

**WATCHING TEACHERS'
PROFESSIONAL BURNOUT FOR
QUALITY SERVICE DELIVERY IN
PUBLIC SECONDARY SCHOOLS IN
LOWER NYAKACH DIVISION,
Sub-Theme: Quality Assurance for
Effective Teaching and Learning**

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KEY WORDS

- **Teachers' Professional Burnout;** a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed (WHO, 2019)
- **Quality Service Delivery;** referred to quality teaching and learning (TSC website)
- **Effective Teaching and Learning:** satisfactory teaching and learning as proscribed by TSC.

BACKGROUND

- Jobs are a central source of stress and burnout as most people spend most of their time at workplace (**Looker, 2007**).
- Teachers experiencing burnout have low commitment and enthusiasm towards their work which can be reflected in their job performance (**Kamau, 2003**).
- Teachers are exposed to many situations that cause burnout (**Armstrong, 2001**).
- Burnout is associated with reduced job performance and coronary heart disease (**Toker, Melamed, Berliner, Zeltser & Shapira, 2012**).

BACKGROUND CONT.

- About 90% of workers with full-blown burnout meet diagnostic criteria for depression **(Bianchi, Schonfeld & Laurent, 2014)** .
- Chronic burnout is also associated with cognitive impairments such as memory and attention **(Sandstrom, Rhodin, Lundberg, Olsson & Nyberg, 2005)**.
- Occupational burnout is also associated with absences, time missed from work, and thoughts of quitting **(Elliot et al. 2000)**.

BACKGROUND CONT.

- **Maslach, Schaufeli and Leiter (2001)** identified six risk factors for burnout:
 1. Mismatch in workload
 2. Mismatch in control
 3. Lack of appropriate awards
 4. Loss of a sense of positive connection with others in the workplace
 5. Perceived lack of fairness
 6. Conflict between values

PROBLEM STATEMENT

- Quality service delivery in teaching profession is the desire of any nation in the world.
- In Kenya, TSC advocates for quality teaching/learning through its quality assurance wing which always conduct inspections in schools.
- During inspections, the TSC officers pay more attention on professional documents, learning resources, learning environment and teachers' discipline at the expense of teachers' general morale and professional burnout.
- This gap in the deliberate neglect of teachers' general morale and professional burnout formed the firm basis for this research.

PURPOSE AND HYPOTHESIS OF THE STUDY

- To establish the relationship between teachers' professional burnout and quality service delivery.
- To explore ways of watching teachers' professional burnout for quality service.
- **H₀**: “There is no significant relationship between teachers' professional burnout and quality service delivery”

METHODS

- The mixed methods: convergent parallel design.
- Target population =780 teachers in public secondary schools in Lower Nyakach Division.
- The simple random sampling (n = 234 teachers).
- Questionnaire and interview schedules.
- The validity of the instruments was ensured through scrutiny by experts and triangulation while the reliability through internal consistency with Cronbach alpha of 0.66 generated from SPSS.
- Data was analyzed using frequencies, percentages and Pearson correlation. The qualitative data was analyzed through content analysis (thematic approach).
- The results were presented using tables and figures.

FINDINGS AND DISCUSSION

Respondents' Response Rate

- The questionnaire had 4680 items (234×20) to be responded to by 234 teachers, but only 4677 were responded to.
- This made the response rate at 99.9% ($4677/4680 \times 100\%$). A total of 3-items were not responded to. This higher response rate could be attributed to the fact that the researcher administered the instruments personally.

Demographics

Demographics		No. of re	Perc
Sex	Male	123	53%
	Female	111	47%
Years of service	Less than 5years	20	9%
	6 – 19years	106	45%
	Above 20years	108	46%
Qualification	Diploma	22	10%
	Graduate	200	85%
	Postgraduate	12	5%

Correlation Results

	Statistic	Teachers' professional burnout	Quality service delivery
Teachers' professional burnout	Pearson	1	- 0.721
	Sig. (2-tailed)		.000
	N	234	234
Quality service delivery	Pearson	- 0.721	1
	Sig. (2-tailed)	.000	
	N	234	234

Correlation Discussion And Hypothesis Testing

- The analysis of data by Pearson product moment correlation revealed a correlation coefficient of $r = -0.721$ between teachers' professional burnout and quality service delivery (a very strong negative correlation indeed). This implied the greater the teachers' professional burnout the poorer the quality of services they deliver. Therefore the teachers' professional burnout must be watched for effective teaching and learning. Since significance level was 0.000 less than 0.05, the H_0 was rejected hence there is a significant relationship between teachers' burnout and quality service delivery, though the relationship is inverse in nature. These findings were consistent with **Rehman, Janjua and Naeem (2015)**.

Ways Of Watching Teachers' Professional Burnout

- Optimistic upward mobility
- Effective counseling program
- Controlled credit
- Effective interpersonal relations
- Teaching over load
- In-service training
- Realistic transfers

CONCLUSION AND RECOMMENDATION

- The greater the teachers' professional burnout the poorer the quality of services they deliver.
- Therefore the teachers' burnout must be watched for effective teaching and learning.
- The study recommended that the TSC quality assurance team should not only focus on service delivery of the teacher in terms of professionalism but also the general morale, attitude, outlook, personality and interpersonal aspirations.
- TSC should think of entrenching strong counseling mechanisms by employing counselors from its national offices to grassroots

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