

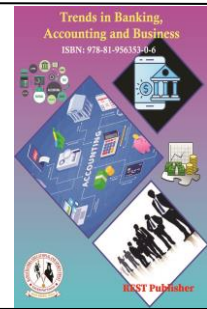


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A Study on Day Level Emotional Exhaustion in Engaging Work Performance with Reference to Tenneco Automotive India Private Limited at Hosur

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Abstract: Emotional exhaustion, a key dimension of burnout, has been widely recognized as a detrimental factor that negatively impacts work performance. To address this gap, we conducted a longitudinal study to examine the day-level associations between emotional exhaustion and engaging work performance. Descriptive research design is used to know the characteristic features of the respondents and the simple random sampling was used for the research. The primary data was collected with the help of a structured questionnaire with multiple options with a sample size of 110 employees from Tenneco Automotive India Private Limited, Hosur. The collected data was analysed using statistical tools like chi square, correlation and one-way anova with the use of SPSS. The findings highlight the importance of considering the day-level dynamics of emotional exhaustion in the context of engaging work performance. As the suggestion the organization should be aware of the daily fluctuations in emotional exhaustion that employees may experience and take steps to mitigate it, such as implementing strategies to manage workload, providing resources for emotional regulation, and promoting work-life balance.

Key Words: Emotional Exhaustion, Work Performance, burnout, day-level associations, work life balance

1. INTRODUCTION

Emotional exhaustion is a state of feeling emotionally worn-out and drained as a result of accumulated stress from our personal or work lives, or a combination of both. Emotional exhaustion is one of the signs of burnout. Emotional exhaustion reduces the ability of employees to cope with and meet their emotional demands at work. Thus, emotionally exhausted employees may view the organization through the same lens and interpret the exchanges with the organization as unfavorable.

Objectives:

- To identify the key factors of emotional exhaustion in influencing performance of the employees.
- To analyse the impact of emotional exhaustion on the efficiency of Tenneco employee performance.
- To analyse the relationship between socio-demographic variables and emotional exhaustion and work performance of the employees.
- To identify the dimension of emotional exhaustion on job performance of Tenneco Automotive India Pvt., Ltd

Scope of the Study:

The scope of a study on day-level emotional exhaustion in engaging work performance would focus on investigating the relationship between emotional exhaustion and work performance at a daily level, using appropriate measures, data collection methods, and statistical analyses. The findings of such a study could contribute to the understanding of the dynamics of emotional exhaustion and work performance, and potentially inform interventions and strategies to manage emotional exhaustion in the workplace.

2. LITERATURE REVIEW

Gerungan et al., 2022 sought to determine how emotional intelligence and job instability affect employees' performance on the workplace. Emotional intelligence and job insecurity has been considered as independent variable for the study. Employee performance has been considered as dependent variable. Population of the study were 40 employees from PT. BPR Prisma Dana Manado. The emotional intelligence and job insecurity has significant impact job performance. 18

Results of the study revealed that high quality of work is affected by emotional states. A high level of emotional intelligence can boost workers' productivity. Understanding and controlling emotions can lead to positive outcomes. Results also concluded that job insecurity has positive and significant impact on employee's job performance. Employees considered job insecurity as a motivation to improve the performance. Preethi Padmanabhan (2022) in her study on Emotional Intelligence Job Performance And Job Satisfaction Of Employees In It Sector In Chennai The employees of IT sector are selected through simple random sampling method. The data are received from 678 employees working in IT sector through structured questionnaire. Findings of this study is Amid 678 employees, 30.97 per cent of employees are in high degree of self awareness, while, 25.22 per cent of them are in low degree of it. The suggestion to this study is The employees of IT sector should know when they are emotional and they must realize when they are not reasonable and they should come out anger very quickly. Ana Junça Silva, Alexandra Almeida Carla Rebelo (2022) in their study on The effect of telework on emotional exhaustion and task performance via work overload: the moderating role of self-leadership find that telework dimensions were negatively related to work overload, which consequently decreased emotional exhaustion and increased task performance and self-leadership moderated the indirect effect of work overload on the relationship between telework and emotional exhaustion, such that the indirect effect was stronger for those who scored higher in self-leadership. Suresh Kumar et.al (2021) examined that the Effect of Emotional Exhaustion towards Job Performance. The data were obtained form 314 respondents of Purwokerto and Central Java. This study concluded that WFC has a slightly Stronger influence on emotional exhaustion compared to FWC

3. RESEARCH METHODOLOGY

Research methodology and sampling plays a crucial role in determining the result of a project, in this study, descriptive analysis was carried out and the respondents working in the Manufacturing plant are considered. Sample size has been confined to about 110 respondents in Tenneco Automotive India Private Limited. Simple Random sampling technique were used for the study.

Tools Used:

- Chi-Square Analysis
- One-way Anova
- Correlation

Chi-Square test for association between Age of the Respondent and Emotional Exhaustion (EP)

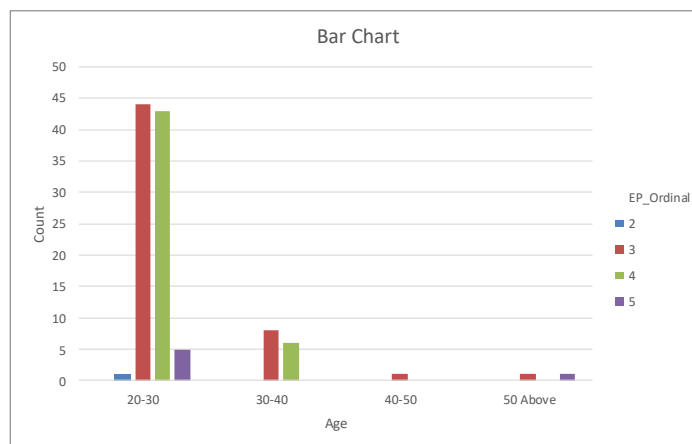
Age of the Respondent and Emotional Exhaustion							Chi square value	P Value
Age	EP_Ordinal					Total		
	Agree (2)	Neutral (3)	Disagree (4)	Strongly Disagree (5)				
20-30	n	1	44	43	5	93	10.456 ^a	0.315
	%	0.91	40.00	39.09	4.55	84.55		

30-40	n	0	8	6	0	14
	%	0.00	7.27	5.45	0.00	12.73
40-50	n	0	1	0	0	1
	%	0.00	0.91	0.00	0.00	0.91
50 Above	n	0	1	0	1	2
	%	0.00	0.91	0.00	0.91	1.82
Total	n	1	54	49	6	110
	%	0.91	49.09	44.55	5.45	100.00

Interpretation:

The above table1 states that association between Age and Emotional Exhaustion Since the P value is greater than 0.05, null hypothesis is accepted at 5% level of significance. Hence there is no highly significant association between age of the respondent and Emotional Exhaustion. Based on overall percentage, 84.55% of age between 20-30 respondents, 0.91% of respondents are Agree, 40% of respondents are Neutral, 39.09% of respondents are disagree and 4.5% of respondents are strongly disagree of their Emotional Exhaustion. From 12.73% of the age between 30-40 respondents 7.2% of the respondents are Neutral , 5.45% of respondents are disagree about their Emotional Exhaustion The age between 40-50 respondents 0.91% are Neutral and from 50 above 0.90% are neutral and 0.91% respondents are strongly disagree from the whole percentage of 1.82%.So majority of the age between 20-30 employees are having more Emotional Exhaustion compared to the other age people employees. A study reported that burnout level reduced with increasing age.

Chi-Square test for association between Age of the Respondent and Emotional Exhaustion (EP)



Pearson Correlation Coefficient Between Factors of Emotional Exhaustion and Work Performance

Correlation	Emotional Exhaustion	Work Performance
Emotional Exhaustion	1	.642**

Work Performance	.642**	1
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Correlation is significant at the 0.01 level (2-tailed).

Interpretation: The Pearson correlation coefficient between Emotional Exhaustion and work performance is 0.642 which indicates 64.2 percentage positive relationships between Emotional Exhaustion and work performance at 1% level of significance.

One-way Anova for significant difference among Work Experience and Emotional Exhaustion

Work Experience and Emotional Exhaustion					
Work Experience					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	7.168	31	.231	.705	.861
Within Groups	25.596	78	.328		
Total	32.764	109			

Interpretation:

The above table states that there is no statistical significant difference between the Work Experience and Emotional Exhaustion as demonstrated by one-way ANOVA $F = .705$, $p = .861$.

Findings:

- An association between Age of the Respondent and Emotional Exhaustion (EP) was observed, $\chi^2(9) = 10.456$, $p = 0.0315$. So, we reject the Null Hypothesis (H_0).
- The Pearson correlation coefficient between Emotional Exhaustion and work performance is 0.642 which indicates 64.2 percentage positive relationships between Emotional Exhaustion and work performance at 1% level of significance.
- There was statistically significant difference between respondents towards Age and Emotional Exhaustion as demonstrated by one-way ANOVA $F = 2.139$, $p = .004$.
- There was no statistically significant difference between the Work Experience and Emotional Exhaustion as demonstrated by one-way ANOVA $F = .705$, $p = .861$.

Suggestions:

- **Research Design:** Use a mixed-methods approach, combining quantitative and qualitative methods, to gather a comprehensive understanding of the day-level emotional exhaustion in engaging work performance. Employ methods such as surveys, physiological measures (e.g., cortisol levels), and qualitative interviews to capture both self-reported and objective measures of emotional exhaustion.
- **Limitations and Future Directions:** Discuss the limitations of the study, such as sample size, generalizability, and potential biases, and suggest future research directions, such as exploring other contextual factors, using experimental designs, and conducting longitudinal studies to establish causality.

4. CONCLUSION

In conclusion, emotional exhaustion at the day level can have a significant impact on engaging work performance. When employees experience high levels of emotional exhaustion, it can deplete their mental and emotional resources,

leading to decreased motivation, reduced productivity, and increased likelihood of making mistakes. This can also result in lower job satisfaction and increased turnover rates.

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