

# The role of guilt in the relationship between burnout and absenteeism work in administration and industrial services workers [El rol de la culpa en la relación entre el burnout y la inclinación al absentismo laboral en trabajadores de administración y servicios industriales]

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The exact nature of the relationship between burnout, guilt feelings and labor absenteeism are not clear. The objectives of this study were to investigate the relationship between burnout and inclination toward absenteeism, and the mediator role of feelings of guilt. The conflict roles, ambiguity of role and interpersonal conflicts were included as predictors of burnout. The sample of this study consisted of 172 Chilean service and administration workers. The hypotheses were tested using regression models and structural equations. The results did not validate the influence of burnout on inclination toward absenteeism. However, there was significant evidence and positive relationship between the psychic wear dimension and inclination toward absenteeism ( $\beta = 0.186$ ;  $p < 0.05$ ). For its part, the model of hypothetical equations showed an adequate fit of the data, including the mediating role of guilt feelings in the relation between burnout and inclination toward absenteeism. The results recommend that the evaluation of guilt feelings be taken into account in order to develop more appropriate interventions. © 2019 Interciencia Association. All rights reserved.