

Review

Burnout Syndrome among Oil and Gas Workers: A Systematic Literature Review

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Abstract

Burnout among oil and gas industry workers has emerged as a topic of significant importance and concern, given its substantial implications at both organizational and individual levels.

The study aims to systematically review publications about burnout among oil and gas workers. The research follows a systematic literature review approach in accordance with the Preferred Reporting Items for Systematic Reviews and Meta-Analyses guidelines. A comprehensive search was conducted across 14 databases, with inclusion criteria stipulating the inclusion of fully published articles in English without any specified timeframe. Selected articles were meticulously assessed to ensure the reliability of the extracted data, based on the Quality of Survey Studies in Psychology checklist. The findings of this review highlight a notable gap in research focused on burnout within the petroleum industry. According to selected studies, burnout is directly associated with poor work conditions and work-family conflict. Moreover, the studies suggest that variables such as job satisfaction, social support, psychological resilience, and organizational commitment could mitigate the negative effects of burnout. The insights derived from this study illuminate the extent, consequences, and contributing factors of job burnout, providing valuable guidance for management to implement evidence-based interventions.

Keywords: burnout, oil and gas industry, systematic literature review

Introduction

Work-related stress is affecting employees worldwide; this is transforming into a new detrimental workplace phenomenon known as “burnout” [1, 2].

In the rapid rhythm of contemporary life, individuals operate amid significant pressures, and the issue of job burnout has emerged across various fields. It is typically recognized as a manifestation of occupational stress, and researchers have made extensive efforts to understand its prevalence, underlying causes, repercussions, and potential strategies for mitigation.

Burnout describes a condition of emotional, mental, and physical exhaustion resulting from sustained

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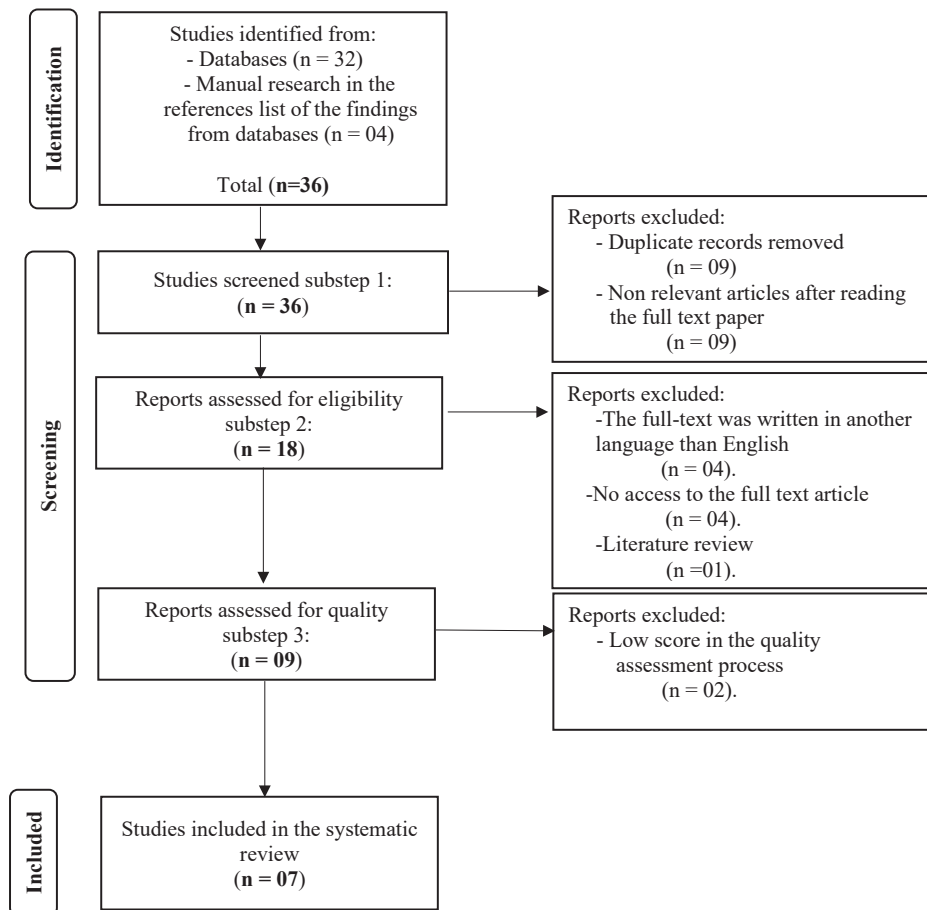


Fig. 2. Flow Diagram of the Conducted Systematic Review According to PRISMA.

Table 1. The Main Characteristics of the Selected Articles: Title, Authors, year of Publication, Method, Sample, and Response rate.

Title	Authors	Year of publication	Method	Sample	Response rate
Burnout: conceptual issues and empirical findings from a new research setting.	O. Hellesoy et al. [27]	1999	Cross-sectional study using an adapted questionnaire.	2061 offshore employees on one of North Sea’s large oil-drilling platforms.	60%
Do demographic variables moderate the relationship between job burnout and its consequences?	Hasan Zarei Matin et al. [12]	2011	A cross-sectional study was utilized to investigate the moderating effect of demographic variables in the association between burnout and job satisfaction, organizational commitment, and intention to leave.	154 employees in a state-owned facility in the Iranian oil and gas industry.	77%
Exploring business travel with work-family conflict and the emotional exhaustion component of burnout as outcome variables: The job demands-resources perspective.	Maria Therese Jensen [22]	2014	A cross-sectional study based on a validated model by CFA. Correlation, stepwise linear regression, and SEM were used to study the relationships between the study’s variables.	2093 clerical workers in a Norwegian oil and gas company.	68%
Action errors and rule violations at offshore oil rigs: The role of engagement, emotional exhaustion, and health complaints.	Mathisen G.E. and Bergh L.I.V [64]	2016	Descriptive, correlations, and regression analysis based on a cross-sectional design.	653 oil production workers from two oil rigs.	71.5%

Table 2. Hypothesis, Objectives of the Studies, Q-SSP Scores, and Main Findings.

Title	The objective of the study	The study's different phases	Main findings	Q-SSP score
<p>Burnout: conceptual issues and empirical findings from a new research setting (Hellesoy et al., 1999)</p>	<p>Explore the occurrence of burnout in a new environment, the offshore oil industry. Investigate the effect of the working environment on burnout and whether the dimensionality of burnout has been identified in general.</p>	<ul style="list-style-type: none"> - Clarifying the concept of burnout and its components. - Review of previous research. - Development of theoretical framework. - Explanation of research methodology (research design, sampling, data, and measurement). - Presentation of results. - Discussion of findings. 	<ul style="list-style-type: none"> - Selected demographic variables used in the study to identify the symptoms of burnout have insignificant descriptive and predictive power. - Burnout and its dimensions are related to the specifications of the work environment. 	<p>76%</p>
<p>Do demographic variables moderate the relationship Between job burnout and its consequences? (Matin et al., 2011)</p>	<p>Explore the moderating role of four demographic variables (Gender, Marital status, educational level, and Age) on the relationship of burnout with three of its outcomes (organizational commitment, job satisfaction, and turnover intention).</p>	<ul style="list-style-type: none"> - Investigating existing scholarly works related to the variables under study, including job burnout, organizational commitment, job satisfaction, intention to leave, and demographic variables. - Hypothesis formulation - Describing the methodology (Research scales and techniques, statistical population and sampling method). - Data analysis procedures. - Presentation of research findings. 	<ul style="list-style-type: none"> -There is a significant negative relationship between burnout and organizational commitment. -There is a significant negative relationship between burnout and job satisfaction. -As moderators of the association between burnout and organizational outcomes (organizational commitment, job satisfaction, and turnover intention), the role of the included demographic variables (gender, marital status, education, and age) was totally rejected. 	<p>70%</p>
<p>Exploring business travel with work-family conflict and the emotional exhaustion component of burnout as outcome variables: The job demands-resources perspective (Jensen, 2014).</p>	<p>The primary objective of the study was to examine the relationship between frequency of business travel, WFC, and emotional exhaustion through a work demands-resources model as well as to explore the moderating role of WFC in the interaction between business travel frequency and emotional exhaustion.</p>	<ul style="list-style-type: none"> - Raise awareness about the challenges associated with business travel, emphasizing the impact on work-family conflict and emotional exhaustion as integral components contributing to burnout. - Explaining the job demands-resources (JD-R) model. - Articulating a theoretical framework that explores the relationships between work-family conflict (WFC), burnout, and their correlation with business travel, particularly within the context of oil and gas workers. - Identifying the used methods (Sample, measures, and statistical analysis). - Presentation of research findings - Discussion and conclusion. 	<ul style="list-style-type: none"> - Statistically significant correlations were observed, indicating that WFC increases as the number of nights spent away from home increases. - No statistically significant relationship was identified between business travel frequency and emotional exhaustion in the regression analyses. The research found that the frequency of business travel indirectly influences emotional exhaustion via the WFC. - The evidence suggests that WFC is an important predictor of emotional exhaustion, despite several other variables being included in the model, hence, it is pertinent to consider the reduction of WFC as an adverse impact on the mental health of the employees. 	<p>85%</p>

Table 2. Continued.

<p>Exploration of relationships between safety performance and unsafe behavior in the Chinese oil industry (Tong et al., 2020).</p>	<p>Explore the contributions of two predictors, safety compliance and safety participation, to unsafe behaviours. Indicate the moderating role of burnout on the relationship of safety compliance and safety participation with unsafe behaviour.</p>	<ul style="list-style-type: none"> - Conducting a review of existing scholarly works and research relevant to Safety compliance, safety participation, unsafe behavior, and the role of job burnout. - Developing testable hypotheses based on the insights gathered from the literature review. - Providing an overview of the study's research design and approach (measures and instruments, participants). - Results presentation and data analysis (Statistical analysis, hypotheses testing and analysis, and overview). - Discussion of Results (In-depth analysis, contribution of the study). - Limitations acknowledgment and suggested areas for improvement. 	<p>Occupational burnout significantly moderated the relationships among safety compliance, safety participation, and unsafe behavior in petroleum professionals, influencing all three components. Petroleum employees reporting both low burnout levels (low levels of exhaustion and depersonalization) and high levels of professional accomplishment) and high safety compliance levels reported low levels of unsafe behaviour as well. Based on the analysis results, it was concluded that the unsafe behaviour of frontline oil workers could not effectively be mitigated through compliance with and safety participation only since job burnout serves as a very significant moderator.</p> <p style="text-align: right;">78%</p>
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Note: Q-SSP: Quality of Survey Studies in Psychology; WFC: Work-family conflict

subscales are notably low, suggesting that it is largely distinct from exhaustion and cynicism [51].

In their study in 2011, Matin et al. conducted an investigation into the relationship between burnout and various outcome variables, which encompassed factors such as the intention to leave one's job, job satisfaction, and organizational commitment. Their research was conducted among 154 employees, recognizing that burnout is associated with several detrimental outcomes within the workplace.

It is widely recognized that burnout has significant impacts on productivity, job satisfaction, and overall work performance [52, 53]. Consequently, research on job burnout has seen rapid growth in recent years [54]. Furthermore, burnout has been correlated with various types of job disengagement, including absenteeism, a desire to leave one's job, and actual turnover [55, 56]. Burnout has been linked to a variety of significant adverse consequences, including heightened psychological distress, psychosomatic complaints, anxiety, and reduced personal accomplishment [57].

In a study published in 2014 by Maria Jensen, the investigation focused on exploring the link between work-related travel and its impact on work-family conflict and the emotional exhaustion dimension of burnout, using the JD-R (Job Demand-Resource) model as a theoretical framework.

This research was conducted within two units of a prominent Norwegian oil and gas company, representing an important contribution to the limited body of work on the psychological implications of business travel. Job burnout is closely connected to the strain of handling challenging work situations, including factors like work pressures, work overload, conflicts, and high stress levels [58].

It's noteworthy that only a small amount of research has delved into the psychological disorders and burnout associated with frequent business travel, making this study particularly valuable. The study's results indicated that the frequency of business travel played a significant role in predicting work-family conflict, although it did not appear to significantly contribute to emotional exhaustion. This aligns with prior research that has consistently demonstrated the relationship between workplace demands and the occurrence of burnout [59]. The study underscores the importance of understanding the specific consequences of work-related travel and its impact on employees' work-family balance and overall well-being. Adverse working conditions may lead to job burnout; this syndrome may have undesirable consequences for workers, their families, the work environment, and organizations. However, findings have indicated that non-professional factors, such as personal resources and family demands, can also influence the development of professional burnout [60].

In a 2016 study by Roodbar and Jamshidian., the research focused on examining the influence of 20 organizational and individual factors on the development of burnout among employees at Aghajari Oil and Gas

characterized by high levels of stress can contribute to what is commonly known as burnout syndrome. This not only elevates the risk of the condition but also significantly affects personal and social life. It can result in decreased self-esteem, diminished work quality, and even impact safety performance in the workplace [82]. One possible explanation is that enhancing the safety, health, and well-being of petroleum employees can be achieved by addressing both their working conditions and psychological environment. As a result, it is recommended that measures aimed at reducing unsafe behavior take into consideration the occupational and psychological factors affecting employees.

Burnout leads to a decline in the quality of employee performance. Instead of operating at their highest potential, employees tend to operate at minimal levels, adhering to the bare minimum in terms of job performance, work standards, and production quality. They become more prone to making mistakes, become less thorough, and have less creativity for solving problems. Moreover, their commitment to the organization diminishes, and they become less inclined to go the extra mile or make a meaningful impact. On a broader scale, burnout has been demonstrated to predict severe injuries, insomnia, incidents of coronary heart disease, and hospitalizations for mental and cardiovascular disorders [83].

The seven selected studies employed self-reported methods, which inherently introduce potential sources of error. From a research methodology standpoint, utilizing self-assessment scales primarily involves evaluating individual subjective experiences. These assessments reflect the perception of reality as observed by the individual, rather than an objective representation of reality as it truly exists. For instance, workers may encounter challenges in accurately recalling specific details, such as the exact number of hours worked, the frequency of errors, or health-related issues. Furthermore, there is a risk of underreporting or inaccurate reporting of behavioral errors and violations.

Considering that all the studies have a cross-sectional design, establishing a clear causal relationship is a challenging task. Longitudinal surveys would offer a more comprehensive understanding of causality. Moreover, it's important to note that burnout syndrome is a condition that develops gradually over time, making longitudinal studies essential for gaining deeper insights into its progression and effects [84].

Another significant limitation observed in four of the seven selected studies is the use of small sample sizes. Small samples can restrict the ability to generalize the study results to a broader range of organizations and cultures within the petroleum industry. Therefore, it is imperative to conduct research that explores variations in burnout levels across different facilities and countries within the petroleum sector. To enhance the generalizability of findings, researchers should consider using samples from multiple companies engaged in diverse field areas [85].

Conclusions

In these challenging times, employees in the oil and gas industry are increasingly vulnerable to higher levels of burnout. Nonetheless, there is a limited body of research specifically addressing burnout in the petroleum sector. The findings of the present study underscore the significance of prioritizing the management of the work environment, job satisfaction, social capital, psychological resilience, and organizational commitment as effective buffers for reducing the prevalence of burnout among oil and gas industry employees.

Conversely, factors such as work-family conflict, reduced engagement, and poor working conditions were identified as contributors to employees' emotional exhaustion. It's important to note that findings regarding the influence of demographic variables like age, gender, salary, and education level on burnout appear to be inconsistent. Further research may be necessary to clarify the role of these demographic factors in the context of burnout among oil and gas industry workers.

Burnout among oil and gas industry employees has detrimental consequences both at the individual and organizational levels. Increased levels of burnout are associated with increased occurrences of action errors, violations, and unsafe behaviors. These outcomes can potentially result in catastrophic accidents in a high-risk industry such as oil and gas. It is crucial to continuously and vigilantly monitor organizations and work environments for signs of burnout factors. This ongoing observation serves as a foundational step in establishing preventive measures and implementing effective policies to mitigate burnout and its adverse effects within the industry.

Conflict of Interest

The authors declare no conflict of interest.

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