

# Study of burnout among health professionals in the province of Sidi Slimane, Morocco

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## **Abstract**

Today, work stress is a social scourge in the workplace. Our study aims to evaluate the phenomenon of burnout among health professionals in the province of Sidi Slimane. It aims to make a diagnosis of burnout, through an epidemiological, descriptive, and transversal research; we set the goal to identify the current situation of this phenomenon in the target population.

In order to conduct this research we relied on a pre-established questionnaire and the Maslach test for caregivers.

The results of our study showed that the notion of burnout is present among health professionals, of the 95 people who participated in the survey, 69.8% have a high degree of burnout, 51% of professionals have a high degree of depersonalization and 44% have a low degree of personal achievement.

In view of these results, certified by the majority of the literature consulted in this sense, this study shows that stress among healthcare professionals is a bitter reality, which must be acted to prevent and diagnose early this social scourge.

**Keywords:** burnout, caregiver, health professional

## **Introduction**

Work has a significant and direct influence on the health and well-being of workers; it is manifested in work stress, which is a social scourge and a public health problem everywhere.

Although health professionals especially caregivers are often faced with complex situations in their fight against suffering and illness in the patients in care. They are subjected to significant physical constraints and increasing mental constraints during the performance of their duties, all of which can cause an impairment of the physical and mental health of the nursing staff when working conditions are unfavorable which leads to stress. At work, whose extreme manifestation is burnout syndrome or 'Burnout'.

Burnout (BO) is a syndrome of physical and emotional exhaustion that leads to the development of an inadequate self-image, negative attitudes to work with a loss of interest and feelings for the patient.

It is 'a syndrome of inadequate attitudes towards clients and oneself, often linked to unpleasant physical and emotional symptoms [1].

In addition, burnout can be defined as a syndrome of emotional exhaustion, depersonalization, and loss of self-efficacy that may occur in individuals who work with other people in any way. It is a response to the emerging chronic emotional burden of caring for others, especially when in need or having problems [2].

A state of fatigue or frustration resulting from dedication to a cause, lifestyle or relationship that has not yielded the expected benefits [3]

The importance and the severity of the BO is translated by its social, psychological, behavioral and economic impact, and which is characterized generally by: conflicts within the personal entourage (friends, couples ...) which leads to a deterioration of the Social ties, lack of interest in others, sleep and appetite disorders, negative attitudes and lack of productivity and absenteeism. Its factors have an impact on the well-being of the individual, the society, the entourage and the smooth running of the work.

Studies have shown (Cordes and Dougherty, 1993) that the physical and psychological consequences of burnout are mainly characterized by decreased

self-esteem, symptoms of fatigue, anxiety, depression and depression. Irritability and the presence of somatic problems.

Burnout is also responsible for behavioral and work performance issues, interpersonal problems with clients, friends and family, and negative attitudes toward clients, work and life. General [4].

In addition, the expression of these symptoms is related to the working environment in which the person develops fears, is less effective and eventually shows a feeling of helplessness [5].

Research has shown that burnout has physical consequences (stomach ache, headaches, chronic colds, musculoskeletal disorders, high cholesterol, type 2 diabetes, cardiovascular problems, sexual disorders), psychological Behavioral (difficult concentration, difficulty falling asleep, irritability, exacerbated sensitivity, addictive behaviors ...). Burnout contributes to the deterioration of social relations, whether at work (conflicts between colleagues) but also at the level of private life (conflicts within the couple). We know that it also has economic consequences: loss of productivity, absenteeism<sup>6</sup> (Didier Truchot, 1981).

The objective of this study is to determine the generating factors of OB in health professionals in the province of Sidi Slimane, Morocco, as well as the collection of some data on the main stressors of the care environment.

A report of the place realized with the nursing staff revealed that the confrontation of the constantly stressful situations, the overwork of the work, the scarcity in resources and the conflicts, makes the carer in psychological and physical suffering leading to burnout.

### **Aim of the study**

Determination of the factors generating Burnout among health professionals in the province of Sidi Slimane as well as the collection of some data on the main stressors of the care environment.

### **Materials and methods**

The methodology adopted allowed us to build an appropriate data collection tool. This is a pre-established questionnaire for 95 people representing the caregivers of the various care services of the provincial hospital of Sidi Slimane as well as the medical staff practicing at the level of the rural and urban health centers of the

said province. Based on a measurement tool that is the Maslach Test to assess the degree of burnout in the target population.

## Results and discussions

### 1- Emotional exhaustion

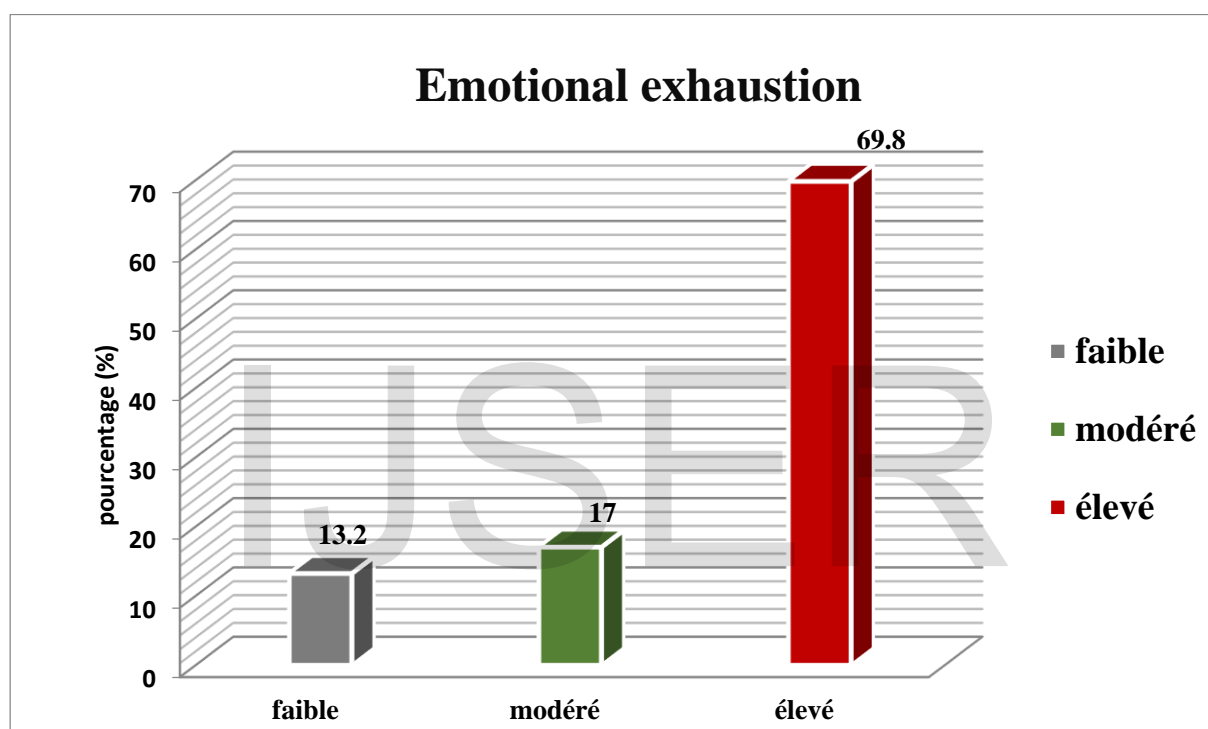


Fig 1: Distribution of burnout by degree

Of the professionals surveyed, 69.8% have a high degree of emotional exhaustion while 13.2% have a low degree of burnout.

Maslach & Jackson developed a way to measure burnout: The Maslach Burnout Inventory. 'The MBI consists of 22 items: nine to measure emotional exhaustion, five for depersonalization and eight for personal accomplishment. [7]

### 2- Depersonalization / Loss of empathy

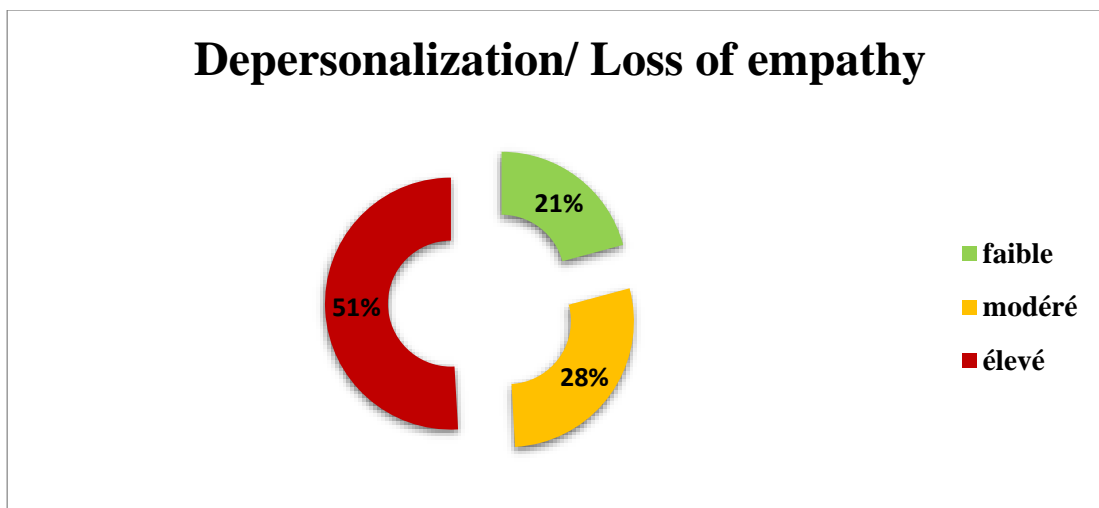


Fig 2: Distribution of depersonalization according to the degree

The data in this chart shows that 51% of professionals have a high degree of depersonalization and 28% moderate, while 21% have a low degree of depersonalization.

### 3- Personal achievement

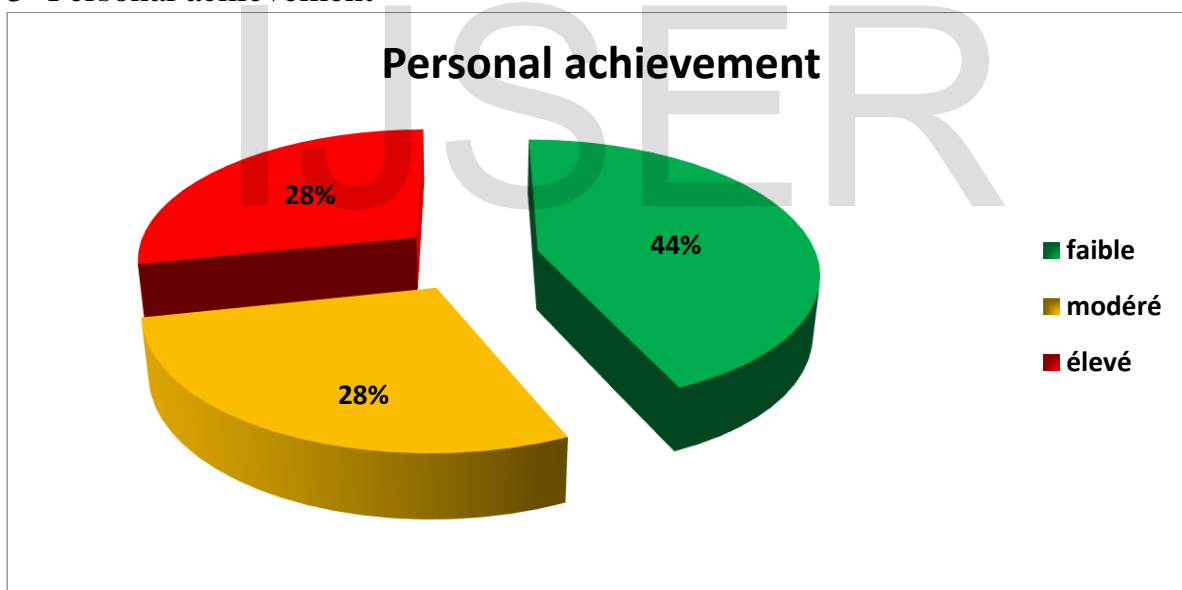


Fig3: Distribution of personal achievement by degree

This graph shows that 44% of professionals have a low degree of personal achievement, compared to 28% of participants who have a moderate degree or even a high degree.

The high prevalence of burnout syndrome among health professionals under provincial health delegation of Sidi Slimane is in line with studies that have shown that this syndrome is found in occupations with strong emotional interpersonal

involvement [8] . Health professionals in our target population had a higher burnout score than other studies like Jacinthe Perruchoud's in 2008 [8]. This result may be explained by a lack of knowledge about the existence of Burnout, as well as it could be due to working and exercise conditions in the province of Sidi Slimane exposing caregivers to stressful situations and the occurrence Burnout.

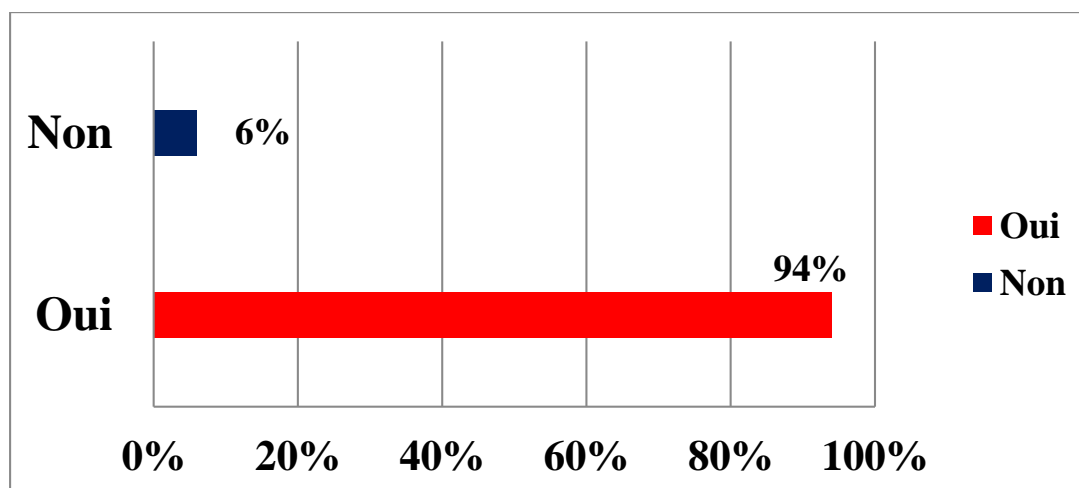


Fig 4: Distribution according to the physical or technical environment

Of the professionals surveyed, 94% indicated that the physical or technical environment is a factor in their exhaustion.

According to a study the physical and technical environment of the work and which are nuisances related to the workplace (noise, heat, cold, lighting, architecture, space, ...), will contribute to the emergence of burnout among nurses .

Our study shows that there is a relationship between the work environment and burnout, this relationship confirmed by the literature encompasses the physical and / or technical environment, noise, heat, lighting and Architecture and confined space are factors that aggravate the feeling of burnout, our results found consolidate other studies that say that the physical and technical environment of work and that are nuisances related to the post will contribute At the onset of burnout [9],

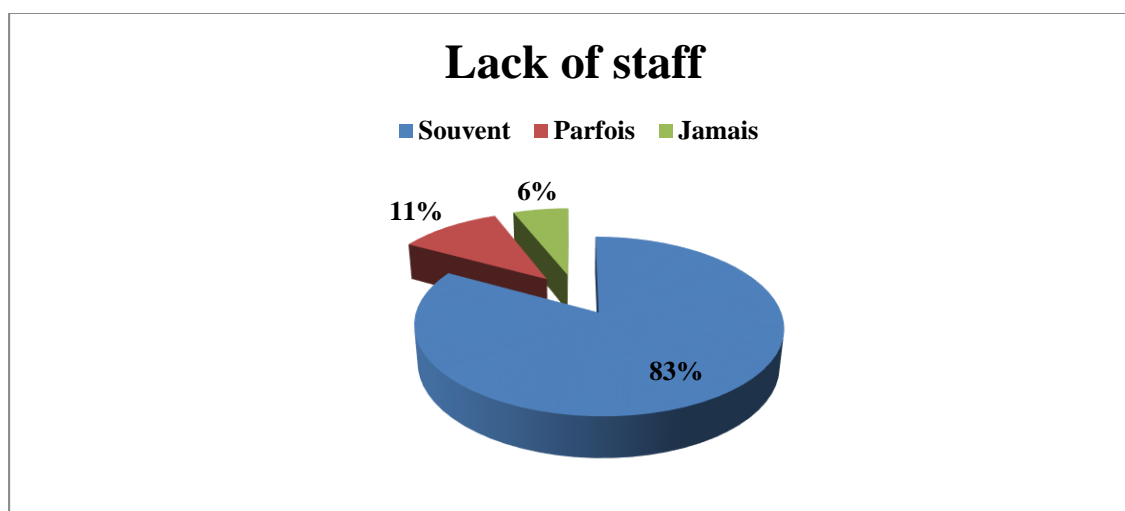


Fig 5: breakdown by lack of staff

The lack of personnel is another factor of exhaustion, in this context 83% of respondents said the lack of staff often puts them in a state of exhaustion.

Nurses who work in the health care system will face everyday with more difficulties: lack of staff, workload, and lack of time. They will work to ensure nursing that is human, personalized and of high quality. These multiple and simultaneous demands also focus on the sources of stress that contribute to burnout among caregivers. [10]

### **Conclusion**

Burnout refers to the feeling of exhaustion and inner emptiness caused by work, especially health professionals are more exposed to this phenomenon. Throughout their careers, health professionals have lived and felt this phenomenon may be unknowingly.

This study was able to establish a diagnosis of burnout for the benefit of carers exercising at the province of Sidi Slimane

The results mentioned by the professionals who participated in this study showed the need to have a heuristic approach to control this phenomenon and prevent its subsequent effects.

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