

The relationship between Mental Pressure and Job Burnout of nurses working in the centers of mentally disabled adults

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Objective: Nurses of mentally disabled adults' centers are encountered with high pressures and stresses and the objective of this study is the investigation of the relationship between the mental pressure of the nurses of mentally disabled adults' centers and their job burnout.

Method: This study was done on 180 nurses of different shifts of Nurses of mentally disabled adults' centers of Mashhad in different shifts and the data were analyzed by job stress questionnaires based on likert scale and job burnout in Guttman scale and by Pearson correlation coefficient and SPSS software.

Results: The results showed that in all nurses of mentally disabled adults' centers, there was a significant relationship between the stress of job roles and burnout and the stress of personal pressures and burnout and the amount of using the resources to cope with their job stress and burnout.

Conclusion: Based on the results of this study we can conclude that as nursing job in mentally disabled adults' centers is of high mental pressure jobs, the stress of this job causes different burnouts including job burnout.

Keywords: Mentally disabled adults' nurses; Stress; Job burnout; mentally disabled people.

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Introduction

Caring disabled adults is a high-pressure job (1). These people should work a lot under stringent rules and they cannot spend more time on their own. Some duties as continuous changing of the diaper in people with poor control of sphincter and urine, caring about the physical condition of the mental patients and reporting to the related staff, supervision and caring about sleeping and wakening the patient, changing his/her clothes and sheets and providing the environment similar to the family environment and creating emotional relationship like a mother with metal patients cause that the nurses are encountered with high mental pressure and stress. The outcomes of stress can be a serious threat for the health and reduce enjoyment and productivity of a person from the life. Burnout is a psychological process that results in emotional exhaustion, depersonalization, and feelings of decreased accomplishment (2). Nervous and mental pressure in daily life is observed abundantly. The industrial and trans-industrial world inflicted many problems. The concern about job, family, children, the concerns of

the employed mothers to the condition of their children and feeling guilty of not taking after their children, social problems, economical conditions and various demands, the expectations of the organizations from the staffs and technology progress and the concern about old knowledge and information all cause that a person from the morning until the night is encountered with emotions, concerns, various fears and hopes that are consistent sometimes with physical, nervous and mental capacity and sometimes they are not consistent with them (3).

Maslach (4) proposed 6 organizational factors in job burnout as workload, low control on the work, low reward, the lack of social contact, discrimination in working environment, value discrepancy between the personal values and working environment values . The jobs in which the expectations are high or the jobs in which a person is encountered with working pressures in contact with their colleagues or clients or even the jobs that a person feels that he is not respectable before others all cause job burnout (4). Various studies investigated about mental pressure

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and burnout. For example, Filian, Emad (5) in his study on nursing staffs reported that special leadership of the chiefs of the organization reduced job burnout among the staffs. The people with close relationship with their chiefs are less exposed to job burnout than the staffs working with less considerate chiefs.

Soleimani et al (6) in their study on the burnout of psychiatric health staffs of Ruzbeh hospital found that 20.7% of all the staffs were suffering from strong emotional exhaustion, 9.3% were having strong depersonalization and 55% had insufficiency feeling (6).

Kilfedder et al (7) selected sample of 510 psychiatric nurses from one Scottish Trust about job burnout and found that the sample accounted for, 33% of personal accomplishment, 7% of depersonalization and 22% of emotional exhaustion, that was more in men, in the study sample. The study showed that there is negatively significant correlation between depersonalization and age.

Yasayi et al (2002) by investigating the prevalence of psychiatric disorders and job burnout in pilots found that general index of disease symptoms among the investigated group is more than the common society and 8.5% of people are suffering from mental disorders. In addition, there is a significant relationship between the job burnout and the symptoms of psychology and the relationship between job burnout and paranoid disorders, somatization, anxiety and depression was more than other disorders. As there are various researches on the job burnout of the nurses decreases the quality, caring and education of the mentally retarded adults all over the world and in each of them the effects of stress are investigated in different ranges but there are fewer researches on humanistic and emotional environments such as rehabilitation of mentally disabled people centers. Therefore, in this study the relationship between the stress and job burnout is observed in nurses working in mentally disabled centers under the supervision of well-being organization of Mashhad (8).

Method

This study was a research-inference method. The study population of this research was 42 nurses among 180 nurses working in rehabilitation and education of mentally disabled adults' centers of Shahid Beheshti, Fatholmobin, Poya, Imam Javad and Eram of Mashhad and by random relative stratified sampling method, they were selected. Data collection was done by two questionnaires and the

questionnaires were distributed among the selected population. These questionnaires were including job stress and job burnout questionnaires. Job stress questionnaire was including 29 questions based on Likert scale. By this questionnaire, we investigated job stress in three domains of job roles, personal pressures and coping responses. The job roles in this questionnaire were including role overload, underload and load ambiguity, role boundary, responsibility and materialistic environment. Role boundary means that a person is to what extent encountered with opposite requirements of the role.

The second domain is personal pressures including job pressure, mental pressure, interpersonal pressure, physical pressure, negative attitudes of a person toward his job. The third domain is including a set of four measures by which coping resources are evaluated: Recreation, self-care, social support and logical and cognitive coping. By these measures, some tools are investigated by which stressful factors of life. Job burnout questionnaire was including 10 questions and it was designed based on Guttman scalogram. To calculate the validity of the questionnaire, at first 20 mental health nurses were selected by simple random method to answer the questions. Then, the questionnaire was given to the same group after one week (re-test method) and after data analysis, correlation coefficient of two stages of the test was analyzed and the validity coefficient of job stress questionnaire was 0.77. 20 questionnaires were evaluated by Cronbach's alpha test and its validity was 0.75 and it was close to the previous validity of this test. The data analysis was done by Pearson correlation coefficient. SPSS software was used for data analysis.

Results

The analysis of the questionnaires was done by 42 nurses working in mental health centers were selected by random relative stratified sampling method. The correlation coefficient between the stress of job roles and job burnout ($r=0.5069$) at confidence level 99% showed that there is a positive association between the stress of job roles and job burnout variables. It means that the more the amount of the stress of job roles, the more the amount of job burnout (table 1).

Table 1. Pearson correlation coefficient between the stress of job roles and job burnout

	Job roles stress	Job burnout
Job roles stress	1	0.5069
Job burnout	0.5069	1

The data showed that there is a relationship between the stress of personal pressures of mental health nurses and their job burnout. Their processing results showed that the correlation coefficient between two variables is positive and significant and at confidence level 99% was determined as 47%. It means that the more the stress of personal pressures of mental health nurses, the more the amount of job burnout (table 2).

Table 2. Pearson correlation coefficient between the stress of personal pressures and job burnout

	stress of personal pressures	job burnout
job burnout	4709	1
job burnout	1	4709

There is a relationship between the coping resources with the stress of mental health nurses and their job burnout. The Pearson correlation coefficient between two variables is positive and significant and at confidence level 99% was determined as 48%. It means that the more the stress of personal pressures of mental health nurses, the more the amount of job burnout. It means that the less the amount of coping resources, the more the amount of job burnout (table 3).

Table 3. Pearson correlation coefficient between the coping resources and job burnout

	job burnout	coping resources
job burnout	1	0.4782
coping resources	0.4782	1

There is a relationship between the stress of mental health nurses and their job burnout. The Pearson correlation coefficient between two variables is positive and significant $r=0.49$ at confidence level 99% It means that the more the stress of mental health nurses, the more the amount of job burnout (table 4).

Table 4. Pearson correlation coefficient between the stress of job roles and job burnout

	Stress of job roles	Job burnout
Job burnout	1	0.49
Stress of job roles	0.49	1

Discussion

One of the research results showed that there a positive and significant relationship between the stress of job roles of mental health nurses and their job burnout. The current study showed that the continuous caring and contact of the nurses with the patients and encountering with their physical and mental problems are the main resources of stress.

Other results of this research were the significant relationship between the stress of personal pressure and job burnout of the nurses of mental health centers. This study showed that personality and personal characteristics such as hastiness were effective in increasing the stress of the nurses and this result is consistent with the results of the study of Allen and Mellor (2002) that showed neuroticism had significant relationship with emotional analysis, depersonalization and the reduction of personal success in cross section researches in a group of nurses (9). Other personal factors that were effective in increasing stress were social and family communications. The other result of this research showed that the less the coping resources are used, the more the job burnout of mental health nurses. These results showed the important role of coping resources as social and psychological preventive measurements to avoid the damages of job burnout. Soltani and Ruhani (2000) showed that there are various ways to cope with burnout syndrome including the reduction and elimination of the existing stresses in work environment, emotional supports of the family, friends and colleagues, consulting services to change the attitude of the patients and instilling self-esteem and self-respect in them, changing bad working conditions that is consistent with the results of this research (10). The researches of Kurman that were done to support the hypothesis of adjustment of coping mechanism, concluded that the people using control mechanism to cope with job stresses in work environment are not exposed to job burnout and their job performance is not reduced while the effect of adjustment of coping methods on avoidance is very little on the negative results of stress (11, 12) that is consistent with the result of the current study.

Conclusion

The current study is done to investigate the effect of mental pressure on job burnout of mental health nurses of Mashhad city and the determination of the relationship between these variables. Based on the results of this study, it can be concluded that stress resources among mental health nurses and they are responsible for rehabilitation of the mentally disabled people and create different reactions and one of the most important cases is job burnout and its outcomes is the low quality of rehabilitation and caring about the disabled people. Thus, to cope with this problem, mental stresses and job burnout should be solved. As working with mentally disabled people is a humanistic

and emotional relationship, the managers should have a true understanding of job stress by recognizing psychological factors of work place and by recognizing the stressful factors in these centers and using its reduction ways, to maintain and use human resources more than before.

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