



JOB BURNOUT AMONG OPERATING ROOM STAFF. A CROSS SECTIONAL STUDY CONDUCTED IN ZAHEDAN 2016

Mahboobeh Doostkami¹ and Maryam Sarbishegi¹

Anatomy Department, Zahedan University of Medical Sciences, Zahedan, Iran.

*Corresponding Author: Dr. Maryam Sarbishegi

Anatomy Department, Zahedan University of Medical Sciences, Zahedan, Iran.

Article Received on 11/11/2016

Article Revised on 10/12/2016

Article Accepted on 01/12/2016

ABSTRACT

Introduction: Job burnout is a continuous physical and mental exhaustion which is caused by emotional pressures and can have bad effects on humans in long term. This study aimed to investigate the Job burnout among operating room staff. **Material and Methods:** 40 operating room staff participated this study. Maslach's job burnout questionnaire was used for data collection. After that data were analyzed through SPSS v.19 by descriptive statistics, Pearson's correlation and T test. **Results:** The mean of age was 30.30 ± 5.39 among respondents. 31 of them were females and 9 of them were male. 17 respondents had 1-5 year of job experience, 15 had 5-10 years and 8 had more than 10 years of job experience. The mean score of job burnout was 62.97 ± 8.80 and in its dimensions the mean score was 23.37 ± 6.90 for emotional exhaustion, 10.60 ± 2.96 for depersonalization and 25.97 ± 4.63 for reduced personal accomplishment. There wasn't any significant relationship between gender and job burnout and its dimensions. **Conclusion:** The results of this study had showed that there was a moderate job burnout among operating room staff. Due to the importance of the role of nurses and operating room staff in social health this study suggests the authorities to reduce the factors which lead to job burnout among healthcare providers specially operating room staff.

KEYWORDS: Job burnout, Maslach, operating room.

INTRODUCTION

Job burnout is usually known as the reactions which people show under mental and physical exhaustion.^[1] Researchers showed an interest in studying about job burnout in recent years, this cause of this that they found how bad could be job burnout for an organization.^[2] The concept of job burnout was described by Freidan Burger in 1960s when he saw exhaustion in his employees. He named it as the physical and mental power reduction syndrome. He said that this syndrome is usually common among those who work a long time close to other people.^[3] The most common definition of job burnout was made by Maslach and Jackson. They said that job burnout is a psychological sign including emotional exhaustion, depersonalization and reduced personal accomplishment. Emotional exhaustion is the same as mental pressure. it feels like the person doesn't have any emotions. Depersonalization is the bad reaction that a person shows during work to his customer. Reduced personal accomplishment is the reduction of capability to do the job.^[4] In other words job burnout is a continuous physical and mental exhaustion which is caused by emotional pressures and can have bad effects on humans in long term.^[5] Job burnout is a reaction to hard situations such as a request for switching wards.^[6] Job burnout is effected with so many factors such as type of

occupation, conflict and confusion in roles, excessive workload, and type of management, lack of social support, organizational change and working hours.^[7]

Job burnout has many side effects on individual, society and families. Some of them are Employee absenteeism in the workplace, successive delays, various psychosomatic complaints, conflicts and contradictions in the home and workplace, changing jobs with other jobs, and ultimately reduce efficiency, competence, commitment, loyalty and turnover.^[8] High job burnout among nurses is usually because of direct contact with patients.^[9,10] This job burnout usually leads to reduced efficiency in nurses.^[11,12]

Due to the bad effects of job burnout on patients and nurses health this study aimed to investigate the Job burnout among operating room staff.

MATERIAL AND METHODS

40 operating room staff participated this study. Maslach's job burnout questionnaire was used for data collection. This questionnaire included 22 questions. It was answered through a 5 point Likert scale from 1 to 5. The minimum score was 22 and the maximum was 110. The validity and reliability of this questionnaire was proved

by Beyrami and colleagues and were satisfactory.^[13] In emotional exhaustion dimension scores more than 27 meant a high exhaustion, scores 17-26 meant moderate and under 17 meant low exhaustion. In depersonalization dimension scores more than 13 meant a high depersonalization, scores 7-12 meant moderate and under 6 meant low depersonalization. And in Reduced personal accomplishment dimension scores more than 39 meant a high rate of reduced personal accomplishment, scores 32-38 meant moderate and under 31 meant low rate of reduced personal accomplishment. After that data were analyzed through SPSS v.19 by descriptive statistics, Pearson's correlation and T test.

RESULTS

The mean of age was 30.30 ± 5.39 among respondents. 31 (77.5 %) of them were females and 9 (22.5 %) of

them were male. 17 (42.5 %) respondents had 1-5 year of job experience, 15 (37.5 %) had 5-10 years and 8 (20 %) had more than 10 years of job experience. The mean score of job burnout was 62.97 ± 8.80 and in its dimensions the mean score was 23.37 ± 6.90 for emotional exhaustion, 10.60 ± 2.96 for depersonalization and 25.97 ± 4.63 for reduced personal accomplishment. There wasn't any significant relationship between gender and job burnout and its dimensions ($p > 0.05$). The job burnout was much more among females than males.

The relationship between work history with job burnout and each of its components have been inserted in table (1).

Table 1: the relationship between work history and job burnout and each of its components

	Mean	Standard deviation	p-value	
Job burnout	1-5 years	61.17	8.14	0.530
	5-10 years	64.00	8.23	
	10< years	64.87	11.40	
Emotional exhaustion	1-5 years	22.23	6.06	0.391
	5-10 years	25.33	7.70	
	10< years	22.12	7.03	
Depersonalization	1-5 years	10.41	3.10	0.656
	5-10 years	11.13	2.16	
	10< years	10.00	4.07	
Reduced personal accomplishment	1-5 years	25.70	3.67	0.015
	5-10 years	24.20	5.28	
	10 years	29.87	2.94	

DISCUSSION

The results of this study had shown that job burnout was in a moderate level among respondents. In Sotoudeh's study job burnout was moderate in emotional exhaustion and reduced personal accomplishment dimension and it was satisfactory in depersonalization.^[14] In Taheri's study most of respondents had a satisfactory rate of job burnout in all dimensions.^[15] In Bosari and colleagues study in Zanjan most of nurses had low job burnout in emotional exhaustion, moderate job burnout in depersonalization and high job burnout in reduced personal accomplishment. They suggested in their study to consider reduced personal accomplishment more than this.^[16] Job burnout's rate is reported different in different studies for example in Saberi and colleagues study most of respondents reported a low rate of job burnout which is not consistent with this study.^[17,18] Today every one in every workplace experiences some stress and in fact it is undeniable.^[4] Job burnout is one of the results of stress which shows itself as physical, mental and behavioral signs.^[19] Increases in compensation, reduced working hours, recreation programs, carrying out group work sessions, fitness classes and workshops for ways how to deal with psychological stress can help reducing job burnout.^[20,21] Lack of training and supervising is another reason which could lead to job burnout.

Brown stated that nurses who are working with critical patients such as AIDS or cancer patients are more likely to get involved in job burnout. This would finally lead to leaving their jobs.^[22,23] Despite this so many of these problems are global nursing concerns.^[24] and they are not specifically for Iran but the cultural atmosphere of our country makes things really harder.

CONCLUSION

The results of this study had showed that there was a moderate job burnout among operating room staff. Due to the importance of the role of nurses and operating room staff in social health this study suggests the authorities to reduce the factors which lead to job burnout among healthcare providers specially operating room staff.

REFERENCES

1. Pardakhtchi MH, Ahmadi GHA, Arezoumand F. The quality of work life and burnout among teachers and principals in Takestan Schools. *Journal of educational leadership & administration*, 2009; 25-50.
2. Awa WL, Plaumann M, Walter U. Burnout prevention: A review of intervention programs. *Patient education and counseling*. Elsevier, 2010; 78(2): 184-190.

3. Brooking J, Ritter S, Thomas BL. *A textbook of psychiatric and mental health nursing*. Elsevier Health Sciences, 1992.
4. Nastiezaie N, Vaezi M, Molazahi A, Moghadam M. The relationship between job burnout and public health of telecommunication central office personnel in Zahedan. *TOLOO-E-BEHIDASHT*, 2009; 49-56.
5. Toubaei S, Daghighafkar M, Haghshenas H. The Relation of Dentists Job Burnout with their General Health, Demographic and Personality Characteristics. *Journal of Dentistry, Shiraz University of Medical Sciences*, 2010; 10(4): 348–355.
6. Zhang L, You L, Liu K, Zheng J, Fang J, Lu M, et al. The association of Chinese hospital work environment with nurse burnout, job satisfaction, and intention to leave. *Nursing outlook*. Elsevier, 2014;62(2): 128–137.
7. Fletcher CE. Hospital RNs' job satisfactions and dissatisfactions. *Journal of Nursing Administration*. LWW, 2001; 31(6): 324–331.
8. Akbarzadeh D, Akbarzadeh H, Panahali A. The relationship between organizational commitment, resilience and mental health with job burnout in fire department employees in tabriz. *Journal of rescue & felief*, 2014: 57-70.
9. Jennings BM. Work stress and burnout among nurses: Role of the work environment and working conditions. Agency for Healthcare Research and Quality (US), 2008.
10. Levert T, Lucas M, Ortlepp K. Burnout in psychiatric nurses: Contributions of the work environment and a sense of coherence. *South African Journal of Psychology*. SAGE Publications; 2000;30(2): 36–43.
11. Demerouti E, Bakker AB, Nachreiner F, Schaufeli WB. A model of burnout and life satisfaction amongst nurses. *Journal of advanced nursing*. Wiley Online Library; 2000;32(2): 454–464.
12. Nolan P, Smojkis M. The mental health of nurses in the UK. *Advances in Psychiatric Treatment*. RCP; 2003;9(5): 374–379.
13. Bayrami M, Hashemi T, Ghahramanzadeh A, Alaie P. The relationship between mental health and emotional intelligence with job burnout in nurses of Tabriz state hospitals. *Journal of Research in Behavioural Sciences*. 2011;9(2).
14. Sotodeh Asl N, Bakhtiari AH. Occupational exhaustion and its related factors in nurses and midwives of Semnan University of Medical Sciences. *Scientific Journal of Kurdistan University of Medical Sciences*. Scientific Journal of Kurdistan University of Medical Sciences, 2006; 11(1): 77–83.
15. Taheri N, Avendi R, Karimi S, Reza M. Relationship between burnout and public health in Abadan high schools teachers in 2011. *Jentashapir Journal of Health Research*. Ahvaz Jundishapur University of Medical Sciences, 2013; 4(2): 159–169.
16. Esfandiari GR. Survey of the rate of occupational burnout between nursing staff of sanandaj hospitals affiliated to Kurdistan university of medical sciences in 2001. *Scientific journal of kurdistan university of medical sciences*, 2001; 31-35.
17. Saberi H, Moraveji A, Naseh J. Occupational burnout among school teachers and some related factors in kashan 2007. *ISMJ*. ISMJ, 2011; 14(1): 41–50.
18. Saberi HR, Moravveji SA, Sadaf M. Evaluation of occupational burnout and related factors in industry managers. *Iran Occupational Health*. Iran Occupational Health, 2008; 5(3): 60–66.
19. Russell DW, Altmaier E, Van Velzen D. Job-related stress, social support, and burnout among classroom teachers. *Journal of applied psychology*. American Psychological Association, 1987; 72(2): 269.
20. Aziznezhad P, Hosseini J. Occupational burnout and its causes among practicing nurses in hospitals affiliated to Babol University of Medical Sciences (2004). *Journal of babol university of medical sciences (JBUMS)*. 2006: 56-62.
21. Mahmoudi Rad G, Naeim Hassani S. Relationship between organizational commitment and burnout of nurses working in Valiasr Hospital of Birjand in 2011. *Modern Care Journal*. Modern Care Journal, 2014; 10(4): 264–271.
22. Schaufeli WB, Janczur B. Burnout among Nurses A Polish-Dutch Comparison. *Journal of Cross-Cultural Psychology*. Sage Publications, 1994; 25(1): 95–113.
23. Massoudi R, Aetemadifar S, Afzali SM, Khayri F, Hassanpour Dehkordi A. The influential factors on burnout among nurses working in private hospitals in Tehran. *Iranian journal of nursing research*. Iranian Journal of Nursing Research, 2008; 3(9): 47–58.
24. Lee H, Song R, Cho YS, Lee GZ, Daly B. A comprehensive model for predicting burnout in Korean nurses. *Journal of Advanced Nursing*. Wiley Online Library, 2003; 44(5): 534–545.