

Job Burnout Among Nurses Working in A Private Hospital in Baghdad

Haider Mohammed Haider

Mustansiriyah University, Dewan Affairs

Email: haidermohammed@uomustansiriyah.edu.iq

Tawhed Fadhil Jaber

Mustansiriyah University, Education Faculty

Email: nedhal_1980@uomustansiriyah.edu.iq

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Abstract

Extensive working hours in the health industry sometimes led to job burnout for healthcare personnel. Many times, healthcare workers must be on call around-the-clock, which may increase stress and cause job burnout. The goal of this research is to look at occupational burnout among Baghdad private hospital nurses. A scale to gauge occupational burnout was developed by the researcher using a main quantitative investigation. The data were gathered via survey, and 92 individuals were carefully chosen to provide a representative sample. The researcher used a number of statistical programs and techniques to verify the information. These included percentage analysis, one-sample t-testing to find any differences in the respondents' views, and Cronbach's alpha formula calculations for stability and reliability. The link between variables was investigated using a Pearson correlation coefficient and variations within the parameters of occupational burnout were analysed by the researcher using a one-way ANOVA. According to the study's findings, job burnout is common among nurses employed in Baghdad's private hospitals; high levels of stated. It is based on a statistical analysis of the variable related to work pressure. Furthermore, research indicates a lack of correlation between occupational burnout and work empowerment. However, factors like reinforcement, social support, value conflict, and unfairness showed a noteworthy correlation with occupational burnout. However, the study found no significant correlation between occupational burnout, years of experience, and educational qualification. The current study has also yielded valuable insights into ways to mitigate occupational burnout in private hospitals in Baghdad.

Key Words: Burnout, Work Pressure, Positive Reinforcement, Unfairness, Baghdad.

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Introduction

The healthcare sector is predominantly influenced by various factors, such as pressure, frequent changes, diverse attitudes, environmental conditions, and personal traits. These factors significantly affect both individuals and the overall work environment.

In recent years, the issue of burnout has become increasingly significant in developed countries. It has a significant impact on organizational behavior and can also affect administrative development by influencing individuals' working performance. This is a frequently encountered issue in today's world that can lead to the downfall of various institutions (Bridgeman, Bridgeman, & Barone, 2018). Consequently, burnout among healthcare professionals can have detrimental effects on patient safety and care.

This study focuses on determining the frequency of job burnout and the factors that contribute to its occurrence. Additionally, it explores strategies for reducing its prevalence and minimising its impact on employees' performance. Therefore, the following question arises: To what extent is the phenomenon of burnout prevalent among working nurses in private hospitals in Baghdad, in order to understand its causes and find ways to address it?

The objectives which are formulated for this study include:

- (a) to identify the prevalence of burnout among working nurses in private hospitals in Baghdad, (b) to identify the factors and causes contributing to the spread of burnout among working nurses in private hospitals,
- (c) to determine statistically significant differences among nurses regarding the burnout variable, attributed to a set of demographic variables (marital status, educational qualification, years of service) and
- (d) to establish a statistically significant relationship between burnout among working nurses in private hospitals and the causes of burnout (work pressure, job autonomy, positive reinforcement, social support, unfairness, value conflict).

The current study made a significant contribution by identifying the impact of job burnout on the overall performance of nurses in private hospitals in Baghdad. This study can also motivate the management of the associated hospitals to implement necessary measures to cultivate a more adaptable working environment for the employees, thus mitigating job burnout.

Literature Review

Theoretical Framework

Dall'Ora et al. (2020) found that burnout rates among nurses range greatly, from 10% to 70%. The research looks at several aspects of nurse burnout. These include a lot of labor, long hours, little independence, inadequate personnel, and an unbalanced

connection between job, personal life, and organizational support and acknowledgement. The research emphasizes the need of taking these aspects into account to avoid nursing burnout. The report underlines how burnout hurts patients, nurses, and healthcare institutions. Burnout may have unfavourable effects like lower work satisfaction, increased turnover rates, and possible compromise in the quality of care given.

In this research, it was found that 31.5% of nurses who quit their professions in 2017 indicated burnout as their cause (Shah et al., 2021). According to research, nurses who put in more than 40 hours a week are more likely than those who put in less than 20 hours a week to experience job burnout. Low pay, inadequate staffing, poor management, and a very stressful work environment are some other elements that lead to job burnout among nurses.

Dubale et al. (2019) looked at how common job burnout is among healthcare workers in Sub-Saharan Africa. To this end, 65 publications were thoroughly examined using necessary quantitative instruments including the "Maslach Burnout Inventory." Data gathered showed that burnout was very common. Workload, professional disputes, lack of social support, emotional disturbance, and the work environment are only a few of the organizational and personal elements that might affect it. Moreover, research has shown that burnout is bad for a person's general health. As such, there are immediate effects of lowered patient care quality and safety. The assessment underlined the need of putting into practice initiatives that emphasize resilience training and stress management as means of promoting awareness and treating burnout signs. It also underlined how urgently hospital infrastructure must be improved, however this might provide some difficulties.

(Abo-Elenein Abdallah & Abdel-Mongy Mostafa, 2021) conducted earlier research mostly looked at the relationship between psychological burnout in nursing and work satisfaction. A survey of nurses working in Singaporean hospitals revealed that a sizable percentage of them are very stressed and burnt out at work. Conversely, the bulk of nurses said they were happy with their jobs. The relationships between these parameters and the demographics of nurses were also investigated in the research. It has been shown that major influences on the performance and well-being of healthcare nurses include stress, burnout, and work satisfaction. It implies that improving the working environment and organizational support for nurses might help to lower stress and burnout and raise job satisfaction.

Job Burnout: A Professional Concept

The concept of "burnout" was initially introduced by psychologist Herbert Freudenberger in 1974 when he published a scientific article discussing the phenomenon. He noticed this trend among workers in professions and human services who were particularly prone to experiencing occupational burnout. This was

likely due to their frequent interactions with a large number of people, combined with the pressure of meeting high expectations. Experiencing burnout is characterised by feeling psychologically exhausted, which can lead to a decline in motivation and productivity. It also involves feeling physically and mentally fatigued due to the pressures of work ([Freudenberger, 1974](#)). According to Maslach and Jackson, burnout is defined as “an individual's perception of emotional exhaustion, depersonalization, and reduced personal accomplishment” ([Maslach, Jackson, & Leiter, 1997](#)).

The researchers Perlman and Hartman described it as a reaction to emotional stress caused by psychological stress, poor job performance, and an impersonal approach in interacting with others ([Tukaev, Vasheka, & Dolgova, 2013](#)). Levi is renowned for the body's broad response to various influences, changes, requirements, and pressures it encounters, as well as its endeavour to adapt to them ([Edú-Valsania, Laguía, & Moriano, 2022](#)). Burnout is a psychological state that can occur as a result of work-related stressors such as work pressures, client demands, role conflicts, and work relationships, according to the American Association's definition ([Salvagioni et al., 2017](#)). Previous studies suggest that individuals within their respective organisations experience a demanding work environment that can lead to burnout. It causes a decline in the person's energy levels and a decrease in their overall productivity. We can observe the impact of burnout on the individual, the organisation, and the beneficiaries of the organisation's services.

Factors Causing Burnout

[Maslach and Leiter \(2000\)](#) identified a series of institutional factors that contribute to employee and worker burnout. One of these factors is the pressure of work. Employees are feeling overwhelmed by the multitude of tasks that must be completed in a tight timeframe and with limited resources. Numerous organisations have made efforts to optimise operations by downsizing their workforce, assigning heavier workloads to the remaining staff, and expecting enhanced performance and productivity from them ([Kundi, Sardar, & Badar, 2022](#)). The lack of decision-making authority to address work-related issues limits employees' autonomy to take action and implement necessary measures ([Benassi, 2024](#)). When employees put in a considerable amount of effort in their work, going above and beyond by working additional hours and taking on creative tasks, without receiving any form of financial or moral compensation, it serves as another sign of the suffering and burnout they go through. Additionally, a lack of social support can contribute to burnout. At times, individuals may feel the need to express their concerns to others as a way to find emotional support. However, certain tasks necessitate a focus on independent work, where interactions primarily revolve around devices, computers, laboratories, and offices ([Kahn et al., 2006](#)). It is not uncommon for employees to be overwhelmed with tasks that exceed their capabilities, and if they are unable to fulfil them, they are expected to take responsibility. Inadequate performance may not be attributed to any negligence on the part of the employee, but

rather to insufficient equipment, limited resources, and a lack of competent technical expertise to fulfil the necessary duties (Smith, Bazalar, & Wheeler, 2020). Workers often encounter challenging situations where their job responsibilities may conflict with their personal beliefs and values, resulting in various dilemmas. For instance, salespeople may feel inclined to provide inaccurate information in order to make a sale to a customer, among other situations (Stogner, Miller, & McLean, 2020).

Stages of Job Burnout

While each individual experiences work burnout in a different way, it usually falls into one of three stages: (a) Early stage: During the early stages of work burnout, employees may feel trapped, uninspired, and bored. Every workday ends with them feeling worn out and depleted, which makes it hard for them to concentrate and complete assignments in the allocated time (Maslach & Leiter, 2008). (a) Middle Stage: People may begin to experience more obvious emotional and physical symptoms during the middle stage of work burnout. Among them might be headaches, anxiety, sadness, sleeplessness, and a sense of estrangement from coworkers and the company itself. They could likewise stop interacting socially at work. The advanced stage of job burnout is characterized by a sharp drop in motivation and interest in one's work. Some people may get resentful and cynical of their boss, coworkers, or customers, which might result in anger or aggressiveness. They could also have physical signs such high blood pressure, persistent tiredness, and other stress-related diseases (Shirom et al., 2005). Early identification of the symptoms of work burnout and aggressive action to stop it from progressing to more serious phases are essential.

Mitigation Strategies

Individuals have a number of options for addressing work burnout. This includes setting up a network of social support, identifying and changing inefficient behavior patterns, routinely evaluating and altering objectives to ensure they are feasible and prioritized. Having someone who can counsel you and give you a realistic viewpoint is crucial in trying circumstances. Moreover, by efficiently allocating responsibilities, duties, and burden within the company, managers and supervisors are essential in avoiding and lessening job burnout. They are very important in forming the corporate culture and affecting staff members. Setting managers' and supervisors' training and development as top priorities within the company gives them the skills and strategies they need to identify and deal with work burnout.

Research Method

Research Approach

The study adopted a positivist philosophy due to its primary focus on the various factors that contribute to job burnout among nurses in private hospitals in Baghdad.

Furthermore, the deductive approach was also employed. In this research, the researcher used a descriptive approach to gather, analyze, and interpret the questionnaire data. The aim was to identify job burnout among nurses employed in private hospitals in Baghdad.

Research Population

The study population was limited to nurses working in private hospitals in Baghdad.

Data Collection Sources

- Primary sources: Through the collection of primary data from a diverse sample of employees in private healthcare institutions in Baghdad, Iraq (including Alqimma Surgical Hospital, Al Masara Private Hospital, Alarabi Private Hospital, Dowaly Private Hospital), a questionnaire was administered by the researcher.

- Secondary sources encompass a wide range of materials, such as Arabic and foreign books, scientific journals and magazines, reports, and websites accessible through the internet.

Research Sample

The research sample included 92 nurses employed in private hospitals in Baghdad. They were selected at random

Table 1: Distribution of Sample Members According to Demographic Variables.

Variable	Category	Repetition	Percentage
Marital status	Single	34	36.95
	Married	58	63.04
Academic qualification	Secondary school	30	32.60
	Diploma	18	19.56
	Bachelor's degree	44	47.82
Years of service	Less than five years	38	41.30
	From five years to ten years	33	35.86
	11 years or more	21	22.82

Research Instrument

In order to accomplish the study objectives, the researcher developed a questionnaire to evaluate job burnout among nurses employed in private hospitals in Baghdad. The questionnaire was created using a Likert scale, which includes options for respondents to indicate their level of agreement or disagreement. Each option is assigned a numerical value in ascending order. The questionnaire was divided into two sections.

The first part gives information on years of service, years of education, and social standing. There were 24 paragraphs in all in the second portion.

Data Analysis

The statistical package software (SPSS) was used for statistical techniques appropriate for the study questions and goals in the analysis of the data. Several statistical analysis methods were taken into consideration to properly answer the study's questions and accomplish its goals:

- “Pearson correlation coefficients” were used to measure the correlation between each item in the questionnaire and the total score it belongs to, in order to determine the construct validity and internal consistency of the research instrument.
- Cronbach's alpha coefficient was used to measure the reliability of the research instrument.
- The relative frequency distributions, mean, and standard deviation were used to determine the responses of paragraphs Research.

Results and Discussion

Validity Test of Research Instrument

The questionnaire's correct measurement of the alignment between its paragraphs and the desired goals depends on this test. Building on this basis, the following validity tests were developed: Seeming validity (the arbitrators' honesty)

A group of renowned university professors and specialists with in-depth understanding and experience in the subject of study received the questionnaire. The questionnaire's phrasing and suitability for the study goals were the subjects of their insightful comments. They gave several suggestions and observations, to which the researcher quickly replied and adjusted as directed.

Internal Consistency Validity of the Questionnaire

The concept of internal consistency refers to the degree to which each paragraph in the formulated questionnaire is connected to the central theme. To determine the internal consistency of the formulated questionnaire, the correlation coefficient between each paragraph is calculated. [Table 2](#) displays the correlation coefficients for all items in the questionnaire. The test results indicate a strong statistical correlation between all questionnaire items and the total score of the questionnaire in terms of moral significance (0.01 level). This indicates that the items of the questionnaire typically demonstrate consistent and reliable results, establishing the validity of the measurement.

Table 2: Internal Consistency Reliability of the Scale.

NUMBER	Person correlation coefficient	NUMBER	Person correlation coefficient
1	.875	13	.760
2	.879	14	.920
3	.923	15	.855
4	.783	16	.905
5	.706	17	.931
6	.733	18	.893
7	.890	19	.906
8	.925	20	.734
9	.895	21	.897
10	.701	22	.910
11	.924	23	.742
12	.975	24	0.896

Examining the reliability of the research tool: Reliability refers to the consistency of the measure employed in the study, ensuring that it does not produce contradictory results. This means that when the measure is reapplied to the same population, it should yield similar outcomes with a probability equal to the coefficient value. The aim is to guarantee the stability of the measure used. The accuracy of the answers of the study population was determined using the Cronbach alpha coefficient. The results in [Table 3](#) revealed that the value of the Cronbach alpha coefficient for the questionnaire items is (0.), indicating a very high degree of reliability for the scale.

Table 3: Cronbach's Alpha Coefficient to Measure the Reliability of The Research Tool.

Number of Paragraphs	Sample Size	Alpha Cronbach Coefficient
24	92	0.856

Research Variables

The study incorporated the following independent variables. There are three levels of academic qualification: secondary, diploma, and bachelors. Years of experience span three levels: less than 5 years, 6–10 years, and 11 years or more.

The data was thoroughly analysed, and the findings of the research on burnout among nurses working in private hospitals in Baghdad were presented and interpreted. The study utilised a five-point Likert scale in the survey responses to assess attitudes, with each level indicating a distinct state of direction or agreement towards the questionnaire items. [Table 4](#) shows that we will limit the variable levels to a range of 1 to 5, resulting in a total of five levels.

Table 4: Arithmetic Mean Strength.

Degree of Measurement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Value of averages	1-1.49	1.50-2.49	2.50-3.49	3.50-4.49	4.5-5

The study examined burnout levels among nurses employed in private hospitals in Baghdad by analysing the percentages, means, and standard deviations of the responses collected from the research sample. Here is a table that illustrates this.

Table 5: Frequency Distributions, Percentages, Means, And Standard Deviations of The Responses of The Research Sample Regarding the Work Pressure Axis.

Questions		Strongly Agree	Agree	Neutrally	Disagree	Strongly Disagree	Mean	Std. Deviation	%	Rank
1-My work requires a high degree of concentration and attention	N	36	33	12	3	8	3.93	1.2	78.6	1
2-I feel that my work does not receive sufficient appreciation from the administration	z	27	30	10	14	11	3.52	1.36	70.4	2
3-The amount of work I do is too much	N	22	22	14	19	14	3.23	1.42	64.6	4
4-I sacrifice my personal time in order to fulfill the requirements of my work	z	33	14	11	18	16	3.33	1.54	66.6	3
Weighted mean								3.5		
Std. Deviation										1.41

The data in [Table 5](#) suggests that there is a correlation between work pressure and burnout among nurses working in private hospitals in Baghdad, according to the research sample. The averages ranged from 3.93 to 3.23, with "My work requires a high degree of concentration and attention" having the highest level at 4.61. It is followed by "It increases vitality, activity, and excitement in the session" and "It creates a distinct and attractive social atmosphere among learners" with an average of (3.23) and a neutral degree. The statement "The amount of work I do is more than necessary" ranks third with a neutral degree and an average of (3.43). Last rank: "The amount of work I do is more than necessary" with an average of (3.23) and neutral degree. Overall, all remarks averaged

3.5, showing a good consensus. Research by [Lubbadeh \(2020\)](#) and [Solms et al. \(2019\)](#) supports this. Stress may affect nurses' health and care, study shows.

Hospital nurses frequently feel overwhelmed, causing worry and stress. The high workload and lack of acknowledgment and gratitude nurses get might affect their performance, health, and job happiness. To meet employment obligations and expectations, you need personal time and the skills, expertise, and aptitude to address patient emergencies. Hospital nurses' increased workload often causes fatigue, exhaustion, decreased energy, a sense of irresponsibility, detachment from work, colleagues, and patients, and a decrease in self-confidence and performance.

Table 6: Frequency Distributions, Percentages, Arithmetic Means, And Standard Deviations for The Responses of The Research Sample Members. Work Powers.

Questions		Strongly Agree	Agree	Neutrally	Disagree	Strongly Disagree	Mean	Std. Deviation	%	Rank
5-Allow workers to participate in activities and initiatives that enhance their love of work	N	30	24	13	11	14	3.49	1.43	69.8	2
6-The focus on delegating authority to employees to enhance their decision-making skills	z	24	32	8	16	12	3.43	1.38	68.6	3
7-Encouraging and supporting your direct supervisor in enhancing and developing work, and rewarding outstanding achievements among them	N	29	28	7	17	11	3.51	1.4	70.2	1
8-The distribution of work, tasks, and responsibilities by the manager to employees in a fair and equitable manner based on their qualifications, skills, competencies, and job grades	z	22	35	3	13	19	3.3	1.49	66	4
Weighted mean								3.43		
Std. Deviation									1.43	

In order to address the effects of work pressure on nurses in private hospitals, it is recommended to promote the formation of support teams among nurses to address challenges and provide mutual assistance. Additionally, improving human resources management, implementing balanced work schedules, and fostering a better work-life balance are suggested. Increasing the number of nurses to alleviate pressure and establishing effective communication channels for receiving feedback are also important measures to consider.

The findings in [Table 6](#) suggest that there is no significant association between job empowerment and burnout among nurses employed in private hospitals in Baghdad. The statements' arithmetic means ranged from 3.49 to 3.51. The statement "encouraging and supporting the direct supervisor in improving and developing work and rewarding outstanding achievements" had the highest mean of 3.51 and was rated as good. It is followed by the statement "Allowing employees to participate in activities and initiatives that enhance their love for work" with an arithmetic mean of (3.49) and a neutral degree. In the third place is the statement "Caring about delegating authority to employees to develop their decision-making skills" with an arithmetic mean of (3.43) and a neutral degree. The last place is occupied by the statement "Fair and equitable distribution of work, tasks, and responsibilities by the manager based on qualifications, skills, competencies, and job grades" with an arithmetic mean of (3.3) and a neutral degree. The overall arithmetic mean for all statements was (3.43) and a neutral degree.

This result contrasts with Tomizh et al.'s (2022) study, which demonstrated a relationship between job empowerment and burnout among nurses. The studies demonstrated a negative correlation between job empowerment and burnout, indicating that higher levels of job empowerment are associated with lower levels of burnout, and vice versa. The relationship between conditions, factors, and employee performance may vary.

Empowering nurses in hospitals involves the delegation of authority and responsibility to enable them to make independent decisions and carry out tasks. The objective is to foster trust, encourage participation, and empower employees to effectively accomplish organisational objectives. Effective empowerment fosters job satisfaction, active participation, and creativity in the workplace. On the other hand, inadequate empowerment can contribute to burnout, as employees may feel drained and frustrated without the necessary support and guidance in their assigned tasks.

The data in [Table 7](#) highlights the understanding of the research sample regarding the impact of positive reinforcement on job burnout among nurses working in private hospitals in Baghdad. The calculated averages varied between 3.73 and 3.64, with the highest average for the following statements: "Management increases employees' self-confidence" with an average of 3.73 and a degree of agreement. This is followed by the statement "Successful management in improving and developing employees' creative ideas" with an average of 3.73 and a degree of agreement. In the third rank is the

statement "Management contributes to reducing employee absenteeism" with an average of 3.65 and a degree of agreement. The last rank is occupied by the statement "Management creates an atmosphere of camaraderie, love, and competition among employees" with an average of 3.64 and a degree of agreement. The mean score for all statements is 3.69, indicating a level of agreement. This finding is consistent with Hodges' (2018) study and supports the notion that positive reinforcement affects job burnout among nurses. Prior research has established a correlation between positive reinforcement and job burnout, suggesting that an increase in positive reinforcement is associated with a decrease in job burnout and vice versa.

Table 7: Frequency Distributions, Percentages, Arithmetic Means, and Standard Deviations of The Responses of The Research Sample on Positive Reinforcement.

Questions		Strongly Agree	Agree	Neutrally	Disagree	Strongly Disagree	Mean	Std. Deviation	%	Rank
9-The management creates an atmosphere of camaraderie, love, and competition among the employees	N	29	33	7	14	9	3.64	1.3	72.8	4
10-The management contributes to reducing student absenteeism	z	31	33	5	11	12	3.65	1.39	73	3
11-The management is successful in enhancing and developing the creative ideas of the employees	N	39	28	1	9	15	3.73	1.53	74.6	2
12-The management enhances employees' self-confidence	z	38	24	3	21	6	3.73	1.37	74.6	1
Weighted mean								3.69		
Std. Deviation									1.39	

Positive reinforcement in hospital settings refers to the practice of acknowledging and valuing employees, which in turn enhances their motivation and commitment to their work. Consequently, job satisfaction, self-confidence, and overall well-being are enhanced. Hence, it is crucial for senior management and supervisors to recognise commendable performance, offer incentives, and thereby mitigate burnout and foster a favourable and salubrious work atmosphere.

Table 8: Frequency Distributions, Percentages, Means, and Standard Deviations of Responses from The Research Sample on Social Support.

Questions		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Mean	Standard Deviation	Percentage	Rank
13-Obtain social support in my daily life	N	53	25	9	3	2	4.35	0.94	87	2
14-I have reliable individuals you can rely on during challenging times	z	38	30	19	0	5	4.04	1.05	80.8	3
15-I feel that I have colleagues who participate in activities and hobbies with me at work	N	51	29	8	3	1	4.37	0.86	87.4	1
16-I feel that I have individuals who provide me with financial support when needed	z	25	39	11	9	8	3.7	1.21	74	4
Weighted mean									4.11	
Standard Deviation									1.06	

The data in [Table 8](#) indicates that the research sample recognises the significance of social support in relation to job burnout among nurses employed in private hospitals in Baghdad. The arithmetic means ranged from 3.7 to 4.37, with the highest mean observed for the following statements: “I feel that I have people who share my activities and hobbies in “Work” with a mean of (4.73) and a score of “Agree”, followed in second place by the phrase “I get social support in my daily life” with a mean of (4.35) and a score of “Agree”, and in third place is the phrase “I have people you can rely on in difficult times” with a mean of (4.4). With a degree of agree, the phrase “I feel that I have people who provide me with financial support when needed” came in last place, with an arithmetic mean of (3.7) with a degree of agree, and the arithmetic mean for the phrases as a whole reached (4.11) with a degree of agree. This result aligns with the findings of [Pojanec and Japos \(2022\)](#). Previous research has indicated that social support positively influences job burnout among nurses in the workforce. Research has demonstrated a correlation between social support and job burnout, indicating that higher levels of social support are associated with lower levels of job burnout, and vice versa.

Social support among nurses in hospitals refers to the provision of support to workers. Social support is a significant factor influencing job burnout, as it encompasses feelings of love, care, and acceptance from various sources, including family, friends, managers, and colleagues. Individuals who receive strong social support are less likely to experience job burnout and demonstrate greater resilience in managing work pressures and mitigating job burnout symptoms. It contributes to enhancing feelings of security, support, competence, accomplishment, and problem-solving abilities.

Table 9: Frequency Distributions, Percentages, Means, and Standard Deviations of Sample Respondents' Responses to Unfairness.

Questions		Strongly Agree	Agree	Neutrally	Disagree	Strongly Disagree	Mean	Std. Deviation	%	Rank
17-I feel a sense of unfairness in my work	N	30	37	7	11	7	3.78	1.23	75.6	2
18-The management and the direct supervisor listen to and do not address issues of unfairness in the workplace	z	41	30	12	4	5	4.07	1.11	81.4	1
19-I am subjected to discrimination based on gender, religion, or disability	N	36	26	6	13	11	3.68	1.41	73.6	3
20-The institution applies laws and policies that contribute to fairness in the workplace	z	32	26	10	2	22	3.48	1.56	69.6	4
Weighted mean								3.75		
Std. Deviation									1.36	

The data in [Table 9](#) indicates that the research sample recognizes the role of unfairness in job burnout among nurses working in private hospitals in Baghdad. The calculated averages ranged from 4.07 to 3.48, with the highest average belonging to the statement: "Management and immediate supervisors listen to and address issues of unfairness at work with a mean of 4.07 and a degree of agreement. This is followed by the statement "Management and immediate supervisors listen to but do not address issues of unfairness at work with a mean of 3.78 and a degree of agreement. In the third position is the statement "I experience discrimination based on gender, religion, or disability with a mean of 3.68 and a degree of agreement. The last statement, " The organisation enforces laws and policies that promote workplace fairness, with a mean score of 3.48 indicating a neutral level of agreement. The mean score for all statements was 3.75, indicating a degree of agreement. This finding is consistent with the results reported by [Thongpull \(2014\)](#). The researcher discovered a correlation between unfairness and job burnout among nurses. Prior research has established a positive correlation between unfairness and job burnout, suggesting that as unfairness levels rise, job burnout also increases, and vice versa.

Unfairness in the workplace can elicit negative emotions in employees, including frustration, anger, and a perception of injustice. These emotions can contribute to job burnout. Unfairness in the workplace can manifest as wage inequality, differential treatment of employees, lack of appreciation or recognition for accomplishments, and a lack of clear career advancement opportunities in a conflict-ridden and high-pressure environment. Perceived workplace unfairness is positively associated with job burnout.

The management is responsible for implementing measures to reduce workplace unfairness. This can be achieved through the establishment of clear and fair policies and procedures for recruitment, promotions, wages, training and development opportunities. Additionally, fostering dialogue and participation between employees and management, as well as establishing clear channels for employee complaints, are essential. Organisations can contribute to the establishment of a fair work environment with reduced job burnout by undertaking these actions.

Table 10: Frequency Distributions, Percentages, Means, and Standard Deviations of Research Sample Responses to Value Conflict.

Questions		Strongly Agree	Agree	Neutrally	Disagree	Strongly Disagree	Mean	Std. Deviation	%	Rank
21-I am facing a conflict between religious values and social and cultural values in the organization I work for	N	37	29	0	14	12	3.71	1.45	74.2	1
22-The conflict of values affects my relationship with others	z	36	13	14	19	10	3.5	1.45	70	3
23-The organization I work for takes steps to overcome value conflicts	N	30	21	9	11	21	3.3	1.57	66	4
24-I face a conflict between personal values and professional values	z	42	12	6	15	17	3.51	1.61	70.2	2
Weighted mean								3.51		
Std. Deviation								1.53		

The data in [Table 10](#) indicates that the research sample recognises the influence of conflicting values on job burnout among nurses employed in private hospitals in Baghdad. The arithmetic means ranged from 3.3 to 3.71, with the highest mean observed for the following statements: “I face a conflict between religious values and social and cultural values.” In the organization in which I work” with a mean of (3.71) and a degree of agreeable followed in second place by the statement “Management and direct supervisors listen but do not address problems of unfairness at work” with a mean of (3.51) and with a degree of agreeable, and in third place is the phrase “The conflict of values affects my relationship with others.” “With an arithmetical mean of (3.5) with a degree of agree, the phrase “The institution I work for ranked last in terms of overcoming conflicts of values, with an average score of 3.3 indicating neutrality. However, the overall average score for the statements was 3.51, indicating agreement. This finding aligns with the findings of [Bakker, Demerouti and Euwema \(2005\)](#) and [Lin, Scott and Matta \(2019\)](#). The study revealed a significant correlation between unfairness and job burnout among nurses. Prior research has established a positive correlation between value conflict and job burnout, suggesting that an increase in value conflict is associated with a corresponding increase in job burnout, and vice versa.

Value conflict refers to the contradiction or distinction between personal values and the values present in the workplace. It typically arises in situations where individuals need to make crucial decisions to take significant actions. The negative impact of this can manifest in various health issues such as depression, stress, and anxiety, ultimately resulting in a higher turnover rate.

The values conflict results in job burnout when the associated participants are forced to take actions which are against their beliefs. This often results in enhanced level of stress which can impact the mental and physical health of the participants. The value of conflict often results in decreased job satisfaction, resulting in increased turnover rate. This leads to decreased productivity and an increased likelihood of leaving the job.

Conflicting values can often create challenges when it comes to working with colleagues and supervisors. When individuals perceive a lack of respect for their values in the workplace, it can lead to feelings of frustration and anger. These emotions can hinder the development of positive relationships with colleagues. To address value conflicts, upper management can facilitate open communication between individuals and their colleagues and supervisors, enabling them to express their beliefs and values.

We conducted an Independent Samples T-Test to verify the study questions and determine if there are any statistically significant differences in the means of social status between married and unmarried women.

Table 11: Shows The Results of the T-Test for The Differences in Social Status Means Between Married and Unmarried Women.

Social Status	Number	Mean	Std. Deviation	T Value	Sig.	Statistical Significance
Married	41	61.29	12.090	1.483	.142	Not Statistically Significant
Unmarried	51	57.98	9.341			

The data in [Table 11](#) clearly shows that married women had an average of 61.29 with a standard deviation of 12.090, which is higher than the average of 57.98 with a standard deviation of 9.341 for unmarried women. The (T) test yielded a result of (1.483) with a probability value of (0.142), which exceeds the predetermined significance level of (0.01). Based on our analysis, it has been determined that there is no statistically significant difference, at a significance level of 0.01, between the average for married women and unmarried women, which contradicts the study by [Parveen \(2009\)](#) which discovered that married women experience higher levels of work burnout in comparison to unmarried women. This can be attributed to societal expectations and the additional roles and responsibilities they have as mothers, wives, and homemakers. In contrast, a study conducted by [Rai, Suzen and Pavi \(2021\)](#) discovered that married individuals experience lower levels of burnout and fatigue compared to unmarried individuals. This is attributed to the availability of social support.

Table 12: One-Way ANOVA Results for Educational Level Achievement.

Academic Achievement	Number	Mean	Std. Diviation	F Value	Sig.	Statistical Significance
Secondary	47	61.53	10.542	2.607	07.	Not statistically significant
Institute	27	58.85	10.095			
Bachelor's	18	54.94	11.164			

The [Table 12](#) shows the results of the one-way analysis of variance, from which we conclude that there are no statistically significant differences in academic achievement, as the value of (F) is 2.607 with a probability value of 0.07 greater than 0.01, which is not statistically significant. This is consistent with the study by [Khudhur \(2022\)](#). It is seen that there is no role, logical connection, or impact in that.

Table 13: One-Way ANOVA Results for The Level of Years of Service.

Academic Achievement	Number	Mean	Std. Diviation	F Value	Sig.	Statistical Significance
1-5 years	23	59.52	11.349	063.	939.	Not statistically significant
6-15 years	50	59.72	10.660			
16 years	19	58.68	11.651			

[Table 13](#) presents the results of the one-way analysis of variance. Based on these results, we can conclude that there are no statistically significant differences in terms of years of service. This conclusion is supported by the F value of 0.063 and a probability value of 0.939, which is greater than the significance level of 0.01. This finding aligns with the research conducted by [Hansen, Buitendach and Kanengoni \(2015\)](#).

Conclusion and Recommendations

This study primarily examines the prevalence of job burnout among nurses in private hospitals in Baghdad. A quantitative study was conducted for this purpose. Various factors influencing job burnout are also observed. The study findings indicate that nurses working in private hospitals in Baghdad experience high levels of job burnout. There is a lack of significant association between occupational burnout and work empowerment. A significant association was observed between occupational burnout and reinforcement, social support, value conflict, and unfairness. Simultaneously, no significant correlation was found between occupational burnout, years of experience, and educational qualification. The following recommendations can be considered for this purpose:

- Treating female nurses fairly by implementing policies and laws without gender discrimination.
- Not allowing conflicts based on religious or social grounds to occur in the work environment.

- Scheduling work hours that align with the nurses' circumstances and recognizing the efforts they put in.
- Establishing laws and regulations that prevent conflicts based on religious, ideological, or social grounds.
- Assisting employees in decision-making through empowerment.
- The necessity of providing social support for female nurses by society, management, and colleagues, as it helps prevent job burnout.

Research Implications

The current study has successfully presented various theoretical and practical implications. This study has been instrumental in bringing attention to the issue of occupational burnout in the healthcare sector, with a specific focus on the important role that nurses play. This study has also been successful in emphasising various factors that can influence job burnout, such as social support and job dissatisfaction.

The findings from this study may also inspire private hospital management to implement measures that promote a flexible work environment for their employees. Regarding this matter, it is crucial to develop significant policies that can help prevent conflicts in the workplace and establish an efficient work environment for the employees.

Limitations and Future Research

The current study has a few limitations. For example, this study solely used a quantitative approach to assess the influence of various factors on job burnout. This data is readily accessible. However, a lack of extensive research has hindered the development of an effective model.

Further research can explore the integration of qualitative research methods to better understand the various factors contributing to job burnout in the healthcare sector. In future research, it is possible to develop a more effective model that can lead to positive outcomes.

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