

Matrix Model Effectiveness in Job Burnout and Organizational Commitment of Managers of Ahvaz Electric Power Distribution Company

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Introduction

Organizational commitment underlies the belief in the goals and values of the organization, a sense of loyalty, moral obligation, heartfelt desire, and ultimately the continuity of employee activity in the organization. The presence of committed human resources enhances the image of the organization in the community and provides a platform for the development and excellence of this institution. While the low level or lack of commitment leads to many unpleasant consequences such as: leaving the service, long absenteeism, reduced client trust, reduced income, and unwillingness to stay in the organization. Research evidence shows that job burnout is one of the most important factors that is inversely related to organizational commitment (wang & et al, 2020; Zhou, 2015). In other words, burnout is considered a psychological syndrome that occurs in response to chronic work-related stressors (Maslach & et al., 2001; D'Amico et al., 2020). In this regard, due to the high rate of burnout and the effect it has on the organizational commitment of employees (Hakanen & et al., 2008), there is an increasing need for psychological interventions in these variables. Improving psychological flexibility through the matrix model provides an opportunity to prevent job burnout and promote organizational commitment in managers.

Method

This study sought to determine the effectiveness of the matrix model in the job burnout and organizational commitment of the managers of Ahvaz Power Distribution Company, Iran. This is a pre-test/post-test quasi-experiment study

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with a control group. In this study, 30 managers who scored highest in the Maslach burnout inventory were selected and screened using multistage sampling. Then, they were put randomly in the experimental and control groups (n=15). The experimental group received a 10-session program (two-hour sessions per week) in accordance with the matrix model. In addition, the participants of both groups completed the burnout and Organizational commitment questionnaires both before and after the intervention.

Results

The results of covariance analysis of data suggested that compared to the control group, the matrix model reduced burnout ($F=125.02$ and $p<0.001$) and improved organizational commitment ($F=179.21$ and $p<0.001$) in the managers of the experimental group.

Conclusion

International research over the past two decades on acceptance and commitment therapy points out that psychological resilience is the key to mental health and well-being in society and organizations. Since most psychotherapy approaches focus on how to reduce unpleasant thoughts, emotions, and feelings, the Matrix model, as the latest model of acceptance and commitment therapy, seeks to pursue valuable actions even despite difficulties through perspective and It is called value-based life (Polk, Schoendorff, Webster & Olaz, 2016). Following the findings, it can be argued that the matrix model Effectively reduced job burnout and improved Organizational commitment. Thus, organizations are recommended to use this model to diminish employees' burnout.

Keywords: Burnout, Commitment Organizational, Matrix Model

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