

**IMPACT OF WORK ROLE STRESSORS ON JOB BURNOUT
WITH REFERENCE TO INSURANCE COMPANIES IN
BATTICALOA DISTRICT**



1364

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ABSTRACT

The major aim of the research paper is to measure the impact of work role stressors on job burnout in insurance companies. Primary data was collected from the employees of insurance companies in Mammunai North divisional secretariat area in Batticaloa District. Simple random sampling was used to obtain 121 responses from employees. The collected data were used to test the model using regression methodology. The result reveals that the important elements of work role stressors are co-worker support, role overload, role ambiguity and work family conflict, whereas the identified consequence is job burnout. The role overload, role ambiguity and work family conflict have positive relationship with job burnout while co-worker support and job autonomy have negative relationship with job burnout. The results suggest that role ambiguity contributes more to job burnout. Further results imply that there are differences in the overall work role stress across income level and working hours of employees. In the mean time, differences in job burnout are identified across educational qualification of employees.

Key words: Co-worker support, Job autonomy, Role overload, Role ambiguity, Work family conflict, Job burnout and Work role stressors

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