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## THE SURVEY OF THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND JOB BURNOUT AMONG ZAHEDAN MEDICAL SCIENCES STAFF IN 2016

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### Abstract:

**Introduction:** one effective factor on the job burnout is stress; but today it is believed that job burnout is not the only outcome resulting from stress in such a manner that emotional intelligence plays a significant part in life and job accomplishments. Further studies concerning job burnout and responding to the existing conflicts and contradictions becomes a must according to the educable and obtainable nature of emotional intelligence. Therefore, in the present study it is dealt with the survey of the relationship between emotional intelligence and job burnout.

**Implementation method:** the present is a descriptive-analytical research of the cross-sectional type which has been conducted on 172 individuals from Zahedan medical sciences university employees who were selected based on a random method in 2016. To gather the information required for the current research a three-part questionnaire was applied the first part of which was related to the demographic characteristics, the second part was pertained to Bradberry-Greaves emotional intelligence standard questionnaire and the third part was connected to Maslach's job burnout inventory. Data were analyzed by making use of SPSS 19 and the descriptive statistics, Pierson correlation and independent t-test.

**Findings:** the results of the present study indicated that the individuals' average age was  $36.49 \pm 9.85$ , 106 individuals were women and 146 people were married and the individuals' average work history was  $11.95 \pm 8.64$ . the individuals' emotional intelligence mean score was  $114.18 \pm 14.04$  and the individuals' job burnout mean score was  $58.46 \pm 46$ . The relationship between marital status and work history with emotional intelligence and job burnout was not statistically

significant ( $P>0.05$ ). The relationship between age and job burnout was significant ( $P=0.005$ ), but with emotional intelligence this relationship was not significant ( $P=0.07$ ). The relationship between job burnout and emotional intelligence was reported to be statistically significant in the current study ( $P<0.001$ ).

**Conclusion:** according to the relationships between job burnout and emotional intelligence and according to the fact the emotional intelligence is an attribute that can be obtained or educated it is suggested that teaching emotional intelligence skills should be embedded in the in-service training programs for Zahedan medical sciences university staff to meanwhile reducing the job burnout degree in the staff enhance their quality of service efficiency.

**Keywords:** job burnout, emotional intelligence, university staff

### **Introduction:**

What has been proposed by the general public from long ago has been this common saying that high intelligence quality results in accomplishment and success among the individuals in their lives, jobs and education, but recent studies indicated that factors other than intelligence or talent are involved in such accomplishments. One such factor is the emotional intelligence. Emotional intelligence is a type of intrapersonal intelligence through the intuition and discovery of which the individuals can bring about accomplishments and advantages for themselves. The individuals having high emotional intelligence differ a lot from the others in life satisfaction, enjoying family environment and sharing with the others in their feelings and emotions and they are usually organized, sociable, successful, motivated and optimistic [1]. The intelligence quality alone cannot account for the different destiny of the individuals who have had similar opportunities, educational conditions and outlooks.

There are numerous evidences proving that the individuals who possess emotional skills are distinct in every aspect of their lives, whether it is in their affective and friendly relationships or in the untold rules and regulations in organizational policies and trends leading to success and progress [2]. During the recent years, there have been conducted considerable amount of research.

The proponents of this concept have defined emotional intelligence as the ability to take control of one's own affections and feelings, being able to discriminate between them and using such information to guide one's thoughts and actions [3]. And generally, emotional intelligence is the ability to perceive one's own affections and emotions to be able to achieve constructive emotions by the help of which the individual can deal with the evaluation and understanding of the emotions

and emotional and affective knowledge through the use of which can enable oneself to provide for the fostering of feelings and growth of intelligence [4, 5].

Emotional intelligence includes four interrelated competencies and they are the ability to perceive one's emotions, the ability to make use of emotions for facilitating reasoning, capacity to understand the meaning and the information such emotions convey, the ability to effectively regulate and manage emotions [6]. Such skills allow the individual to think better under hard circumstances and prevent from wastage of time due to feelings and emotions such as anger, anxiety and fear and to calm his mind down and by doing so the individual can enable oneself to pave the way for internal discretion and innovative ideas [7].

So, it can be claimed that the emotional intelligence is applied as a supportive factor against work pressures. Unhealthy work competitions constitute a great deal of the occupational pressures the intensification and continuance of which leads to job burnout [8, 9]. Emotional intelligence mitigates the negative effects of the vocational pressures and makes the employees resistant to early job weariness through managing their affections and feelings and through facilitating the positive emotions and feelings exchange [10]. The job burnout phenomenon has been the focus of attention by theoreticians and researchers working on the fields such as psychological health from the 1970s [11]. The term job burnout has first been applied by Freudenberger in 1974 and it has been applied to mean feeling of failure and exhaustion [12]. Job burnout has been comprised of aspects such as personal exhaustion, work-related weariness and care-seeker-related weariness which evaluate personal exhaustion, weariness among the employers, unemployed and retired individuals, work –related weariness, the extreme exhaustion accompanied with working and the care-seeker-related weariness, care-seeker-related tiredness [13]. Such a phenomenon is a psychological symptom and it is seen more in jobs and occupations which are in communication and relationship with customers and clients for long hours and university is regarded as one such occupation [14]. The individuals working in such professions feel that they are under pressure and their affective and emotional reservoir is gradually reduced in favor of those with whom they are working. The individual becomes indifferent towards them, their pains and demands, even finds oneself to have negative feelings regarding them [14, 15]. Undoubtedly, the most original and the most effective group in the growth of the developing countries is the scientific institutions group and university is one of them [16]. Due to the same reason, the survey of the effective factors on job burnout in these individuals is of a great importance. Therefore, according to the importance of the job burnout it is

necessary to identify factors effective on job burnout and evaluate such factors. One of the factors influencing the job burnout is stress; but, today everyone believes that job burnout is not the result of stress and this is the emotional intelligence that plays a considerable role in success both in life and at work [17]. Further studies regarding job burnout and responding to the existing contradictions and conflicts is deemed to be compulsory according to the fact that the emotional intelligence is something that can be acquired and educated. Therefore, in the present study we dealt with the survey of the relationship between emotional intelligence and job burnout.

### **Implementation method:**

The current study is a cross-sectional descriptive-analytical research which has been conducted on 172 individuals from Zahedan medical sciences university staff members who were selected based on a random method in 2016. The entrance priority was given to those staff who had at least MA degree and higher and who provided the researcher with an oral consent. To gather the information required for the present study a three-part questionnaire was applied the first part of which was related to the demographic characteristics (age, gender, work history and marital status) and the second part was related to the Bradberry-Greaves emotional intelligence standard questionnaire which contained 28 questions and the questions were scored based on a 6-point scale (never, rarely, sometimes, usually, almost always, always) ranging from 1 to 6 and the total sum of the scores obtained by each testee constitutes the test total score. Based on this questionnaire, score above 80 is indicative of the high level of emotional intelligence and scores between 60 and 80 are indicative of an intermediate level of emotional intelligence and the scores below 60 are indicative of low level of emotional intelligence. The questionnaire validity had been previously confirmed by Qaderi et al and the reliability coefficients for the four aspects of emotional intelligence were as follow: self-awareness (0.90), self-regulation (0.87), social skills and awareness (0.80), relationship management (0.78) and the emotional intelligence total score obtained as equal to 0.84 [18]. The third part of the questionnaire was related to Maslach's job burnout inventory and this questionnaire contained 22 questions which deal with the evaluation of emotional exhaustion, depersonalization and reduced personal accomplishment in professional groups such as nurses and teachers and so forth. The questionnaire items were scored based on Likert's 5-point scale. The choices presented in Maslach's inventory have been determined by completely agree, agree, neutral, disagree and completely disagree and during the test the respondent has to choose the option most close to what s/he feels regarding the items presented. The lowest score in this test is 22 and the maximum score is supposed to be 110. The

questionnaire validity and reliability had been assessed by Beyrami and they were reported to be acceptable [11]. To gather the required data, after the ethical confirmation letter was acquired from Zahedan medical sciences university research vice chancellorship a letter of recommendation was obtained and after making the necessary coordination with the security office in the university the researcher attended the administrative office in the university and firstly the study objectives were explicated and after acquiring oral consents from the study participants the questionnaires were distributed in sufficient number. At the beginning of the questionnaire a text was inserted which informed the participants of their conscious consent with the study plan terms and conditions and it said “your cooperation in the present study plan is indicative that you are fully aware of your cooperation with the research plan. And that the information you provide in the form of choosing the selected options will remain confidential and you are not exposed to any risk of any sort.” After the questionnaires were completed and reviewed by the researcher they were returned to the participants again in case of existing incomplete parts and after all of the questionnaires were collected the data were extracted and they were analyzed by taking advantage of SPSS 19 and descriptive statistics, Pierson correlation and independent t-test.

### Findings:

The results obtained in the present study indicated that the individuals' average age was  $36.49 \pm 9.85$ , 106 individuals (61.6%) were women, 146 individuals (84.9%) were married and the average work history among the individuals was  $11.95 \pm 8.64$ . the individuals' mean score in emotional intelligence was  $114.18 \pm 14.04$  and the job burnout mean score was  $58.46 \pm 46$ . The relationship between marital status and work history with emotional intelligence job burnout was not statistically significant ( $P > 0.05$ ). The relationship between the age and job burnout was significant ( $P = 0.005$ ) but with the emotional intelligence this relationship was not statistically significant ( $P = 0.07$ ). The relationship between job burnout and emotional intelligence in the present study was found to be statistically significant ( $P < 0.001$ ).

The relationships between gender with emotional intelligence and job burnout have been provided in table (1).

**Table 1: the relationship between gender and emotional intelligence and job burnout.**

	Gender	Mean	Standard deviation	P-value
Job burnout	Woman	58.6509	10.60731	0.76
	Man	58.1667	9.50074	
Emotional intelligence	Woman	112.2547	13.19961	0.02
	man	117.2879	14.89323	

## **Discussions:**

The nurses are considered as one of the most important resources in medical system in which the quality of their performance has a profound impact on the quality of providing medical services and can also be effective in improving patients' health [19-23]. In the present study, the relationship between emotional intelligence and job burnout was statistically significant. Mohammadifar et al reported that the teachers having high emotional intelligence had a better psychological health and less job burnout [24]. The other researches were also suggestive that the job burnout components are effective on predicting the individuals' emotional intelligence [25-28]. Generally, the individuals possessing high level of emotional intelligence enjoy greater amount of physical and psychological health and experience less of a job burnout problems. Such individuals can better resist against various sources of stressing factors such as vocational, familial, or relational, and social and solve the problems and issues more effectively due to their awareness of their emotions and affections, enhanced and healthy regulation of their emotions, self-regulatory and self-motivated nature of their emotions, empathy and social skills [15, 29, 30]. Therefore, such individuals in comparison to the individuals having low emotional intelligence capacity are better capable of establishing well-defined relationship with their colleagues and work environment, better manage their responsibilities, better perform and through issuing and attracting positive feelings and emotions from their immediate periphery they enjoy their more efficient, joyful and healthy presence at work environment and other life grounds. Verily, psychological exhaustions and irritations are the source of many physical diseases such as cancer, asthma, heart diseases, different allergies and so forth which interactively influence the individual's psychological health and definitely, the individual with psychological-spiritual problems is brittle in confrontation with the environmental and occupational stressors, and exhibits occupational depression symptoms by the continuance of the pressures, the first sign of which is extreme affective tiredness and exhaustion. The result of such a vain continuum is the reduction in society's general health and productivity. Perhaps, it can be said that one of the most important effects exerted by emotional intelligence on the entrepreneurial employees' success is the possibility of the creation of effective and extensive relationship with the staff and other employees and this feature is considered as the discriminant factor for such individuals and employees [2]. Although the findings in the present study indicate that the emotional intelligence in the studied individuals is in an acceptable level, but it can be enhanced further through designing effective programs. In fact, emotional intelligence skills including taking responsibility, empathy and understanding the

others, interpersonal relationships, flexibility, realism, problem-solving and enduring the psychological pressures are per se important factors. Therefore, it is necessary to take such skills and training such skills into consideration in Zahedan medical sciences university staff members. There is a positive relationship between emotional intelligence and life satisfaction and the quality and quantity of the social communications and relations network. It has been determined that emotional intelligence is a better determinant of the individuals' social relations network extension than the individual's personality [31]. Of course, to reduce job burnout some solutions and strategies seem to be effective such as increase in the salary and benefits, decreasing work hours, planning recreational programs, holding group works during sessions, forming sport classes and groups, educational and training workshops [9, 32,33].

### **Conclusions:**

Through getting the university managers aware of the factors effective on the employees' job burnout, the present study enables them to prepare appropriate and convenient programs in order for the job burnout to be decreased in their employees. It is clear that according to the interrelatedness of the job burnout and emotional intelligence and according to this issue that emotional intelligence is a feature that can be educated and acquired it is suggested that the emotional intelligence training courses should be incorporated in Zahedan medical science university's staff in-service education and training to meanwhile reducing the job burnout in the employees their efficiency and quality of work service can be augmented. Also, emotional intelligence can be considered as an important selective factor in the employees' recruitment and in-service occupational promotion plan.

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