

Investigation of Relationship between "Job Satisfaction and Happiness" and "Job Burnout" in a Health Care Center Employees

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ABSTRACT

The present research aims to investigate relationship between job satisfaction and happiness and job burnout among employees of a health care center. Statistical population of the research included all employees of health care center in Bojnourd City, Iran. 100 of them were selected by means of random sampling and research questionnaires (job satisfaction, happiness and burnout) were distributed among them. Research design is of correlation type. Data were analyzed by means of SPSS software and in two inferential and descriptive levels. In descriptive statistical analysis, means and standard deviations were investigated and in inferential statistics, multiple regression test, simultaneous model and Pearson correlation test were used. All research hypotheses were supported.

KEYWORDS: Job satisfaction, happiness, job burnout, employees of health care center

INTRODUCTION

Job burnout is a psychological symptom and is observed in jobs which involve long time of contact with other people (Mesles, Shoufelli and Louter, 2001). Job burnout is an inevitable part of professional life and is resulted from occupational experiences. This results in dissatisfaction in employees and has many adverse impacts of occupational performance. Although job is a way of earning money and finding social status, it can result in dissatisfaction and weakness of physical and psychological powers. This is because work environment is full of physical, psychological and social stimulants and each of these can lead to job burnout (Levi, 1999; as quoted from Khaki, 2006). Considering the importance of job burnout in general health of individuals, the present research tries to investigate it. Health is the beginning of freedom. Desirable health and fitness is a vital force and enthusiasm for life, which is beyond not being ill. In other words, healthy people are free from disease, depression and anxiety and their physical, nutritional and emotional status leads them to do their everyday works without exhaustion. World Health Organization defines health as a balance among physical, psychological and social dimensions of an individual and states that an individual is healthy when he or she is free from physical diseases, spiritual and psychological problems and social crises. Of course, well-being is also used in this case (Beriyani and Shakeri, 1997). Correspondence of job characteristics and personality traits is a subject which has recently received a lot of attention. John Holland, in his theory of correspondence of personality and job, describes this subject in detail. This theory is based upon compatibility between interests and working environment. He believes that job satisfaction and tendency to leave a job depends on degree to which individuals' personalities match their professional environments (Isfahani, 2002).

Individuals' personality is one of the most important factors which influence their perception of problems and coping with job stress and liability to burnout (Kardez and Daqerti, 1993).

Many studies revealed that personality traits are important factors which influence job burnout (Grent and Lengan Fox, 2006).

Research hypotheses

Main hypothesis:

There is a relationship between "job satisfaction and happiness" and "job burnout" in employees of the health care center.

Subsidiary hypotheses:

1. There is a relationship between job satisfaction and job burnout in employees of the health care center.
2. There is a relationship between happiness and job burnout in employees of the health care center.

Statistical population

Statistical population of the research included all employees of Bojnourd City health care center.

Sample and sampling method:

Research design is of correlation type. 100 people were selected randomly from employees of Bojnourd health care center and the three questionnaires (job satisfaction, happiness and job burnout) were distributed among sample members.

Data collection instrument

Job satisfaction questionnaire:

This questionnaire was designed by Smith and Hulin (1969). It is one of the commonest instruments for evaluation of job satisfaction. Its questions are descriptive and evaluate the type of satisfaction: 1. Work nature, 2. Supervisor, 3. Salary, 4. Promotion (progress), 5. Colleagues and 6. Work environment. In the main form of the questionnaire, aspects of job satisfaction are evaluated in different pages and pages have titles and each page has questions which evaluate one aspect.

Reliability and validity of job satisfaction questionnaire

Cronbach's alpha was used to evaluate reliability of job satisfaction questionnaire. In $\alpha=0.01$ level, reliability test was significant (0.93). this indicates a high reliability of the questionnaire.

Studies conducted by Smith, Condal and Hyulin (1969) and Condal&Hyulin (1972) reported reliability coefficients of total questionnaire ranging from 0.62 to 0.89 and reported coefficients of subscales to range from 0.59 to 0.92 (in the first study) and from 0.62 to 0.93 in the second study. In Iran, Arshadi et al (1990) conducted a research on south petroleum industry employees' job satisfaction for the first time and reported total reliability to be 0.71 and subscales reliability coefficients to range from 0.73 to 0.85. Qani (1994) also conducted a research on teachers of secondary schools in Ahwaz City (Iran) and reported total reliability coefficient to be equal to 0.85 and reported subscales coefficients to range from 0.65 to 0.89.

Attar (1995) conducted a research on employees of an industrial complex and reported total reliability coefficient to be equal to 0.75 and reported subscales coefficients to range from 0.62 to 0.87. Smith, Condal and Hyulin (1969) compared the results of this questionnaire survey with other methods of evaluation of job satisfaction and recognized this method as valid. Qani (1994) reported total validity coefficient to be equal to 0.46 and validity coefficients of subscales to range from 0.42 to 0.59. further, Attar (1995) reported total validity coefficient to be equal to 0.75 and subscales coefficients to range from 0.59 to 0.87.

Oxford happiness questionnaire

Oxford happiness questionnaire has 29 questions and measures individual happiness. This questionnaire is theoretically based upon Argril and Krasland's definition of happiness (they presented an operational definition of happiness and considered it as having three main parts: frequency and degree of positive emotion, average satisfaction level over a period of time and not having negative feelings). This test was designed in 1989 by Argeil and is derived from Beck's depression questionnaire (BDI, 1976). 21 questions of this questionnaire are borrowed from BDI questionnaire and have been reversed. 11 more questions have been added to them to cover other aspects of mental health. Just like BDI questionnaire, every question of happiness questionnaire has four choices and respondents must select one of them. This questionnaire is widely used in studies which are related to happiness.

Reliability and validity of Oxford Happiness Questionnaire

Reliability

Argeil et al reported reliability of the questionnaire to be equal to 0.90 (using Cronbach's alpha method) and 0.78 (using retest method over 7 weeks).

Validity

Argeil et al evaluated the validity of the questionnaire by means of respondents' friends' opinions and reported it to be 0.43. further, since happiness has three parts: positive emotion, satisfaction and absence of negative emotion, correlation of this questionnaire with Bradbern's positive emotion scale was equal to 0.32, its correlation with Argeil's satisfaction with life scale was equal to 0.57 and its correlation with BDI was (-0.52).

Meslesch's job burnout questionnaire

This test has 25 questions and was first implemented on 420 people. Respondents' jobs included: nurse, teacher, social helper, psychological health centers employees, and executive managers of institutes. 9 questions belonged to emotional fatigue, 8 questions belonged to personal performance, 5 questions belonged to depersonalization, and 3 questions belonged to involvement.

Reliability and validity of Meslesh's job burnout questionnaire

Reliability of Meslesh's job burnout questionnaire

Meslesh and Jackson (1981) conducted a research on 420 people (69% female and 31% male) and calculated internal consistency of the questionnaire using Cronbach's alpha to be equal to 0.83 for frequency and 0.84 for intensity.

Moreover, Meslesh and Jackson (1981) conducted a research on 23 students of social and health services. They calculated reliability of job burnout questionnaire using retest method in a period of two to four weeks. Total reliability was obtained 0.82 for frequency and was 0.53 for intensity.

Validity of Meslesh's job burnout questionnaire

Meslesh and Jackson (1981) used three methods for determination of validity of the questionnaire.

In order to calculate correlation points of the respondents of job burnout questionnaire and evaluate points of relatives, two actions were taken: first, colleagues of 40 employees of psychological health centers who had filled job burnout questionnaire were asked to score their colleagues in terms of emotions and way of serving clients. Correlation coefficient between colleagues' ideas and individuals' points were evaluated and was significant statistically. Secondly, the wives of 142 policemen who had responded to job burnout questionnaire were asked to evaluate their husbands emotionally and in terms of personal performance (individuals who had high points in emotional fatigue were evaluated by their wives as individuals who are nervous and annoyed when they come home, are worried and anxious and physically tired (Meslesh and Jackson, 1981).

Correlation between individuals' points in job burnout questionnaire and dimensions of job experience: according to Meslesh and Paines (1977), it is predicted that as the number of clients an employee serves increases, his or her burnout possibility is increased. Meslesh and Jackson (1981) found that when the number of clients increases (more than 40 people per day), the individual's emotional fatigue score and depersonalization score also increase and personal performance is decreased.

Correlations between individuals' job burnout points and different job-related items: all correlations between job burnout and the following variables were significant: tendency to leave job, tendency to have less contact with people, having problem with friends and other people, sleeplessness, alcohol and drug abuse (Meslesh and Jackson, 1981).

Data analysis methods

In order to analyze data, descriptive and inferential statistical methods were used. In descriptive statistics analysis, graphs, means and standard deviations were investigated and in inferential statistics, multiple regression test was used for hypotheses analysis. All analyses were conducted by means of SPSS18 software.

Research findings

For investigation of the main hypothesis, multiple regressions, simultaneous model were used and Pearson correlation test was used for investigation of subsidiary hypotheses. Investigation of mutual correlations between job satisfaction and happiness and job burnout using Pearson correlation test revealed that there is a significant relationship between job satisfaction and job burnout ($r=-0.234$, $p<0.05$) and there is also a significant relationship between happiness and job burnout ($r=-0.234$, $p<0.05$) (table 1). The main hypothesis (there is a significant relationship between job satisfaction and happiness and job burnout) was investigated using multiple regression simultaneous model and its results are summarized in tables 1 and 2.

Table 1. mutual correlation between job satisfaction, happiness and job burnout

Variables	job satisfaction	happiness	job burnout
job satisfaction	-	0.266**	0.234*
happiness	-	-	0.243*
job burnout	-	-	-

* $P<0.05$

Further, multiple regression (simultaneous) was used to investigate the predicting role of job satisfaction and happiness in job burnout (dependent variable). Results are summarized in table 2.

Table 2. summary of regression analysis of the role of job satisfaction and happiness in job burnout

Predicting variable	B	beta	T	significance	R squared	R	F	Significance level
Job satisfaction	-0.108	-1.811	-0.182	0.073	0.090	0.300	4.785	0.010
happiness	-0.471	-1.935	-0.471	0.056	-	-	-	-

As it can be seen in table 2, job satisfaction and happiness were simultaneously inserted into analysis and predict 9% of job burnout variance. Moreover, standard coefficients column shows that both variables (happiness and job satisfaction) can predict job burnout considerably.

First subsidiary hypothesis (there is a relationship between job satisfaction and job burnout) was analyzed using Pearson correlation test. Results are summarized in table 3.

Table 3.correlation between job satisfaction and job burnout

Variable	SE	β	df	r	p	n
Job satisfaction and job burnout	0.058	-0.234	98	-0.234 *	0.019	100

P<0.05

Results of table 4-6 show that there is a significant relationship between job satisfaction and job burnout ($r=-0.234$, $p<0.05$). further, the correlation is negative. In other words, job burnout decreases as job satisfaction increases. Since significance level ($p=0.019$) is smaller than ($p<0.05$), the calculated correlation coefficient is statistically significant in (0.05) significance level. Considering Beta value, job satisfaction variable predicts 23.4% of variance of the dependent variable (job burnout) and one unit change in standard deviation of job satisfaction changes standard deviation of the dependent variable (job burnout) as much as 5.8 units. Therefore, the first hypothesis of the research is supported.

Second subsidiary hypothesis of the research (there is a relationship between happiness and job burnout) was analyzed using Pearson correlation coefficient and the results are summarized in table 4.

Table 4.correlation between happiness and job burnout

Variable	SE	β	df	r	p	n
Happiness and job burnout	0.238	-0.243	98	-0.243 *	0.015	100

Results of table 4-6 show that there is a significant statistical relationship between happiness and job burnout ($p<0.05$, $r=-0.234$). furthermore, the correlation is negative. In other words, job burnout decreases as happiness increases. Since significance level ($p=0.015$) is smaller than ($p=0.05$), the calculated correlation coefficient is statistically significant in (0.05) level. Considering beta value, happiness variable predicts 24.3% of the variance of the dependent variable (job burnout) and one unit change in standard deviation of happiness changes standard deviation of the dependent variable (job burnout) as much as 23.8 units. Therefore, the second subsidiary hypothesis is supported.

DISCUSSIONAND CONCLUSION

Main hypothesis: there is a relationship between "job satisfaction and happiness" and "job burnout".

The main hypothesis of the research was analyzed by means of multiple regression simultaneous model and the results are summarized in tables 1 and 2. Further, multiple regression (simultaneous) was used to investigate the predicting role of job satisfaction and happiness in job burnout variable and the results are summarized in table 2. As it was observed in table 2, job satisfaction and happiness were simultaneously inserted into analysis and they predict 9% of variance of job burnout. Moreover, standard coefficients column shows that both job satisfaction and happiness can predict job burnout.

This result conforms to the results of studies conducted by Walters and Pilod (2007), Qerpadeh et al (2007), Groza et al (2006), Klifder et al (2001), Mohammad Gholami (2011), Safari and Goudarzi (2009), AlaviMatin et al (2009) and AfkhamIbrahimi et al (2004).

First subsidiary hypothesis: there is a relationship between job satisfaction and job burnout.

Pearson correlation coefficient was used to analyze the first subsidiary hypothesis. Results are summarized in table 3.

Results of table 4-6 show that there is a significant statistical relationship between job satisfaction and job burnout ($p<0.05$, $r=-0.234$). further, the correlation is negative. In other words, job burnout decreases as job satisfaction increases. Since significance level ($p=0.019$) is smaller than ($p<0.05$), the calculated correlation coefficient is statistically significant in (0.05) significance level. Considering Beta value, job satisfaction variable predicts 23.4% of variance of the dependent variable (job burnout) and one unit change in standard deviation of job satisfaction changes standard deviation of the dependent variable (job burnout) as much as 5.8 units. Therefore, the first hypothesis of the research is supported.

This finding conforms to the results of studies conducted by Meslesh (2001), HoseinGholiZadeh (2011) and ZoleikhaGholizadeh (2010).

Second subsidiary hypothesis: there is a relationship between happiness and job burnout.

The second subsidiary hypothesis was analyzed by means of Pearson correlation coefficient and the results are summarized in table 4.

Results of table 4-6 show that there is a significant statistical relationship between happiness and job burnout ($p < 0.05$, $r = -0.234$). Furthermore, the correlation is negative. In other words, job burnout decreases as happiness increases. Since significance level ($p = 0.015$) is smaller than ($p = 0.05$), the calculated correlation coefficient is statistically significant in (0.05) level. Considering beta value, happiness variable predicts 24.3% of the variance of the dependent variable (job burnout) and one unit change in standard deviation of happiness changes standard deviation of the dependent variable (job burnout) as much as 23.8 units. Therefore, the second subsidiary hypothesis is supported.

This result conforms to results of studies conducted by Jones de Tir et al (2010), Jamal (2004), Saberi et al (2008).

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