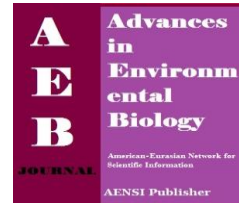




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## The Relationship between Resilience and Job Burnout amongst Nurses of Namazi Hospital

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### ABSTRACT

The current study investigated the relationship between resilience and job burnout intention amongst nurses of Namazi hospital in Shiraz, Iran. The aim was to further clarify how resiliency influences the job burnout and nurses' coping abilities within bad and stressful working conditions. The data collected using standardized questionnaires developed as Wagnild and Young Scale of Resiliency (1993) and Yaman's (2002) Job Related Burn-Out Questionnaires. Data analyzed by employing correlation analysis using SPSS software version 20.00. The results indicated that the relationship between resiliency and burnout is negatively significant. Also there were a significant relationship between dimensions of burnout ( emotional exhaustion, depersonalization and personal accomplishment) and resilience( at 0.99 confidence level).

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## INTRODUCTION

The nature of some jobs is to the extent that people will be faced problems in their mental health and physical health. So, it is important to take a look to the capacities that make the people and individuals more resistant to the adversity and bad conditions. Such a capacity that has been considered in new literature is resilience [2]. Resilience has been defined as a capability to survive in the adverse conditions. It is believed that what is the main cause of sustaining functional abilities under the stress conditions is resilience [6].

Resiliency is not only the capability of person in coping with adverse conditions but the most important is the preservation of individuals' mental health. It seems that one of the stressful conditions is the job condition of individuals. There are some occupations that in them, individuals are in tension and stress conditions more than other jobs. Nursing is one of the jobs that have a difficult working conditions and engaged nurses are under stress conditions due to the facts such as; the need for coordinating individuals with different skills, the problem of facing with urgent illness cases, different working shifts, different diseases, different sick people and their relatives in the work settings [6]. Amongst all the peoples working in the medical centers, nurses are the individuals with the highest levels of the stress experience [7]. Others also believe that the experience of mental health pressures is prevalent in the nursing occupations.

The sum of these adverse effects and conditions may cause the nurses to face with job burnout syndrome. This syndrome today is seen amongst the nurses as a prevalent syndrome [10]. This syndrome has been defined as mental and physical hardness that cause a negative emotion toward the job and job setting. Burnout is a response to the emotional stresses such as physical or emotional burnout, reduction of job output, and losses of identity [15]. Burnout is the reduction of individuals' resistance to the pressure conditions. Some studies consider 3 dimensions for burnout: depersonalization, Personal accomplishment and emotional exhaustion [16]. Emotional exhaustion is the negative response to the pressure conditions and consequently the loss of the emotional capability of the individuals. Depersonalization is the negative response to rigid conditions and individuals who are benefiting the persons services. Personal accomplishment is the reduction of the sense of the competency in doing the job tasks.

Till now, regardless of the efforts toward recognizing stressful conditions on the nurse' burnout, but these efforts have been directed toward the organizational and working conditions and the impact of the personal characteristics and abilities have been less investigated [17].

Today, the capacity of the resilience has been considered as a key for nursing professions [6 and 14 and 18]. Jackson et.al (2007) suggested some activities and skills to promote resiliency [20, 33]. So, as we can see, the

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main focus has been the promotion of the abilities rather than improving working conditions because it may lead to a greater success while confronting adversity. This approach also has been used and employed in the current research and the authors aimed at investigating the impact of the resilience on the job burnout in the nurses. So, based on what presented and based on the need for research in this area, the main question of the present research is that:

Is resilience related to the job burnout significantly?

### *What is resilience?*

Resilience is our ability to adapt and bounce back when things don't go as planned. Resilient people don't wallow or dwell on failures; they acknowledge the situation, learn from their mistakes, and then move forward. According to the research of leading psychologists, there are three elements that are essential to resilience [21, 22, and 23]:

**Challenge** – Resilient people view a difficulty as a challenge, not as a paralyzing event. They look at their failures and mistakes as lessons to be learned from, and as opportunities for growth. They don't view them as a negative reflection on their abilities or self-worth.

**Commitment** – Resilient people are committed to their lives and their goals, and they have a compelling reason to get out of bed in the morning. Commitment isn't just restricted to their work – they commit to their relationships, their friendships, the causes they care about, and their religious or spiritual beliefs.

**Personal Control** – Resilient people spend their time and energy focusing on situations and events that they have control over. Because they put their efforts where they can have the most impact, they feel empowered and confident. Those who spend time worrying about uncontrollable events can often feel lost, helpless, and powerless to take action.

The way that we explain setbacks to ourselves is also important. This "explanatory style" is made up of three main elements [12,8,9]:

**Permanence** – People who are optimistic (and therefore have more resilience) see the effects of bad events as temporary rather than permanent. For instance, they might say "My boss didn't like the work I did on that project" rather than "My boss never likes my work."

**Pervasiveness** – Resilient people don't let setbacks or bad events affect other unrelated areas of their lives. For instance, they would say "I'm not very good at this" rather than "I'm no good at anything."

**Personalization** – People who have resilience don't blame themselves when bad events occur. Instead, they see other people, or the circumstances, as the cause. For instance, they might say "I didn't get the support I needed to finish that project successfully," rather than "I messed that project up because I can't do my job."

### *Job burnout:*

Occupational burnout or job burnout is characterized by exhaustion, lack of enthusiasm and motivation, feeling 'drained',<sup>[1]</sup> and also may have the dimension of frustration and/or negative emotions and cynical behavior.[22][23] and as a result reduced professional efficacy within the workplace[24].

More accurately defined, "Burnout is a state of emotional, mental, and physical exhaustion caused by excessive and prolonged stress" [4]. Thus in the emotional plan exhaustion refers to the depletion or draining of emotional resources, from which cynicism stem and cynicism refers to the indifference or distant attitude of work and reduced professional efficacy refers to the lack of satisfaction with past/present expectations [25].

Occupational burnout is typically and particularly found within human service professions. Such jobs that naturally experience high levels of occupational burnout include: social workers, nurses, teachers, lawyers, engineers, physicians, customer service representatives, and police officers [6]. One reason why burnout is so prevalent within the human services field is due in part, to the high stress work environment and emotional demands that might be independent of the effort exerted by the individual.

The individuals who are most vulnerable to occupational burnout are ones who are strongly motivated, dedicated, and involved in the work in which they partake [27]. As work for these individuals is the source of importance in which they derive meaning in life, it is significant that they find meaning by achieving their goals and expectations. At the same time occupational burnout is a type of stress condition and as such results in concentration problems or decreased problem solving abilities [28]. Thus the desire to achieve these high goals and expectations may collide with physical, emotional and mental exhaustion resulting from an inability to achieve them, which can lead to a type of burnout that may involve even a reflection on the failure to find meaning and growth in life [32].

### *Research hypotheses:*

H1: There is a significant relationship between resilience and job burnout in the nurses.

H2: There is a significant relationship between resilience and emotional exhaustion

H3: There is a significant relationship between resilience and depersonalization

H4: There is a significant relationship between resilience and personal accomplishment

**Research Method:****Population:**

This study is a descriptive and correlation research. The population consisted of 321 nurses employed part-time and full time in the Namazi hospital, Shiraz, Iran.

**Sampling:**

Sampling done using Cochran formula for normally distributed population. The following formulation adopted:

$$n = \frac{\frac{z^2 pq}{d^2}}{1 + \frac{1}{N} \left( \frac{z^2 pq}{d^2} - 1 \right)}$$

**Size:**

With confidence level of 5%, 175 nurses selected randomly to answer the survey questionnaire.

**Measures:**

Two measures employed to assess the resiliency and erosion among nurses respectively; Wagnild and Young Scale of Resiliency (1993) and Yaman's (2002) Job Related Burn-Out Questionnaires.

The 25-item resiliency scale has been used for about 20 years with solid reliability and validity data. The RS-14 has been used for only about 1 year but also has very good psychometric properties. It is strongly correlated with the longer RS ( $r=.97$ ) and the internal consistency reliability for the RS-14 is .93 (alpha coefficient). It takes about half the time to complete the RS-14.

**Analysis:**

Data analyzed using SPSS software, version 18.00. Pearson correlation analysis done to test the hypotheses

**Results:**

To investigate the impact of the dimensions of the job related burnout, resilience scores were analyzed in relation the three dimensions of emotional exhaustion (EE), depersonalization (DP) and personal accomplishment (PA).

*H1: There is a significant relationship between resilience and job burnout in the nurses.*

**Table 1:** Correlations between the resilience and burnout.

		resilience	Burnout
resilience	Pearson Correlation	1	-0.208**
	Sig. (2-tailed)		.000
	N	160516	152297
Burnout	Pearson Correlation	-0.208**	1
	Sig. (2-tailed)	.000	
	N	152297	161636

\*\* . Correlation is significant at the 0.01 level (2-tailed).

As table 1 indicates, there is a negative significant relationship between resilience and burnout, this means that the higher the levels of the resiliency, the lower burnout levels.

*H2: There is a significant relationship between resilience and emotional exhaustion*

**Table 2:** Correlation between resilience and emotional exhaustion.

		resilience	Emotional exhaustion
resilience	Pearson Correlation	1	-0.163**
	Sig. (2-tailed)		.000
	N	160516	151063
Emotional exhaustion	Pearson Correlation	-0.163**	1
	Sig. (2-tailed)	.000	
	N	151063	160949

\*\* . Correlation is significant at the 0.01 level (2-tailed).

As table 2 indicates, there is a negative significant relationship between resilience and emotional exhaustion, this means that the higher the levels of the resiliency, the lower emotional exhaustion levels.

*H3: There is a significant relationship between resilience and depersonalization*

3- Correlation between resilience and depersonalization			
		resilience	depersonalization
resilience	Pearson Correlation	1	-0.197**
	Sig. (2-tailed)		.000
	N	160949	152331
depersonalization	Pearson Correlation	-0.197**	1
	Sig. (2-tailed)	.000	
	N	152331	161636
**. Correlation is significant at the 0.01 level (2-tailed).			

As table 3 indicates, there is a negative significant relationship between resilience and depersonalization, this means that the higher the levels of the resiliency, the lower depersonalization levels.

*H4: There is a significant relationship between resilience and personal accomplishment*

**Table 4:** Correlation between resilience and personal accomplishment dimension.

		resilience	Personal accomplishment
resilience	Pearson Correlation	1	-0.022**
	Sig. (2-tailed)		.000
	N	161636	158775
Personal accomplishment	Pearson Correlation	-0.022**	1
	Sig. (2-tailed)	.000	
	N	158775	173102
**. Correlation is significant at the 0.01 level (2-tailed).			

As table 4 indicates, there is a negative significant relationship between resilience and personal accomplishment, this means that the higher the levels of the resiliency, the higher personal accomplishment levels.

#### *Conclusions and future recommendations:*

The current study was to investigate the relationships between resilience and job burnout in the nurse community of Namazi hospital in Shiraz, Iran. Data analysis shows that there is a significant relationship between resilience and job burnout. This relationship was negative. Results also indicated that there are significant relationships between resilience and burnout dimensions.

Regarding to the significant relationship between resilience and emotional exhaustion, it should be note that resilience can help the people in coping with stressful conditions or mentally disturbing conditions. This may lead to a better emotional, state and prevent emotional exhaustion. The finding of the current hypothesis is similar to the other findings [6 and 16] in the literature.

Results indicated that resilience is negatively and significantly related to the depersonalization of the individuals. This implies that people with higher levels of resiliency experience lower levels of depersonalization. Another explanation can be that peoples with higher levels of self-efficacy tend to be more respecting their personalities and respect what they own in their life and their existence. Such results are supporter of previous studies in this area [2 and 20].

Regarding to the significant relationship between resilience and personal accomplishment, it can be said that in this regard personal hopes and personal believes makes the people more and more tolerant to the burnout and this can be due to the positive impact of such believes on the retention intention in the organizations.

As we found in the current research, many papers and scholars have devoted a time and space for investigating resilience as a positive factor in coping with adversities and stress conditions. The result of the current study is in consistency with the previous studies. One important implication of the current research is a call for research on intervening variables and mediator variables between resiliency and burnout intention. Another implication is to investigate the difference in resilience between two groups of women and men and to assess whether resilience is positively related to the burnout in men or women. As we know many scholars have characterized women with a more resilient personality [22, 24].

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