/000	0/05	754	2/35	0/26	Hypothesis no.12
Rejection of hypothesis		0/000	0/05	754	0/47	0/09	Hypothesis no.13
Rejection of hypothesis		0/000	0/05	754	1/70	0/10	Hypothesis no.14
Acceptance hypothesis	of	0/000	0/05	754	2/07	0/19	Hypothesis no.15

Discussion and Conclusion

A: The Effect of Personality Dimensions on Excitement Exhausting

The results of present study (table 2) indicated that each of 5 dimensions of personality has effected the excitement exhausting.

In case of personality dimensions effects on excitement exhausting and acceptance of related hypothesis, it can be concluded as follows:

By considering the results of study we can concluded that the environmental and working conditions are such that excitement instability has imposed stress and nervous on personnel and this factor gradually created exhausting and burning out , in this regard, an investigation under the name of *Personality and Secretarial variables in professional burnout of teachers*, has been conducted by Garcia and et al (2005)¹, the results of that investigation have indicated that there is positive and meaningful relation between excitement exhausting and excitement instability (nervous), so the results of that investigation are harmonized with this one.

Obtained results indicated that the specification of extraversion has dominated among the personnel and these specifications can create job stress, and therefore, excitement burn out. Kim and et al. (2008)², in a comparative analyzing by considering 5 personality dimensions, have studied 187 metro personnel in northwest of America. The results indicated that there is no meaningful relation between extraversion and professional burn out, which is not compatible with the results of present study, which possibly it is due to statistical population and cultural and social elements, would be different. Characteristic such as agreeableness with being agreeable and compatibility with environmental conditions will be appeared.

By taking the results into account, it can be said that the agreeableness characteristic is not appeared among the personnel and they cant harmonized themselves to workplace or have not stimulation to do it, consequently, incompatibility with circumstances and its resulted stress will cause the excitement and passionate exhausting among personnel. Storm and et al (2003)³ also have conducted an investigation by the name of *The relation between professional burn out, personality and interaction method in a pharmaceutical group* on 131 personnel, the results indicated that agreeability with low scores have relation with excitement exhausting.

Conscientiousness, responsibility and attempt to reach the object, although not enough among personnel can cause stress and as a result passionate and excitement exhausting in them. The results of Dr. Majid Jalali Farahani and et al's investigation (1390), indicated that in an investigation by the name of *the relation between personality dimensions and professional burn out on 59 personnel of male physical education teachers in Zanjan*, that among different personality dimensions, there is only meaningful relation between excitement burn out and openness to experiment *and no meaningful relation were* observed between the other cases. So that, the results of present investigation are not accepted.

¹ Garcia

² Kim

³ Storm

The results of Gropad and et al's investigation (2007)¹ about professional burn out and personality was conducted on university masters are compatible with the results of present study. Also, the results of Dr. Majid Jalali Farahani and et al's investigation (1390), indicated that there is meaningful relation between excitement exhausting and openness to experiment. Therefore, the results of this investigation has compatible with the results of present study.

B: The Effects of Personality Dimensions on Depersonalization

The results of present study (table 2) indicated that, among personality dimensions, only nervous and openness to experiment have effected depersonalization.

Depersonalization is negative and cruelly response, which is lack of passion and along with exceedingly ignoring towards costumers and client, so, it can be said that in present statistic population, possibly the personnel working circumstances and place, is so that created excitement instability and nervously in personnel that causes the lack of interest and passionate feeling towards clients or response them and in all it causes depersonalization. Gropad and et al investigation (2007) by name of *Professional and Personality Burnout* which is conducted on 265 universities masters in western shores in America, indicated that depersonalization has no meaningful relation with nervous, so that the results of mentioned investigations have not compatibility with present study, that its due to circumstances and work place does not create cases such as hastiness, sadness and sorrow and/or so much happiness, therefore, its long term stress would be less and has nothing to depersonalization. In case of extraversion effects on depersonalization, an investigation also has been done by name of *Conceptualized Job Stress, Characteristics and Professional Burn Out*, by Bulik (2003)² among 100 of police officers which the obtained results of this investigation have compatibility with present study.

It can be said that personnel who have agreeability characteristic, are those who can harmonize themselves with environmental situation and show off different behaviors in different circumstances and always hide their ego, as a result, it can be concluded that mentioned statistical population is not so that create agreeability behaviors, so depersonalization is appeared. Gropad and et al investigation (2007) indicated that depersonalization has negative correlation with agreeability, so the results of mentioned investigations have compatibility with the results of present study.

Conscientiousness and responsibility as a positive characteristic can lead the personnel to providing responsive services to clients. But by considering the results of study, it can be said that this characteristic is not so showing off among personnel, or

¹ Gropad

² Bulik

either personnel have no any reason to show off their responsibility in their workplace, so there is depersonalization among personnel. The results of Bakker and et al investigations (2006)¹ by name of *The Relation between 5 Dimensions of personality and Professional Burnout* which has been conducted on 80 nurses of incurable patients, also have not indicated any relation between depersonalization and dutifulness, which have compatibility with present study.

The obtained results of study indicated that learning and experiencing in personnel workplace and their working situation is important and so it causes stress on them and its result will be appeared in form of depersonalization among them. The consequences of Dr. Majid Jalali Farahane and et al investigations (1390) in a study by name of *The Relation between Personality Dimensions and Professional Burnout* which has been conducted on 59 male physical education teachers in Zanzan, indicated that there is meaningful relation between depersonalization and openness to experiment, which is compatible with present study.

C: The Effects of Personality on Lack of Professional Accomplishment

The results of present study (table 2) indicated that, among personality dimensions, only nervous, extraversion and openness to experiment have effected on lack of personal accomplishment.

The feeling of decreasing personal accomplishment, is a negative self appraisal toward job, which is originated of decreasing the feeling of worthiness in doing the personal duties. The nervous individuals, felt unsecured and threatened because of stress, the very element in workplace, will excess the professional burn out and causes lack of accomplishment in personnel. The results of Gropad and et al investigations (2007) also approved the yield results of present study about this hypothesis.

By taking into account these results of study, job prosperity and accomplishment, is accounted as an important subject in their duties. Therefore, extraversion characteristic is touchy among personnel and this very case can cause stress and job force and its consequence would be feeling lack of job accomplishment. Gropad and et al (2007), by conducting an investigation on 265 universities master of western shores of America, indicating that personal accomplishment has positive relation with extraversion.

The consistent individual can harmonize themselves to circumstances and decrease the feeling of lack of worthiness and also personal accomplishment. But, in mentioned statistical population, it seems that personal accomplishment is not so

¹ Bakker

important and affective in their working situation, therefore, they do not need to appear the consistency characteristic in themselves to personal accomplishment.

The results of investigation which is conducted by Dr. Majid Jalali Farahani and et al (1390) have approved the results of this study.

Conscientiousness is appeared by dutifulness, discipline and responsibility. These people due to dutifulness always have stress to do right, so, lack of personal accomplishment will appear in them. But by looking at obtained results of investigation base on rejecting the hypothesis, it can be concluding that their professional accomplishment is not because of their conscientiousness which its stress cause the lack of personal accomplishment. The results of investigation which has conducted by Dr. Majid Jalali Farahian and et al (1390) are compatible by the results of this study.

In present study, need to learning and experiencing among personnel will create double struggle and stress in them. This very case can cause negative self appraisal relating to do the duties which is originated of decreasing feeling of worthiness in doing personal duties, which is show off as lacking personal accomplishment. The results of investigation of Dr. Majid Jalali Farahani and et al (1390), are not compatible with the results of this investigation, possibly we should conclude that openness to experiment characteristic, to achieve the accomplishment, is beyond what are taught in schools by teachers. So, no relation is obtained between openness to experiment and lack of personal accomplishment.

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