

Emotional Burnout Among Working Wives: Dimensions and Effect

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Received 28 November 2016; accepted 20 January 2017

Published online 26 February 2017

Abstract

Emotional burnout of the most important psychosocial phenomena which has roots Grounded in social relations—reactions in social interactions—especially in the work environment, and it goes beyond mental health by focusing on specific stressors in the workplace to emphasize total life and environmental pressures affecting health. This article examines and reveals the levels of Emotional Burnout among working wives, and how this relates to the demographic dimension. For this purpose, the general social surveying method was used to collect data. The Emotional Burnout scale was used to measure these levels in 600 employed women. Findings indicated that the level of Emotional Burnout among working women was moderate; and that the number of children was among the variables that had the greatest effect on raising the level of Emotional Burnout among the participants. Emotional Burnout is also harmful health-wise (headaches, eating disorders, irregularity in heart rate, stomach pain).

Key words: Emotional burnout; Working wives; Emotion work; Sociology of emotion

Al Sawalqa, R. O. (2017). Emotional Burnout Among Working Wives: Dimensions and Effect. *Canadian Social Science*, 13(2), 58-69. Available from: <http://www.cscanada.net/index.php/css/article/view/9224> DOI: <http://dx.doi.org/10.3968/9224>

INTRODUCTION

Modern age brought diverse scientific, cognitive, and technological changes to all life aspects, which greatly

contributed to the reformulation and development of the social structures, relations, and class formation. This has maximized the complexity of life and led to the emergence of multiple social problems, disorders, and challenges which have become a fixed reality and the basic mark of the modern age. The responses of individuals towards these changes were different pursuant to their different levels of awareness and different methods they following dealing with them. Some have surrendered, others have adapted and resisted, and others withdrew and avoided. However, the continuity of social pressures and the increase of life demands and the multiplicity of burdens shouldered by individuals have made them incapable of facing those changes, and have turned them into preys. Furthermore, those changes formed a real threat to the health and physical and psychological well-being of the individual as they cause them burnout, which appears in their conduct, and physical and psychological health; thus preventing them from performing their social, professional, and functional roles in a normal and suitable manner.

As for Burnout from the sociological perspective, Levinson et al. (2013) asserts that the causes of Burnout include “organizational and structural causes” that demand a solution, and that the role of the Sociologist in Burnout requires him/her to investigate the forces of a social nature that drive “Burnout rates” in organizational and workplace environments. Furthermore, he states that Burnout, in the sociological orientation, stems from a conflict that arises between the expectations of a worker, and that of the organizational hierarchy.

Burnout is a chronic state of emotional, physical, and mental exhaustion and depletion that results from long preoccupation in stressing and emotionally charged social situations, accompanied by personal expectations and optimal thoughts relating to the social and professional performance of the individual (Tracy, 2006; Corpanzano, 2003).

One of the most important dominations of burnout is the emotional exhaustion. Maslach and Jackson (1982) asserted that the emotional depletion and exhaustion are a key stage of burnout. Maslach (1986) indicated that burnout is a symptom of emotional exhaustion, lack of humane feelings, and decline in personal achievement. This usually happens to individuals who provide services to others. Emotional exhaustion forms the foundation of Emotional Burnout. That is, emotional exhaustion is a state of emotional and physical depletion that results from overworking, personal demands, and constant stress (Corpanzano, 2003).

Social pressure and dedication cause the individual to fall into the trap of stress and fatigue due to their incapability to face them, or their inability to deal with them and find proper strategies of coping. This leads the individual to suffer emotional exhaustion. With the continuity of those pressures and their accompanying personal and emotional demands, in addition to the constant failure and suffering of the individual to accomplish them, exhaustion turns into Emotional Burnout (Nirasha, 2003; Thomas et al., 2014).

The group most vulnerable to Emotional Burnout includes people who occupy several roles that require time and effort, and have demands that must be realized to ensure the straight and intact progression of life. Among these are couples. Marital agreement depends on cooperation, harmony, and efficiency in the relationship, then under these pressures and the incapability to adapt or deal with arising issues, this agreement will suffer from a disorder represented by the Emotional Burnout which will affect one of the partners (husband / wife), and thus may detain the performance of their roles and duties and lessen the satisfaction of the (husband / wife), with their social and professional life and their marital relationship in general. The spouses may lose their sentimental communication. The negative effects of Emotional Burnout among spouses may extend to children. Oscharoff (2011) affirmed that Emotional Burnout is the cause for the collapse of marital relationship and for marital dissatisfaction.

Working wives are more likely to suffer from Emotional Burnout compared to wives who do not hold job. Hiromi and James (2006) pointed out that women seek out job opportunities because they fear to lose their husbands as a result of financial disputes and pressure, or due to the difficulty of providing for the basic needs, and in order to mitigate the burdens held by the husband; however, this drives wives to invest all their remaining capacity and power, and partly detach themselves from their family, which lessens spousal satisfaction, negatively affects their personality, and moves work problems into family circles. Therefore, it becomes difficult for a wife to find harmony in her multiple roles in life (wife, mother, career woman); and thus, this pressure could lead her to a state of exhaustion and consequently to burnout, which would prevent her from performing her roles.

1. EMOTIONAL BURNOUT: CONCEPT AND DIMENSIONS

The concept of Emotional Burnout is relatively new. It refers to the negative reactions to the continuity of situations accompanied by pressures and emotional requirements (Nirasha & Dhanirma, 2003). It describes the loss of energy, and depletion of the emotional and physical resource (Maslach, 1982), and the extended response to psychological tension and emotional and personal stress. It also indicates the feeling of the practical demands' pressure and the variance of life demands in different social attitudes, whether affective or materialistic (Catherine, 2006; Swider et al., 2010).

Emotional Burnout occurs as a result of the interaction of a number of psychological, social, and situational factors that give rise to conflict between the personality of the individual, its basic resources, and the requirements of the surrounding professional, environmental, and social activities which are built on firm foundations of social work. This conflict is fueled by wrong ideas or loss of ideas when an individual tries to perform their roles and duties. It also represents the individual's adherence to wrong or highly ideal expectations, together with their relation to the activities and outcomes of their professional role and assessment to the surrounding social environment (Komarevtseva, 2014; Aleksandrova, 2004). The individual turns into a burnt candle that produces only a faint light after lighting their surroundings for long hours.

The gap between the individual's needs and interests on one hand, and work responsibilities and requirements of social life on the other, produces internal and external pressures that could lead them to emotional exhaustion on the long run, and overwhelming pressure which transforms itself into Emotional Burnout with emotional fatigue as a main feature (Erickson & Ritter, 2001). In other words, it is a state of chronic emotional fatigue.

Emotional Burnout also incorporates the feeling of surpassing and elimination of the affective resources of the individual as a result of work exhaustion (Al Dubai et al., 2013). When the individual feels Emotional Burnout, it becomes difficult to deal with others, whether at the workplace or at home, and they are expected to overreact and show Emotional Burnout, intense aggression, and difficulty in communicating when dealing with colleagues, relatives, and friends, which may extend to include family members, and could cause them social withdrawal and isolation (Alarcon et al., 2009).

Most researchers who have conducted studies tackling emotional exhaustion were guided by the vision of Maslach and Jackson (1982) which defined emotional exhaustion as a burnout dimension or stage of development. Their study indicates that burnout is a symptom of emotional exhaustion, loss of humanistic feeling and decline of personal achievement. It also affirmed that this concept

formulates the dimension of burnout (Maslach & Jackson, 1982), represented by the following:

(a) Emotional exhaustion: Described by loss of energy and depletion of emotional and physical resources. It results from work pressure, bad social relations, and lack of motivation.

(b) Depersonalization: Also called “dehumanization” and represents the interpersonal dimension of burnout. It refers to the development of impersonal behaviors and ironic negative separatist tendencies to others. As a result of poor adaptation with pressure, the individual becomes more prone to negativity and creating barriers that “wall out” others, or might mistreat others and tend to show cruelty and loss of humane feelings.

(c) Low Personal Accomplishment: This dimension is related to the individual’s feeling of the vanity regarding his/her work and efficiency. This makes them dissatisfied with their performance and convinced of their failure. On the long run, they may become possessed with frustration, depression, low self-esteem, and low satisfaction because their outcomes may not meet the level of designated expectations and high ideals.

Emotional exhaustion is influenced by several factors and developments which turn the said exhaustion into Emotional Burnout, which are:

(a) Personal resources: Such as job position, social support, money, and shelter (Hobfoll, 2002b).

(b) Emotional culture: It is the manner in which the individual organizes their emotions according to their own cultural criteria, and employs the beliefs, attitudes, social values, and conduct in emotional expression as codes of feeling (Hobfoll, 2002a). It is worth mentioning that the emotion is a basic part of decision making and planning, and consists of a set of various emotions that revolve around one subject as a result of the repeated contact of the individual to the subject matter of the emotion during their social interaction and the different social situations they go through. One emotion may stimulate more than one reaction, and the individual derives the manner of expressing it and interacting with it from his/her social values, norms, and culture that give him/her a preliminary scope regarding the symbols and meanings of emotions in society. Yet, this does not prevent the individual from developing their emotional capabilities and using their emotional intelligence.

Goleman (1995a) defines emotional intelligence as the ability to identify one’s personal feelings and others’ feeling, and to assert one’s personal emotions in order to stimulate one’s self, and properly manage and use one’s emotions in his/her relationship with others. This concept approaches the concept of human wisdom. Emotional Intelligence incorporates social intelligence, which can be improved and developed according to each person and their environment. Considering that emotions are acquired and learnt, the development of emotional ability through socialization may be neglected, and this could produce

problems such as violence, negativity, stubbornness, riot, devastation, carelessness, lack of self-confidence, lack of conscientious, or religious deterrent, and even addiction. That is because intelligence, as known by the public, does not cover the span of emotional abilities that interpret the basic needs of people, and personal industry or the intervention of the family remains the primary activator to develop the abilities of emotional intelligence (Kluemper, 2008; Goleman, 2005b).

(c) Coping strategies: Emotional exhaustion may result from using inadequate or improper strategies in dealing with the events and pressing problems. Those who tend to use good coping strategies, such as seeking help or directly handling and confronting their problem, are less exposed to exhaustion than those who prefer to avoid the problematic situation, isolate themselves, and surrender to pressure (Ito & Brotheridge, 2003). Prevention of Emotional Burnout depends on the way the individual’s ability is formed to overcome difficulties and negative effects that connect the available methods to achieve the affective (emotional) stability depending on self-control and selection of the constructive strategies of the behavior that contributes to overcoming the obstacles. Moreover, the general concept that forms a new status of personality, that seeks its available resource and social success, plays a vital role in the development of the individual’s identity, thereby enabling them to recognize and reach out their internal psychological capacities. This concept enhances the formulation of a unique manner for the individual when performing their professional activities, roles, and social functions—and develops their creativity as well. The individual’s realization of their emotional intelligence also contributes to the formulation of this strategy. All these contribute to preserving the psychological and emotional well-being of the individual and resisting Emotional Burnout (Komarevtseva, 2014b).

(d) Supervisory regulation of display rules: These include the demands of dealing with others on the functional level, because of their direct influence on the worker in terms of high performance expectations, in addition to the work impressions of supervisors regarding the importance of display rules (that do not allow emotions to affect the job) and their influence on the employee’s impressions (Grandey, 2005).

Emotional Burnout is a dynamic state of the individual’s personality, and it indicates the existence of psychological emotional exhaustion and the development of social and professional conduct that suffers from imbalance (Komarevtseva, 2014b). The mechanism of Emotional Burnout syndrome acts when it appears as a psychological state in a situation that causes strong emotional tension and chronic psychological stress (when reaching frustration stage in the individual’s expectations), causing confusion in the immediate identification of personality, and merging the environmental and social effects in the emotional participation, which in turn

enhance the defense of the individual at the external level (Komarevtseva, 2012a).

This study utilized the concept of Emotional Burnout and the aforementioned dimensions to determine the dimensions of the Emotional Burnout Scale of married working women.

2. EMOTIONAL BURNOUT: STAGES AND SYMPTOMS

Burnout does not happen suddenly, nor does it happen as a result of one stressing situation; it rather takes place in several stages which are characterized by continuous pressure and tension, and a constant feeling of failure in achieving the personal and social expectations. The previous research that handled the issue of burnout in general and Emotional Burnout in particular, largely depended on the vision of Maslach and Jackson (1982) to determine the stages of burnout dimensions. Some resorted to a set of psychological, physical, behavioral, and emotional symptoms pursuant to their intensity and simplicity in distinguishing the stages of burnout. The stages of Emotional Burnout greatly resemble those of psychological burnout. The studies of Swider et al. (2010), Maslach (1982), Edelwichand Brodsky (1980), Nirasha (2003), Alarcon et al. (2009), Biachi et al. (2013), Al Dubai et al. (2013), Corpanzano (1998), Komarevtseva (2014b) and Lambert et al. (2015) indicated that Emotional Burnout is the highest level of emotional exhaustion. The findings in the Literature Review exploring the stages of burnout can be summarized as the following:

(a) “Involvement”, also called “enthusiasm”: Maslach and Jackson (1982) referred to this stage as the first dimension of burnout using the term emotional exhaustion; where the individual is enthusiastically involved in their work and duties, on high level of activity, in conformity with their performance which they are initially satisfied with. This makes the individual exert efforts and productivity much higher than required. This creates pressure accompanied by gradual decline in self-satisfaction and feeling of lack of efficiency; and with the scarcity of support and loss of the expected results, the individual begins to enter the second phase of the first stage of burnout, referred to by Edelwich and Brodsky (1980) and Matteson and Ivancevich (1987) using the term Stagnation, which exhibits a gradual decrease of satisfaction, and a rise of frustration and illness, as these individuals given too much without receiving anything in return, or because the outcome has disappointed their expectation; and so, they may become less interested in other domains, such as hobbies and social activities, so to intensify their efforts to think about the future under this stage which threatens it. The individual starts to doubt them self, their abilities, and their capabilities, and shows signs of entering the second stage of burnout.

(b) Detachment: It was expressed by Maslach and Jackson—being the second dimension of burnout—using the term Depersonalization; where the individual begins realizing the situation. During the continuous pressure accompanied by frustration and disappointment that do not match their ideas and expectations, and with the wrong adaptation with the shocks they encounter, the individual falls in the trap of withdrawal and detachment, and starts to abandon the features of their personality through the negative transformation in their reactions towards others, and their lack of correct coping strategies. This might drive them to lose their humane feelings towards themselves and others. This stage represents the actual beginning of burnout being a practical response to the danger of stress continuity. Therefore, this stage can be called “the stage of response and resistance” as the individual begins to adapt with, and resist, the continuous pressure and frustration.

(c) Burnout or juncture: In this stage, the individual starts suffering the actual and complete burnout. It is the highest stage of exhaustion, and it is distinguished by the intensity, continuity, and extension of pressure as well as a scarcity of results. It is normal that the frustration and alienation of the second stage produce a decline in performance, accomplishment, and nimity of results due to this feeling, the ideal expectations, wrong beliefs and ideas, using improper coping strategies, and lack of proper adaptation, not due to a disorder in their abilities, capacities, or personality. The individual, in this stage, may also face strict social reactions such as blame, mockery, and sharp criticism. This makes the individual convinced with their failure, developing feeling of incapability, low self-esteem, and dissatisfaction which consequently lowers their accomplishment and performance, causing them to quit their work, to withdraw from their professional environment, and to exclude them self from their social environment. Thus, they suffer a “Crisis” that affects their psychological and physical well-being and causes disorder to their behavioral orientations. Maslach and Jackson (1982) referred to this stage as the third dimension of burnout (dissatisfaction about personal accomplishments and low personal accomplishment).

Spaniel and Cuperte (1987) stated that burnout starts with accidental transient signs and primary depletion to the body and emotional aspects, and later, these symptoms may become more frequent with chronic continuity and negative orientation to reach at physical, psychological, and emotional problems (burnout). The intensity of the symptoms requires the intervention of social, psychological support, and medical treatment. Burnout affects four aspects of the individual as follows:

(d) Emotional Symptoms: They are embodied in the feelings of the individual when entering the stage of burnout, frustration, grief, anxiety, feeling of failure and incapability, desire for crying with or without a reason,

emotional insensitivity (absence of response to affective situation), emotional fatigue, need for sympathy, negative self-sympathy, carelessness and mockery, feeling of emptiness, lack of humane feelings when dealing with others, lack of friendliness, dissatisfaction, and decline of self-esteem.

(e) Psychological Symptoms: Represented in loss of motivation and enthusiasm, incapability of performing duties, dislike to normal life activities, inconformity on the personal level and with others, chronic depression, sharp and aggressive nature, illusions, and negative self-fanaticism and impatience. Consequently, this nervous irritable personality becomes controlled by the tendency to commit suicide and drift along mental distraction.

(f) Physical Symptoms: Loss of, or increase in, appetite, sleeping disorders (insomnia, escape to sleep), addiction, health deterioration (stress and intensive fatigue), constant headache, loss of weight, inability to relax, stomach disorders, sickness and dizziness, high blood pressure, high cholesterol, heart attack, rapid heartbeat, sweat and various physical claims such as muscle pain, and backaches and weaker immunity—as people who suffer burnout are more exposed to cold and flu.

(g) Behavioral Symptoms: Social and professional withdrawal, procrastination, inability to perform duties, negligence of responsibilities, consuming alcohol and drugs, continuous absence from work (medical leaves), teeth grinding (bruxism), escape to sleep, cruelty, negative debates, over-confidence in declared behavior, mistreatment, mockery, self-harm, and recklessness.

The danger of Emotional Burnout lies in it being infectious. The negative effects may move from the stricken person to the surrounding people. Greenglass and Burke (1989) tackled the possibility of burnout's negative effects moving from the workplace to remote individuals and domestic and social relationships. Edelwich and Brodsky (1980) referred to this possibility using the term "work team infection" which refers to the movement of the burnout infection among and from employees to clients. Bekker et al. (2003) proved that the burnout represented in emotional exhaustion and dullness of personal feelings moves from husband to wife and vice versa, to the degree of equation between the two spouses. Based on the aforementioned; this study, through the dimensions of its scale of Emotional Burnout; aims to determine the effects of Emotional Burnout upon working married women, as it includes symptoms that threaten health of the individual, their psychological and emotional well-being, and worsens their behavior.

3. EMOTIONAL BURNOUT IN THE SOCIAL PSYCHOLOGICAL THEORY

The theoretical interpretation of Emotional Burnout in this study depends on an accurate micro-sociological vision

that transcends the duality of the individual and society, and reaches the mixture of high and low levels of society through the theories of Symbolic Interactionism and Social Exchange. Emotional Burnout is vital in the field of Social Psychology, connecting the society to the personal domains of the individual, and explaining the problematic relation between mind and body. And its impact on psychological and physical health of the individual.

Symbolic Interactionism is a sociological perspective that is influential in many areas of the sociological discipline. It is particularly important in micro sociology and social psychology. Based on viewing the Symbolic Interactionism as conversation, that it is the outcome of interaction and communication of individuals through symbols and meaning, and that the social self represents the basic issue of social interaction (Krebs, 1999; Blumer, 1969).

This study built its vision of Emotional Burnout of the working wife as a result of the interaction of the wife with her colleagues and superiors, her interaction with her husband and children, and how husbands could misunderstand the meanings and indications of the symbols—whether verbal or non-verbal (body gestures), which may give negative meanings or contradict with the expectations of the wife concerning the meaning and role of her husband. Husband and wife react to each other's behavior, and when the response differs due to the misunderstanding of the symbols, communication shakes and a negative image is formed for the woman towards herself and her husband, who causes dissatisfaction and thus Emotional Burnout affects her and extends itself to include her children.

Miscommunication may also happen in terms of the professional relations of the wife, with her colleagues and superiors, and this could lead her to quit her job or make her absent from work, in addition to the feelings of dissatisfaction about her functional performance.

The social exchange theory is a social psychological and sociological perspective that explains social change and stability as a process of negotiated exchanges between parties. It assures that the individuals enter social relationships, where each party expects some benefits and costs. These relationships get stronger when their reward is higher than their cost. The individual tries to maximize their benefit and minimize the cost. This theory uses the concept of costs and benefits in analyzing the social interactions and relations to refer to the materialistic and interactions and relations, to refer to the materialistic and moral aspects of exchange (such as social centers, attraction, agitation, love, social confession, marriage, belonging, and friendship) (Lawler, 2001; Uthman, 2008).

Through the concepts of social exchange theory represented in "the doer, exchange relationship, value,

reward, alternatives, cost, credit, balance, power, benefits, resources and sources”; Emotional Burnout happens only due to the interaction and exchange among the individuals who form the activities and deeds as a result of motivation with the accompanying emotions of the doers. Burnout may be explained through this theory according to the benefits realized by marriage and work with less or equal costs, the benefits of marriage affect the shape of emotions between the spouses. The emotions are positive when the benefits of interaction form a reward, but when the gain comes in the form of costs, the emotions will be negative. In the case of husbands who occupy jobs and professions, the gains and costs of those jobs affect the gains and costs of marriage. The expected benefits and costs of work and marriage have mutual impact on each other, whether negative or positive.

The feeling of the working wife—that she is giving quite a lot to marriage, especially under the circumstances of her work— and that the costs of this giving exceed that of the expected benefits, causes her to suffer from Emotional Burnout as a reaction to her loss and size of costs. This will make her express irony, mockery, sharp criticism, aggression, mistreatment, and cruelty toward others.

The wife’s Emotional Burnout increases with the continuity of her loss and high cost, taking into consideration that the wife expects permanent marital relationship, and thus she excludes divorce and separation and burns even more in an attempt to bear the burden of the cost of marital relationship and the children. The calculation of reward and cost in the interaction of the spouses that leads to Emotional Burnout is affected by a number of factors such as, the expectations of the wife and her realization of the role of the husband, the expectation of the wife that the husband is aware of, her expectations as she expects him to share with her in finding a solution, and rewards and cost of work.

4. METHODOLOGY

4.1 Method

The study used the descriptive method as well as general social surveying on the sample as a general method of research.

4.2 Participants

The participants consisted of a purposive sample from the population of the study, which included 600 women who were chosen according to the following conditions: (a) aged 22 years or above; (b) married; (c) has learned degree in Higher Education or pursued post-graduate studies; (d) has children; (e) resides with her children and husband in the same domestic setting; and (f) holds a governmental / private job position.

4.3 Tools

A research questionnaire was designed to measure the dimensions and effects of Emotional Burnout among working wives. The questionnaire consisted of two parts; the first included the demographic data of the working wives, represented by their age, career, educational level, and salary, the husband’s salary, the duration of marriage, the husband’s age, career, and educational level, and finally, the number of children; the second consisted of several items that measure the domains and effects of Emotional Burnout on the working wife, and it consisted of five domains: (a) cognitive–sense, (b) reflective-regulatory, (c) projective, (d) Marital Burnout, and (e) physical-organic. The answers were measured using a 3-point scale where 1 = “low”, 2 = “moderate”, and 3 = “high”; thus, the mean values found in this study depend largely on a measuring scale divided into three equal categories, where low is anything from 1.00 to 1.66, moderate from 1.67 to 2.33, and high 2.34-3.00.

Also the research questionnaire was designed in respect to previous research of the study and depending on the following scales: Komarevtseva’s Scale (2014b) of Emotional Burnout, Maslach’s and Jackson’s Scale of psychological burnout (1982), Holmes’ and Rahe’s method of determining Pressure Resistance and the Degree of Social Adaptation, Plutchik, Kellerman, and Conte’s method of measuring the Lifestyle Indicator, and finally, K. Zamfir’s version of Stimulating Performance of Modified Professional Activities.

4.4 Reliability

The internal consistency coefficient of the tool (Cronbach’s Alpha) was calculated to be 0.944.

4.5 Procedures

the study, using the appropriate statistical method, has calculated the internal consistency coefficient (Chronbach’s Alpha), as well as the arithmetic means and standard deviations to recognize significant differences; and has also used the Chi Square to test relationship between demographic variables and dimensions, and finally, Multiple Regressions to test the effect of independent variables on each domain.

5. THE FINDINGS

The Emotional Burnout Scale developed for the purpose of this study tested (600) married working women, who hold jobs in a variety of positions, to reveal and study their levels of Emotional Burnout, and to explore whether there are any significant relations between Emotional Burnout and demographic variables of working women (which included their age, career, educational level, and salary, the husband’s salary, the duration of marriage, the husband’s age, career, and educational level, and finally, the number of children). The findings of the study are represented below in Table 1:

Table 1
Mean and Standard Deviation of the Study's Five Domains of the Emotional Burnout Levels Among Married Working Women

Domains	N	Min	Max	Mean	Std. deviation
Cognitive-sensory	600	1.43	2.77	2.0624	.34586
Reflexive-regulatory	600	1.25	3.00	2.1115	.41607
Projective	600	1.00	3.00	2.0569	.34971
Marital burnout	600	1.00	2.70	1.9252	.32215
Physical-organic	600	1.00	3.00	1.7756	.51802

The findings illustrated in Table 1 show that the overall level of the five domains of the study was moderate, with a mean of 1.99 and a standard deviation of 0.71. The overall mean values of the five different domains indicate that the Reflexive–Regulatory domain was the highest, with a mean of 2.11, while the Physical–Organic one came in last, with a mean of 1.77.

For the purpose of exploring the relations between Emotional Burnout and demographic variables of married working women, the Chi-Square test was used, and the following findings were derived thereof, as shown in Table 2:

Table 2
The Relationship Between Emotional Burnout Domains and the Demographic Variables

Domains	The age of wife	Wife's career	Education wife	The wife's salary	The husband's salary	Number of children	Duration of marriage	The age of husband	Husbands career	Education husband
	Chi X ²	Chi X ²	Chi X ²	Chi X ²	Chi X ²	Chi X ²	Chi X ²	Chi X ²	Chi X ²	Chi X ²
Cognitive-sense	760.308**	330.797**	271.213**	483.553**	569.973**	574.797**	592.320**	729.480**	382.225**	563.339**
Independence	230.891**	72.135*	70.996**	171.630**	167.039**	202.394**	157.624**	260.418**	174.683**	148.480**
Self-criticism	260.366**	119.179**	84.843**	202.329**	204.439**	174.841**	175.406**	267.026**	125.398**	151.657**
Job Satisfaction	233.391**	83.316**	70.859**	138.910**	202.178**	222.098**	227.090**	269.830**	141.798**	223.700**
Acclimate feelings	229.000**	96.713**	67.897**	185.569**	149.771**	314.300**	180.379**	220.606**	123.088**	177.343**
Emotional exhaustion	147.015**	52.565**	59.255**	118.105**	202.466**	191.460**	124.374**	186.202**	86.751**	147.972**
Reflexive-Regulatory	384.891**	192.013**	182.871**	342.757**	358.133**	450.784**	301.410**	356.311**	226.471**	321.061**
Level of self-control	232.348**	108.902**	104.855**	154.700**	216.599**	198.387**	149.383**	221.460**	111.093**	208.288**
Withstand pressures	193.418**	100.631**	62.545**	181.159**	151.048**	146.916**	140.224**	190.767**	119.582**	189.320**
Projective	311.180**	234.581**	141.129**	260.627**	257.823**	365.195**	274.434**	364.908**	322.019**	249.011**
Social communication	293.537**	115.795**	111.582**	155.339**	180.487**	240.583**	220.134**	247.463**	118.170**	161.211**
Motivation for Professional actives	228.990**	111.664**	103.325**	166.385**	138.427**	186.174**	212.454**	274.242**	106.500**	185.826**
Marital Burnout	528.700**	237.779**	236.564**	431.432**	516.162**	650.643**	424.263**	605.150**	293.338**	424.057**
Family problems	173.487**	116.364**	173.487**	143.731**	170.692**	197.809**	148.936**	214.057**	97.319**	202.763**
Emotional communication	201.238**	121.626**	129.889**	139.796**	187.204**	248.867**	172.945**	258.597**	107.018**	210.781**
Sexual satisfaction	187.469**	96.940**	98.549**	148.845**	148.845**	198.460**	129.354**	260.465**	119.397**	165.090**
Functions & Roles	199.705**	108.483**	102.400**	189.462**	236.839**	233.305**	213.128**	175.905**	151.983**	140.522**
Physical-Organic	367.727**	193.055**	131.851**	215.278**	235.964**	312.245**	266.575**	356.653**	159.432**	228.228**

Note. ** Significant level at .01.

Chi-square test is used to test above relationship and it is found that (X^2) value for each relation is significant level at *0.05 that mean there is significant relationship between demographic variables (The Age of wife, Wife's Career, Education Wife, The wife's salary, The Husband's salary, Number of Children, Duration of Marriage, The

Age of Husband, Husbands career, Education Husband) and Emotional Burnout domains.

To explore the effect of demographic variables on the five domains of the study, the Researcher has applied the Multiple Regression testing, which yielded the following results shown in Table 3.

Table 3
Findings of Multiple Regression Used to Test the Effect of Independent Variables on the Cognitive-Sense Domain

Model	R	R square	F
1	.268	.072	4.568**

Note. ** Significant level at .01.

Multiple Regression was used to test the hypothesis above, and it was found that the F -value (=4.568) was significant level at 0.01; which indicates a significant effect of independent variables on the Cognitive-Sense

Domain. Additionally, the tables above illustrate that $R=0.268$, which reflects a weak relationship between the variables, in addition to the independent variables explains the 7.2% of the variation of Cognitive–Sensory Domain.

Table 4
Coefficients of the Cognitive-Sense Domain

Model	Unstandardized coefficients		Standardized coefficients	T	Sig
	B	Std. error	Beta		
1 (constant)	2.148	.117		18.427	.000
The age of wife	.022	.020	.111	1.088	.277
Wife's career	-.006	.014	-.017	-.394	.694
Education wife	-.027	.022	-.079	-1.228	.220
The wife's salary	.030	.015	.133	2.055	.040
The husband's salary	.045	.019	.196	2.350	.019
Number of children	.086	.019	.294	4.659	.000
Duration of marriage	-.010	.026	-.031	-.369	.713
The age of husband	-.057	.020	-.300	-2.867	.004
Husbands career	-.022	.020	-.054	-1.128	.260
Education husband	-.044	.020	-.164	-2.154	.032

The coefficients in Table 4 displayed above shows that the independent variables listed earlier have significant effect on the Cognitive-Sense Domain.

Moreover, it has found that the number of children variable has the highest significant effect on Cognitive-Sense Domain.

Table 5
Multiple Regression to Test the Effect of Independent Variables on Reflexive-Regulatory

Model	R	R square	F
1	.244	.060	3.741**

Note. ** Significant level at .01.

Multiple Regression was used to test the hypothesis shown above, and it is found that *F* value = 3.741 is significant level at .01 that means there is a significant effect of independent variables on cognitive-sense. Also

above tables show that *R* = .244 reflects weak relationship between the variables, also the independent variables explain 6% of the variation of Reflexive-Regulatory.

Table 6
Coefficients of the Reflexive-Regulatory Domain

Model	Unstandardized coefficients		Standardized coefficients	T	Sig
	B	Std. error	Beta		
1 (constant)	2.655	.141		18.809	.000
Wife's age	.060	.024	.254	2.476	.014
Wife's career	-.026	.017	-.069	-1.542	.124
Wife's educational level	.021	.027	.052	.795	.427
Wife's salary	.001	.018	.003	.041	.967
Husband's salary	.059	.023	.216	2.573	.010
Number of children	.059	.022	.168	2.646	.008
Duration of marriage	-.031	.031	-.083	-.970	.333
Husband's age	-.089	.024	-.386	-3.671	.000
Husband's career	-.067	.024	-.135	-2.825	.005
Husband's educational level	-.088	.025	-.275	-3.586	.000

The coefficients in Table 6 show that the previously stated independent variables have a significant effect on the Reflexive-Regulatory domain. Moreover, it has also

been found that the number of children variable has the highest significant effect on the Reflexive-Regulatory Domain.

Table 7
Multiple Regression to Test the Effect of the Independent Variables on the Projective Domain

Model	R	R square	F
1	.204	.042	2.551*

Note. * Significant level at .05.

Multiple Regression was used to test the above hypothesis, and it is found that the *F*-value of 2.551 is significant level at 0.01, which suggests that there is a significant effect of the independent variables on the

Projective Domain. Additionally, the tables displayed above show that *R*= .204, which reflects weak relationship between the variables, and the independent variables could explain 4.2% of the variation of Projective Domain.

Table 8
Coefficients of the Projective Domain

Model	Unstandardized coefficients		Standardized coefficients	<i>T</i>	Sig
	<i>B</i>	Std. error	Beta		
1 (constant)	2.027	.120		16.921	.000
Wife's age	.021	.021	.106	1.023	.307
Wife's career	-.005	.014	-.016	-.366	.715
Wife's educational level	-.005	.023	-.014	-.210	.834
Wife's salary	-.012	.015	-.054	-.825	.410
Husband's salary	.010	.020	.042	.494	.622
Number of children	.077	.019	.259	4.046	.000
Duration of marriage	-.091	.027	-.293	-3.409	.001
Husband's age	-.015	.021	-.079	-.741	.459
Husband's career	.012	.020	.028	.589	.556
Husband's educational level	.009	.021	.034	.438	.662

The coefficients in Table 8 show that the previously stated independent variables have a significant effect on the Projective Domain. The data in the table also suggests

that the number of children variable has the highest significant effect on the Projective Domain.

Table 9
Multiple Regression to Test the Effect of Independent Variables on Marital Burnout

Model	<i>R</i>	<i>R</i> square	<i>F</i>
1	.324	.105	6.899**

Note. ** Significant level at .01.

Multiple Regression was used to test above hypothesis and it has found that the *F*-value =6.899, which is significant level at .01, which indicates that there is a significant effect of the independent variables on the Marital

Burnout Domain. Also, the tables displayed above show that *R*=0.324, which reflects a weak relationship between the variables, and the independent variables explain 10% of the variation of the Marital Burnout Domain.

Table 10
Coefficients of Marital Burnout Domain

Model	Unstandardized coefficients		Standardized coefficients	<i>T</i>	Sig
	<i>B</i>	Std. error	Beta		
1 (constant)	2.014	.107		18.883	.000
Wife's age	.074	.018	.402	4.014	.000
Wife's career	-.006	.013	-.021	-.480	.631
Wife's educational level	-.021	.020	-.067	-1.055	.292
Wife's salary	-.003	.013	-.017	-.260	.795
Husband's salary	.028	.017	.132	1.617	.106
Number of children	.112	.017	.410	6.620	.000
Duration of marriage	-.101	.024	-.354	-4.255	.000
Husband's age	-.064	.018	-.361	-3.514	.000
Husband's career	.011	.018	.028	.610	.542
Husband's educational level	-.034	.019	-.137	-1.830	.068

The Coefficients in Table 10 show that the independent variables of married working women (their age, career, educational level, and salary, the husband's salary, the duration of marriage, the husband's age, career, and

educational level, and finally, the number of children) have significant effect on the Marital Burnout Domain, Also the analysis found that the number of children has the moderate significant effect on the Marital Burnout Domain.

Table 11
Multiple Regression to Test the Effect of Independent Variables on Physical–Organic

Model	R	R square	F
1	.226	.051	3.161**

Note. ** Significant level at .01.

Multiple Regression was used to test the above

Table 12
Coefficients Physical-Organic Domain

Model	Unstandardized coefficients		Standardized coefficients	T	Sig
	B	Std. error	Beta		
1 (constant)	1.635	.177		9.261	.000
Wife’s age	.034	.031	.116	1.124	.262
Wife’s career	-.027	.021	-.056	-1.262	.207
Wife’s educational level	-.060	.034	-.117	-1.798	.073
Wife’s salary	.037	.022	.111	1.692	.091
Husband’s salary	.015	.029	.044	.519	.604
Number of children	.089	.028	.202	3.165	.002
Duration of marriage	.014	.039	.031	.366	.715
Husband’s age	-.085	.030	-.297	-2.810	.005
Husband’s career	.076	.030	.123	2.559	.011
Husband’s educational level	-.004	.031	-.009	-.123	.902

The coefficients in Table 12 displayed above shows that the independent variables of married working women (their age, career, educational level, and salary, the husband’s salary, the duration of marriage, the husband’s age, career, and educational level, and finally, the number of children) have significant effect on the Physical-Organic domain. It was also found that the number of children has the highest significant effect on the Physical-Organic domain.

DISCUSSION

This article has found that married working women suffer from a moderate level of Emotional Burnout, with a mean of (1.99). Emotional Burnout in working wives was most prominent in the Reflexive-Regulatory domain, which included the levels of self-control and withstanding pressures. These findings are consistent with those of Hiromi and James (2006) and Angela et al. (2008), which found that married women suffer from higher levels of work-related stress and marital demands, compared to married men, alongside stable biological pressures such as pregnancy, child-birth, and menstruation. These sources of stress and pressure in domestic and social areas tend to react together, which leaves married working women more vulnerable to Emotional Burnout. Thus, this article was able to draw the line in regards to there being a connection between Emotional Burnout and the marital relationship.

The Jordanian Woman has had to live in an ongoing conflict with her roles (as a wife, mother, and career woman), and has had to put up with the pressures and

hypothesis, and it has found that the *F* value = 3.161, which is significant level at 0.01, which indicates that there is a significant effect of independent variables on the Physical-Organic domain. Also, the tables displayed above show that *R*= 0.226, which reflects a weak relationship between the variables, and that the independent variables explain 1.5% of the variation of the Physical-Organic domain.

burdens of these duties, which far exceed her limits of endurance levels—especially in a society that is yet to acknowledge and accept the idea of women in the workplace. This has made her especially vulnerable to Emotional Burnout especially that economic concerns have become a top priority of working women in Jordan, given the economic circumstances the country is going through.

This is mainly due to the Jordanian Society which is yet to accept the idea of women in the workforce, in an attempt to preserve some old traditional values and standards that do not go hand in hand with modern changes and developments in the values and roles of women—in fact, this society tends to be shocked by such endeavors. Despite the rise of numbers of women in the workforce, married men were often forced to accept this due to the economic status of the country, and the rise in living expenses—as it has become exceptionally difficult to secure basic needs, and thus, married men often sought an opportunity to decrease their burdens as being the only breadwinners of the household. This has forced many women into investing their remaining abilities and capacities in various job positions, which has partially separated quite many of them from their families in hopes of keeping the job, and thus preserving their husbands and children despite the pressures thrown on them by their husbands and their non-accepting societies.

One of the most prominent factors of value conflict in the educated Jordanian Woman is the stubbornness of society in accepting the image of the working women in the public sphere, and outside the household (due to the dimension of “shame” that is highly prominent, which

prevents women from working in several important work fields). The Jordanian society is often ruled by values of Patriarchy, where the final word is given to men, due to being the first and foremost breadwinner in the family, which drives women to exclusively and solely perform their main role in childbirth, raising children, and meeting the demands of the husband, as many men view women in the work field and public sphere as a threat to their authority granted by their economic superiority, and the balance within family. This is shown clearly as women suffer from higher levels of Emotional Burnout in the Cognitive-Sense Domain. Despite this, many men in the Jordanian society would rather marry working women, so to benefit from an extra monthly paycheck, which ensures the continuity of their marital relationship.

This article has revealed the existence of a connection between Emotional Burnout and various demographic variables in married working women (their age, career, educational level, and salary, the husband's salary, the duration of marriage, the husband's age, career, and educational level, and finally, the number of children). The data analysis has also found that the number of children was the variable that had the largest effect on all five domains of study (Cognitive-Sense, Reflexive-Regulatory, Projective, and Physical-Organic), while the Marital Burnout Domain had a moderate effect. This indicates that the more children a woman has the higher the level of Emotional Burnout. This result is consistent with that of Frank and Lori (1995), which indicated that having children increases the Emotional Burnout level of working wives. However, these findings were not consistent with those of Lemkau et al. (1994), Maslach and Jackson (1982), and Farber (1983) which affirmed that married couples are less vulnerable to burnout compared to non-married individuals, as having children would be a factor that gives vitality to the couple and ensures they would not lose their human emotions.

Moreover, many married and working for Jordanian women have sought the help of their relatives as well as their in-laws in caring for the children during working hours, which could have created high levels of tension between them and their husbands and relatives. It may also have reduced the strength of the connection between a wife and her children, creating more tension in trying to keep up with her roles and demands as a mother and a career woman, which could cause her to constantly think of ways and alternatives to meet the family demands but fulfill her own personal occupational and social expectations and aspirations.

CONCLUSION

Emotional burnout is conceptualized as Social Psychology problem rather than a personal failure, when a psychological disorder that affect the individual source and cause of social, a result of poor social communication,

and the lack of social support in difficult situations, and experienced by the individual of a conflict of roles. Emotional Burnout among working women is a chronic state of emotional, physical, and mental exhaustion and depletion that occurs due to the decline in self-control levels that allow individuals to control their reactions, and due to working women's inability to endure work-related and marital stress, while still juggling through three different roles (being a mother, a professional worker, and a wife), which results from the long preoccupation in stressing and emotionally-overwhelming social and professional/occupational situations, accompanied by high personal expectations and optimal thoughts relating to the social and professional performance of the individual.

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