



The relation between working life quality and burnout of practical nurses of Fasa University of Medical Sciences 2016

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Received: 21-02-2017 / Revised Accepted: 24-03-2017 / Published: 26-04-2017

ABSTRACT

Background and goal: the subject of working life quality and its relation with burnout is among important and vital topics in today organizations. The aim of performing this study is to examine the relation between working life quality and burnout among practical nurses of Fasa University of Medical Sciences.

Materials and methods: This study is descriptive of correlation type. The statistical population of the study is all practical nurses of Fasa University of Medical Sciences 135 persons. Data collecting tool is two questionnaires of Walton working life quality and Maslach burnout that their validity factor was determined with the aid of Cronbach alpha 0.87 and 0.89 respectively and they were analyzed using SPSS software and one-way variance analysis and multivariate regression test.

Results: There is a significant and reverse relation between working life quality and burnout of practical nurses of Fasa University of medical sciences. 2- Among factors of working life quality based on Pierson correlation coefficient, there is a significant and reverse relation between variables of occupational growth and safety, legal positivism in the organization and working life social dependence, just and sufficient payment, workplace health and safety, social unity and coherence, developing social capabilities and burnout. 3- Among working life quality components, there is no significant relation between life general space and burnout.

Conclusion: most practical nurses who attend this research were not in a suitable status in respect of burnout and most of them acquired medium score in respect of working life quality that this indicates requirement of more follow-ups for reducing burnout and using suitable approaches for increasing their life quality.

Keywords: working life quality, burnout, practical nurses

INTRODUCTION

Noting human forces has greatly increased in recent decades. New intellectual frameworks and changes in the force arena and human resources which have emerged, has paved the way for more utilization of personnel ability and specialty.

Polling have specified that more than 50% of personnel are not informed about the mission of the organization in which they are working. 84% of them imagine that awareness from organizational mission doesn't impact their work quality and 44% of employees don't see any kind of sympathy and

emotional relation between themselves and high rank managers of the organization in which they work. Another survey in this field shows that the two phenomena of working life and personal life have mutual and intensifying impacts on each other. The individual who has many problems in his family and personal life, definitely this problem influences on his concentration, satisfaction from work, efficiency and pleasure at workplace (Shir Ashiani, 2009).

High quality of working life has been identified as one of main conditions of human forces

empowerment required by the organizations that one of methods of access to high performance and efficiency and causes participatory decision making, occupational safety, improving conditions and workplace, creating occupational progress opportunity and job enrichment in the organization and a culture and attitude which is focused in that personnel and by providing grounds and facilities of growth and promotion causes general welfare increase (Abtahi, 2002). But burnout is an important factor in the organization's failure in achieving goals. That one of most crucial life issues is working in industrial complex world and a great number of people and human forces are involved in stress and finally burnout and many sources are lost due to it (Abtahi, 2002).

Besides negative impacts of burnout on people, the organizations also face important consequences and costs relating to burnout (Seyed Javadin, 2008). By raising working life quality, managers could reduce personnel burnout.

Tension in workplace is a prevalent issue and many people face it, so a group of organizational behaviors' experts has described the prevalent disease of the century that in long term could lead burnout, then burnout is one of major inevitable consequences of work tension which is followed by physical fatigue, change in behavior and job performance, that in fact we can say that burnout is recognized with the following symptoms:

- 1- Emotional indicators which have symptoms like being uninterested in one's job, depression, sense of inability and impotence, losing sympathy to others
- 2- Attitudinal indicators including pessimism to others, to management of one's organization and blaming others
- 3- Behavioral indicators including irritability and aggressiveness, increasing drug abuse and increasing problems and involvements with directors, cooperators and spouse and children
- 4- Psychosomatic indicators like suffering from digestive disorder and headaches
- 5- Organizational indicators including robbery, absence from work, degradation of moral and spiritual dimensions of personnel (Satchi, 1997).

People who experience burnout, have a negative impact on their cooperators and by creating personnel conflicts and disorder in performing occupational tasks could be epidemic and continues as informal interactions in the job, also among impacts that burnout has as a negative transmitter is transmittance and its impact in people family life (Burk & Greenglass, 20011).

Basis of the present study is based on theory of experts like Walton and Maslach. Relating to

working life quality and burnout, the model provided by Maslach and Jackson has been used. In providing a framework for analyzing working life quality, Walton divides it to eight factors: 1- just and sufficient payment, 2- health and safety of workplace, 3- providing growth opportunity and continuous safety, 4- legal positivism in the organization, 5- social attachment in working life, 6- life general space, 7- unity and social coherence, 8- developing human capabilities. And based on theory of Maslach and Jackson, burnout includes three components: 1- emotional weariness, 2- personality metamorphosis, 3- emotional failure

The present study aims to examine the relation between working life quality and burnout of practical nurses of Fasa University of Medical Sciences so that the result of this study makes the ground more favorable for more attention to personnel needs and promoting working life quality and their burnout reduction.

MATERIALS AND METHODS

The present study is of descriptive- correlational type which has been performed with filed method. The statistical population of the present study includes all practical nurses working in health centers of vice- chancellor for health of Fasa University of medical sciences with 135 people including 38 men and 97 women in 2016.

For examining working life quality, Walton standard questionnaire (1975) were used which includes 27 questions and was classified based on Likert 5 option scale and measures 8 main components of working life quality including sufficient and just wage, total life space, occupational life social relation, healthy and safe working conditions, opportunity for intermediate utilization and development of human talents, social coherence in labor organization, opportunity for continuous growth in future, legal positivism in the organization.

For assessing burnout, burnout questionnaire (MBI) was used which has been first codified by Maslach and Jackson in 1981 which includes 3 scales of emotional weariness, personality metamorphosis and individual failure.

For preventing from conservatism of some people in completing the questionnaires, first enough explanations about confidentiality and anonymity of the questionnaires and using it merely for the present study was given, finally data were obtained using descriptive statistics (tables of frequency, means, standard deviation and Pierson correlation test) and inferential statistics (independent groups

test, one- way variance analysis test and multivariate regression test) and for analysis, SPSS software was used.

Findings: First hypothesis: there is a significant relation between working life quality and burnout of practical nurses. Regarding the results obtained from tables, the rate of correlation coefficient of two mentioned variables is equal to $r = -0.287$ with significance level of $P = 0.001$ and we can say that there is a significant and reverse relation between

working life quality and burnout of practical nurses.

Second hypothesis: there is a significant relation between each of working life quality components and burnout. Regarding the results obtained from the above table, among 8 components of working life quality, there is a reverse and significant relation between 7 components of burnout and only the relation of life general quality with burnout is significant.

The table of calculations results of correlation coefficient between working life quality and burnout

variables	sample number	correlation coefficient	significance level
working life quality	135	-0.287	0.001
burnout			

Table of calculations of correlation coefficient of working life quality and burnout

variables	the number of samples	correlation coefficient	significance level
sufficient and just payment	135	-0.28	0.001
safety and health of workplace	135	-0.25	0.003
the opportunity of continuous growth and safety	135	-0.354	0.001
legal positivism in the organization	135	-0.31	<0.001
social dependence in working life	135	-0.182	0.035
life general space	135	-0.065	0.45
integrity and social coherence	135	-0.253	0.003
development of human capabilities	135	-0.324	<0.001

DISCUSSION AND CONCLUSION

Several factors are involved in the rate of nurses' burnout many of which are out of researcher control among 8 components of working life quality; the relation of life general space component is not significant. That is for reducing the rate of practical nurses burnout, 7 other components of life quality should be noticed: wages just payment, social fitness, development of individual capabilities, integrity and social coherence, providing continuous growth opportunity, legal positivism in the organization and safe and healthy workplace should be specially noticed. The result of this study is similar to the research of Zomoradi (2003) which confirms existence of a reverse relation between variables of working life quality and burnout. Also, it is consistent with studies of Mohammadi (2008) and Kheirandish (1998) and also the study of Fadipour (2000). The results obtained from working life quality questionnaire analysis shows that the rate of Fasa practical nurses working life quality is in

moderate and good level; therefore, promoting this mean to a proper rate requires high effort of authorities in various levels of management. Regarding that health centers are enumerated among governmental organs, any kind of investment in near future leads to preventing from diseases. Then, attention to working life quality of life quality practical nurses seems necessary. Regarding the mean of burnout components which is equal to 2.9, 4.2 and 1.7 and in high level, and regarding the results obtained from practical nurses working, we can easily anticipate that the rate of burnout mean increases among personnel. Since the research results show that burnout causes ruin of services quality which are provided by personnel and could be a factor for absence, spirit weakness and irresponsibility. Besides, burnout is correlated with personal concerns like physical weariness, insomnia, increase of drug and alcohol abuse and family problems (Maslash, Jackson, p 99, 1981). Therefore, regarding the results obtained in this study, Fasa practical nurses suffer from relative weariness, so we can state that this result is surely

dissatisfactory. The results of statistical analysis of working life quality questionnaire show that regarding correlation coefficient rate $r = -0.28$ with significance level of $p = 0.001$, there is a significant and reverse relation between component of just payment and burnout. That is, the more just wages the practical nurses have, their burnout will decrease. In fact, the better practical nurses receive their wages from the organization for the job they do and the rate of wages they receive is accordant to their expectations and working volume and the more this wage is according to equal working conditions in the organization, their burnout rate will decrease.

The results of statistical analysis of working life quality questionnaire show that regarding correlation coefficient of $r = -0.25$ and significance level $p = 0.003$, there is a significant and reverse relation between safe workplace and burnout. That is the more safe workplace the practical nurses enjoy, their burnout decreases. This indicates that if workplace is healthy in respect of working physical conditions and in fact, if the organization creates a safe workplace for personnel and also considers a more just working hours and work volume, definitely regarding the results of this study practical nurses burnout is reduced. Since the requirement of growth and increase of work quality is to have a safe workplace away from any stress and anxiety and also regarding the results of this study, authorities should make their best effort to create a safe environment so that people with more courage be able to say their views without fear of any type of punishment and revenge and with formative views of personnel, an exact planning is made for future working system.

The results of statistical analysis of working life quality questionnaire show that regarding correlation coefficient rate $r = -0.354$ and significance level of $p = 0.001$, there is a significant and reverse relation between continuous opportunity of growth and safety and burnout. That is, the more continuous the opportunity to growth and safety of the nurses, their burnout decreases. Regarding the obtained results, if practical nurses enjoy occupational safety, in other words are officially employed and also have the opportunity of utilizing their skills learned in training courses and workshops practically, finally workplace has provided the possibility of capacity and potential ability growth for them, regarding the results of this study burnout decreases. Regarding the mean of this component (2.3) which is relatively low indicates that the rate of growth and actualization opportunity in their organization is relatively low. And practical nurses have the possibility to utilize

their skills and occupational safety is relatively governed on the workplace.

The results of statistical analysis of working life quality show that regarding the rate of correlation $r = -0.31$ and significance level $p < 0.001$, there is a significant and reverse relation between legal positivism and burnout. That is the more practical nurses enjoy legal positivism, their burnout decreases. This indicates that if the superior behavior is just with practical nurses in health centers and they can state their views without risk of their occupational position and there are formal methods for complaining in workplace and generally enjoys a relative peace in workplace, their burnout decreases. Regarding the mean of this component (2.2), we can state that observing legal positivism in the organization is relatively low.

The results of statistical analysis of working life quality questionnaire show that regarding correlation coefficient of $r = -0.182$ and significance level of $p = 0.350$, there is a significant and reverse relation between social dependence and burnout. That is the more practical nurses have social fitness, their burnout reduces.

The results of statistical analysis of working life quality questionnaire show that regarding correlation coefficient of $r = -0.065$ and significance level of $p = 0.45$, there is a and reverse relation between life general space and burnout but it is not significant.

The results of statistical analysis of working life quality questionnaire show that regarding correlation coefficient of $r = -0.253$ and significance level of $p = 0.003$, there is a significant relation between social integrity and coherence and burnout. In this study, social coherence means that nurses workplace observes that tasks should be performed based on office hierarchy and colleagues trust each other and the ground of job promotion is provided and in hard conditions, they are supported by their colleagues. Regarding the mean of this component (2.57) which is in a medium level, it is shown that job promotion among Fasa practical nurses is moderate and they relatively gain the opportunity to grow their skills.

The results of statistical analysis of working life quality questionnaire show that regarding correlation coefficient of $r = -0.253$ and significance level of $p = 0.001$, there is a significant and reverse relation between individual capabilities and burnout. That is the more practical nurses have a workplace where the opportunity to develop their individual capabilities, their burnout reduces. This component indicates that job should be designed so that provides the possibility of utilizing a wide

range of skills for personnel and provides the ground of automaticity and self-control and also designing and planning and could increase the access of personnel to their occupational information. If during job designing such factors should be considered, regarding the obtained results burnout is reduced. Regarding the mean of this component (2.48) which is in medium level, it is shown that leadership style in health centers of

this city is so that nurses talent is not especially noticed in automaticity and self-control field in workplace and they relatively enjoy this quality indicator.

Acknowledgment: I appreciate all practical nurses of Fasa University of medical sciences who cooperate with me in performing this study.

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