Abstract

The job related psychological stress which is known as job burnout has been identified as one of the burdening issue emerging as an alarming rate. Increase of job burnout among employees is a critical issue in work environment which increase negative outcomes in workplace. Workplace incivility and family incivility are an evolving issues that would conducive to create job burnout. Although the job burnout create excessively huge issues in the workplace at present, the literature on impact of workplace incivility together with family incivility which refers job-family incivility on job burnout is seldom explored. Thus, the aim of this paper is to contribute to existing knowledge in the field of job burnout, by exploring the impact of job-family incivility on job burnout. Due to unavailability of widely acceptable measurement scale to measure job-family incivility in existing literature, the study firstly developed a valid and reliable scale for to measure job-family incivility.

Furthermore based on the existing literature, self-efficacy of an individual identified as the factor that could affect the job burnout. The job burnout vary person to person due to self-efficacy of an individual which is not verified in current literature yet. Accordingly, the purpose of this study was to investigate the effect of self-efficacy on the relationship between job-family incivility and job burnout and the theoretical perspective such as Conservation of Resource Theory (COR), spillover theory and social cognitive theory were used to establish the relationships among these constructs.

This study attempted to achieve the aforementioned purpose by specifically referring to the executive level employees in apparel sector in Sri Lanka. The study was undertaken as two studies. In the first study, the job-family incivility scale development was undertaken. In study 1, items related to both workplace incivility and family incivility were generated through extensive literature review. By using 177 executive employees in apparel industry in Sri Lanka, the scale was validated. Exploratory Factor Analysis generated workplace incivility and family incivility items in to 37 items. The scale with 37 items was labeled as job-family incivility. Self- administered structured questionnaire was employed in study 2. The study 2 collected data from 257 usable respondents out of 300 executive level employees in apparel sector in Sri Lanka. Data was analysed using SPSS and AMOS to test six hypothesized relationships.

The empirical evidence of this study revealed that, separately workplace incivility and family incivility also have an impact on job burnout. However, it found that the combine effect of workplace incivility and family incivility which refers job-family incivility was greater than the individual impact on job burnout. In addition, empirical evidence verified that the moderating effect of self-efficacy is greater in family incivility to job burnout than workplace incivility to job burnout and job-family incivility to job burnout.

This study enhanced the explanation power of COR theory by combining spillover theory to explain the determinants of job burnout. Therefore, this study showed that not only workplace incivility impact on job burnout but also family incivility have an impact on job burnout. Thus, this study contributed to the existing literature by combining workplace incivility and family incivility which refers job-family incivility that cause a greater level job burnout. Further, this research extended the existing theoretical literature by introducing the self-efficacy of an individual as a moderating factor. In addition to that this study contributed to fill the existing vacuum in understanding the effect of self-efficacy of an individual on the relationship between job- family incivility and job burnout. The workplace incivility, family incivility, self-efficacy and job burnout has not been previously conceptualized together. Since there was a lack of research examining these various factors on a single platform, this study bridged the aforementioned theoretical gap.

Finally, the research findings brought out valuable managerial implication specifically regarding human resources practices that could support to control the job burnout of employees. Such implications highlighted the importance of preventing uncivil behavior at workplace, develop preventive actions and helping employees to mitigate family incivility and improve self-efficacy of employees. The differences of demographic factors such as generation cohorts, gender and etc. on job burnout should further investigated while considering moderating effect of psychological capital and self-esteem.

Keywords: Family Incivility, Job Burnout, Job-Family Incivility, Self-efficacy, Workplace Incivility