

Study on Job Burnout of Administrative Staff in Colleges and Its Countermeasures

Yunfeng Shen ¹

¹ Xingzhi College of Xi'an University of Finance and Economics, Xi'an, Shaanxi, 710038

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Abstract: Due to the numerous administrative affairs in colleges and universities, the administrators have appeared job burnout. The administrative staff has become burned out, which not only causes problems in the management of universities, but also causes harm to the management personnel. This paper takes the performance analysis of the occupational burnout of administrative staff as the breakthrough point, expounds the negative effect of the professional burnout of college administrators, and guides the concrete measures to ease the job burnout of college administrators.

1. Introduction

With the continuous expansion of the scale of Colleges, the scale and level of Colleges have been greatly improved, but at the same time, the work pressure of the administrative staff of universities is also increasing, and these long-term work pressures are not obtained. The effective release will cause job burnout among administrative staff. Job burnout is caused by the over-emotional feelings and emotional exhaustion of the executives during the work process, as well as the lack of enthusiasm for the clients. At the same time, they are not sure about their own work ability, which leads to a decrease in personal sense of accomplishment.

2. Job Burnout and Its Performance of Administrative Staff in Colleges and Universities

Administrative staff is an important group of Colleges. It is the basis of administrative management in universities and the main body of school management. College administration is a representative "service-oriented" profession. Since 1999, China has begun large-scale enrollment of Colleges, and the workload of university administrators has also increased. Therefore, many problems will follow. Solving the problem of job burnout for university administrators will inject fresh blood into the overall strength of Colleges.

The behavior is dragging and dragging. College administrators have better working conditions, complete hardware, comfortable environment, and a large contrast with the dull and dull work of the day. The specific manifestations are: lack of patience, low tolerance, easy to get angry, and easy conflicts with teachers or students. Psychology believes that when people's office environment is very comfortable, then work efficiency will be reduced. Therefore, there will be behaviors such as behavior dragging and straying in the work. Lack of passion and depression. This phenomenon often occurs in party and government institutions in Colleges. The nature of the work of such departments determines that a large number of documents need to be approved every day. Repeated work tends to lack passion. Of course, there are also some professional administrators who still have good professional abilities. They will still work diligently. However, these people will also suffer from psychological problems due to their long-term ambiguity in their affairs and the inability of their individual talents to fully manifest themselves. The sense of accomplishment is low and the future is bleak. College administrators work hard and have great pressure. In recent years, Colleges have the problem of shortage of staff, annoying affairs, and tight schedules. Overtime has become a habit. Holidays have become a luxury. Long-term in a large number of transactional work, university administrators will be frustrated by the lack of self-determination. This phenomenon is common among college counselors. In the face of tedious and unpromising

work, job burnout has long occurred in the past.

3. Causes of Job Burnout among Administrators in Colleges and Universities

Low wage levels. Wages are the basic requirements for maintaining the survival of individuals. At present, looking at the low wages of grass-roots administrative personnel in several universities and colleges in Harbin, low-income jobs are seriously inconsistent with the daily workload. This is an important cause of job burnout.

Heavy tasks and lack of challenges. Chemiss believes that individuals who are passively assigned too many tasks at work will have a lot of stress and negative emotions. Such emotions will slowly develop towards negative aspects, and the work they engage in will be too boring and lack of challenges. It is easy to make people feel tired of work.

The division of work is unclear and lacks clarity. Non-governmental departments in universities, unlike government departments, have detailed job descriptions for each position. Due to the lack of a complete set of well-defined job responsibilities among various departments of Colleges, the responsibilities will inevitably be confusing. Administrative personnel do not have a clear understanding of their responsibilities, and responsibilities are confusing because a fair performance evaluation system cannot be established. Therefore, the balance of administrative personnel cannot be satisfied. Naturally, it is not possible to devote all one's attention to the work. In the long run, job burnout is formed.

The quality is low. At present, there is a general lack of academic qualifications for administrative personnel in Colleges, especially in ordinary universities and colleges. Because of the limited hardware and software conditions of Colleges, it is difficult to introduce high-quality personnel. Even if highly educated personnel are introduced, they will be reluctant to go for first-line teaching. Engaged in administrative work, which resulted in the loss of administrative personnel and higher qualifications, coupled with the problem of the "human-introduction" personnel problem, making most of the administrative positions occupied by low-educated population.

Personality reasons. Some people are more likely to lead to fragile characters and lack self-confidence due to the unsociable, quirky, and negative characters formed in certain environments in the process of growing up, and to become tired when faced with difficulties.

4. The Analysis of the External Occupational Burnout of College Administrators

Change ideas and build a harmonious office environment. The working and living environment that constitutes the administrative staff of universities includes the social environment, university leaders, colleagues and students. First, the society should transform the narrow concept of administrative management in universities, and realize that administrative management is the basis for the normal operation of Colleges and the search for further development. Secondly, Colleges at all levels need to use various publicity channels to make people aware of the importance of school administration, and take the lead in actively creating an atmosphere in which society is equally respected by administrative personnel and teaching and research personnel. College administrators serve as service personnel and serve leaders and teachers and students. In the end, leaders should also be concerned about the working and living conditions of grass-roots executives while they are exercising their leadership. Colleagues should also help each other so as not to dampen the enthusiasm of new recruits and create a harmonious working environment.

Scientific management, clear job responsibilities division of labor. The university office is the management and service department. Management is a scientific and scientific management mechanism that can effectively increase the enthusiasm of the office staff and prevent and eliminate job burnout. In actual work, appropriate adjustments shall be made to the post positions and work functions of the administrative staff at an appropriate time according to actual needs, so that the structure is reasonable, the responsibilities are clear, and the procedures for handling affairs, running meetings, and handling documents are simplified. Reduce cumbersome links and improve

work efficiency. The advantage of clarifying job responsibilities is that it can make the grass-roots administrators of the university aware of their own work goals, and the work within them can be concentrated on accomplishment. This can prevent the situation in which executives work too much in leadership and cause conflict in roles.

Reasonable evaluation, improve the performance appraisal system. The establishment of a sound assessment system can effectively interfere with the generation of job burnout. A reasonable appraisal system must be people-centered. Under the premise of fully studying the characteristics of university administration, not only a series of indicators such as German, energy, diligence, performance, and honesty should be known, but also based on their working lives and performance. Grading assessment management. Colleges can evaluate according to the position and personal work status, and comprehensively consider the ideological and political quality, work execution force and effect, and the satisfaction degree of the service objects. The assessment must strive to be scientific and standardized, and combine qualitative assessment and quantitative assessment to reflect as objectively and truly as possible. One year's work evaluation of grassroots administrative staff. In addition, it is necessary to create an open and transparent two-way communication channel so that both parties can communicate on the evaluation results.

Remuneration reforms, open career promotion channels. The long-term work pay and return do not match, it is the main cause of job burnout. Changing the predicament of career promotion and low salary and salary of college administrative staff at the grassroots level can further mobilize their enthusiasm. The grass-roots administrative staff should treat teachers and research personnel equally, and satisfy their reasonable needs in terms of bonus grants, job title application assessment, salary, benefits and benefits. In addition, from another point of view, the longer the number of years of service in the same job, the more likely it is that job burnout will occur. According to the professional characteristics of university administrators, they can try the following development directions: First, recommend the outstanding administrative personnel of the local Colleges to the local local organizations at all levels to encourage grassroots administrative personnel from Colleges to go to work and work in local administrative institutions; and second, in the school. Internal party and government cadres training and selection, consider the grass-roots administrative personnel as its important source, so that outstanding administrative personnel embarked on the post of the school functional department; the third is based on my aspirations and conditions, to the teaching, scientific research work position to transport talent.

5. Countermeasures for Burnout

Improve social recognition and respect. As we all know, due to the sacredness of the profession of teachers, society never praises and admires teachers. The full-time teachers who are engaged in front-line teaching in universities have always been at a high status, but the society regards the administrators of universities as government officials. The pain is caused by the comparison. However, to change this situation and reshape the social image requires the joint efforts of the whole society.

Establish a scientific performance evaluation system. The administrative staff bears a lot of work in the department, and the tedious daily affairs cannot reflect the performance. Therefore, the current performance evaluation system cannot give a fair evaluation to the administrative staff. To solve this problem, the following measures can be taken: First, implement a comprehensive performance evaluation model, such as evaluation mode for others, high-level evaluation, and self-evaluation; Second, to implement ERP plans, Colleges need to combine their own circumstances to plan for the protection of staff. And physical and mental health programs. In order to encourage the administrative staff to achieve the effect of reducing burnout.

Implement a management position rotation system. The administrative work of Colleges is characterized by tediousness, tediousness, and repetitiveness, which leads to the occurrence of job burnout. Therefore, the university management posts should seek to change, schools should implement dynamic management of management personnel, and try to implement the rotation system. At the same time, Colleges can also select outstanding management personnel to go to other

units for exercise or study, which is beneficial to stimulate the enthusiasm of the administrative staff and increase the enthusiasm of the work. Increase capital investment and implement job training. Colleges need to increase their investment in administrative research and scientific research, reform backward systems, improve hardware facilities, and improve the working environment of administrative personnel. Implementation of on-the-job training includes the following aspects: First, nurturing interpersonal skills, helping them establish a professional outlook and improving their professional mentality; second, seeking pleasure in their work and discovering their professional strengths; and finally, promoting personal values. Universities should pay attention to administrative personnel in terms of material and spiritual issues, and thus kill the problem of job burnout in the bud.

Improve professional quality and forge psychological quality. College administrators should also find their own reasons, establish a correct career outlook, and improve their professional qualities. At the same time, not only in work but also in life, we must always remind ourselves that no matter what kind of things we face or what kind of environment we face, we must have enough confidence and courage to sharpen our strong heart and forge our heart. When the psychological quality of oneself is sufficiently strong, the perplexity of job burnout no longer exists.

6. Conclusion

The grass-roots administrators in Colleges are the specific implementers of modernized management in Colleges. Their orderly and efficient work is a necessary guarantee for the normal operation of Colleges. They usually have complex work schedules, indefinite time, and high work pressure, but they have low status and poor treatment. Difficulties, the initiative, enthusiasm, and creativity of their work are severely constrained. The phenomenon of job burnout in this group is widespread. The article studies the phenomenon of professional burnout, causes of formation, and internal and external countermeasures for college administrators.

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