

Research Article

Investigation the Relationship between emotional intelligence and mental health with Nurses and midwives burnout in Rasool Akram hospital of RASHT

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ABSTRACT

Introduction: syndrome burnout is the threatening factors of health of nurses and midwives. This study has been done with the goal of considering the relationship of mental health and emotional intelligence with burnout in nurses and midwives. **Materials and methods:** method of this study is descriptive analytic and correlation type that census method was done on 10 nurses and 20 midwives having job record over 5 years in Rasool Akram hospital in 2014. Data were collected through four-dimensional questionnaire of personal features, public health- GHQ-28 of Goldberg and Hilir, emotional intelligence of Sibiria Shiring and burnout of Mazalak and Jackson and were analyzed by Spss 22 software and benefiting descriptive and analytic statistics. **Findings:** There was positive meaningful statistical correlation between mean of public health score and mean of burnout of nurses and midwives that is ($r=0.67$ & $p=0.00$) in nurses and ($r=0.693$ & $p=0.00$) in midwives. There were negative meaningful statistical correlation between mean of score of emotional intelligence and general score of burnout of nurses and midwives that is ($r=0.652$ & $p=0.00$) in nurses and ($r=-0.766$ & $p=0.00$) in midwives. Mental health and emotional intelligence were predicting factors of burnouts in nurses and midwives as by increasing emotional intelligence, burnout decreases 14% and by increasing mental health, burnout increases 10%. **Conclusion:** most nurses and midwives of hospital, have relatively good situation regarding mental health, emotional intelligence and burnout. Therefore for saving and enhancing situation of mental health and emotional intelligence and reducing and preventing burnout, educational classes and consulting services are advised.

Keywords: general health, emotional intelligence, burnout, nurse, midwives.

INTRODUCTION

Human for subsistence and continuing their life should work hours that besides having income, because solving many mental needs. In jobs that human relationships are identified, there is more stress. Long and continuous stress of working environment can cause occurrence of burnout. Burnout is a syndrome that is almost experienced in any job group. However in stressful job groups that present direct service to people and have face-to-face human relations is seen more. Occurrence of syndrome of burnout in nurses and midwives is accompanied by consequences such as decrease of level of mental and psychological health, decrease of quality of caring patient, decreasing satisfaction of patient and finally changing job. It is obvious that this situation can decrease quantity and quality of healthcare services. Therefore identification and preventing burnout can be effective at enhancing mental and physical health of people and also increase level of quality in satisfaction of presenting healthcare services. Burnout in a work is counted problem of public health. On the other hand the most important factor that can predict effects of burnout is a factor of emotional intelligence. Therefore determining level of job depression and general and mental health and also emotional intelligence and distinguishing relationship between these variables in nurses and midwives working in healthcare centers can help managers at distinguishing special cases that needs support, consulting and care. Therefore in current research considering relationship of emotional intelligence and mental health with burnout of nurses and midwifery of hospitals of Rasool Akram in Rasht city will be done.

RESEARCH LITERATURE

Work in life of any person is counted important part of its life that regardless of obtaining income, meets many number of fundamental needs of human like social connection, sense of worth, self-reliance and sense of adequacy or

qualification (Agbi1, 2009). Human for continuing life should work some hours that besides obtaining income, cause meeting many mental needs (Ashtari2, 2009). Job for any person is counted as the factor forming social identity, source of supplying needs of life and social relations and is counted important source of stress. Jobs in which human relationships are identified, there is more stress (kaygobadi3, 2002). Mental pressure resulted from job such as stress can cause physical, mental and behavioral losses for a person and endanger his health, threatens organizational goal and lead to decreasing performance of a person (Agbi, 2009). Long-time and continuous stress of working environment can cause burnout and lead to problems such as resignation, repeated absence, decreasing working output (Atef, 2006). Burnout is job danger that is applied for describing human responses against experienced mental pressures (Ashtari, 2009) and a delaying response to stressful emotional and interpersonal factors in job(Hug, 2005). Syndrome of burnout was defined by Freudenberg at the end of 1960s, when observed symptom of exhaustion in his staff. However the most famous definition of burnout is related to Maslach and Jackson who know this syndrome consisting of three aspects of emotional exhaustion, diminishing personality and reducing sense of person's adequacy (Ashtari, 2009). Emotional exhaustion is the most axial symptom of this syndrome. A person who has faced emotional exhaustion feels that he is under pressure and the source of its emotional resources has been empty. When depersonalization happens that a person gives negative response to receivers if care services. This aspect of syndrome of burnout shows negative attitude of a person presenting services to receivers of care services. Therefore in jobs related to human services it has especial importance. Decreasing sense of personal adequacy decrease of sense of capability and

power of successful implementation of performance all denote negative assessment of person about doing work (Kilfedder, 2001). Mazalak believe that burnout can cause decrease of quality of presenting services and is a factor for neglecting a job, absence or low spirit and is related to disorders such as not sleeping, physical exhaustion, using alcoholic drinks and narcotic drugs and family and marriage problems (Pourreza, 2012). Burnout is a syndrome that is experienced almost in each job group' however in stressful job groups that present direct services to people and face human relations is seen more (Arpaslan, 2009). Staff of hospital is such people who have direct and close relationship with all classes of society and from another aspect touch people's problem and this close relationship doubles their responsibility against health and life of people (Barret, 2002). Among staff of hospital, nurses and midwives are samples of these jobs that spend long hours with patients and clients. Relations with patients leads to empty affective storage of nurses and midwives, accompanied by consequences such as the decrease of level of their physical and mental health, decrease of quality of caring patient, decreasing patient satisfaction and finally changing job. It is obvious that this situation can decrease quantity and quality of healthcare services. America's intelligence service shows that among jobs, health-care job have the highest job damages such as burnout as at the end of a working day, 1 out of 7 staff in healthcare centers gets involved in analysis (Abdi Masouleh, 2007). Identification and preventing burnout can be effective at enhancing mental and physical health of people and also increase level of quality in satisfaction presenting healthcare services (Aziz Nejat, 2006). Therefore we can accept that burnout is counted as a difficulty of general health (Mazalak, 2001).

Although firstly physical health was paid attention, by development of science and achieving acceptable level of physical health and

struggling against much disease, human has paid attention to other aspects such as mental health (Ghari, 2002). Public health means full physical, mental and social welfare if a person that there is reciprocal and dynamic effect between these three aspects. Therefore mental health is considered as one criteria determining public health of people (Hadadi, Koohsar, 2007). The concept of mental health includes internal emotion of being good and certainty of self-effectiveness, self-reliance and capacity of competition, dependency in generation and self-flourishing thinking and emotional potential abilities. Mental health is higher than mental disorder and the obvious thing is that saving mental health like physical health is important (Omid, 2003).

Global organization of health, defines mental health as capability of balanced relationship with others, changing and modifying personal and environmental environment, solving conflicts and personal tendencies reasonably and fairly. Kaplan knows mental health as constant compatibility with varied condition and attempt for implementing moderation between internal demands and necessities of changing environment (Asadi Zaker. 2012). General health is in fact consist of a angle of living, mental and social ones that in its mental and social sections adapt with some parameters of emotional intelligence such as: emotional self-awareness, self-flourishing and self-esteem that is part of (mental phenomenon and interpersonal relations) and responsibility and sympathy (related to social phenomenon)(Danesh, 2010). Salovey et al in their research concluded that emotional intelligence is related to mental health and people who have high emotional intelligence have better ability for confronting stress and during pressure will get sick less (Salovey, 2000). The most important factor that can predict effect of burnout is emotional intelligence factor (Salovey, 2003). By relying on above definitions, emotional intelligence is counted as supporting factor

against working pressure. Emotional intelligence decreases negative working pressure and make them against early burnout by managing affections and emotions of staff and facilitation of exchanging positive emotions between them (Jaber Alizadeh, 2012).

Decrease of quality of caring patient is the worst consequence of burnout of nurses and midwives. When a nurse or midwife get depressed, patient becomes derived of sufficient attention and care and human right will be questioned.

Therefore determining level of job depression and general and mental health and also emotional intelligence and distinguishing relationship between these variables in nurses and midwives working at healthcare centers can help managers at distinguishing specific cases that need support, consulting and care.

Therefore in current research we are going to know that whether there is a relationship between emotional intelligence and mental health of nurses and midwives of Rasool Akram hospitals with their burnout? And if there is how is the relationship?

RESEARCH HYPOTHESIS

Main hypothesis: Is there relationship between emotional intelligence and mental health with job burnout of nurses and midwives of hospital?

Subordinate hypothesis

- 1- Is there relationship between mental healths with job burnout of nurses of hospital?
- 2- Is there relationship between mental healths with burnout of midwives of hospital?
- 3- Is there relationship between emotional intelligence with burnout of nurses of hospital?
- 4- Is there relationship between emotional intelligence with burnout of midwives of hospital?
- 5- Does mental health and emotional intelligence predict burnout of nurses and midwives of hospital?

METHODOLOGY

Research method: method of doing current research follows descriptive plan of correlation type that in this method predicting variable (independent) mental health and emotional intelligence, variable of criteria (dependent) of burnout was predicted.

Society and statistical sample: statistical society of this research includes all nurses (120 people that 120 ones answered questionnaire and midwives (20 ones) with working record higher than 5 years were in Rasool Akram hospital in Rasht city in 2014. Sampling method was census that all nurses and midwives with working record over 5 years(120 nurses and 20 midwives) working at Rasool Akram hospital were samples out of which 105 nurses and 20 midwives cooperated and answered questions.

Tool of measurement: tool of data collection is a questionnaire based on 4 sections: the first section includes personal features, second section, questionnaire of public health of Goldberg (Goldberg health questionnaire) including 28, third section is Sibia Shiring emotional questionnaire that is one of the most comprehensive test of self-assessment of affective intelligence and fourth section is questionnaire of burnout by Maslach and Jackson. Validity of this questionnaire was approved by related professors through content validity and their reliability was considered by using Cronbach alpha and result showed that reliability coefficient in questionnaire of emotional intelligence is 0.83, in questionnaire of public health 0.85 and in questionnaire of burnout it is 0.74.

Findings

For data analysis descriptive statistics (frequency distribution, mean and standard deviation) and analytic statistic (t-test, chi-square, Pearson correlation and regression) were used in which certainty coefficient is 95% and sig was seemed $p < 0.05$.

Describing demography variables

In table 1 demography features of respondent has been shown based on features of gender, marital

status, education, working shift and employment situation.

Table 1: frequency distribution of considering staff based on demographical features

Demographical features		Midwife		Nurse	
		Frequency	Percent	Frequency	Percent
Gender	Female	20	100	77	73.3
	Male	0	0	28	26.7
Marital status	Single	2	10	22	21
	Married	18	90	83	79
Education	B.A	18	90	87	82.9
	M.A	2	10	18	17.1
Shift working	Constant	3	15	20	19.2
	Turning	17	85	84	80.8
Employment situation	Contracted	0	0	3	2.9
	experimental	4	20	19	18.1
	formal experimental	1	5	12	11.4
	Permanent formal	15	75	71	67.6
Mean and standard deviation of age		41.45 ± 5.36		37.70 ± 5.87	
Mean and standard deviation of working hour		12.7 ± 4.62		13.51 ± 5.3	

Mean of scores of mental health, emotional intelligence and burnout in two groups of nurses and midwives were closed to each other and result of independent t-test denotes that each mentioned variable in two groups doesn't have meaningful statistical difference ($p > 0.05$).

Table 2: comparison of mean of score of public health and emotional intelligence and burnout

Education Scale	Midwifery		Nursing	
	Mean	Standard deviation	Mean	Standard deviation
Public health	20.19	10.82	21.51	13.49
Emotional intelligence	117.47	14.61	117.73	13.71
burnout	30.81	13.81	34.72	19

Testing hypothesis

H1: there is a relationship between public health with burnout of nurses of hospital.

For considering existence of correlation between parameters of burnout and dimensions of public health of Nurses Pearson correlation test has been used.

Table 3: correlation between total score of burnout with dimensions of public health of nurses

	Physical symptom	Stress	Social performance	Depression	Total score of public health
R	0.53	0.67	0.47	0.53	0.67
Sig	0.00	0.00	0.00	0.00	0.00

Result of Pearson statistical test showed meaningful statistical correlation between mean of score of public health and mean of score of burnout ($r = 0.67$ & $p = 0.00$) therefore by 95% certainty H_0 is rejected and H_1 is approved. Also based on these tables it can be said that severity of correlation of public health and burnout of nurses is 0.67 that denotes positive relationship between two variables.

H2: there is a relationship between public health with burnout of midwives of hospital.

For considering correlation between parameters of burnout and dimension of public health of midwives Pearson correlation test has been used.

Table 4: correlation between total score of burnout with dimension of public health of midwives

	Physical symptom	Stress	Social performance	Depression	Total score of public health
R	0.496	0.589	0.58	0.33	0.693
Sig	0.06	0.02	0.01	0.20	0.00

Result of Pearson statistical test showed meaningful statistical correlation between mean of score of public health of midwives and mean of score of their burnout($r=0.693$ & $p=0.00$) therefore with 95% certainty H_0 is rejected and H_1 is approved. Also based on these tables it can be said severity of correlation of public health and burnout of midwives is 0.693 that denoted positive relationship between two variables.

H3: there is relationship between emotional intelligence and burnout of nurses of hospital.

For considering correlation between parameters of burnout and general score of emotional intelligence of Nurses Pearson correlation test was used.

Table5: correlation between burnout with dimension of emotional intelligence and its total score in nurses

Variables	Self-motivation	Self-awareness	Self-control	Social intelligence	Social skill	Total score of emotional intelligence
R	-0.472	-0.570	-0.620	-0.479	-0.408	-0.652
sig	0.00	0.00	0.00	0.00	0.00	0.00

Result of Pearson statistical test showed meaningful statistical correlation between mean of score of emotional intelligence of nurses and mean of score of their burnout($r=-0.652$ & $p=0.00$). Therefore with 95% certainty H_0 is rejected and H_1 is approved. Also based on this table it can be said that severity of correlation between emotional intelligence and burnout of nurses is -0.652 that denotes diverse relationship between two variables.

H4: there is relationship between emotional intelligence and burnout of midwives of hospital.

For considering correlation between parameters of burnout and general score of emotional intelligence of midwives Pearson correlation test was used.

Table 6: correlation between burnout with dimensions of emotional intelligence and its total score in midwives

Variables	Self-motivation	Self-awareness	Self-control	Social intelligence	Social skill	Total score of emotional intelligence
R	-0.603*	-0.626*	-0.453	-0.738**	-0.671**	-0.766**
sig	0.013	0.013	0.07	0.001	0.004	0.001

Result of Pearson statistical test showed meaningful statistical correlation between mean of score of emotional intelligence of midwives and mean of score of their burnout($r=-0.766$ & $p=0.00$). Therefore with 95% certainty H_0 is rejected and H_1 is approved. Also based on this table it can be said that severity of correlation between emotional intelligence and burnout of midwives is -0.766 that denotes diverse relationship between two variables.

H5: mental health and emotional intelligence predict burnout of nurses and midwives of hospital.

Table 7: multiple logistic regression analysis predicting burnout of nurses and midwives

Variable	β	SE	Wald	P-value
Mental health	1.10	0.021	13.95	0.000
Emotional intelligence	0.14	0.524	22.71	0.000

Logistic regression test showed that mental health and emotional intelligence were predicting factors of burnout in nurses and midwives as by increasing emotional intelligence 14% of burnout is created and also by increasing metal health, burnout increases 10%.

CONCLUSION AND SUGGESTION

Result of current research denotes that there is meaningful statistical correlation between mean of score of emotional intelligence of nurses and mean of their burnout that this relationship is diverse. Also there is diverse meaningful correlation between variable of self-awareness that is sub-scale of emotional intelligence with neglecting personality and personal success that is sub-scale of burnout and also there is diverse meaningful correlation between variables of self-motivation, social skills, social awareness and self-controlling that is sub-scale of emotional intelligence with personal success that is sub-scale of burnout in both groups of nurses and midwives. Of course any research hasn't been done about emotional intelligence with burnout in groups of midwives in Iran and out of country. In result of current research about public health that predicts burnout, intergroup meaningful correlation was found in each parameters of public health(in subscales of physical symptoms, stress and depression) and burnout in nurses and midwives. Also there is meaningful statistical correlation between variable of neglecting personality that is subscale of burnout with the variable of social performance and depression that is parameter of public health. Of course against others research it has positive meaningful statistical correlation. As increasing mental health increases burnout in nurses and midwives of hospitals. Of course probably difference of these results with the result of other studies is related to the type of statistical society and cultural and environmental factors, age of subjects at the beginning of employment(condition of accepting staff at the

beginning of employment of offices and public and private healthcare centers like social security is different), degree of wedge and advantages(in organization of social security the degree of difference of wedge and advantages between unspecialized people having less record and specialty people with high working record is tangible that has outstanding effect in motivation and performance of staff). Also current research sample is limited to staff with 5 years of work record, there is the probability that factors such as age, gender, education, working record, type of working shift, degree of additional working hours, marital status, number of children, economic situation, situation of house, type of employment type of hospital are effective at the result of research. In a study by Barash in America it was distinguished that there is direct relationship between degree of education and burnout, as people with post-secondary certificate have less affective exhaustion than people with higher education, in other word by increasing education, burnout increases also in study of Gelyan in Tehran, midwives working with M.A degree have unfavorable mental health than midwives with B.A certificate, probably increasing education leads to increasing knowledge and fallowing that development of expectations. Awareness and expectations of people causes more tension and neurosis pressure so they will face more burnout/. Findings of these researches force us to asses other effective factors in considering relationship of predicting factors of burnout except factor of mental health and emotional intelligence.

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