INVESTIGATING COMMON CAUSES OF BURNOUT IN THE CONSTRUCTION INDUSTRY

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ABSTRACT

Unhealthy stress has a significant impact on individuals’ psychological and physiological wellness, and job performance, which directly influence the success of construction projects. Burnout has a negative impact on mental and physical health of construction professionals, which decreases their job satisfaction and job productivity. The study identifies common causes of burnout as perceived by professionals working in construction projects in the Gaza Strip. Three hundred twenty questionnaires were distributed to randomly selected construction professionals in the Gaza Strip and 183 were returned yielding 51% response rate. Relative importance index and exploratory factor analysis were employed in this study. The factor analysis resulted in three factors: emotional exhaustion, depersonalization, and reduced personal achievement. The results indicated that the emotional exhaustion symptoms were the highest factor loading attributes that led to professionals’ burnout. The results revealed that professionals were not satisfied with their jobs. It was found that unfair reward and treatment, ambiguity, insecure job, workload and work family conflict contributed to burnout. Staff members under stress interact less frequently with clients and engage in fewer positive interactions with clients. This study will add value to the existing body of knowledge regarding Palestinian professionals’ perspectives on burnout factors in the construction industry. Training programs are recommended for professionals in the construction industry on how to cope with stress and stress management. The research findings will be valuable for all academicians and researchers involved in the construction workforce and work safety in construction industry in general.

INTRODUCTION

The dynamic and complex nature of construction works, diverse backgrounds and hostile attitudes of participants are believed to be contributing greatly to rapid changes taking place within the construction industry (Wong et al., 2010). As a result, professionals and the work force in this sector operate in an extremely competitive environment where projects are designed, constructed and delivered within tight budgets and time frames. All these have