



Burnout Dimensions with Work-Family Conflict among Hotel Employees: Flow Experience as Mediating Role

Mark Kasa ^{1*} and Zaiton Hassan ²

^{1,2}Universiti Malaysia Sarawak, Kota Samarahan, 94300, Sarawak, Malaysia

ABSTRACT

Objective – It is a known fact that hotel employees are constantly working in a demanding work environment. The gruelling demand of the day-to-day operations and stress will eventually lead to the burnout dimensions (exhaustion and disengagement). This may have adverse effects to their relationship with their family members. Interestingly, Malaysian's cultural dimension – collectivism; may explain this in a rather interesting discussion. Previous studies had revealed fascinating findings of a relationship between the burnout dimensions with work-family conflict (WFC) and how flow mediates the relationship between burnout dimensions with WFC

Methodology/Technique – A primary survey of 233 hotel employees in Kuching, Malaysia revealed that indeed there is a correlation between the relationships and that flow mediates the variables.

Findings – The results obtained from this study suggest the importance of hotel organizations in utilizing some proactive actions to promote flow experience among their employees. This article also discloses the practical implications and provides suggestions for future research in the similar field of study.

Novelty – The research provides supported suggestions for proactive action to eliminate burnout at workplace.

Type of Paper: Empirical

Keywords: Burnout dimensions; Disengagement; Exhaustion; Flow; Hotel industry; Work-family conflict.

JEL Classification: J21, J24, J51.

1. Introduction

Depending on their job scope, employees often experience different levels of job-related distress which will ultimately expose them to exhaustion, disengagement, and health-related issues (Schaufelli & Greenglass, 2001). Consequently, their performance in the workplace will also be affected. Hotel employees often undergo burnout due to excessive work, being underpaid, working through unrealistic working hours, lack of appreciation, and the highly challenging nature of the hotel line (Nelson & Burke, 2000).

In recent years, studies on employee burnout have been conducted rather extensively and across multiple working disciplines (Chang, Chou, Liou, & Tu, 2016). Even so, there is a rather limited number of literature in this field of study conducted to investigate the burnout dimensions (disengagement and exhaustion),

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* Corresponding author:

E-mail: ekmark@unimas.my

Affiliation: Faculty of Cognitive Sciences and Human Development, Universiti Malaysia Sarawak