

# Burnout Levels Among Employees In Secureyes Technologies Pvt. Ltd, Bangalore

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## Abstract

*This study analyzes burnout among employees at SecurEyes Technologies Pvt. Ltd., particularly those working in cybersecurity roles. Due to the demanding nature of cybersecurity tasks such as threat monitoring, incident response, and data protection, employees often experience stress, fatigue, and mental strain. It uses a descriptive research design to examine factors contributing to burnout, including heavy workload, irregular working hours, multitasking, and work-life imbalance. The findings indicate that burnout levels among employees are generally low to moderate, though some employees experience higher stress based on their job responsibilities. The study concludes that strategies such as proper workload management, flexible work arrangements, wellness programs, and employee support systems can help reduce burnout, improve job satisfaction, and enhance overall organizational productivity.*

**Keywords:** Burnout Syndrome, Emotional Exhaustion, Employee Retention, Occupational Burnout, Stress Management.

## Introduction

Burnout among employees has become a major concern in today's technology-driven work environment, especially in cybersecurity firms. Cybersecurity professionals are responsible for protecting organizational data, monitoring threats, and responding to cyber incidents, which require constant alertness and accuracy. Long working hours, high pressure, repetitive tasks, and tight deadlines often increase stress levels and lead to burnout. Burnout can negatively affect both employees and organizations by reducing productivity, job satisfaction, and decision-making ability. In cybersecurity firms, this may also increase the risk of security errors and employee turnover. To reduce burnout, organizations should focus on strategies such as balanced workload distribution, flexible work arrangements, wellness programs, and supportive work environments. Maintaining employee well-being is essential for improving performance and ensuring long-term organizational success.

## **Review of Literature**

Sanya Chadha et al. (2024) studied the relationship between workplace stress, burnout, employee well-being, and organizational performance using MBI and PSS scales. The study found that increased workplace stress leads to higher burnout levels, negatively affecting employee productivity and job satisfaction. Rindu Annisa Putri and Nidya Dudiya et al. (2024) examined burnout among Generation Z employees and identified workload pressure, digital overload, unclear job roles, and lack of organizational support as major causes of burnout, leading to emotional exhaustion and reduced productivity. Suriya Kumareswaran et al. (2023) explained burnout as a psychological response to prolonged workplace stress characterized by emotional exhaustion, cynicism, and reduced personal accomplishment. The study highlighted that burnout affects employee health, job satisfaction, and organizational performance. Arti Gaur and Mehak Jindal et al. (2023) conducted a systematic literature review on job burnout and identified emotional exhaustion, depersonalization, and reduced personal efficacy as the major dimensions of burnout caused by heavy workload and prolonged stress. Krina Anadkat and Meeta Joshi et al. (2023) studied the causes, consequences, and prevention strategies of burnout and found that heavy workload, lack of control, poor workplace support, and ineffective coping abilities are major factors contributing to employee burnout.

## **Research Gap**

Although several studies have been conducted on employee burnout and workplace stress, limited research has focused specifically on burnout among employees working in the cybersecurity sector. Existing studies mainly examine burnout in healthcare, education, and general corporate environments, while the unique challenges faced by cybersecurity professionals such as continuous threat monitoring, high-pressure incident response, irregular working hours, and constant vigilance remain underexplored. Additionally, there is a lack of research focusing on junior-level cybersecurity employees and their work-life balance, emotional exhaustion, and job performance. Very few studies have analyzed burnout within Indian cybersecurity organizations using statistical methods and employee-based surveys.

## **Research Methodology**

This research methodology explains the systematic process used to study burnout among employees at SecurEyes Technologies Pvt. Ltd.. The study follows a descriptive research design and uses both primary and secondary data sources. Primary data was collected through structured questionnaires from employees, while secondary data was gathered from books, journals, and online sources. The sample size for the study was 118 out of 215 who work for the company. Convenience sampling was used to select respondents, and statistical tools such as Chi-Square Test, One Sample t-Test, and Karl Pearson Correlation were applied for data analysis. The study mainly focuses on identifying burnout levels, their causes, and their impact on employee well-being and job performance.

## **Research Objectives**

1. To identify the major factors responsible for burnout among employees in the cybersecurity sector.
2. To examine the impact of burnout on employees' well-being, productivity, and job performance.

## **Chi-Square Test**

In this study, the Chi-Square Test is used to analyze the relationship between employee work-related factors and burnout levels among employees.

**H<sub>0</sub>**: There is no significant relationship between work level and burnout factors.

**Table 1 Chi-Square Test between Work Level and Burnout Factors**

Burnout Factors	Work Level			Chi-Square Value	P Value	Result
	Junior (C0)	Mid (C1, C2)	Senior (C3, M)			
Tight Deadlines	24	60	34	11.50	0.175	Not Significant
Lack Of Work-Life Balance	24	60	34	15.35	0.018*	Significant
Handling Security Issues	24	60	34	9.76	0.135	Not Significant
Insufficient Staffing	24	60	34	14.70	0.065	Not Significant
Constant Multitasking	24	60	34	20.14	0.010**	Significant
Long Working Hours	24	60	34	14.39	0.072	Not Significant

**Source:** Primary Data

The Chi-Square test results show significant differences in burnout factors such as lack of work-life balance ( $p = 0.018$ ) and constant multitasking ( $p = 0.010$ ), as their p-values are less than 0.05. Hence, the null hypothesis is rejected for these factors. However, factors like tight deadlines, handling security issues, insufficient staffing, and long working hours showed no significant relationship with work level since their p-values are greater than 0.05.

**H<sub>0</sub>:** The mean burnout score is equal to the neutral value ( $\mu = 3$ ).

**Table 2 One Sample t-Test for the Burnout Factors**

Burnout Factor	t	df	Sig. (2-tailed)	Mean Difference	95% confidence interval of the difference	
					Lower	Upper
Emotional Exhaustion	-10.75	117	0	-0.64	-0.76	-0.52
Lack of Focus	-12.4	117	0	-0.79	-0.91	-0.67
Fatigue	-12.9	117	0	-0.84	-0.97	-0.71
Poor Concentration	-11.1	117	0	-0.68	-0.8	-0.56
Disengagement	-11.3	117	0	-0.71	-0.83	-0.59

**Source Data:** Primary data

A one-sample t-test was conducted to determine whether the mean scores of burnout factors differ from the neutral value ( $\mu = 3$ ). The results show that all burnout factors have mean values below 3, with negative t-values indicating that the sample means are less than the test value. Since all p-values are 0.000 ( $p < 0.05$ ), the null hypothesis is rejected for all variables. This indicates a significant difference between the observed means and the neutral value, suggesting that employees generally disagree with the burnout-related statements.

**H<sub>0</sub>:** No significant relationship between burnout and employee well-being/job performance.

**Table 3 Karl Pearson Correlation between Well-being and Performance**

	Burnout	Well-being & Performance
Correlation Coefficient	1.000	0.563**
Sig. (2-tailed)	.	< 0.001
N	118	118

**Source Data:** Primary Data

The analysis shows a correlation coefficient of 0.563, indicating a strong positive relationship between burnout and employee well-being and job performance impact. This suggests that higher burnout levels are associated with greater negative effects on employees' well-being and performance. Since the p-value is statistically significant, the null hypothesis is rejected.

**Findings**

- The study found that 50.8% of the respondents belonged to the mid-level category, followed by 28.8% senior-level employees and 20.3% junior-level employees.
- The research identified that employees across different work levels experience burnout factors differently within the organization.
- Lack of work-life balance showed a significant relationship with work level ( $p = 0.018$ ), indicating that employees at different levels face varying levels of work-life imbalance.
- Constant multitasking also showed a significant relationship with work level ( $p = 0.010$ ), suggesting that multitasking pressure differs across job levels.
- Tight deadlines did not show a significant relationship with work level ( $p = 0.175$ ), indicating that employees across all levels experience deadline pressure similarly.
- Handling security issues was not significantly related to work level ( $p = 0.135$ ), showing that security-related stress is common among all employees.
- Insufficient staffing did not show a significant relationship with work level ( $p = 0.065$ ), indicating that employees generally perceive staffing challenges similarly.
- Long working hours also did not show a significant relationship with work level ( $p = 0.072$ ), suggesting that employees at all levels experience similar working-hour pressure.
- The mean score for emotional exhaustion was 2.36, which is lower than the neutral value, indicating lower levels of emotional exhaustion among employees.
- The mean score for lack of focus was 2.21, showing that employees moderately disagreed with experiencing difficulty in focusing on work.
- The study found a mean score of 2.16 for fatigue, indicating comparatively lower physical and mental exhaustion among employees.
- The mean score for poor concentration was 2.32, suggesting that concentration-related burnout symptoms were moderate among employees.
- The mean score for disengagement was 2.29, indicating that employees generally remained interested and engaged in their work.
- The One Sample t-test results showed that all burnout dimensions had p-values less than 0.05, confirming statistically significant differences from the neutral value.
- The Karl Pearson Correlation analysis revealed a positive correlation of 56.3% between burnout and employee well-being/job performance, indicating that higher burnout levels negatively impact employee productivity, concentration, engagement, and overall well-being.

## Suggestions

- The organization can promote better work-life balance for employees.
- Proper distribution of work can help reduce multitasking pressure.
- Stress management and wellness programs can be conducted regularly.
- Counselling support can be provided to employees to reduce stress and burnout.
- Managers can maintain supportive and open communication with employees.
- Employee engagement activities can be conducted to improve motivation at work.
- Adequate staffing can help reduce workload pressure on employees.
- Employees can be encouraged to take regular breaks and use leave benefits properly.
- Training programs on time management and stress handling can be provided.
- Regular employee feedback surveys can help identify burnout issues and improve workplace conditions.

## Conclusion

The study found that overall employee burnout is relatively low, indicating a generally stable work environment. However, factors such as work-life imbalance and constant multitasking vary across work levels, showing that burnout is experienced differently among employees. Common issues like long working hours, tight deadlines, and insufficient staffing are present across all levels, suggesting the need for role-based workload management strategies. The findings also reveal that even moderate burnout significantly affects employee well-being and job performance, leading to reduced productivity and engagement. A strong relationship exists between burnout and performance outcomes, highlighting the importance of addressing it proactively.

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