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Investigate the Relationship between Personality Characteristics and Irrational Beliefs with Burnout in Yazd Counselors

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ABSTRACT

The goal of this study is to determine the relationship between burnout and personality traits and illegal beliefs in consultants. The present society consists of 142 consultants in Yazd city among which 100 person were selected in a simple random manner. Muslesh burnout (MBI) personality Big Five Operands (NEO) and Jones' Illegal Beliefs (IBT) questionnaires were distributed among them and answers were collected and analyzed using Pearson correlation and regression analysis methods. Results showed that burnout has a positive and meaningful relationship with illegal beliefs and neurosis personality traits and responsibility; and a negative meaningful relationship with extroversion and flexibility. Results also showed that illegal beliefs and five components of personality could best predict the burnout in consultants. Finally, it should be mentioned that attention to personality traits in recruitment of consultants and changing illegal beliefs can reduced burnout.

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INTRODUCTION

Important changes influence on business world. Some of these changes are increasing global competition, information technology impact, restructuring and business processes and also development of services areas. Modern organizations are in continuous need to these changes in order to be compatible with external conditions and consistent with intra-organizational dynamisms (instability) or maintain a kind of equilibrium (balance) between these internal and external changes.

Various researches showed that such changes lead to increasing level of stress caused by job. Stress is defined as physical or mental tension caused by factors which tend to disturb existing balance and can be accompanied with both positive and negative effects. For example, it is believed that stress is an effective factor in mental and physical diseases. However, evidences show that stress can improve job performance by increasing level of stimulation and enable person to do more job in a more short time. On the other side, stress and increasing it beyond person's ability may lead to the experience of distress [13]. Cooper and Schaufeli, Maslach & Marek showed that stresses caused by job lead to mental, physical and behavioral reactions. Job exhaustion is one of the most important reactions which may at last lead to absence, job desertion and inability in doing job. Job exhaustion has negative impact on job attitudes, job performances, job desertion and civil organizational behavior and lead to increasing health care expenses and reducing the rate of innovation. Therefore, it is clear that exhaustion has negative impact on job performance. As a result, this variable and factors forming it should be considered. Exhaustion is a set of negative human reaction to the experienced continuous stress in job (especially reactions to the stressors in social job environment). Job exhaustion is also a continuous or chronic sense which tends to last more than one period rather than to be one short time and acute reaction. Job exhaustion is correlated with person's health, his/her success in job and other important affairs in industrial and organizational psychology [11]. This symptom is especially prevalent among people who are engaged in human services job such as medical, assistance, and educational affairs. Job exhaustion symptoms

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are accompanied by lack of enthusiasm, sense of failure and bereavement, absence from job, reluctance to the acceptance of responsibility, depression and physical signs.

Regarding importance of job exhaustion, it should be said that clear apprehension of nature of this syndrome, antecedents and its effective factors are very important personality traits and inefficient beliefs are some variables that may lead to job exhaustion. Some people are more prone to the job exhaustion because of on special personality trait. According to Hilgard, personality is features that enable person to communicate with others and facilitate the realization of self-respect. Personality theories and its structures have considerable effects on organizational and industrial psychology from practical and theoretical point of view [2]. Personality can affect mental health in two ways. First it is accomplished in an indirect way and by influencing on person's physical health. For example, personality traits influence on the kind of physiological reactions to ward tension. Second it is implemented by influencing on person's objective assessment of his/her health status. Researches support relationship between 5 great personality traits and job exhaustion. For example, Zellars, Perrew & Hochwarter [15] found that 5 great personality traits predict job exhaustion beyond stressors. Kim, Shin & Umbreit also studied relationship between personality traits and job exhaustion among personnel of hotels. Their results showed that neuroticism has significant relationship with job exhaustion and its aspects. Wider & Zimmerman and Norris also confirmed the relationship between 5 great personality traits and job exhaustion.

Regarding irrational beliefs, it should be said that any person, more or less and intentionally or unintentionally, may engage in beliefs that are irrational during his/her lifetime. Irrational thought of one person is rooted in his/her initial irrational learning because he/she is ready for accepting it biologically and this kind of special thought is transferred to him/her from parents, trainers, and society. Irrational beliefs are followed by psychological disorders and dissatisfaction of life. Anxiety and emotional disorders are caused by this kind of thought or irrational beliefs. As a result, these irrational beliefs may lead to job exhaustion. Meehan [8] studied the relationship between irrational beliefs and emotional strategies with job exhaustion. His result showed that the more irrational beliefs are, the more job exhaustion will be. Ohwe, Moriyama & Nakaya [10] and Koren *et al* [4] obtained similar results. In general and regarding all points discussed, the key topic is that whether all personality traits or just one unique aspect of these variables predict job exhaustion. It should be also cleared that which factor is better able to predict job exhaustion. Predicting persons with higher possibility of job exhaustion can be helpful both in terms of prevention and intervention measures. Our ability in screening and diagnosing people with higher possibility of this syndrome makes prevention and intervention measures oriented and as a result causes saving in both time and cost of intervention. All people engaged in psychological services including consultants and psychologists in council centers of welfare organization, education, police force, and private clinics of Yazd consists research population which was 142 people. Of these, 100 persons were selected by simple random sampling. According to Kerlinger who mentioned 15 to 30 people for each variable, the number of sample members was considered 100 people. The data analysis was implemented by descriptive statistic methods (mean and standard deviation) and inferential statistic methods (correlation and regression) using SPSS-18 software.

3 inquiries were used in this research as follow.

NEO Personality Inquiry (NEO-PI):

NEO-PI was made by McCray and Costa [7] and evaluates 5 main personality factors and 6 traits related to each factor regarding relationship with personality structure. Its short version is called NEO-FFI and includes 60 questions. 12 items have been allocated for measuring each factor. McCray and Costa [7] confirmed reliability and validity of NEO-PI and reported its reliability constant between 68% to 83%. In present research, the reliability of 5 subscales including conscientious sense, neuroticism, extraversion, amiability, and flexibility were obtained 91%, 88%, 91%, 80% and 78% respectively using Cronbach's alpha.

Job Exhaustion Inquiry:

This inquiry is made by Maslach and Jackson [6] and includes 25 questions. 9 questions were allocated to emotional exhaustion, 8 questions were allocated to personal performance, 5 questions were allocated to depersonalization and 3 questions were allocated to contention and were scored based on 6 point Likert scale from "several times in a year" to "never". Reliability constant of Cronbach's alpha is /757 in present research.

Jones Irrational Beliefs Inquiry:

This test was made by Jones in 1968 and consists of 10 scales. Each scale consists of 10 questions. The answers are scored based on likert scale an in a 5 choice format from "completely agree" to "completely disagree". Bernard evaluates reliability of irrational beliefs test as very desirable and confirms its validity. In present research, reliability coefficient was /65 according to Cronbach's alpha.

Results:

From 100 persons, 63 persons were male and 37 persons were 37 persons. Age average of sample was equal to 37/98. Table 1 shows mean and standard deviation calculated in this research.

Table 1: Mean and standard deviation of variables applied in this research.

	Job Exhaustion	Neuroticism	Extroversion	Flexibility	Amiability	Responsibility	Irrational beliefs
Mean	68.690	21.100	24.540	21.470	21.390	25.960	284.640
Standard Deviation	23.352	6.600	7.502	6.839	6.458	7.575	73.060

As seen in table 1; the highest mean is related to irrational beliefs (284/640) and the lowest one is related to neuroticism (21/1).

Table 2 shows correlation coefficient among variables applied in this research.

Table 2: Correlation test for examining the relationship between personality traits and irrational beliefs with job exhaustion.

		Neuroticism	Extroversion	Flexibility	Amiability	Responsibility	Irrational beliefs
Job exhaustion	Correlation coefficient	0.704	-0.778	-0.967	-0.157	0.935	0.731
	Significant level.	0.000	0.000	0.000	0.118	0.000	0.000

As seen in table 2; the significance level of correlation coefficient obtained for all variables except amiability is smaller than .05. Therefore it can be said that there is a positive and significant relationship between job exhaustion and neuroticism and there is a negative and significant relationship between extroversion and flexibility.

Table 3 shows the results of hierarchical regression.

Table 3: The results of regression results.

	Not standardized coefficients		Standardized coefficients	t	sig	Correlation coefficient	Coefficient of determination
	Coefficient	SE	Beta				
Constant	48.303	11.970		4.035	0.000	0.994	0.989
Personality traits neuroticism	-0.755	0.309	-0.213	-2.442	0.016		
Personality trait of extroversion	-0.131	0.138	-0.042	-0.947	0.346		
Personality Flexibility	-1.440	0.149	-0.422	-9.640	0.000		
Agreeablenesspersonality	-0.110	0/046	-0.030	-2.386	0.019		
Personality traits of responsibility	1.149	0.137	0.373	8.357	0.000		
Irrational beliefs	0.151	0.025	0.472	6.139	0.000		

Table 3 shows that significant level is higher than .05 about extroversion traits; therefore its role isn't significant in regression equation. But it can be said that these variables are able to predict job exhaustion because significant level of test obtained in case of other variables are less than .05. signfication coefficient shows that predicting variables are in generally able to specify 98% of dependent variables changes.

Discussion and Conclusion:

The purpose of present research is to examine the relationship between personality traits and irrational beliefs with job exhaustion in Yazd's consultants. The results showed that there is a significant relationship between personality traits and irrational beliefs with job exhaustion and therefore the hypotheses of research were confirmed.

Regarding 5 big personality traits, the results of present research are consistent with results of Kim, Shin & Ambreit [5], Swider & Zimmerman [12] and Norris [9]. As it said, personality can influence on health in two ways:

First it is implemented in an indirect way and by influencing on objective health of persons and second personality traits influence on person's evaluation of their objective health status. Regarding this topic and considering this point that components of neuroticism in 5 factor personality pattern are anxiety, antagonism, depression, alertness to him/herself,-----,vulnerability, the relationship of this aspect of personality with exhaustion is rational in all its aspects. The components of extroversion in this pattern are as: amiability,

sociability, definitiveness, excitability, and positive emotions. These traits are indicative of tendency to energy and interest investment on persons and objects instead of personal and objective activities, making intimate relationship with others, cooperation, association, emotional expression and experience of positive emotions with others. It is possible that specify the results obtained regarding extroversion in this way:

Considering all traits discussed about extroversion, it is completely clear that people with these traits are in less exposure to factors leading to job exhaustion and even in case of facing these factors it is less probable to be influenced by its negative impacts. Regarding conscientiousness aspect it should be considered that responsibility can be a source of pressure on person that can at last lead to job exhaustion. The responsible persons prefer to do their jobs systematic and completely [14]. All these factors may lead to intensification of job exhaustion. Regarding flexibility traits, it can be said that components of these traits, especially acceptance of new beliefs, unusual values and searching solution of problems [1] lead to better reaction to environmental factors forming job exhaustion and as a result show less signs of job exhaustion.

Regarding irrational beliefs, results of this research are consistent with results of Meehan [8] and Ohue, Moriyama & Nakaya [10] and Karen *et al*, [4]. Irrational beliefs lead to psychological disorders and dissatisfaction from life. Anxiety and emotional disorders are caused by this kind of thought and irrational beliefs. Regarding job exhaustion, it is stated that irrational beliefs influence on job and organizational factors of persons. These people are prone to show negative emotions in face of factors that may have less impact on other people. This excessive being impacted caused by irrational beliefs and inability in efficient addressing problems lead to emergence of job exhaustion in these people.

Considering results of this research, it can recommend that paying attention to personality traits in employment of consultants and changing irrational beliefs can reduce job exhaustion in target population.

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