

THE RELATIONSHIP BETWEEN JOB DEMANDS AND BURNOUT AMONG HEALTHCARE WORKERS IN DIVERSE HEALTHCARE SETTINGS

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Introduction: Healthcare workers (HWs) are exposed to high job demands that require considerable effort, often leading to overburdening, which can result in burnout syndrome and various health problems.

Aim: To determine the association between job demands among HWs in diverse healthcare settings in the Republic of North Macedonia.

Materials and Methods: This descriptive-analytical cross-sectional study included 415 employees in healthcare institutions: HWs in hospital activity, HWs in outpatient activity, and employees who are not HWs (technical support and administrative staff). Data were collected using: Demographic and Job Characteristics Questionnaire, Job Demands Questionnaire, and Maslach Burnout Inventory. For data analysis, both bivariate and multiple regression methods were used.

Results and discussion: The average value of physical job demands in the total sample was significantly higher than the average values of other job demands (organizational, emotional, and cognitive). HWs in hospital activity were more exposed to physical and organizational job demands compared to those in outpatient activity. Average scores of emotional exhaustion and depersonalization were 27.5 ± 15.19 and 12.3 ± 6.99 , respectively. The highest levels of emotional exhaustion and depersonalisation were identified among HWs in hospital activity (29.2 and 13.1, respectively). Working in the hospital activity compared to the outpatient activity predicted significantly higher emotional exhaustion and depersonalisation. A significant positive moderate correlation was found between the dimensions of burnout syndrome and job demands. Burnout syndrome was detected in 51.6% of HWs in hospital activity, a significantly higher percentage compared to the other groups. Significantly higher values of physical, organizational, emotional, and cognitive job demands were observed among respondents with confirmed burnout syndrome. Physical and emotional job demands were significant positive predictors for emotional exhaustion and depersonalisation, increasing the chances of developing burnout syndrome by 1.7 and 3 times, respectively.

Conclusion: Urgent interventions to reduce job demands and mitigate burnout syndrome among HWs in hospital activity, as well as to prevent further development of burnout syndrome among HWs in outpatient activity, are crucial for improving HWs' well-being and the quality of patient care services.

Keywords: healthcare workers, job demands, emotional exhaustion, depersonalisation, burnout syndrome