AN INVESTIGATION ON THE RELATIONSHIP BETWEEN MORNING AND EVENING PERSONALITIES AND THE RATE OF JOB BURNOUT IN NURSES USING MASLASH MODEL (CASE STUDY)

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A R T I C L E I N F O	A B S T R A C T
	Understanding the personality of people in the behavior context is important for organizations. Every aspect of human resource planning, morale, motivation, emotions, employee characteristics, and also factors that cause dissatisfaction and job burnout which result into poor quality of work and absenteeism should be considered in order to achieve efficiency and productivity improvement, quality increase and reduce costs of human resource management and supplement. Because all organizations are seeking sustainable competitive advantages. Considering the importance of the issue, the main goal of this paper is to investigate the relationship between morning and evening characters and the severity of nurses' job burnout by using a case study of the Maslach model. The statistical population includes nurses of Vali-e-Asr Hospital in Eghlid city of Iran in 2014, with an estimated number of 117 people. The sample size was 90 using Krejcie and Morgan (1970) and Cohen (1992) statistical method, due to the fact that the number of people in the community is small. The results show that there is a strong and positive relationship between morning and evening personalities and job burnout. © 2019 INT TRANS J ENG MANAG SCI TECH.

1. INTRODUCTION

Managers of manufacturing and service organizations including lining and staff always face a considerable amount of problems which their source should be identified and processed in order to find the appropriate solutions for them. Some of these problems are cognitive, emotional and staff skills issues which if they are addressed a fixed, they can be a good advantage in the competition which can lead to extra success of the organization. An organization can't make any progress and achieve new ways of practicing without paying attention to the personality and sentiments of the staff.

Organizations that aim to achieve customer's satisfaction should employ committed, purposeful

and moral employees in order to achieve more customers and gain their satisfaction. Employees will face job burnout if their needs are not met, which the signs include emotional exhaustion, depersonalization, and reduce in self-esteem. There are societies in which the main goal of the organization is to achieve a more successful and progressive organizational status, hence such organizations should maintain strategic thought, and also they should pay attention to the employees' morning and evening personalities when hiring them. The main core of every organization and institution is its employees which are essential for survival of the organization or institution in today's competitive world. The relationship between morning and evening personalities and job burnout as well as its components has been examined in the current article.

1.1 MORNING AND AFTERNOON PERSONALITY

In this work, the main purpose is to identify morning and evening personalities of the nurses and to investigate which of these personalities face job burnout, emotional exhaustion, depersonalization, and reduction of self-esteem. Recently, organizations seek for employees who do the job with superior quality, faster and with less effort. The condition of the working environment, personality characteristics of individuals and considerations about reducing tiredness should be considered in order to achieve this goal.   Symptoms of job burnout are multiple and chronic fatigue should not be mistaken with normal tiredness. The importance of recognizing occupational burnout is to prevent complete burnout and fatigue and reduce the severity of the discomfort.

Psychologists have proposed several types for the personalities for individuals, which accordingly each individual is given one of these types. One of these personalities is the morning-evening pattern which divides the individuals into two groups and presents different characteristics for each group. The morning type is people who wake up early in the morning, they are logical and upright, and this group consists of mostly elder people. The morning personality people are trustworthy and strong and they have constant emotions (Eisazadegan, et al., 2014). People who are at the highest levels of consciousness in the first half of the day, they prefer daily activities and they have problems for staying late at night. Evening personality individuals are extrovert persons who are awake until late at night, and they consists mostly the young people. It is difficult for these people to go to work at 9 am each morning, and when they arrive at the workplace they are often sleepy and it takes too much for them to wake up early in the morning and go to work. The efficiency of these people usually starts from 10 am, but they feel better as the day continues to the night. One of the special requirements of this research is that psychological resources are the most important assets for an organization it is the source of innovation and creativity. It is important for organizations that when they assign a job to an individual, they choose the time when employees have the most energy and motivation. Defining the morning or evening personality of the dominant individual differences is associated with the feeling of the natural cycles. When these differences are recognized in time, they lead to appropriate behaviour to staff members (Roozbehani, et al., 2012).

1.2 JOB BURNOUT

Occupational burnout is a multidimensional structure that consists of three components which are emotional exhaustion, depersonalization, and functional activity (Maslach, et al., 1981). Physical and emotional signs and attitude of burnout include (physical weakness, chronic fatigue, prolonged colds, and problems with sleeping, gastric ulcer, diabetes, hypertension, depression, failure,

helplessness, frustration, anger, pessimism, negative attitude, and disappointment. Generally, job burnout can be described as a disorder which is caused by long-term exposure of a person to stress. In this situation, self-esteem of the person will fall down and he/she will feel frustrated (Saatchi, 1997).

Emotional exhaustion is affected by psychological stress, feeling to be pressured and going the emotional resources of one person away (Hannani, et al., 2011). In other words, it is the main factor which results in burnout. This aspect of occupation burnout indicates a fundamental response to stress (Maslach, et al., 2001).

During depersonalization process, the individual disputes from his/her job and will become reckless to his/her occupation, performance and colleagues.

Decreased personal accomplishment is the reduction in the sense of competence and success in the profession, dissatisfaction with work, feeling failure and disability, the loss of power to recognize and understand the continued sense of abuse and exploitation and the reduction of occupational performance (Mazloomi, 2014).

Job burnout is in fact a kind of psychological stress which is associated with psychological pressures or job related and occupation environment stress. This disorder has been frequently pointed among various types of counseling and helping careers such as counselors, teachers, social workers, medical doctors, police officers, nurses, etc. and it's associated with stressful stimuli such as too much service costumers at one time, lack of sufficient time and lack of support or appreciation.

2. CONCEPTUAL MODEL OF RESEARCH

In the present study, the researcher attempted to examine the relationship between morning and evening personalities and job burnout (emotional exhaustion, depersonalization, and reduction of personal competence). After exploratory studies through descriptive studies, four important variables were developed, which are the basis for compiling the hypothesis and they are shown in Diagram 1.
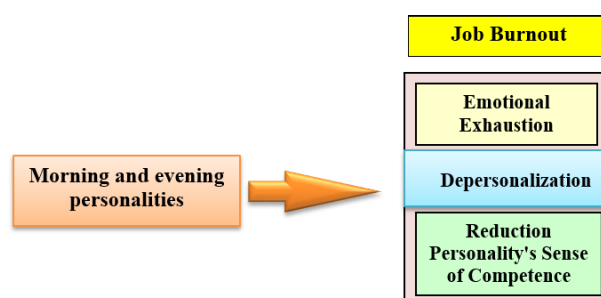

Diagram 1: Conceptual model of research (after Maslach and Jackson, 2005).

Dependent variable: job burnout, emotional exhaustion, depersonalization, reduced personal satisfaction.

Independent variable: morning and evening personalities.

3. Research Hypotheses
Main Hypothesis

:: There is a correlation between job burnout and morning and evening personalities.

Sub-hypotheses

1. There is a relationiship emotional exhaustion and morning and evening personalities.
2. There is a relationship between depersonalization and morning and evening personalities.
3. There is a relationship between the lack of personal competence feeling and morning and evening personalities.

4. Research Method

In this research, descriptive statistics and inferential statistics were used to answer the research questions. Descriptive statistics describes the variables of the research in the form of tables and statistical variables such as frequency, mean, and standard deviation. In the inferential statistics, Kolmogorov-Smirnov Tests were used to analyze the normal distribution of data and the Pearson correlation coefficient of linear regression. For measuring the variables of the research, SPSS® software was used for analyzing the information and statistical data. Using Krejcie and Morgan (1970) and Cohen (1992) statistical method, the sample size was 90, due to the fact that the number of people in the community is small.

In order to collect information, a field questionnaire and a standard questionnaire were used to examine the relationship between the research variables. In this research, two standard questionnaires were used which were titled the Maslach questionnaire (MBI) and the (MEQ) questionnaire. Using the questionnaire, a survey was conducted to examine the personality style of nurses according to the two methods (morning and evening). Then, using a standard questionnaire, we examined the burnout of nurses and its components (emotional exhaustion, depersonalization, lack of personal competence) based on the Maslach model which evaluated all the components that were considered.

5. FINDINGS AND DISCUSSION

5.1 DESCRIPTIVE INFORMATION ABOUT RESEARCH VARIABLES

The highest numbers of research samples were women with 75.6%, married persons with 80%, bachelor's degree with 60%, age of 30 years or less with 71.1%, and service life between 1 year to 5 years and more with 37.8%.

5.2 ANALYSIS OF RESEARCH HYPOTHESES

Data analysis is presented in Tables 1, 2, 3, 4, 5 and 6. The nonparametric statistics Kolmogorov-Smirnov test, Table 1 (p-values > 0.05), therefore, the assumption H0 is accepted and the H1 assumption that indicates the data are not normal, is not accepted. In other words, in the present study, all variables have normal distribution.

Table 1: Kolmogorov-Smirnov test (KS).

Variable	Frequency	Mean	SD	Kolmogorov-Smirnov	p-value
Morning and Evening Personalities	90	2.949	0.506	0.615	0.844
Emotional Exhaustion	90	3.016	0.598	0.650	0.792
Depersonalization	90	2.920	0.543	0.829	0.498
Lack of Personal Competence	90	2.969	0.488	1.094	0.182
Job Burnout	90	2.977	0.492	0.705	0.702

As shown in Table 2, the correlation coefficients of all the data are determined. All independent variables have a high positive correlation with dependent variables. Noteworthy in Table 2 is that the research variables are highly correlated (uphill (positive) linear relationships) for correlation coefficient around 0.7 and more, while for correlation coefficients around 0.5 have moderate uphill

(positive) relationships.

Table 2: Pearson correlation coefficient matrix

Variable	Mean	SD	Correlation Coefficient				
1- Morning and Evening Personalities Significance	2.949	0.506	1.00				
2-Emotional Exhaustion Significance	3.016	0.598	0.580	1.00			
3-Depersonalization Significance	2.920	0.543	0.466	0.633	1.00		
4-Lack of Personal Competence Significance	2.969	0.488	0.506	0.771	0.701	1.00	
5- Job Burnout Significance	2.977	0.492	0.587	0.933	0.818	0.919	1.00

Table 3: Results from regression analysis of independent and dependent variables of the first model

Variable	Non-standard Coefficients		Beta Standard Coefficient	t-statistic	Error Level
	B	Standard Error			
Fixed Coefficient	1.237	0.272		4.552	<0.001
Morning and Evening Personalities	0.097	0.015	0.580	6.667	<0.001
D.W=2.203		$R^2 = 0.336$	R=0.580	F=44.500 , P<0.001	

Table 3, based on the results of linear regression analysis, the standardized coefficient of the variables of morning and evening personalities on emotional exhaustion was 0.580 and value of t calculated to be 6.667. Given the fact that the calculated t value is positively larger than 1.96, the zero hypothesis is rejected at the 95% confidence level and the opposite hypothesis is based on the positive relationship between morning and evening personalities on emotional exhaustion, is accepted. As a result of the researcher's hypothesis: "there is a relationship between morning and evening personalities and emotional exhaustion", is supported (confirmation of the first hypothesis).

Table 4: Results from regression analysis of independent and dependent variables of the second model

Variable	Non-standard Coefficients		Beta Standard Coefficient	t-statistic	Error Level
	B	Standard Error			
Fixed Coefficient	1.621	0.268		6.048	<0.001
Morning and Evening Personalities	0.071	0.014	4.935	4.935	<0.001
D.W=2.258		$R^2 = 0.217$	R=0.466	F=24.355, P<0.001	

Table 4 shows the results of linear regression analysis for the second hypothesis. The standardized coefficient of the variables of morning and evening personalities on depersonalization was 0.466 and value of t calculated to be 4.935. Given the fact that the calculated t value is positively larger than 1.96, the zero hypothesis is rejected at the 95% confidence level and the opposite hypothesis is based on the positive relationship between morning and evening personalities on depersonalization, is accepted. As a result of the researcher's hypothesis: "there is a relationship between morning and evening personalities on depersonalization", is supported (confirmation of the second hypothesis).

According to Table 5, based on the results of linear regression analysis, the standardized coefficient of the variables of morning and evening personalities on lack of personal competence was 0.506 and value of t calculated to be 5.503. Given the fact that the calculated t value is positively larger than 1.96, the zero hypothesis is rejected at the 95% confidence level and the opposite hypothesis is based on the positive relationship between morning and evening personalities on lack of personal competence, is accepted. As a result of the researcher's hypothesis: "there is a relationship between morning and evening personalities on lack of personal competence", is supported

(confirmation of the third hypothesis).

Table 5: Regression analysis results of independent and dependent variables of the third model

Variable	Non-standard Coefficients		Beta Standard Coefficient	t-statistic	Error Level
	B	standard error			
Fixed Coefficient	1.702	0.235		7.258	<0.001
Morning and Evening Personalities	0.069	0.013	0.506	5.503	<0.001
D.W=2.454		$R^2 = 0.256$	R=0.506	F=30.282 , P<0.001	

Table 6: Regression analysis results of independent and dependent variables of the main model

Variable	Non -standard Coefficients		Beta standard Coefficient	t-statistics	Error Level
	B	Standard Error			
Fixed Coefficient	1.702	0.235		7.258	<0.001
Morning and Evening Personalities	0.069	0.013	0.506	5.503	<0.001
D.W=2.454		$R^2 = 0.256$	R=0.506	F=30.282, P<0.001	

Table 6, the standardized coefficient of the variables of morning and evening personalities on job burnout was 0.506 and value of t calculated to be 5.503. Given the fact that the calculated t value is positively larger than 1.96, the zero hypothesis is rejected at the 95% confidence level and the opposite hypothesis is based on the positive relationship between morning and evening personalities on job burnout, is accepted. As a result of the researcher's hypothesis: "there is a relationship between morning and evening personalities on job burnout", is supported (confirmation of the main hypothesis).

6. DISCUSSION

We face nurses in all parts of hospitals who were regular, caring and interested in their job at the beginning of the nursing job but after several years of working and dealing with a lot of occupational stress in the workplace, they feel tired and they are willing to give up on their jobs. One common reason for this is burnout job.

The results of this study indicate that fixed night shift workers have reported job burnout more than other groups. It seems that those who are working at night shifts constantly will face a change in their sleep and rest patterns. Therefore, a stress management model should be considered in order to prevent job burnout which includes self-management, organizational promotion, and using supportive systems. On this basis, social support has been introduced as a useful source of adaptive management in stress management in the stressful working environments, which reduces the impacts of stress on prosperity. Social assistance is an interpersonal interaction between the friends, colleagues, managers and others which is interpersonal, informal, with self-contained and useful exchanges, and it has four dimensions which are emotional, instrumental, informational, and evaluative. In fact, social support is a protective factor against workplace constraints and acts as a safety valve against work-pressure.

7. CONCLUSION

The analysis of data showed that the burnout of nurses in the level of emotional exhaustion and lack of personal success is at a high level and the level of depersonalization is moderate. The reasons for the high level of burnout in nurses in this study can be due to high workload, too much working

hours, inadequate human resources, continuous contact with illness and death, problems with shuffling shifts and the problems caused by interactions with colleagues. It can be concluded from the results of the study that creating strong supportive systems in the work environment will prevent job burnout.

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