

**WORK ENGAGEMENT AND BURNOUT OF EMPLOYEES IN SELECTED
FINANCE COMPANIES IN BATTICALOA**



ROBERT NIRMALARAJAN SARATHEYJASSI

REG NO: EU/IS/2010/MS/18

INDEX NO: MS 1148



A project report submitted to the Faculty of Commerce and Management, Eastern University, Sri Lanka, as a partial fulfillment of the requirement for the Degree of Bachelor of Business Administration (BBA) Specialization in Human Resource Management.

**DEPARTMENT OF MANAGEMENT
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY, SRI LANKA**

2019

ABSTRACT

Continuous changes along with the increased pressure to perform may result in feelings of distrust, strain in interpersonal relations, psychological strain, fatigue and tension, all affecting the well-being of employees. Tracking and addressing the effectiveness of employees in the work context in areas that could impact on the standard of their services is important. Burnout and work engagement are specific focus areas in this regard. To measure burnout and work engagement, it is important to use reliable and valid instruments. However, there is a lack of empirical research systematically investigating work engagement and burnout in Sri Lankan context.

In this study, an attempt has been made to identify the level of work engagement of the employees and also to see the impact of work engagement on the burnout of employees. The research has been carried out in a systematic and methodical manner. In Sri Lanka's context, there is lack of studies deals with the work engagement on the burnout. So there is an empirical gap exists in work engagement and burnout among the employees of selected finance companies in Batticaloa. Hence, this study conducted to fulfill this empirical knowledge gap.

The objectives of this study are to identify the levels of work engagement and burnout, find out the relationship between work engagement and burnout and explore the impact of work engagement and burnout of employees in selected finance companies in Batticaloa. To achieve these objectives, the data were collected using the 26-items questionnaire which was filled by 144 permanent employees of selected finance companies in Batticaloa that were selected simple random sampling technique. The analyses stated the strong negative relationship between the work engagement and burnout. The findings also reveal that the work engagement and burnout are in high level in selected finance companies in Batticaloa. The statistical results of this study confirmed the hypothesis. This study concluded that when the level of work engagement is high among the employees, in turn it will reflect in lower level of burnout among them and vice versa.

Keywords: *Work Engagement, Burnout, Employees, Finance Companies*

TABLE OF CONTENTS

ACKNOWLEDGEMENT	I
ABSTRACT.....	II
TABLE OF CONTENTS.....	III
LIST OF TABLES	VII
LIST OF FIGURES	IX
ABBREVIATIONS	X
Chapter 1- Introduction	1-6
1.1 Background of the Study	1
1.2 Research Problem/Research Gap.	2
1.3 Research Questions.....	4
1.4 Research Objectives	4
1.5 Significant of the Study	4
1.6 Scope of the Study.....	5
1.7 Organization of Chapters	5
1.8 Chapter Summary.....	6
Chapter 2 - Literature Review.....	7-18
2.1 Introduction	7
2.2 Work Engagement.....	7
2.2.1 Definitions of Work Engagement.....	7
2.2.2 Dimensions of Work Engagement.....	9
2.3 Burnout.....	12
2.3.1 Definitions of Burnout.....	12
2.3.2 Dimensions of Burnout.....	14
2.4 Work Engagement and Burnout.....	15
2.5 Hypotheses of the Study	16
2.6 Formation of Conceptual Framework	16

2.7 Research Gap.....	17
2.8 Chapter Summary	18
Chapter – 03 - Conceptualization And Operationalization	19-23
3.1 Introduction	19
3.2 Conceptualization.....	19
3.3 Conceptual Framework	19
3.4 Definitions of Key Concepts and Variables	20
3.4.1 Work Engagement	20
3.4.2 Burnout	21
3.5 Operationalization	22
3.6 Chapter Summary	23
Chapter 4 - Research Methodology	24-34
4.1 Introduction	24
4.2 Research Philosophy	24
4.3 Research Approach	25
4.4 Research Strategy	25
4.5 Time Horizon	26
4.6 Type of Study	26
4.7 Data Collection Methods.....	26
4.8 Target Population & Sampling Frame	27
4.8.1 Sample Size Determination	28
4.9 Method of Data Analysis and Evaluation	30
4.9.1 Reliability and Validity Analysis	30
4.9.2 Univariate Analysis	31
4.9.3 Bivariate Analysis.....	31
4.10 Testing Hypotheses through Correlation Analysis.....	33
4.11 Chapter Summary	34

Chapter 5 - Data Presentation And Analysis 35-49

5.1 Introduction35

5.2 Reliability Analysis35

5.3 Data Presentation for Personal Information36

5.3.1 Frequency Distribution of Job Category37

5.3.2 Frequency Distribution of Gender38

5.3.3 Frequency Distribution of Marital Status38

5.3.4 Frequency Distribution of Qualification.....39

5.3.5 Frequency Distribution of Age39

5.3.6 Frequency Distribution of Experience40

5.3.7 Frequency Distribution of Monthly Income40

5.4 Data Analysis for Research Information41

5.4.1 Univariate Analysis41

5.4.2 Bivariate Analysis.....44

5.5 Testing of Hypotheses47

5.6 Chapter Summary.....49

Chapter 6 - DISCUSSION AND ANALYSIS.....50-55

6.1 Introduction50

6.2 Discussion about Personal Information.....50

6.2.1 Job Category of the Respondents50

6.2.2 Gender of the Respondents.....51

6.2.3 Marital Status of the Respondents51

6.2.4 Qualification of the Respondents51

6.2.5 Age of the Respondents51

6.2.6 Experience of the Respondents.....51

6.2.7 Monthly Income of the Respondents.....51

6.3 Discussion of Research Information52

6.3.1 Objective One	52
6.3.2 Objective Two	53
6.3.3 Objective Three	53
6.4 Testing Hypotheses	54
6.4.1 Hypothesis 1	54
6.4.2 Hypothesis 2	54
6.4.3 Hypothesis 3	55
6.5 Chapter Summary	55
Chapter 7 - Conclusion and Recommendations	56-60
7.1 Introduction	56
7.2 Conclusion	56
7.2.1 Objective One	56
7.2.2 Objective Two	57
7.2.3 Objective Three	57
7.3 Contributions of this Study	57
7.4 Recommendations	58
7.5 Limitations of the Study	59
7.6 Direction for Future Studies	59
List of References	61-68
Appendix	69-71