

## Factors Associated With Job Exhaustion among the Nurses Working In the Hospitals AL Zahra, Isfahan

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### ABSTRACT

Job exhaustion is of those occupational risks that have been focused on because of its negative effects on employees, organizations and patients in recent years. This situation has unfavorable mental complications in spite of unfavorable physical effects, especially in health-caring professions that create job satisfaction due to their stress-bringing nature. Health care providers especially nurses, generally regarded, as high-risk groups are known to be prone to stress and exhaustion.

Given the importance of the issue of burnout in this research field method and technique survey sought to examine the relationship between age, resiliency; quality of sleep; gender and income as independent variables and the dependent variable burnout as we are.

The results show that the variables age, gender; resiliency; quality of sleep; work experience, income and occupational job exhaustion are related. However, between the gender and marital status were significantly associated with Job Exhaustion were observed.

**KEYWORDS:** Job Exhaustion, nurses, Al Zahra Hospital.

### INTRODUCTION AND PROBLEM STATEMENT

A major part of the daily life of every person is spent on job. Work activity of person's mental health is considered as an important activity bringing independence and makes person's self-esteem favorable.

Several factors are always source of stress at work such as physical and environmental factors including noise, crowding, poor sound and light; human factors such as conflict with others; institutional factors such as workload, inaccurate policy, etc. In contrast, if the person is unable to cope with these stresses effectively, he will undergo multiple physical, psychological, or behavioral symptoms. Long-lasting mental pressures may decrease job satisfaction and lead to job exhaustion resulting in depression, indifference, reduction of efficacy, fatigue, hopelessness, and even examination in the person.

Job exhaustion is of those occupational risks that has been focused on because of its negative effects on employees, organizations and patients in recent years. Job exhaustion is defined as a psychological state that is caused by high levels of long-term stress in occupational life. Exhaustion of psychological syndrome includes of emotional fatigue, depersonalization, and personal performance decrease. Emotional fatigue is exactly as stress variables and is the feeling of being under pressure and leaving of emotional resources in the individual. Depersonalization is a negative and callous response to the people who normally receive service from the person and refers to the person's negative perception about the helpers. Personal performance decrease is the decrease sense of competence in performing personal duties and a negative assessment of self in relation to the work performance (Maslach, et al, 2001).

Exhaustion is a mental and physical syndrome besides fatigue leading to negative attitude and behavior toward self, work and helpers, non-innovative work and absence in the work, bad-temperance, and job dissatisfaction. Studies show that health-care personnel especially nurses are increasingly exposed at risk of exhaustion (Pico, et al, 2006; Demroti, et al, 2000; Toumrez, et al, 2001).

Exhaustion reduces the quality of services provided to patients and subsequently leads to dissatisfaction with medical services. Thus, recognizing and preventing exhaustion will play an important role in improving the quality of services provided. Since job exhaustion effects on the quality of caring patients, identifying the effecting factors is useful in promoting the quality of the services provided in the field of health and hygiene. Thus, it is necessary to identify and consider the influencing factors of job exhaustion regarding to the importance of exhaustion among nurses. So, the extent of job exhaustion and its dimensions such as emotional fatigue, depersonalization, and personal performance decrease among the nurses of the hospital Al Zahra in the city of Isfahan and its effective factors should be surveyed as an important issue in the present study.

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Meanwhile, the variables of job satisfaction, sustainability, work shifts, the quality of sleep, marriage status, monthly income status, work background, age, and gender are considered as the independent variables and the nurses' job exhaustion is considered as the dependent variable. The reason to pay attention to the above variables as the independent variables is due to their importance in relation to nursing. The others in the theories and researches have considered the mentioned variables.

### **The importance and necessity of the research:**

Job exhaustion is of those occupational risks that has been focused on because of its negative effects on employees, organizations and patients in recent years. This situation has unfavorable mental complications in spite of unfavorable physical effects, especially in health-caring professions that create job satisfaction due to their stress-bringing nature (Baum and Graunberg, 2001: 101). Health care providers especially nurses, generally regarded as high-risk groups are known to be prone to stress and exhaustion (Masalch et al, 2001).

Nurses are exposed to various stressors during their service. There is a close relationship between exhaustion and stress. In fact, this type of atrophy is caused by constant stresses. Nurses may endure more stress because of special circumstances arising from the work environment and patients. Some reasons can be mentioned for the stress-bringing factors of ICU. Those factors include job relationship with other nurses and hygienic personnel, relationship and dialogue with the patients and their attendants, the need for high level of skill and knowledge to work in this part and high workload, the necessity for quick and prompt response to the emergencies and the heavy responsibility of the patient's care. Therefore, nurses are more prone to job exhaustion.

Job exhaustion has various consequences on family, personal, social, and organizational life, which the most important factors/consequences include leaving the job, constant delay, various psychological complains, conflict, job substitution, decrease in the quality of patients care, the interpersonal conflict with colleagues, etc. (YaqobiNia, et al, 2003; Sitzmeck, 2004, p 603-607). All of these factors make nurses' job exhaustion as an important and necessary issue.

Exhaustion of nursing staff has a set of emotional, attitudinal, behavioral, psychological, and organizational signs and symptoms. In the emotional dimension, some symptoms such as inclusion of non-friendly methods with the patient, feeling exanimation, depression, and lack of job satisfaction may cause job exhaustion. In the attitudinal dimension, some negative attitudes such as reproach, reprimand, and lack of sympathy with the patient may be emerged leading gradually to decrease in job value, mistrust colleagues and indifference.

Psychosomatic symptoms include fatigue, headache, sleep, and digestive disorders. In the organizational dimension, some symptoms such as irregularity in patient care, absence, and workplace accidents are observed. Since this syndrome leads to intense decrease in hygienic-treatment services by creating an exact concept about self, negative attitude toward the job, and feeling lack of relationship with helper when presenting health care services, performing a study in the field of nurses' job exhaustion is important and necessary. Therefore, the present study seeks to survey the extent of nurses' job exhaustion and factors affecting it to step toward decreasing the extent of nurses' job exhaustion and its consequences by providing scientific methods.

### **Research background**

The research performed in 2010 by Huzzle in Florida to assess job stress, job exhaustion, job satisfaction, and the tendency to leave the post in state hospital nurses showed a negative effect of emotional failure and lack of personal job success. The result also reported the relationship between job stress, job exhaustion, job dissatisfaction, and the tendency to leave the post.

Wiser, et al (2003) in their study about job exhaustion showed that job exhaustion is not only resulted from stress but also is a complex phenomenon influenced by various psychological, environmental, and social factors. Therefore, several studies must be performed to assess the influence of these factors.

Boudnick (2003) studied the relationship between job exhaustion and emotional intelligence among 150 nursing staffs working in the section of internal operation, women and parturition, children and ICU. He pointed out that the components of job exhaustion are important in predicting emotional intelligence among nursing staffs.

Aoli BO (2003), in a study to evaluate job exhaustion among different medical groups (nurses, doctors, social workers, pharmacists and medical technicians and nurse-assistant) did indicate that the nurses have a low mental health and have higher scores in the dimension of job exhaustion than the other groups.

The below results have been obtained from the study performed on external stress and job stress among 42 chief managers at five universities in Australia.

The study sample was divided into two personality types; A and B. In the personality type A, physical and psychological stresses were discussed as the result of external stresses. According to the results, stress has different results on different personality. External job stress has weaker relationship with internal personal stresses than internal job stress. The relationship between external and internal job stress and personal stresses among the

personality type A is stronger than the personality type B is. Both kinds of stress are more related to mental stresses than physical stresses. One of the other results of this research is that there is a relationship between physical stresses and mental stresses.

### **Theoretical approaches**

#### **Different approaches toward job exhaustion**

##### **A) Freud Nibergers clinical approach**

Freud Nibergers has validated this word for the first time. He knows exhaustion as state of fatigue and atrophy resulted from uninteresting and hard work. He showed its clinical process and treatment by using an etiological clinical approach in an article published in 1997. He believes that exhaustion syndrome shows itself as different symptoms, which these symptoms differ from a person to the other. This situation appears one year after the person started his job in office. However, what group of the staffs is more likely prone to exhaustion, Freud Nibergers has mentioned the following groups:

First group are the dedicated and committed staffs to the organization and work. They seek to help others like those in counseling, crisis prevention centers, and other institutions that serve people.

Second group considered as the prone people to job exhaustion are those who enjoy the office as a substitution for social life. These people are extremely committed to work, so that the life out of office is not satisfactory for them.

Other groups that are prone to exhaustion are those with hegemonic character. These are people who have a great need to control others. They believe that no one can do the job as good as he has done.

Third group are managers who excessively work, especially when these novice people do their duty fast. For example, these people lonely do provide plans, reports, and interviews. Too much work of the manager leads to physical fatigue and mental boredom.

#### **Chernis transactional approach**

Third stage: defensive tackle, at this stage the effects of mental aging process and quality of assistance provided to clients through aid is concerned. Through a series of changes in attitude and behavior, defensive tackle like to blame their clients due to errors, lack of interest and empathy towards clients and not affected by the suffering of others is determined to be this stage, the component Mntazr depersonalization Maslach.

#### **Psychological approach - social**

Maslach (1986) and his colleagues have adopted an approach based on the study of burnout and tried to clarify the conditions that lead to burnout are. Research Maslach and colleagues concluded that burnout is a multidimensional construct composed of three related components, which are:

First principal component analysis or emotional fatigue that person's emotional loss of energy;

The second component is the component of burnout, the tendency for the individual client or patient is not considered to be a human person and it is out of the individual to a inhuman objected Understand (Depersonalization).

The depersonalization of human services professionals in interacting with people and is often labeled as an object that is used is obvious. The third component of burnout is low sense of personal accomplishment. This component has attracted less attention; The purpose of this component of the Maslach has decreased sense of personal accomplishment, the individual feels his performance with no success, or to be more precise perception of success has raised no genuine performance and success. However, some scholars such as Cheriss (1980) The perception of success and they look real. For example, he says: "exhaustion, reduced motivation and effectiveness," and included a sense of failure.

#### **Models:**

There are two main models of burnout include conservation of resources model (COR) and the occupational needs of the resource model will be briefly discussed.

1) model of conservation: conservation of resources model of burnout is modeled assuming that stress and burnout occurs when people are intimidated by what they are valuable resources. The threat may be relevant to the needs and demands of job, or loss of job resources (eg, unemployment) or back low on resources when those resources are invested. (For example, if an employee is a prolonged period of time to help a fellow spends no support and accompany the peer device).

The main idea is that the COR model of job demands and job resources can lead to burnout are different but also the model of the psychological experience of failure and also addresses the development, an issue that is often raised is that those whom prevent more failures than there are people who are gaining success is important to them. Therefore likely to lead to burnout than resources are (Habfvel and Fredi; 1993).

COR model for us to understand how burnout can lead to poor outcomes such as career success and organizational commitment is helping. In total Habfvel (1998) model provides a strong theory that provides an efficient model capable of causing burnout and the results that follow can explain this phenomenon.

## 2) resource model - professional needs

Founder of COR model growth and development resource model - professional needs (JD-R) was Demverty and vacuum, Nachirner and shuffleboard (2001) have stated that burnout is the result of two types of classification of job characteristics. Job demands, which are aspects of the job that requires effort, and thus they issues (eg, burnout) In addition, job resources, job characteristics that are working towards achieving goals, reducing the need Job demands, or directed toward personal growth help. They predict the wants and needs of predictors of job burnout are emotional component analysis, whereas job resources are predictors of burnout among depersonalization.

The JD-R model to study the effect of increasing demands and resources predict burnout is a factor or factors is dependent on the interaction ie. So Demverty et al (2001) who introduced the idea that the needs and resources of the components of burnout can lead to different results. In particular, they predicted that require connected components analysis, whereas resources are inversely related to depersonalization (NAM).

## The research hypotheses

Hypothesis 1: There is a relationship between age and job exhaustion among nurses.

Hypothesis 2: There is a relationship between resiliency and job exhaustion among nurses.

Hypothesis 3: There is a relationship between Quality of sleep and job exhaustion among nurses.

Hypothesis 4: There is a relationship between gender and job exhaustion among nurses.

Hypothesis 5: There is a relationship between work experience and job exhaustion among nurses.

Hypothesis 6: There is a relationship between Income and job exhaustion among nurses.

Hypothesis 7: There is a relationship between marital status and job exhaustion among nurses.

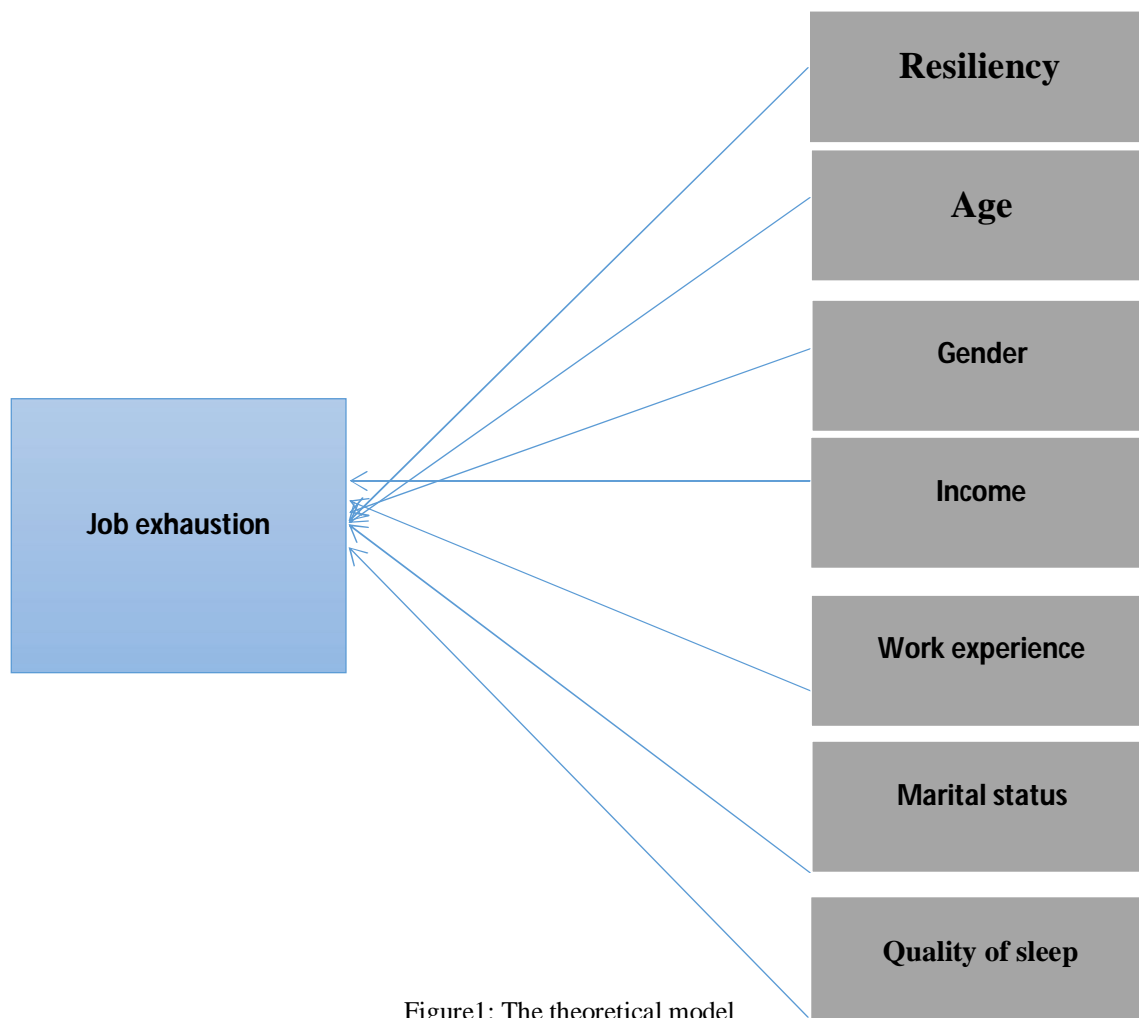


Figure1: The theoretical model

## RESEARCH METHOD

The present research is a quantitative research, uses field method and has been conducted by using survey technique. The present study was undertaken by using quantitative approach and the research method used field method; documentary techniques have been also used in preliminary studies. The research technique is survey, of course library studies technique has been also used.

Data collection is carried out by using questionnaire. Sample population is all nurses hospital Alzahra. 262 individuals were selected based on multistage cluster sampling.

In this study, face validity was used for validation, so that the questionnaire items were examined by several professors of sociology and the revised points were included in the questionnaire. Cronbach's alpha coefficient was used to assess the reliability. Regarding to high Cronbach's alpha coefficient, all the variables were approved at the final/.7 for the reliability of the questionnaire.

### Data Analysis

#### Hypothesis 1- There is a relationship between age and job exhaustion among nurses.

Since the socio-economic are interval variables, the Pearson's correlation coefficient was used to test this hypothesis.

$$H_0: \rho = 0$$

$$H_0: \rho \neq 0$$

**Table (1). Pearson correlation results of the one hypothesis**

age		
.260	r	job exhaustion
.000	Sig	
262	N	

The results show that because the correlation coefficient values ( $r = .260$ ) at a significance level ( $\alpha = .05$ ) is significant, therefore, the null hypothesis is rejected and the research hypothesis is confirmed with confidence level of 95%. So there is a significant relationship between age with job exhaustion, and the relationship is positive and direct. The relationship is extremely average.

#### Hypothesis 2: There is a relationship between resiliency and job exhaustion among nurses.

Since the socio-economic are interval variables, the Pearson's correlation coefficient was used to test this hypothesis.

$$H_0: \rho = 0$$

$$H_0: \rho \neq 0$$

**Table (2). Pearson correlation results of the tow hypothesis**

resiliency		
-.449	r	job exhaustion
.000	Sig	
262	N	

The results show that because the correlation coefficient values ( $r = -.449$ ) at a significance level ( $\alpha = .05$ ) is significant, therefore, the null hypothesis is rejected and the research hypothesis is confirmed with confidence level of 95%. So there is a significant relationship between resiliency with job exhaustion, and the relationship is negative and Reverse. The relationship is extremely average.

#### Hypothesis 3: There is a relationship between Quality of sleep and job exhaustion among nurses.

Since the socio-economic are interval variables, the Pearson's correlation coefficient was used to test this hypothesis.

$$H_0: \rho = 0$$

$$H_0: \rho \neq 0$$

**Table (3). Pearson correlation results of the third hypothesis**

resiliency		
-.313	r	job exhaustion
.000	Sig	
262	N	

The results show that because the correlation coefficient values ( $r = -.313$ ) at a significance level ( $\alpha = .05$ ) is significant, therefore, the null hypothesis is rejected and the research hypothesis is confirmed with confidence level of 95%. So there is a significant relationship between resiliency with job exhaustion, and the relationship is negative and Reverse. The relationship is extremely average.

**Hypothesis 4- There is a relationship between gender and job exhaustion among nurses.**

H<sub>0</sub>: Eta=0

H<sub>1</sub>: Eta >0

**Table (4).Average job exhaustion t among men and women**

SD	N	mean	gender
.60450	178	3.5281	female
.52689	84	3.4725	man
.58334	262	3.5126	Total

**Table (5).ANOVA table**

sig	F	Mean Square	df	Sum of Squares			
.502	.451	.154	1	.154	(Combined)	Between Groups	Jobexhaustion * gender
		.341	245	83.557		Within Groups	
			246	83.711		Total	

**Table (6).Eta coefficients between gender and job exhaustion**

Eta Squared	Eta	
.002	.043	Job exhaustion * gender

Based on a Job exhaustion has more women than men, but due to the resulting significance level ( $= \text{sig}50 / 0$ ), this difference is not significant and the tow research hypothesis is rejected.

**Hypothesis 5- There is a relationship between work experience and job exhaustion among nurses.**

Since t the socio-economic are interval variables, the Pearson's correlation coefficient was used to test this hypothesis.

H<sub>0</sub>:  $\rho = 0$

H<sub>0</sub>:  $\rho \neq 0$

**Table (7). Pearson correlation results of the fivehypothesis**

work experience		
.187	r	job exhaustion
.003	Sig	
262	N	

The results show that because the correlation coefficient values ( $r = .187$ ) at a significance level ( $\alpha = .05$ ) is significant, therefore, the null hypothesis is rejected and the research hypothesis is confirmed with confidence level of 95%. So there is a significant relationship between work experience with job exhaustion, and the relationship is positive and direct. The relationship is extremely weak.

**Hypothesis 6- There is a relationship between Income and job exhaustion among nurses.**

Since t the socio-economic are interval variables, the Pearson's correlation coefficient was used to test this hypothesis.

H<sub>0</sub>:  $\rho = 0$

H<sub>0</sub>:  $\rho \neq 0$

**Table (8). Pearson correlation results of the eighthypothesis**

income		
.295	r	job exhaustion
.000	Sig	
262	N	

The results show that because the correlation coefficient values ( $r = .295$ ) at a significance level ( $\alpha = .05$ ) is significant, therefore, the null hypothesis is rejected and the research hypothesis is confirmed with confidence level of 95%. So there is a significant relationship between income with job exhaustion, and the relationship is positive and direct. The relationship is extremely average.

**Hypothesis 7- There is a relationship between marital status and job exhaustion among nurses.**

**Table (9).Average job exhaustion between married and single**

SD	N	mean	Marital status
.62800	160	3.5087	Married
.55595	72	3.6036	Single
.51175	30	3.4133	Without wife
.59950	262	3.5187	total

**Table (10).ANOVA table**

sig	F	Mean Square	df	Sum of Squares		
.353	1.047	.376	2	.752	(Combined)	Between Groups
		.359	243	87.302		Within Groups
			245	88.054		Total

**job exhaustion \*  
Marital status**

**Table (11).Eta coefficients between job exhaustion and marital status**

Eta Squared	Eta	
.009	.092	<b>job exhaustion * Marital status</b>

H0: Eta=0

H1: Eta >0

Above average job exhaustion among single, married, and his wife show people. Although job exhaustion is more single than other people, but due to the resulting significance level ( $= \text{sig}.35 / 0$ ), this difference is not significant, the fifth research hypothesis is rejected.

## Conclusions

As mentioned job exhaustion is of those occupational risks that has been focused on because of its negative effects on employees, organizations and patients in recent years. Job exhaustion is defined as a psychological state that is caused by high levels of long-term stress in occupational life. Exhaustion of psychological syndrome includes of emotional fatigue, depersonalization, and personal performance decrease. Emotional fatigue is exactly as stress variables and is the feeling of being under pressure and leaving of emotional resources in the individual. Depersonalization is a negative and callous response to the people who normally receive service from the person and refers to the person's negative perception about the helpers. Personal performance decrease is the decrease sense of competence in performing personal duties and a negative assessment of self in relation to the work performance.

Given the importance of the issue of burnout in this research field method and technique survey sought to examine the relationship between age, gender and income; resiliency and quality of sleep as independent variables and the dependent variable burnout as we are.

- there is a significant relationship between age with job exhaustion, and the relationship is positive and direct. The relationship is extremely average.

- there is a significant relationship between resiliency with job exhaustion, and the relationship is negative and direct. The relationship is extremely average.

there is a significant relationship between quality of sleep with job exhaustion, and the relationship is negative and direct. The relationship is extremely average.

- Based on a Job exhaustion has more women than men, but due to the resulting significance level ( $= \text{sig}50 / 0$ ), this difference is not significant and the tow research hypothesis is rejected.

- there is a significant relationship between work experience with job exhaustion, and the relationship is positive and direct. The relationship is extremely weak.

- there is a significant relationship between income with job exhaustion, and the relationship is positive and direct. The relationship is extremely average.

- Although job exhaustion is more single than other people, but due to the resulting significance level ( $= \text{sig}.35 / 0$ ), this difference is not significant, the fifth research hypothesis is rejected.

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