

MEDIATING ROLE OF SOCIAL ISOLATION IN THE RELATIONSHIP OF PERSONALITY TRAITS AND BURNOUT

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ABSTRACT

This research is of great significance for discovering if social isolation mediated the relationship of personality and burnout. There were 270 responses collected from the employees working in service and manufacturing industries. The findings of the study indicated that the social isolation has an effect on burnout. Moreover social isolation acts as a partial mediator between burnout and personality traits.

Keywords: *Pandemic, Personality Traits, Social Isolation, Burnout*

INTRODUCTION

Personality is one of the foundational psychological mechanisms that manage an individual's cognitive system and behaviour patterns. It's been suggested that people's personality characteristics reflect their perceptions and beliefs and estimate one's behavioural responses. The Big Five Personality Traits possess extraversion, agreeableness, conscientiousness, openness and neuroticism. Extraversion (E) personality traits cover social, outgoing, violent, and energetic traits, according to Barrick and Mount (1991). They are inspired with appreciation, social esteem, designation, and power. Extraversion is

relative to commitments (Erdheim, Wang and Zickar, 2006). Extroverts revel in networking, interrelationships, and interdependence, even though they are typically dynamic and energised. They are commonly task-oriented and pushed by way of a robust work ethic. They are energetic, confident, talkative, amiable, and sensitive. Extraversion has a nice relationship with overall performance however a weak relation with team development.

Agreeableness (AGB) is characterised with the aid of features such as flexibility, leniency, support, belief, decent, and patience; these people constantly take precedence over the hobbies of others over their personal. Agreeable people are helpful as well as courteous (Organ and Lingl, 1995). According to Judge et. al., (1999) the essence of AGB is mutual support, the precept of trust, and the pleasantness in the relationship. Barrick et. al (1998) reported that the managers who are agreeable continue to thrive on team building, team development, and solidarity; they motivate the team to speak more effectively described through (Stewart, Neubert and Mount, 1998). Being agreeable attributable to a tremendous work environment (Halfhill et al., 2005). There is a need for awareness as an end result of affiliation and association is one of the driving forces for agreeable people.

Conscientiousness (CoN) is an extensive job involvement tendency. It echoes dedication, accountability, dependability, cautious, systematic and tenacity. CoN in accordance to Hochwarter, Perrew, Ferris, and Guericco (1999), contributes to job commitment, satisfaction, and involvement. Barrick and Mount (1991) found that being intellectual, original, inquisitive, nicely educated, one-of-a-kind, creatively penetrating, and broad-minded is what openness entails. Employee commitment, venture orientation, and in the end organisational success are all influenced with the aid of OP to journey (Srivastava, Chandra, and Shirish, 2015). John and Srivastava (1999) describe NE with Anxiety, depression, and stress. It suggests the social facet of the persona and consists of features like anxiety, depression, rage, apprehension, and uncertainty.

Individuals that are open to experience are curious about their surroundings, creative, have a vivid imagination, and a love for variety (McCrae & Costa, 2010; McCrae & John, 1992). The BTI divides this attribute into five dimensions: aesthetics, actions, values, ideas, and imagination. Burnout and openness to experience can have a beneficial link (Deary et al., 1996; Roccas, Sagiv, Schwartz, & Knafo, 2002; Zellars, Perrew, & Hochwater, 2000). Hurt et al. (2013) observed no statistically significant association between any of the dimensions and Exhaustion or Cynicism. In contrast, Piedmont (1993) discovered a link between Values and Depersonalisation. More recently, Țănculescu (2019) discovered that values were adversely associated to exhaustion and cynicism, as well as aesthetics, actions, and ideas. Neurotic humans do not socialise or

respond to others because of their inner concern and apprehension, and they mostly become aware of negative responses from others (Watson and Clark, 1997). Individuals with high NE show off negative behaviour, which leads to poor undertaking team overall performance (Deinert et al., 2015). This attitude, in turn, helps to decrease the chances of venture success.

Freudenberger (1974) coined the term Burnout "BO" in the early 1970s to describe a country of fatigue or frustration precipitated via professional relationships that failed to produce the predicted rewards. BO arises as an end result of research into emotion, arousal, but instead how people cope with emotion and control their arousal. Maslach and Jackson (1981) described BO as a psychological syndrome characterised via emotional exhaustion (EoE), depersonalisation (DPO) and reduced personal accomplishment that can manifest in people working with different people. It is a psychological syndrome characterised by EoE, DPO, and reduced personal accomplishment that can occur in people who work in some capacity with other people. BO is a mental disorder characterised by Emotional Exhaustion (EoE), Depersonalisation (DPO), and a lack of accomplishment knowledge. EoE is an abbreviation for energy discharge and emotional resource consumption. This dimension can be thought of as the establishment of job BO. DPO isolates workers from others and fosters negativity among coworkers, customers, and the organisation. This aspect of job BO is common among employees who must regularly communicate with others (such as teachers, students, customers, and patients) in order to do their jobs. Physical isolation promotes social isolation (Waite and Hughess, 1999).

Garcia et. al., (2005) reported that neurotic and introverts experience more burnout while individuals who has and open personality are less emotionally exhausted in stressful situations (Zimmerman, 2008). They are less likely to suffer from lack of personal accomplishment because their personality helps them be positive in difficult situations. According to Seppala and King (2017) increasing number of individuals are feeling tired and lonely at work. A significant correlation between feeling lonely and work exhaustion has been identified. Social Isolation (SI) is a condition where a person lacks experience related to social belonging, is less engaged, has a limited variety of social contacts, is lacking in pleasant and fine relationships. It can be noted that those who are socially isolated have fewer resources to mobilise than those who are not. The work from home disconnects employees from their friends, peers, supervisors, and the spirit that relies on going out and socialising to relieve stress.

Due to working from home situation people are facing adverse effect on health and mental health The current research has tried to explore already validated relationship of Personality and Burnout. Traits of Personality is the independent variable and burnout a dependent variable. Burnout is an occupational phenomenon not a medical condition. It affects individual both physically and psychologically. Burnout can get aggravated with the presence of the mediating variable Social Isolation. In last 40 years, there has been a significant increase in the literature on burnout, personality traits and social isolation. However, no study has been undertaken that combines the three constructs under scope of study in the situation of pandemic.

The pandemic has forced every one of us to confine ourselves at home. The study will help us identify that if the mediating variable Social Isolation is significantly influencing the burnout or not. As the earlier relationship of personality and burnout are researched and some personality traits have been found to be having faced burnout more than the other personality traits.

MATERIAL AND METHOD

Objective of the study

1. Does the Traits of Personality affects Burnout (BO) significantly?
2. Does Social Isolation statistically significantly mediate the effect of Traits of Personality on BO.

HYPOTHESIS OF THE STUDY

H01: Traits of Personality has a statistically significant effect on BO.

H02: Traits of Personality has a statistically significant effect on Social Isolation.

H03: Social Isolation has a statistically significant effect on BO.

H04: Social Isolation has a statistically significant mediating effect between Traits of Personality and BO.

The table 1 represents demographics of study's participants. The gender distribution of the sample is approximately 38.9% male (n=105) and 61.1% female (n=165). The age distribution of sample respondents is dominated by respondents aged 25 to 35, who contribute for 61.9% (n=167), followed by respondents aged 36 to 45, who contribute for 25.9% (n=70), and respondents aged 46 to 45, who contribute for 12.2 % (n=33). In terms of industry, it can be seen that 29.3% of respondents (n=79) are from manufacturing,

while 5.2 % of respondents (n=14) are from chemical. Approximately 8.9 % of respondents (n=24) are from the pharmaceutical industry, while 17.8 % are from other backgrounds (n=48). IT accounts for approximately 24.8 % of respondents (n=67). In the management hierarchy, the majority of respondents (57.8 %)

are from middle management (n=156), while 23.3 % are from top management (n=63). And only 18.9 % of respondents (n=23) are from the bottom management. The table shows whether the respondents are from Gujarat or not, with 90.4 % (n=244) from Gujarat and 9.6 % (n=26) from elsewhere.

Table 1: Descriptive Data of the Sample Balance.

VARIABLE	CATEGORIES	FREQUENCY	Percent
GENDER	Male	105	38.9
	Female	165	61.1
AGE	25 – 35	167	61.9
	36 – 45	70	25.9
	46 – 55	33	12.2
INDUSTRY	Manufacturing	79	29.3
	Chemical	14	5.2
	Pharma	24	8.9
	Educational	38	14.1
	IT	67	24.8
	Others	48	17.8
LEVEL OF MANAGEMENT	Top	63	23.3
	Middle	156	57.8
	Bottom	51	18.9
WITHIN STATE OF GUJARAT	Yes	244	90.4
	No	26	9.6

This study used SEM with AMOS 26.0 to create a research model to represents the relationships between the three study variables. The research tool required each respondent to provide demographic details viz. gender, age group, industry, level of management, and Gujarat state.

Table 2: Reliability Statistics of Scales.

Variable	Cronbach's Alpha	No of Items
Personality Traits	.921	5
Social Isolation	.890	6
BO	.929	9

To measure Personality Trait, data is collected using the Ten Item Measurement Tool (TIPI). Respondents scoring high on the UCLA Loneliness Scale do not have as many friends or communicate as people who score low (Russell et al., 1994). Loneliness is also linked to workplace BO, chronic illness, and a lack of exercise (Hawkley, Thisted, & Cacioppo, 2009). MBI is the most widely used tool for measuring BO in the world (Randall, 2013). "Reliability is a measure of how consistent multiple variables are" (Hair et al., 2009). The accuracy of the measurement process and its accuracy must be determined by the reliability of the scales (Cooper and Schindler, 2008). SPSS 22.0 statistical software is used to analyse the data. First, the missing data are checked, and then the scales' reliability is tested. Cronbach's alpha values show that three of the scales are highly reliable, with values of 0.921, 0.890, and 0.929, respectively (Table 2 Reliability Statistics of Scales). As a result, the variables are internally consistent and we can conclude that all mutations in nature are the same. The 270 sample was drawn from Gujarat residents working in the information technology, manufacturing, education, and financial services sectors. Respondents were

identified and contacted through social media platforms such as LinkedIn. SPSS 22.0 is used to conduct the analysis.

RESULT AND DISCUSSION

Confirmatory factor analysis

Using validation criteria, the researchers examined the scales' variability and bias (CFA). The verification factor analysis results are shown in table below. The difference between the output (AVE) and the combined reliability is used to express flexible performance (CR). The value of AVE and CR for the sort of individual construct is 0.53 and the combined reliability is 0.78, respectively, in the social classification and in the exhaust construction (Table 3 Results of confirmatory factor analysis). AVE estimates, which ranged from 0.688 to 0.865 in all constructs, are variance measures defined by the hidden variance of the random measurement error (Netemeyer et al., 1990). These measurements were observed to be superior to the recommended lower limit of 0.5. (Fornell and Larcker, 1981). As a result, all three trials concerning the dynamic performance of the scale were supported.

Table 3: Results of confirmatory factor analysis.

Measure	FL	CR	AVE
PERSONALITY TRAITS(PT)			
PT1	0.776		
PT2	0.847		
PT3	0.870		
PT4	0.833		
PT5	0.862		

SOCIAL ISOLATION (SI)			
SI1	0.709		
SI2	0.666		
SI3	0.745		
SI4	0.788		
SI5	0.695		
SI6	0.775	0.92	0.70
BO (BO)			
BO_1	0.779		
BO_2	0.803		
BO_3	0.835		
BO_4	0.825		
BO_5	0.767		
BO_6	0.787		
BO_7	0.846		
BO_8	0.655		
BO_9	0.628		

Structural model

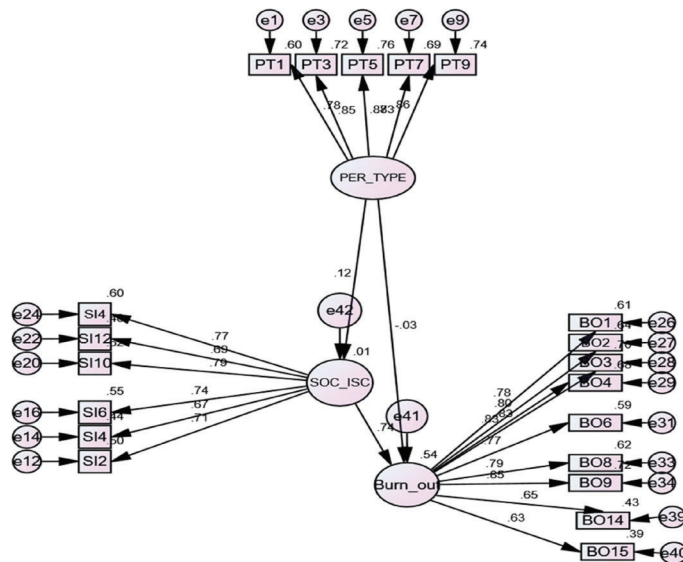


Figure 1: Validated research model

Figure 1- Validated research model shows the role of social isolation as a mediator between personality traits and burnout. The research hypotheses developed in line with the research model are introduced below. The corresponding model figures appear adequate, as shown in Table 4 Model fit summary for the research model. The overall model equity test produced a result of 5. 125.647, with 94 degrees

of freedom (df) and a probability value less than 0.016. The p value indicates that the overall fit of the model is less than what is desired. Even though the absolute equity test is more sensitive to sample size and abnormality, the ideal equilibrium ratio is greater than df. The proposed research model has a ratio of 1.337, which falls within the recommended brackets [3-1] (Chin and Todd, 1995).

Table 4: Model fit summary for the research model.

Fit statistics	Recommended value	Model value
Chi-square (X^2)/degree of freedom (df)	≤ 3.000	2.328
GFI	≥ 0.900	0.88
AGFI	≥ 0.800	0.85
CFI	≥ 0.900	0.94
TLI	≥ 0.950	0.93
RMSEA	≤ 0.080	0.07

In addition to the metric mentioned above, we report some relevant indicators. In order to show the height of the proposed research model, equal descriptive statistics compare the set model to the basic model and the independent model. The following indices are reported: the accuracy index (GFI), the correct GFI (AGFI), the appropriate comparison index (CFI), and the TLI. Gerbing and Anderson (1992) identified CFI as one of the most powerful and potent symptoms. The root is also defined as the equilibrium square RMSEA, which measures the degree of freedom with a degree of diversity.

Table 5: Path coefficients and hypotheses testing.

Constructs' relationship	Standardised regression	Critical ratio	Significance (p)	Standardized Total Effects	Standardized Total Effects	Hypothesis – supported
	weight	(CR)				YES NO
PT -> SI	0.122	1.798	0.072	0.122	0	H1 – YES
PT -> BO	-0.028	-0.566	0.572	0.062	0.90	H2 – NO
BO -> SI	0.739	9.589	0.001	0.739	0	H3 - YES

The GFI should be greater than or less than 0.90 (Hoyle, 1995), which is 0.88, indicating that it is correct, whereas the AGFI should be greater than or less than 0.80. (Chin and Todd, 1995). CFI figures should be greater than or less than 0.90. TLI is extremely limited and requires a value of 0.95

or higher (Hu and Bentler, 1999). Finally, it has been proposed that RMSEA represents an accurate error and indicates a positive correlation between the hypothesised model and the visible data when it is less than 0.06. Table 5 Path coefficients and hypotheses testing displays these figures, which were all obtained in accordance with the recommended standards.

Given the equitable functionality of the model equity, it is appropriate to examine the coefficients of each method corresponding to our theories, as shown in Table 5. One of the theories is accepted, but the other is not. Personality traits, for example, have a strong influence on social isolation (e.g., H1), and personality traits and BO do not interact (e.g., H2). Isolation also has a positive effect on BO (e.g., H3). The findings also revealed that, in the absence of the combination of personality traits and social isolation, which have a negative impact on each other (0.122, p 0.05), all coefficients between new and social classification are the strongest and most significant at the p 0.001 level.

Figure 1 shows a validated research model with methodological coefficients and the significance of each relationship. It also depicts the model's variation as represented by the dependent variables (e.g., personality variables). The model's highest variance in the BO (54 percent) indicates that the basic combination of variables used in the study model is critical and determines the majority of the model variables.

According to the findings, Personality Traits have a statistically enormous effect on BO, and SI has a statistically significant mediating impact between Personality Traits and BO. Personality traits, has a strong influence on social isolation (e.g., H1), and personality traits and BO do not

interact (e.g., H2). Isolation also has a positive effect on BO (e.g., H3). The findings also revealed that, in the absence of the combination of personality traits and social isolation, which have a negative impact on each other (0.122, p 0.05). Studies found that NE anticipated more stressful and adverse effect (Kroencke et al., 2020). Garbe et al. (2020) discovered that human beings with excessive CoN and those who felt extra threatened with the aid of the coronavirus stockpiled in a similar study. Emotionality, in turn, estimated the perceived threat. Blagov (2020) discovered that self-proclaimed modern-day health behaviour, such as social distancing and hygiene, was positively related to AGB, CoN, and NE and negatively related to Extraversion. Respondents with CoN (Abdelrahman, 2020) characteristics were more compliant, whereas those with Extraversion were less compliant.

Wolff et al. (2020) published that humans who get bored easily had a harder time adhering to guidelines, whereas those with high strength of mind adhered greater easily. Despite an expanding body of lookup on man or woman variations in how human beings behave, feel, and suppose during a crisis. Because of variations in forced methods and the strictness of the condition, it is hard to generalise findings from one United States to another. BO prices amongst docs are higher than these in other professions, in accordance to Dyrbye et al. (2008). Study by Alfuqaha and Alsharah (2018), revealed that BO has elevated amongst Jordanian healthcare providers. According to studies, healthcare companies work in a fast-paced, unpredictable, and ever- altering environment. Even though they deal with a variety of diseases, anxious events, and emergency situations, they do

no longer have ample time to recover, placing them under constant stress (Bonyan et al, 2020). Isolation leads to BO and influences the performance.

Krauss & Fussell, (1990) founded that isolated personnel at the lower tiers are not appropriate to be assured of their abilities and knowledge, which can put them at a wonderful drawback in performing their jobs. They operate much less nicely in managing interpersonal relationships and coordinating hard tasks. According to social learning principle (Bandura, 1977, 1986), personnel who leave out work interactions are greater in all likelihood to operate tasks with limited understanding and feedback. As a result, they are extra probable to ride nervousness, solitude, and diminished psychological or even physical fitness (DeWall & Baumeister, 2006), all of which reduces their job performance. According to Lee, Dean, and

Jung (2008), social connectedness mediates the relationship between extraversion and well-being. According to Penley and Tomaka (2002), conscientious human beings perceived themselves as capable of meeting situational demands, which influenced compliance and coping with contact restrictions all through the pandemic.

This study focuses on a specific but important aspect of Burnout (BO), Social Isolation and Personality Traits. The findings of this study indicate that personality traits have no effect on Social Isolation and BO. Besides that, the findings indicate that social isolation has an effect on BO and Burnout if not addressed by organization has a negative and significant impact on organization commitment (Shrivastava and Misra, 2012). Moreover, social isolation acts as a partial mediator between BO and personality traits.

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