

# INFLUENCE OF CONTEXTUAL WORK FACTORS ON BURNOUT AND JOB SATISFACTION AMONG MENTAL HEALTH SOCIAL WORKERS IN MYANMAR

Su Zar Mon<sup>1</sup>

Benjamin Weinstein<sup>2</sup>

**Abstract:** The purpose of this study was to examine the direct and indirect influence of six contextual work factors (workload, control, reward, community, fairness and value) on job satisfaction, mediated by three dimensions of burnout (emotional exhaustion, depersonalization, and negative personal accomplishment) among Myanmar mental health social workers. A national sample of 205 mental health social workers various local and international organizations across Myanmar participated. The results showed that for mental health social workers in Myanmar, the factors of workload, control over their work environment, and perceived fairness in how they are treated in their job have direct influences on their level of job satisfaction. Workload exerted both direct and indirect influences on job satisfaction, being mediated by depersonalization and negative personal accomplishment. Fairness indirectly influenced job satisfaction, being mediated by depersonalization. The results also revealed that workload was positively associated with emotional exhaustion. Emotional exhaustion, however, was not significantly associated with the participants' level of job satisfaction. The results of the current study highlight the importance of workload and fairness in creating and maintaining healthy work environments that can prevent burnout and increase job satisfaction among mental health social workers in Myanmar.

**Keywords:** Workload, Control, Reward, Community, Fairness, Value, Emotional Exhaustion, Depersonalization, Reduced Personal Accomplishment, Job Satisfaction.

## Introduction

Myanmar, also known as Burma, has had oppressive military government since 1962, and most developed nations shunned the country for more than a decade (Blake, 2005). Several decades of civil war between the military and ethnic armed groups and the resultant political instability have impacted the economic and educational development and, even more so, the psychological well-being of people in Myanmar. Since Myanmar is an underdeveloped country and government facilities cannot meet the needs of people, many international and local non-governmental organizations (NGOs) work for Myanmar people in different sectors. Although there are many local

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<sup>1</sup> M.Sc. Candidate in Counselling Psychology, Graduate School of Human Sciences, Assumption University, Thailand.  
suzarsnow@gmail.com

<sup>2</sup> Ph.D., Lecturer, Graduate School of Human Sciences, Assumption University, Thailand.  
drbweinstein@yahoo.com