

Prioritizing the Factors Affecting Job Burnout among Employees of the Police Force Cooperative Foundation

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Abstract: The purpose of the current research is to study and prioritize the factors affecting job burnout among employees of the Police Force Cooperative Foundation. The research method of this study is quantitative and survey, the statistical population of which is 300 people and its sample is obtained by Cochran's formula. And its tool is a questionnaire that combines several standard questionnaires of role ambiguity and conflict, social support and self-esteem. It has been established that its validity is a construct and its reliability is obtained with Cronbach's alpha, and the research results indicate that among the variable components of organizational factors, the role ambiguity component has an impact on the burnout variable at the rate of 0.253 is in the first place. The result obtained from the data analysis shows the existence of the effect of social support as an interpersonal factor on job burnout. Based on the barrier hypothesis of social support, it can be explained that increasing social support can be a barrier against increasing levels of stress and burnout. According to this model, the relationship between work stressors and burnout can be very strong when social support is low, while the same relationship becomes weak when support is high. Among the variable components of intra-individual factors, the self-esteem component has the highest influence on the burnout variable at the rate of 0.179.

Keywords: cooperative foundation, employees, job burnout, Prioritizing, police force.

I. Introduction

Work is considered a very valuable factor in promoting health. Work can make a person feel that he belongs to an important and valuable group that is needed by the society. However, although proper work is a very important factor in satisfying basic human needs and improving the social conditions of the surrounding environment, sometimes it may turn into a major source of mental pressure and psychological discomfort for his or his family, so that it is possible that a job Over time, satisfaction can turn into a source of dissatisfaction and lead a person to incompatibility, job burnout, and other mental and physical problems. On the other hand, dissatisfaction and psychological pressures in turn affect the job performance, the way a person is present in the work environment, as well as the satisfaction of the person with the work environment and the overall satisfaction with life and marital satisfaction and his relationship with his family (Aghaei, 2019). :70).The pressure caused by work is a natural thing and even if it can be kept in a proportionate amount that can be managed, it can also cause creativity in the work environment, but what is inappropriate is the high and negative

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pressure of the work environment. which can affect a person's general health. Working conditions, ambiguity of role, level of responsibility, relationships with subordinates and colleagues, and lack of job security are among the most important factors influencing work-related stress. Job burnout is influenced by various factors such as job type, role conflict and confusion, excessive work pressure, type of management, lack of social support, organizational changes and working hours. Inappropriate working conditions, feeling of organizational inefficiency, feeling of lack of personal progress, few opportunities for promotion and the existence of dry and cumbersome rules and regulations in the organizational system are other effective factors in creating and spreading job burnout (NastiZaei, 2017: 50). In general, burnout is an issue that is related not only to the mental health of employees but also to their productivity, so for this reason, getting to know the effective methods of dealing with mental pressures, recognizing, preventing and overcoming burnout, while promoting Mental health will play a significant role in improving the effectiveness and efficiency of human resources and improving the quality of services (Amiri, 2013: 37).

Research has shown that occupational stress is related to many diseases and issues in the work environment (Stock and Trusoli, 2004). This relationship is related to cardiovascular diseases (Graeder et al., 2004), musculoskeletal diseases (Stanfield, 2002; Graeder et al., 2004), blood pressure and some other diseases (Lundsberg et al., 1993; Wilkins and Bidit, 1998; Fowl et al., 2001) has been confirmed. Since job stress is known as one of the most important pests of organizations today, it accounts for a significant amount of tensions caused by relationships and conditions related to any organization. Therefore, stress is not an individual problem that a person can deal with alone, but an organizational solution is needed to solve it (Rice, 1992).

Stress is a type of physical or emotional exhaustion that occurs due to real or imaginary problems and problems (Alavi, 2018). But in the definition of occupational stress, it should be said; Occupational stress is the interaction between work conditions and individual characteristics, such that the demands of the work environment (and therefore the pressures associated with it) are more than the individual can handle. This definition refers to the context of a person's relationship with the environment, and it provides the possibility to examine the contribution of each individual employee's characteristics, working conditions, and their mutual influence in the emergence of occupational stress (Ross and Job, 1998). Researches show that work environment and job stress can cause illness in employees or accelerate the process of developing mental illness. After experiencing occupational stress, a person becomes mentally ill and disabled (French and Kaplan, 1972). Also, studies have shown that many employees turn to substance abuse in order to face the stress of the work environment (Fishbein et al., 2006; Perrih, 2018; Davidson and Robinson, 1982). Severe mental pressures with reduced productivity and motivation, absenteeism, strikes, absenteeism, employee transfer and training of replacements instead of workers who leave their jobs due to mental disorders, have heavy costs on the organization and the individual. Imposes. Also, job stress has the greatest relationship with absenteeism, and this is one of the factors leading to absenteeism in divorced or separated people (Ross, 1998). The tasks that are in the realm of control and guarding professions affect a person's neurophysiological rhythm, such as body temperature, glycemic value, metabolism, as well as mental efficiency and motivation towards work. A study conducted on control and security employees of the transportation sector showed that these people suffer from diseases such as stomach ulcers, mild diabetes and blood pressure 4 times more than the control group, i.e. employees of other air transportation departments. Although researchers have come to the conclusion that the normalization of work conditions usually leads to a reduction of physical tension, but the employees who are in charge of control and guarding, suffer from the lack of tension related to extremes or excesses at work.

Among the jobs that are associated with high burnout are jobs related to military affairs. Since the possible and unexpected risks that cause job burnout are more in military jobs than in other work activities, military personnel experience more job burnout than normal people. According to the previous material, although there have been various and numerous studies on job burnout in general societies, but these studies have been less in the field of military jobs. On the other hand, different organizations, due to the type of their work structures, have stressors appropriate to their activities, which should be identified, corrected, fixed, or reduced. Also, the difficulty of work, low salary, lack of financial incentives, etc. can be expressed as other factors in job

burnout. Therefore, this research aims to identify factors affecting job stress among the employees of the Police Force Cooperative Foundation and finally, reduce or control these conditions in the work environment and increase physical and mental health, productivity, job satisfaction, non-abortion, lateness and Absence of staff has been done

.The general purpose of this research is:

Determining the priorities of factors affecting job burnout among employees of the Police Force Cooperative Foundation

The following sub-objectives contribute to the general objective of the research:

1. Determining the priorities of organizational factors (role ambiguity, job expectations, role conflict, workload) affecting job burnout among employees of the Police Force Cooperative Foundation.

2. Investigating social support as an interpersonal factor affecting job burnout among employees of the Police Force Cooperative Foundation

3. Determining the priorities of intra-personal factors (unpreparedness to get a job, self-esteem, demographic variables such as gender, age, level of education, marriage and work experience) affecting job burnout among employees of the Police Force Cooperative Foundation

II. research literature

2.1, Burnout

The human environment includes physical, social and psychological factors, each of which plays an important role in human health. One of the stress-causing factors in humans is their work environment, which can affect other areas of their lives. A major part of every person's daily life is spent working .

(Akbari Moalem, Bitar). Definitions of burnout

Job burnout is a state of analysis and depletion of physical and emotional forces, which is characterized by the lack and decline of physical forces, chronic weakness, analysis of structure, feelings of loneliness and despair, perception and negative perceptions about oneself, futility, attitude It is negative towards work and activity, life and people around (Faqeeh, 1376).

From the point of view of Panis and Aronson (1981), job burnout can be seen as the physical and emotional fatigue symptoms that result from the development of negative job tendencies and the loss of feelings and interest towards work in the individual (Pyami Bousari, 2014).

* A conflicting situation between high expectations and low ability to deal with issues, i.e. an imbalance between resources and demands.

2.2, fatigue.

* A type of defensive behavior that a person exhibits when something happens, to gain a sense of security and to eliminate tension.

2.3, Signs and symptoms of burnout

The first injury of burnout is suffering from physical exhaustion. People who suffer from this condition experience a decrease in energy and a feeling of extreme fatigue, in addition, these people often report some symptoms of physical stress such as headache, nausea, lack of sleep, and changes in eating habits. People with this condition also experience emotional exhaustion. Depression, feelings of helplessness, feelings of ineffectiveness in one's job, as well as creating negative attitudes towards oneself, job, organization, and life in general, indicate attitudinal exhaustion, and finally, most sufferers report a low sense of progress and personal development. They say that they may look for new jobs and administrative and executive roles (Ismaili, 2018).

The indicators and signs of job burnout are:

A. Emotional indicators. B. Attitudinal indicators. C. Behavioral indicators. D. Psychophysical indicators. E. Organizational indicators.

2.4, Job burnout factors

Job burnout is associated with pressure, role confusion, and poor job performance, and its cause can be found in three aspects: organizational, interpersonal, and intrapersonal.

2.4.1,Organizational factors

- 1 role ambiguity,
- 2 role conflict,
- 3.Job expectations,
- 4 work density

2.4.2,Interpersonal factors

Various researches that have been conducted on the role of support in mental stress and burnout have identified social support as a source of help for people to deal with mental stress and burnout. The social nature of the person returns.

The lack of preparation for obtaining a job as an intra-individual variable has a decisive role in the process of job burnout. People who have not received the necessary training to get a job are more prepared to suffer from job burnout. The personality characteristics of people can act as a basis for job burnout, for example, people who have high self-esteem are resistant and active in facing problems and dangerous situations, while people with low self-esteem try to avoid the situation. to avoid in this way (Saatchi, 2016).

2.5,Stages of burnout

The five stages of burnout are:

Honeymoon stage: In this stage, a person experiences the feelings of happiness and euphoria caused by dealing with a new job. These emotions include: excitement, passion, pride and challenge. Unfavorable funds appear in two ways, and after a while, the energy stored to deal with the needs of a challenging environment is gradually exhausted.

Lack of fuel stage: In this stage, a person experiences a vague feeling of weakness, fatigue and confusion. The symptoms of this stage are: job dissatisfaction, lack of efficiency, sleep disturbance and feeling tired. The results of such feelings are the escape reaction (overeating and addiction).

Chronic symptom stage: In this stage, physiological symptoms become more apparent and the person needs attention and help. Common symptoms of this stage include: chronic exhaustion, physical illness, anger and depression. At this stage, a feeling of fatigue and exhaustion dominates the person.

Crisis stage: If the feelings and morbid symptoms of the third stage continue for a long time, the person enters the crisis stage. At this stage, the person feels that he has been wronged and the tendencies related to pessimism and self-doubt increase in him.

The stage of hitting the wall: This stage of psychological stress caused by job burnout is characterized by the end of the person's strength to adapt to the work environment, and it is possible that the person will lose his job at this stage. On the other hand, there is also a possibility that at this stage and with the improvement of the person, some symptoms of the disease will disappear. But these symptoms cause other physiological changes in the person, which may not be easy to get rid of (Saatchi A, 2009).

III. Different approaches to job burnout

Kepner's model: Kepner and Caltabiano (1993) propose another model that seems more complete compared to Cherniss's model (1980). In Kepner's model, there is a positive relationship between the two variables of stress and psychological disturbance. As Chernis has emphasized this point, there is a relationship between the variable of psychological disturbance and the variable of degrees and number of defensive coping mechanisms, as well as between the level of psychological disturbance and the feeling of failure. The existing relationship between psychological disturbance and feeling of failure is a confirmation of Seligman's (1975) learned helplessness model and Hans Selye's (1976) general adaptation syndrome. In this model, there is a positive relationship between personality type a and perceived stressors by individuals, and there is a negative relationship between personality type a and social support. That is, people with personality type a have less

social support. The result of the comparison of these models is that social support (as a mediator) causes psychological pressures to cause job burnout less (Paki, 2010).

3.1, Cherniss interactive approach

In the Cherniss model, moving towards job burnout includes the following steps:

Psychological stress: There are many sources of stress (or tension) that cause job burnout in a person. For example, individual stressors (expectations and failures), interpersonal stressors (contacts with clients, relationships with colleagues, managers, etc.) and organizational stressors (work density and administrative regulations), are among the sources of stress in the employees of organizations.

Psychological turmoil: This stage is associated with: psychological (low self-esteem and emotional exhaustion), physical (headache and fatigue), behavioral decline (alcohol use and family disputes). This stage is Maslach's emotional analysis.

Defensive coping: This stage is associated with the effects of the process of mental exhaustion and the reduction of the quality of the individual's work. Defensive coping is characterized by a series of changes in attitude and behavior, such as blaming others (for their mistakes), lack of interest and sympathy for others, and not being affected by their pain and suffering. For example, if the therapist himself is suffering from job burnout, he tries to avoid wasting his emotional energy through defensive coping and as a result, with people not as a human being, but as an object or number. This step is similar to the depersonalization component.

Such constructions and functional countermeasures are classified in the following three ways: Strategies provided by organizations (such as the formation of training workshops in the field of ways to deal with psychological pressure)

.Individual strategies (like going on vacation). Group strategies that are used by groups (such as support from colleagues, family, friends and social support) (Saatchi A, 2019).

3.2, Social psychological approach

Maslach and Jackson (1981) applied a research-based approach to burnout and attempted to clarify the conditions that lead to burnout. They concluded that burnout is a multidimensional structure that consists of three related components, these components are:

The first component, this component is related to emotional exhaustion or exhaustion, during which a person's emotional forces are depleted. The previous balance of a person who had a high motivation level gradually disappears due to burnout and doing work becomes boring for him.

The second component, this component, which constitutes job burnout, shows the tendency of the individual to suffer from depersonalization. This phenomenon appears in human service professions and in the form of therapists, nurses, doctors and the like to interact or deal with people as an object and often mechanically. When doctors suffer from burnout (especially depersonalization), they see their patients as objects, they don't feel their pain. They are known by number, type of disease, room number, bed number, etc.

The third component, which is related to the low feeling of individual success, has attracted less attention. This component means that the person feels that his performance is not associated with success. More precisely, in this component, the person's performance or perceived success is distorted and not his actual performance and success (Sultani, 2017).

3.3, Clinical approach

Freudenberger considers burnout to be a state of fatigue and exhaustion that results from hard work without motivation. He has described the clinical approach, etiology, symptoms, process, clinical path and treatment of burnout in an article published in 1979. He believed that the symptoms of burnout appear in the form of different symptoms. Freudenberger has introduced the following groups as employees who suffer burnout the most (Paki, 2010):

Dedicated and committed employees to the organization and work
People who replaced the organization with their social life (Sultani, 1377).

People who have a domineering personality Managers (Sultani, 1377).

In the interactive approach model of Chernis, moving towards job burnout includes the following stages in order: 1 psychological pressure, 2 disturbance, 3 defensive coping (Saatchi, 2013: 33).

The role of managers in preventing employee burnout Some of the solutions that managers can take to prevent employee burnout are described below:

* The management of an organization should provide opportunities for people's skills to increase, depending on their work topic, because if a person cannot master his job position, he will endure a lot of psychological pressure.

* The management in the organization must employ people who are not only interested in it, but also have the necessary personality traits to perform their job duties correctly.

* Managers should form appropriate training courses for various occupations and make sure that the planning, design and implementation of such courses are done based on the results of the job analysis of the participants in the training course.* Let the employees know that they are remembered and make the best use of the occasions for this.

* Managers should minimize dangerous conditions in the organization and provide facilities so that people are not exposed to additional stressors and risks.

* Managers should improve the communication networks in the organization so that the quality and quantity of communication in the organization is at its best, and it creates trust that people can express their opinions and complaints about any person or issue easily and Offer without fear or worry.

* Managers should teach employees how to talk to their supervisor or manager without fear and anxiety. (Korman, B. Ta., translated by Shekarkan, 1376).

3.4,Previous research

3.4.1,Internal investigation

Mehrabizadeh Artman and Talebzadeh (1380) showed that role ambiguity and conflict have a negative relationship with job satisfaction and job attachment. Abedi et al. (2013) by examining the level of job burnout of education consultants in Isfahan city, reported that the level of job burnout of Isfahan city consultants is lower than the job burnout rate of Maslach et al.'s samples, and the important point is that satisfaction is more than any other factor Job burnout is related (Aghaei, 1390: 74).

Maryam Yacoubi and colleagues (2007) showed in a research that there is a relationship between organizational justice and job satisfaction.

Shokarkan and Enami (2012) showed that: organizational justice has a significant relationship with job satisfaction, and in addition, there is a significant relationship between the components of organizational justice and job satisfaction.

Imani (1386), states: organizational justice has a significant relationship with job satisfaction, and in addition, there is a significant relationship between the components of organizational justice and job satisfaction (Jahormi, 1388: 13)

3.5,Foreign research

Karatep and Yolodeg (2007) in a research entitled the role of stress, burnout and their effects on the job performance of hotel queue workers (evidence obtained from North Cyprus) reached these results that the reduction of personal efficiency has a significant negative effect on job performance. employees, while other dimensions of job burnout do not have an effect on job performance.

Wright and Koropanzano (1998) in their research titled emotional exhaustion as a predictor of job performance and voluntary turnover concluded that emotional exhaustion has no relationship with job satisfaction, but it has a relationship with performance and subsequent employee turnover.

Farquharson et al. (2012) in a research titled stress among nurses working in the telephone consultation department of health and treatment services and its relationship with job satisfaction, leaving service, absence of

illness, and performance found that there is a significant relationship between the scores of the general health questionnaire and stress. There is an understanding of shift work and some performance criteria.

In a research, Martin (1989) investigated the burnout levels of educational administrators of public schools in the state of New Hampshire and concluded that educational administrators had moderate burnout in three dimensions: emotional exhaustion, depersonalization, and personal failure. Onguri and Evans-Agola (2008) in a research titled job stress in organizations and its effects on organizational performance found that job stress affects employees in different ways and is the main source of employee turnover in many organizations.

IV. Research hypotheses

4.1., Organizational factors (role ambiguity, job expectations, role conflict, workload) are effective on job burnout among employees of the Police Force Cooperative Foundation.

4.2., Social support as an interpersonal factor is effective on job burnout among employees of the Police Force Cooperative Foundation.

3. Identification of intra-individual factors (unpreparedness to get a job, self-esteem, demographic variables such as gender, age, level of education, marriage and work experience) are effective on job burnout among employees of the Police Force Cooperative Foundation. Research Methods:

The research method of the current research is a survey-descriptive type. The statistical population in this research includes 800 employees of the Police Force Cooperative Foundation, of which 300 people were used using Cochran's formula. The method of data collection in this research is a researcher-made questionnaire, which of course was created and formed by combining and combining several standard questionnaires of self-esteem, social support and role ambiguity. The reliability of the questionnaire tool in this research is based on Cronbach's alpha and composite reliability. The reliability test of the measurement model was used, and convergent validity and divergent validity tests were used to check the validity test of the measurement model.

The results of which are as follows:

Table 3 .1)	Cronbach's alpha	of research variables
Cronbach's alpha	variable status	variable
Social support	0.763	acceptable
Intrapersonal factors	0.711	are acceptable
Organizational factors	0.753	acceptable
Job burnout	0.783	is acceptable

Considering that all values are higher than 0.7, Cronbach's alpha of the research variables is confirmed.

Table 3.2)	composite reliability	of research variables
Composite reliability	variable (Delvin Goldstein p)	variable status
Social support	0.818	is acceptable
Intrapersonal factors	0.78	are acceptable
Organizational factors	0.808	acceptable
Job burnout	0.873	is acceptable

Considering that the composite reliability of research variables is higher than 0.7; Therefore, it can be said that all research variables have a suitable and acceptable condition in terms of composite reliability. The convergent validity index measures the extent to which the hidden variables of the research are explained by its observable variables (components/questions) and is measured by the AVE index (average variance extracted) and the minimum acceptable value for validity Convergence is 0.50, the results of which are presented in Table 4 19:

Table 3 3)	Convergent validity	of research variables
Convergent validity	variable status	variable
Social support	0.489	acceptable

Intrapersonal factors of 0.648 are acceptable
 Organizational factors acceptable 0.584
 Job burnout 0.697 is acceptable

The above table shows the convergent validity of the research variables. Considering that all values are higher than 0.5; Therefore, convergent validity for all research variables is acceptable.

V. findings

In the first part, demographic variables are analyzed using frequency tables and descriptive statistics, in the second part, the assumption of normality of the research variables is checked using the Kolmogorov Smirnov test, Smart PLS software is used to check the research hypotheses. .has taken.

5.1, Descriptive Statistics

Examining the age of respondents: As the table below shows, the largest age group is people between 31 and 40 years old.

Age	frequency	percentage
Between 20 and 30 years	28	14.3%
Between 31 and 40 years old	110	56.1%
Between 41 and 50 years old	48	24.5%
Between 51 and 60 years old	7	3.6%
No answer	3	1.5%
Total	196	100

Examining the gender of the respondents: As the table below shows, men had the highest rate in the sample.

Gender	frequency	percentage
Male	142	72.4%
Woman	52	26.5%
No answer	2	1%
Total	196	100

Examining the work experience status of the respondents: As the following table shows, there are people with work experience between 11 and 15 years.

Work history	frequency	percentage
Under 5 years	21	10.7%
6 to 10 years	52	26.5%
11 to 15 years	65	33.2%
16 to 20 years old	42	21.4%
21 to 25 years old	7	3.6%
26 to 30 years	1	0.5%
No answer	8	4.1%
Total	196	100

Examining the education of the respondents: as the table below shows, the most educational group among the respondents are people with bachelor's degrees.

Education	abundance	percentage
Diploma	17	8.7%
Postgraduate diploma	49	25%
Bachelor	90	45.9%

Master's degree	38	19.4%
PhD	2	1%
Total	196	100%

The score of research variable structures With the data collected from the questionnaire, for each of the research variables, the minimum, maximum score, average and standard deviation statistics are displayed in the following table:

Research variables	minimum	maximum	average	standard deviation
Role ambiguity	1	5	2.45	0.94
Job expectations	1.33	5	2.97	0.85
Role conflict	1.2	5	2.87	0.81
Social support	1	4.92	2.64	0.89
Lack of preparation for getting a job	1.67	4.67	3.49	1.57
Self-esteem	1.5	4.96	3.17	0.64
Job burnout	1.55	4.86	3.5	0.53

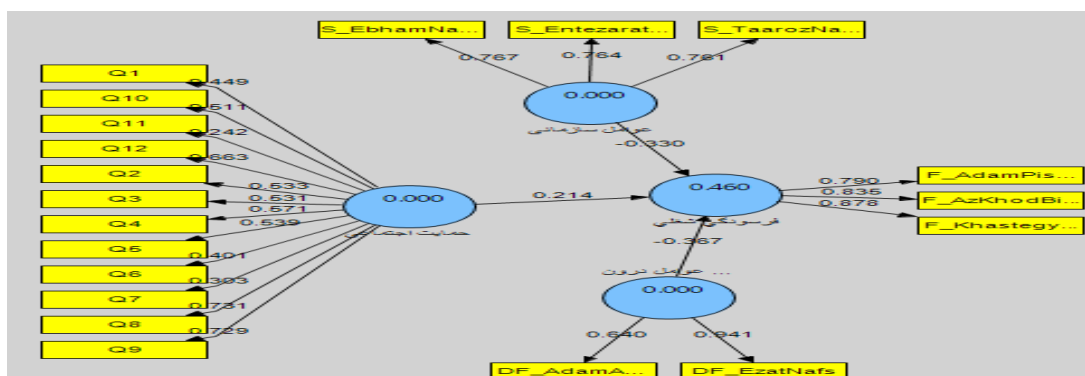
In the above table, the range of changes in the scores of the variables, their mean and standard deviation are mentioned. As can be seen, the highest average value for the variable of job burnout with an average value of 3.5 and the lowest average value for the variable of role ambiguity with an average value of 2.45. To test the hypotheses of the research, the normality of the variables is checked first. Therefore, at first, this condition is examined for research variables.

Indicators	number of	mean	standard deviation	Z	Kolmogorov Smirnov	P value
Role ambiguity	196	2.45	0.94	2.192	0.001	
Job expectations	196	2.97	0.85	1.704	0.006	
Role conflict	196	2.87	0.81	1.314	0.063	
Social support	196	2.64	0.89	1.761	0.004	
Lack of preparation for getting a job	196	3.49	1.57	2.514	0.001	
Self-esteem	196	3.17	0.64	1.068	0.204	
Job burnout	196	3.5	0.53	0.891	0.405	

Considering that the significance level of the Kolmogorov-Smirnov test in the above table for the variables of role ambiguity, job expectations, social support and lack of preparation for getting a job is less than 0.05, it is concluded that the distribution of the above variables There is a significant difference with the normal distribution. Therefore, we conclude that the distribution of research variables was not normal. But for the variables of role conflict, self-esteem and job burnout, due to the non-normality of the research variables, Smart PLS structural equation software was used to check the research hypotheses.

4 4 2. Analysis of the analysis model using PLS software.

The research model for examining the relationships between variables is obtained as follows



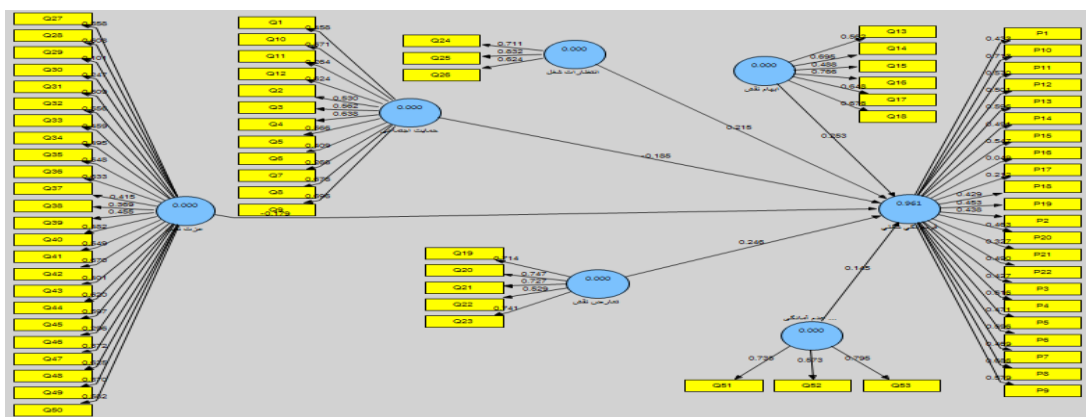


Figure 4 9) Values of the intensity of the relationship between research variables in the final model.

The significance level of the above relationships is presented in the following figure:

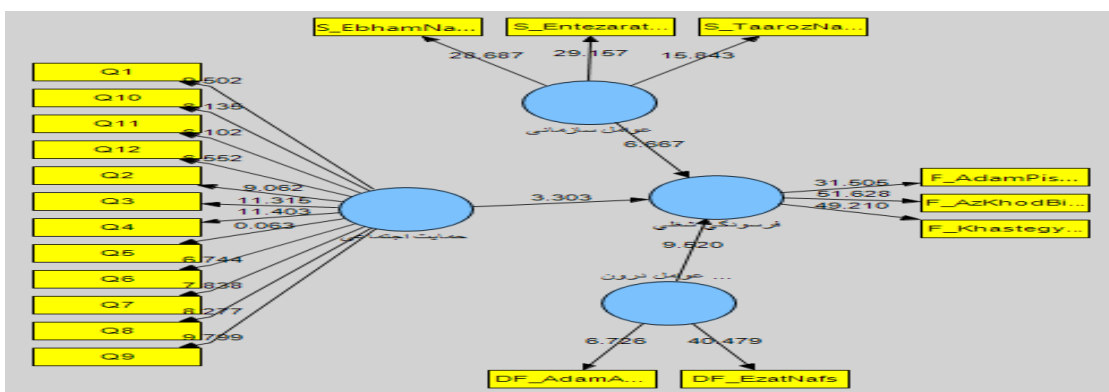
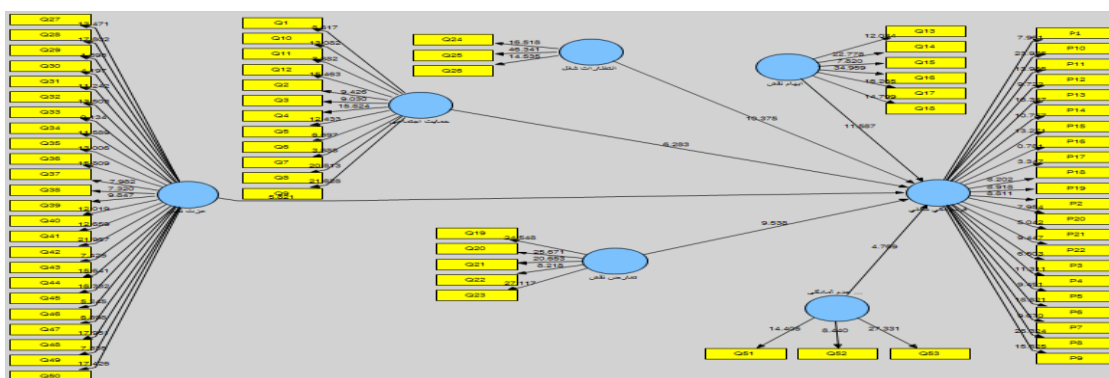


Figure 4 10) T values of relationships between research variables in the final model.

Other values of the research model can be seen in the following table:
 Table 4 11) Examining research hypotheses
 Relationships of concepts with indicators in the model of the intensity of the effect of the T value of the significant level of the result
 5.2.1, Hypothesis 1: Organizational factors are effective on job burnout among employees of the Police Force Cooperative Foundation 0.33 6.667 P<0.01 Confirmation of the hypothesis
 5.2.2, Hypothesis 1 1: The dimension of role ambiguity is effective on job burnout among employees of the Police Force Cooperative Foundation 0.253 11.587 P<0.01 Hypothesis confirmation

5.2.3, Hypothesis 1 2: The dimension of job expectations is effective on job burnout among the employees of the Police Force Cooperative Foundation 0.215 10.375 P<0.01 Confirmation of the hypothesis

5.2.4, Hypothesis 1 3: The dimension of role conflict is effective on job burnout among employees of the Police Force Cooperative Foundation 0.246 9.538 P<0.01 Hypothesis confirmation
Chapter 2: Social support as an interpersonal factor is effective on job burnout among employees of the Police Force Cooperative Foundation. 0.214 3.303 P<0.01 hypothesis confirmation

5.2.5, Hypothesis 3: Intrapersonal factors are effective on job burnout among employees of the Police Force Cooperative Foundation. 0.367 9.52 P<0.01 hypothesis confirmation

5.2.6, Hypothesis 3 1: The dimension of lack of preparation for getting a job is effective on job burnout among employees of the Police Force Cooperative Foundation. 0.145 4.769 P<0.01 hypothesis confirmation

5.2.7, Hypothesis 3 2: The dimension of self-esteem is effective on job burnout among employees of the Police Force Cooperative Foundation. 0.179 5.821 P<0.01 hypothesis confirmation

The impact intensity shows the intensity of the relationship between the variables and the range of this coefficient is between 0 and 1. The closer this value is to 1, the stronger the relationship between the variables. The values of T, which is the result of dividing the impact intensity by the standard error, indicate the significance of the relationship between the variables. T values between 1.96 and 1.96 indicate the absence of a significant effect between the relevant variables. T values between 1.96 and 2.576 indicate a significant effect with more than 95% confidence between the related variables. T values equal to and greater than 2.576 indicate a significant effect with more than 99% confidence between the relevant variables.

5.2.4, Examining the first to third hypothesis

Investigation of hypothesis 1: Organizational factors are effective on job burnout among employees of the Police Force Cooperative Foundation.

According to the table (4-11), the results of PLS analysis show that with more than 95% confidence, organizational factors have a significant direct effect on job burnout among employees of the Police Force Cooperative Foundation (P<0.01, T = 6.667, 0 / 33 PC =) As a result, the hypothesis is rejected and accepted.

Examining hypothesis 1 1: The dimension of role ambiguity is effective on job burnout among employees of the Police Force Cooperative Foundation.

According to the table (4-11), the results of PLS analysis show that with more than 95% confidence, there is a direct positive effect on job burnout among employees of the Police Force Cooperative Foundation (P<0.01). T = 11.587, PC = 0 / 253) as a result, the hypothesis is rejected and accepted.

Examining hypothesis 1 2: The dimension of job expectations is effective on job burnout among employees of the Police Force Cooperative Foundation.

According to the table (4-11), the results of PLS analysis show that with more than 95% confidence, there is a direct positive effect of job expectations on job burnout among employees of the Police Force Cooperative Foundation (P<0.01). T = 10.375, PC = 0 / 215) as a result, the hypothesis is rejected and accepted.

Examining hypothesis 1 3: Role conflict dimension on job burnout d.

Examining hypothesis 2: Social support as an interpersonal factor is effective on job burnout among employees of the Police Force Cooperative Foundation.

According to the table (4-11), the results of PLS analyzes show that with more than 95% confidence, social support as an interpersonal factor has a direct positive effect on job burnout among employees of the Police Force Cooperative Foundation. P<0.01, T=3.303, 214/PC=0) as a result, the hypothesis is rejected and accepted.

Examining hypothesis 3: Intrapersonal factors are effective on job burnout among employees of the Police Force Cooperative Foundation

.According to the table (4-11), the results of PLS analyzes show that with more than 95% confidence of intrapersonal factors, there is a direct positive effect on job burnout among employees of the Police Force Cooperative Foundation (P<0.01). T = 9.52, PC = 0 / 367) as a result, the hypothesis is rejected and accepted.

Examining hypothesis 3 1: The dimension of lack of preparation for getting a job is effective on job burnout among the employees of the Police Force Cooperative Foundation.

According to the table (4-11), the results of PLS analyzes show that with more than 95% confidence, there is a direct positive effect of lack of preparation for employment on job burnout among employees of the Police Force Cooperative Foundation ($P < 0.01$, $T=4.769$, $PC=0 / 145$) as a result, the hypothesis is rejected and accepted.

Examining hypothesis 3 2: The dimension of self-esteem is effective on job burnout among employees of the Police Force Cooperative Foundation.

According to the table (4-11), the results of PLS analyzes show that with more than 95% confidence, the self-esteem dimension has a direct positive effect on job burnout among the employees of the Police Force Cooperative Foundation ($P < 0.01$). $T = 5.821$, $179 / PC = 0$) as a result, the hypothesis is rejected and accepted. The third main hypothesis: Intra-individual factors (demographic variables such as gender, age, level of education, marriage and work experience) are effective on job burnout among employees of the Police Force Cooperative Foundation.

Difference of gender variable in burnout variable
 Since in this part we are trying to test the gender difference (categorical variable) and a continuous dependent variable, so we use the T test to compare the averages of two groups:

Table 12-4: Gender-independent t-test on job burnout.

The variable	number	of mean	statistic	t	degree	of freedom	P	value
Male	142	3.44		2.868		192		0.005
Woman					52			3.68

Considering the amount of T statistic, 2.868 and degree of freedom of 192 at the level of p value lower than 0.05, the null hypothesis is rejected, that is, the average scores of men and women are not at the same level regarding job burnout. Therefore, there is a significant difference between men and women and job burnout. According to the averages, it can be seen that women have a higher burnout rate.

The difference of the marital status variable in the burnout variable
 Since in this part we are trying to test the difference of marital status (class variable) and a continuous dependent variable, so we use the T test to compare the averages of two groups:

Table 13-4: Independent t-test of marital status on job burnout

The variable	number	of mean	statistic	t	degree	of freedom	P	value
Married	153	3.57		3.52		194		0.001

Single 43 3.26

According to the amount of T statistic, 3.52 and the degree of freedom is 194 at the level of p value lower than 0.05, the null hypothesis is rejected, that is, the average scores of married and single people are not at the same level regarding job burnout. Therefore, there is a significant difference between married and single people and job burnout. According to the averages, it can be seen that married people have a higher burnout rate.

Investigating the difference between the level of education on job burnout: Because in this part, our independent variable is more than two groups and analysis of variance is used to compare the averages of two or more groups. Therefore, to investigate the effect of education level on job burnout, one-way analysis of variance test has been used, the results of which are as follows:

Table 14-4: Variance analysis of education on job burnout

Variable	number	of average	statistics	f	p	value	status
Diploma	17	3.68	3.367	0.011	Existence	of difference	
Postgraduate			diploma		49		3.61
Bachelor				90			3.51
Master's			degree		38		3.31
PhD	2	2.77					

Considering that the p value is less than 0.05, the null hypothesis is rejected, that is, the average of different levels of education is not at the same level in relation to the level of job burnout. Therefore, there is a significant difference between different levels of education and job burnout. As it is clear from the averages, the averages of diplomas have higher averages. That is, people with less education have more burnout and people with higher

education have less burnout. Investigating the difference between job history and job burnout: Because in this part, our independent variable is more than two groups and analysis of variance is used to compare the averages of two or more groups. Therefore, to investigate the effect of job history on job burnout, a one-way analysis of variance test was used, the results of which are as follows:

Table 15-4: Variance analysis of job history on job burnout.

Variable	number	of	average	statistics	f	p	value	status
Under	5	years	21	3.19	4.292	0.001		difference
6	to	10		years		52		3.47
11	to	15		years		65		3.53
16	to	20		years		42		3.51
21	to	25		years		7		4.09
26	to	30		years		1		4.5

Given that the p value is less than 0.05, the null hypothesis is rejected, that is, the average of different levels of job history is not at the same level as the level of job burnout. Therefore, there is a significant difference between different levels of job experience and job burnout. As it is clear from the averages, the average amount of work experience between 26 and 30 years has a higher average. It means that job burnout increases with the increase of job history and job burnout decreases with its decrease. Examining the difference between age on job burnout:

Because in this part, our independent variable is more than two groups and analysis of variance is used to compare the averages of two or more groups. Therefore, to investigate the effect of age on job burnout, a one-way analysis of variance test has been used, the results of which are as follows:

Table	16-4:	Variance	analysis	of	age	on	job	burnout	
Variable	number	of	average	statistics	f	p	value	status	
Between	20	and	30	years	28	3.3	6.362	0.001	there is a difference
Between	31	and	40	years			110		3.54
Between	41	and	50	years			old	48	3.44
Between	51	and	60	years	7	4.21			

Considering that the p value is less than 0.05, the null hypothesis is rejected, that is, the average of different age levels is not at the same level in terms of job burnout. Therefore, there is a significant difference in different levels of age and burnout. As it is clear from the averages, the average of people aged 51 to 60 years has a higher average. That is, job burnout increases with age and job burnout decreases with age.5 2)

VI. conclusion

Examining the results obtained from PLS structural equation software: The first hypothesis of the research is to investigate organizational factors (role ambiguity, job expectations, role conflict, workload) on job burnout among employees of the Police Force Cooperative Foundation. The result obtained from the data analysis shows the influence of organizational factors (role ambiguity, job expectations, role conflict, work density) on job burnout. The intensity of influence between two variables is equal to 0.33 in the weak range (between 0.2 and 0.4). Among the dimensions of this variable, the dimension of role ambiguity has the highest intensity with an intensity of 0.253, and the dimension of job expectations has the lowest intensity with an intensity of 0.215.

Ambiguity in the role of employees, which is caused by ignorance and lack of necessary information about the job, can cause stress and burnout among employees. Experiencing role ambiguity leads to conflicting reactions, feelings of tension, reduced self-confidence and dissatisfaction among employees, and the result is job burnout. Therefore, with increasing role ambiguity in employees, job burnout also increases in them.

Role conflict causes a level of job pressure and stress in employees, and in this way affects their performance level and behavioral consequences in various fields. Mehrabizadeh Artman and Talebzadeh (1380), Holt and Hudbert (2011), Yunas and Mahajer (2015), Hamidi (2012), Ghasemi and Yousefi (2006) are in line with the

findings of our research in the first hypothesis. The results obtained from the PLS structural equation software: The second hypothesis of the research examines the impact of social support as an interpersonal factor on job burnout among employees of the Police Force Cooperative Foundation. The result obtained from the data analysis shows the existence of the effect of social support as an interpersonal factor on job burnout. The intensity of influence between two variables is equal to 0.214, weak range (between 0.2 and 0.4).

In the current explanation based on the hypothesis of social support as a barrier, it can be explained that increasing social support can be a barrier against increasing levels of stress and burnout. According to this model, the relationship between work stressors and burnout can be very strong when social support is low, while the same relationship becomes weak when support is high. People with high levels of social support may know someone who can offer a solution to their problem, convince them that the situation is not too serious and problematic, give them hope to think of the glass as half full, Or rely on their luck. On the other hand, for people who have lower levels of social support, the negative effects of stress are more and more intense. Social support has a positive relationship with seeking social support, responsibility, thoughtful problem solving, and has a negative relationship with avoidance coping.

The results of the researches of Woodhead, Northrup and Edelstein (2016), Sanchez Moreno et al. (2014), Lin, Jiang and Lam (2013), Sahib al-Zamani et al. (2018) are also in line with the results of our second hypothesis.

Examining the results obtained from the PLS structural equation software: the third hypothesis of the research is to investigate the effect of intra-individual factors (lack of readiness to get a job, self-esteem, demographic variables such as gender, age, level of education, marriage and work experience) on burnout. He has paid a job among the employees of the Police Force Cooperative Foundation. The result obtained from the data analysis shows the influence of intra-individual factors (unpreparedness to get a job, self-esteem, demographic variables such as gender, age, level of education, marriage and work experience) on job burnout. The intensity of influence between two variables is equal to 0.367 in the weak range (between 0.2 and 0.4). Among the dimensions of this variable, the dimension of self-esteem with an intensity of 0.179 has the highest intensity and the dimension of lack of preparation for obtaining a job has the lowest intensity of influence with an intensity of 0.145. The lack of preparation for obtaining a job as an intra-individual variable has a decisive role in the process of job burnout. People who have not received the necessary training to get a job are more prepared to suffer from job burnout. Personality characteristics of people can act as a basis for job burnout (Saatchi, 2016).

The high level of job burnout among employees with an average age and high work experience can be justified by the fact that job burnout is the final result of being exposed to chronic and long-term job pressures, and job burnout occurs more among people who have been working for a longer period of time. have been employed in one job than people who have recently chosen a job (Nobukht et al., 2012). The low level of burnout among married employees can be justified by the fact that married people spend most of their free time taking care of the family and household affairs, and this issue can represent the supporting role of the family in the efficiency and positive feeling of the capabilities of people. which can reduce burnout.

The research results of Yu et al. (2015), Skalvik and Skalvik (2014), Wali Mohammadi (2016), Ehtashami and Rajaian (2019), Vahadani et al. (2012), Masoudi et al. (2017) are in line with the results of our third hypothesis.

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