



A SCIENTIFIC PAPER TITLED: PSYCHOLOGICAL BURNOUT AND ITS RELATIONSHIP WITH JOB SATISFACTION AMONG HEALTHCARE STAFF IN THE GOVERNMENT HEALTH SECTOR IN RIYADH CITY

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Abstract:

The study aimed to explore the nature of the relationship between psychological burnout and job satisfaction among healthcare staff in the government health sector in Riyadh, as well as to identify the levels of psychological burnout and job satisfaction among healthcare staff working in the government health sector in Riyadh. The researchers used the descriptive analytical method to achieve the study objectives, and the study population consisted of all healthcare staff in the government health sector in Riyadh. The study sample consisted of (205) healthcare staff in the government health sector in Riyadh, selected randomly. The researchers used two instruments to achieve the study objectives and collected all its data: the Psychological Burnout Scale and the Job Satisfaction Scale. In light of the results, the study concluded several findings, the most important of which was the presence of a statistically significant inverse (negative) relationship between the total score of psychological burnout and the total score of job satisfaction. The results indicate that as the levels of psychological burnout among healthcare staff in the government health sector in Riyadh increase, their levels of job satisfaction decrease. Based on the results, the study recommends There is a need to develop training programs aimed at enhancing resilience skills and managing psychological stress for healthcare personnel. This will enable them to effectively cope with job demands and maintain their psychological well-being. It is essential to provide psychological and social support programs for employees in the governmental healthcare sector in Riyadh, whether through psychological consultations or community social support, to offer necessary support in facing psychological challenges they may encounter.

Keywords: Psychological Burnout - Job Satisfaction - Healthcare Staff - Health Sector.

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Introduction

Working in the healthcare field requires a great deal of effort and resilience from healthcare staff. Therefore, it requires them to possess psychological qualifications that allow them to perform their job duties effectively. Healthcare staff face varying degrees of psychological pressure daily in their work, and these pressures intensify when the compensation for their efforts does not match the level of pressure they experience. This imbalance often leads to a state of psychological burnout.

The roles of healthcare staff entail numerous tasks, making it a mentally demanding profession. They have to interact with many patients, which necessitates efforts to cope with and reduce these pressures to enhance effectiveness and improve the quality of patient care, ensuring their continued mental balance and well-being. Psychological burnout is associated with mental health concepts, becoming more apparent in individuals continuously exposed to work-related pressure and exertion (Lablack & Laakas, 2020).

Burnout is considered an emotional reaction to the continuous pressures encountered in the work environment. Many researchers view burnout as a psychological disorder, as continuous exposure to pressure gradually depletes an individual's internal energy resources, leading to emotional exhaustion, physical fatigue, and cognitive fatigue (Moyer, Aziz & Wuensch, 2017).

Dimensions of psychological burnout include emotional exhaustion, where feelings are drained when job demands and needs are not met, leading to stress, severe tension, and a lack of self-worth. It also involves depersonalization, characterized by negative attitudes towards peers, indifference towards patients, loss of trust in the opinions of healthcare staff towards patients, and decreased personal accomplishment resulting from negative self-assessment by healthcare staff due to the loss of enthusiasm for achievement, feelings of incompetence, and task non-fulfillment, leading to decreased job satisfaction among healthcare staff (Albaqmi, 2021).

Individual success in a job is directly related to their satisfaction with it. The more satisfied individuals are with their work, its nature, the surrounding environment, and the benefits and incentives provided by the employer, the higher their performance and efficiency levels in achieving desired outcomes. Therefore, focusing on job satisfaction among healthcare staff working in government health sectors is crucial in improving mental well-being, staff satisfaction, and consequently, enhancing the quality and

efficiency of healthcare services provided to patients (Abdullah et al., 2019). Thus, we aim to understand the psychological burnout and its relationship with job satisfaction among healthcare staff in the government health sector in Riyadh.

Problem Statement:

Medical professions impose continuous psychological pressures on healthcare staff, which can lead to psychological burnout. This burnout manifests as a loss of interest in their work and responsibilities towards their patients, resulting in frustration, pessimism, emotional numbness, lack of motivation, indifference, neglect, and consequently, a loss of creativity and innovation in the nursing field. Additionally, physical exhaustion, feelings of inadequacy, disappointment, negative thoughts about work and self arise, leading to frequent and unjustified absences. Consequently, the satisfaction of healthcare staff with their profession is at stake, leading to dissatisfaction, resentment, apathy towards their job, and dire consequences, especially considering that it involves providing services to patients (Bin Durrif, 2020).

A study by Abdullah et al. (2019) confirms a negative correlational relationship between job satisfaction and emotional exhaustion, emotional numbness, and reduced personal accomplishment - dimensions of burnout. Thus, there is a negative relationship between job satisfaction and burnout. It is also possible to predict job satisfaction and burnout, with emotional exhaustion and emotional numbness inversely predicting them. The main problem of the study can be summarized in the following primary question:

What is the psychological burnout and its relationship with job satisfaction among healthcare staff in the government health sector in Riyadh?

Research Questions:

1. What is the level of psychological burnout among healthcare staff working in the government health sector in Riyadh?
2. What is the level of job satisfaction among healthcare staff working in the government health sector in Riyadh?
3. Is there a statistically significant relationship between psychological burnout and job satisfaction among healthcare staff in the government health sector in Riyadh?

Study Hypotheses:

- Healthcare staff working in the government health sector in Riyadh have a high level of psychological burnout.
- Healthcare staff working in the government health sector in Riyadh have a high level of job satisfaction.

Study Objectives:

- To identify the level of psychological burnout among healthcare staff working in the government health sector in Riyadh.
- To identify the level of job satisfaction among healthcare staff working in the government health sector in Riyadh.
- To identify the relationship between psychological burnout and job satisfaction among healthcare staff in the government health sector in Riyadh.

Study Importance:

The importance of the study varies, from theoretical importance in providing a theoretical framework on the subject of the study and understanding the level of psychological burnout and job satisfaction among patients and their relationship. It also enriches Saudi libraries with a modern topic on healthcare management. As for practical importance, it lies in understanding the nature of the relationship between psychological burnout and job satisfaction among patients in the government health sector, and the necessary recommendations to reduce burnout and increase job satisfaction for patients. This helps officials in the government health sector to make necessary decisions regarding laws, policies, incentives, and material and moral rewards to increase patients' mental health, reduce their burnout, and consequently increase their job satisfaction, thereby contributing to raising the efficiency and quality of the government healthcare system in the Kingdom of Saudi Arabia.

Study Limitations:

- Spatial Limitations: The study will be conducted in Riyadh, Saudi Arabia.
- Temporal Limitations: The study will be conducted in the year 2022.
- Human Limitations: The study will be conducted on a sample of healthcare staff in the government health sector in Riyadh.
- Subjective Limitations: The study is limited to investigating "Psychological Burnout and its Relationship with Job Satisfaction among Healthcare Staff in the Government Health Sector in Riyadh."

Study Terms:

- Psychological Burnout: It is a state that affects healthcare staff with emotional, physical, and emotional exhaustion, resulting in emotional numbness and a decreased desire to accomplish tasks due to the pressures faced at work. It is the sum of responses from healthcare staff, male and female, to dimensions such as emotional exhaustion, emotional numbness, and reduced sense of accomplishment.
- Job Satisfaction: It is a state in which an individual becomes convinced of their job, satisfied with it due to the fulfillment of their needs and desires from work requirements, resulting in happiness, integration, professional growth, and a desire to accomplish work and appreciation of their profession.

Literature Review:

Study (Al-Buqami, 2021) titled: "Burnout and its Relationship with Job Performance among Faculty Members at Najran University Branches in Sharurah". The study aimed to identify the level of burnout and the reality of job performance and the correlational relationships between them among faculty members at Najran University branches in Sharurah. The study used the descriptive analytical approach to identify the study objectives. The study sample consisted of (107) faculty members from Najran University branches in Sharurah. The study used the Maslach Burnout Inventory and a questionnaire to measure job performance. Based on the aforementioned, the study reached several results, the most important of which are that the level of burnout among the study sample was very low, and the level of job performance was very high. The study also found a statistically significant negative correlational relationship between burnout and job performance. In light of the results, the study recommends reducing the teaching load for faculty members at Najran University branches in Sharurah and providing counseling programs to address burnout among them.

Study (Ben Derv, 2020) titled "The Relationship between Burnout and Job Satisfaction among Healthcare Professionals: A Field Study in Public Health Institutions in Mostaganem Province". The study aimed to identify the relationship between burnout and job satisfaction among nurses. To achieve the study objectives, the descriptive analytical approach was used. The study population consisted of nurses working in public health institutions in Mostaganem Province, and the study sample comprised 225 nurses selected randomly, with 128 male nurses and 97 female nurses. The study used the Maslach Burnout Inventory and a

job satisfaction questionnaire. Based on this, the study found several results, the most important of which is the existence of a correlational relationship between burnout and job satisfaction among nurses working in public health institutions. In light of this, the study recommends the establishment of a therapeutic center to provide care for nurses suffering from severe burnout in public health institutions.

Study (Abdullah et al., 2019) titled "Predicting Job Satisfaction from Some Dimensions of Burnout among Faculty Assistants at the University." The research aims to understand the nature of the relationship between burnout and job satisfaction, as well as to study the possibility of predicting job satisfaction among faculty members at the university through their dimensions of burnout. The study used the descriptive analytical method to identify the study objectives. The study sample consisted of (311) faculty assistants, including teaching assistants and lecturers. The study utilized a set of tools, including a questionnaire to measure job satisfaction prepared by the researchers and the Maslach Burnout Inventory. Based on the foregoing, the study found several results, the most important of which is the presence of a statistically significant negative correlational relationship (at 0.01) between job satisfaction and burnout among faculty assistants at the university. It also found that job satisfaction and its dimensions can be inversely predicted from some dimensions of burnout, namely emotional exhaustion and depersonalization.

Study (Al-Nawaiseh & Al-Hawari, 2018) titled "The Effectiveness of a Counseling Program Based on Meaning Therapy to Reduce Burnout among Healthcare Professionals in a Government Hospital in Light of Some Demographic Variables." The study aimed to identify the reality of burnout among nurses working in a government hospital in Jordan, to verify the differences in burnout scores according to some variables, and to develop a counseling program to reduce burnout among nurses. The researchers used a quasi-experimental method, and the study sample consisted of (7) male nurses and (10) female nurses. The study used the Maslach Burnout Inventory and Susan Jackson's tools, along with a counseling program prepared by the researchers. Based on this, the study found several results, the most important of which is that nurses generally suffer from moderate burnout across all dimensions. There were no statistically significant differences attributed to gender in the total score of burnout, while differences in favor of married individuals were observed. In light of the results, the study recommends the utilization of

counseling programs applied in universities and the inclusion of a course on stress management and burnout in nursing curricula.

Study (Abdi, 2014) titled "Burnout among Nurses and Night Work." The study aimed to explore the relationship between night work and burnout among nurses working night shifts in five hospitals in Casablanca, Morocco. The study used the descriptive method to achieve its objectives. The study population included night shift workers in five hospitals in Casablanca, and the study sample comprised (320) nurses selected randomly. The study used the Maslach Burnout Inventory. Based on the foregoing, the study found several results, the most important of which is the existence of a correlational relationship between night work for nurses and the emergence of burnout among them. Nurses working night shifts experience a level of burnout ranging from moderate to high across dimensions of emotional exhaustion, depersonalization, and reduced personal accomplishment. In light of the results, the study recommends considering the personal characteristics of nurses for variations in exposure to burnout, increasing the number of nurses during night shifts to alleviate workload and psychological and professional pressure.

Study (Boufera & Mansouri, 2014) titled "The Relationship between Burnout and Job Satisfaction among Secondary School Teachers." This study aimed to understand the relationship between burnout and job satisfaction among secondary school teachers and to determine whether there were statistically significant differences in this relationship based on gender and years of experience among a sample of secondary school teachers in the Mascara province. The study used the descriptive analytical method to identify the study objectives. The study sample consisted of 337 male and female teachers. The study used the Maslach Burnout Inventory and a job satisfaction scale as data collection tools. Based on the findings, the study revealed a statistically significant negative relationship between burnout and job satisfaction among secondary school teachers. There was no correlational relationship between burnout and job satisfaction attributed to years of experience or gender. In light of these results, the study recommends working on improving professional and social conditions to enable teachers to perform their roles effectively. It also suggests developing preventive and counseling programs to reduce work pressure and prevent teachers from reaching burnout. Additionally, the study emphasizes the importance of training teachers in line with scientific and technological

advancements in teaching methodologies and psychological courses.

Study (Kirkcaldy, B.D., Martin, T., 2000) titled "Work Stress and Job Satisfaction among Nurses: Individual Differences Study." This study aimed to explore the relationship between work stress and job satisfaction among nurses working in hospitals in Northern Ireland. The study sample comprised 276 nurses working in major hospitals. A global scale for general job satisfaction developed by Quinn and Staines was used as a tool for the study. The scale is a five-point Likert scale, with all items recorded inversely. The study found several results, including no statistically significant differences in work stress attributed to gender, a statistically significant relationship between work stress and nurses with extensive nursing experience, and no correlation between work stress and job satisfaction among nurses. There were statistically significant differences in job satisfaction scores based on workplace, with nurses in surgical and medical departments scoring lower on job satisfaction. In light of these results, the study recommends the implementation of effective stress management interventions, addressing high absenteeism rates and staff turnover in the nursing profession, and evaluating measures to improve the health of the nursing workforce.

Commentary on the Previous Study: The current study benefited from previous studies in various elements, including concepts, theoretical frameworks, and research methodology. It aligned with all previous studies in using the Maslach Burnout Inventory as a research tool. Similarly, the current study utilized a questionnaire to measure job satisfaction among healthcare professionals. The current study distinguished itself by focusing on burnout and its relationship with job satisfaction among healthcare professionals in the government healthcare sector in Riyadh. Furthermore, it aligned with most previous studies in finding a statistically significant negative (inverse) relationship between overall burnout and overall job satisfaction.

Methodology of the Study:

This chapter elucidates the methodology employed in the study, outlining the population and sample of the study, followed by an explanation of the data collection tools used, as well as the scientific

procedures to ensure the validity and reliability of the instruments. It also discusses the procedures followed by the researchers in applying the tools, along with the statistical methods used in data analysis.

Study Approach

This study adopts the descriptive-correlational approach, which involves studying a phenomenon as it naturally occurs and describing it accurately, both qualitatively and quantitatively. This approach goes beyond mere description to identify relationships between variables affecting the phenomenon and predict their occurrences and outcomes. This approach is deemed most suitable for the study's topic.

Study Population

The study population consists of all healthcare professionals in the governmental healthcare sector in Riyadh city.

Study Sample

The study sample, selected from the study population, comprises a subset of individuals or elements representing the population accurately. The sample is chosen based on scientific criteria, utilizing random or non-random selection methods. The researchers selected a random sample of 205 healthcare professionals from the governmental healthcare sector in Riyadh city.

Study Tools

To achieve the study's objectives and collect all necessary data, the researchers utilized two tools: the Burnout Scale and the Job Satisfaction Scale.

1. Burnout Scale:

The Maslach Burnout Inventory (MBI) consists of 22 items distributed across three dimensions: Emotional Exhaustion, Depersonalization, and Reduced Personal Accomplishment. Responses to the items are graded on a scale ranging from "Never" to "Every day."

Scoring Method:

The scale's items are scored on a six-point scale, ranging from "Never" (0 points) to "Every day" (5 points).

Table (1): Levels of Burnout

Dimension	High Level	Moderate Level	Low Level:
Emotional Exhaustion	30 degrees and above	18-29 degrees	0-17 degrees
Depersonalization	12 degrees and above	6-11 degrees	0-5 degrees
Reduced Personal Accomplishment	0-33 degrees	34-39 degrees	40 degrees and above

Stability and validity of the overall score of the Psychological Burnout Scale:

Firstly, the researchers estimated the validity of the test using the method of internal consistency (construct validity) of the test by finding the

correlation coefficients of each item of the test with the total score of the test. This procedure resulted in the following results as shown in the following table:

Table (1): Internal Consistency and the extent of the correlation of items with the total score of the scale for the items of the Psychological Burnout Scale.

Phrase Number	Correlation Coefficient with the Total Score of Psychological Burnout	Phrase Number	Correlation Coefficient with the Total Score of Psychological Burnout
1	.184**	12	.241**
2	.322**	13	.598**
3	.549**	14	.363**
4	.391**	15	.501**
5	.621**	16	.544**
6	.421**	17	.457**
7	.483**	18	.550**
8	.173**	19	.483**
9	.204**	20	.355**
10	.357**	21	.520**
11	.606**	22	.510**

**Significance at 0.01 level

It is noted from Table (1) that all correlation coefficients between the individual items comprising the Psychological Burnout Scale and the total score, as well as the total score with the item deleted, are statistically significant at a significance level of (0.01). The correlation coefficient values with the scale ranged between (0.173) and (0.671).

Secondly: Stability of the Psychological Burnout Scale:

To estimate the stability of the internal consistency of the Psychological Burnout Scale, the researchers used the Cronbach's alpha coefficient method. The following table illustrates the value of the Cronbach's alpha coefficient in estimating the stability of the overall test:

Table (2) Stability Statistics using Cronbach's Alpha coefficient

Dimension	Phrase Number	Cronbach's Alpha Coefficient
Emotional Exhaustion	9	0.879
Reduced Sense of Accomplishment	8	0.915
Depersonalization	5	0.782
Total Score	22	0.902

From the previous table, it is evident that the internal consistency reliability coefficient for the Psychological Burnout Scale was approximately (0.902), indicating a high level of stability for the test. This is a statistically significant coefficient of stability.

Secondly: Functional Satisfaction Scale: (Prepared by the researchers)

The patient satisfaction questionnaire consists of 41 items. A three-choice scale was used (Dissatisfied - Slightly Satisfied - Very Satisfied), with all items being positive distributed across six dimensions: (Nature of Work - Working Conditions - Promotion System - Salary and Benefits - Relationship with

Colleagues and Supervisors - Status and Appreciation).

The nurse's score is classified based on the relative weight average as follows:

- Scores from 37-61 indicate a low level of job satisfaction.
- Scores from 62-86 indicate a moderate level of job satisfaction.
- Scores from 87-111 indicate a high level of job satisfaction.

Psychometric properties of the Functional Satisfaction Scale in the current study:

Firstly: Internal consistency reliability of the dimensions of the Functional Satisfaction Scale:

To determine the internal consistency and the extent of correlation of each item with the total score of the scale, Pearson correlation coefficient was used to measure the correlation of items with the total score of the scale.

Table (3) shows the extent of correlation of items with the total score of the Functional Satisfaction Scale.

Phrase Number	Correlation Coefficient with Total Score of Functional Satisfaction	Phrase Number	Correlation Coefficient with Total Score of Functional Satisfaction	Phrase Number	Correlation Coefficient with Total Score of Functional Satisfaction	Phrase Number	Correlation Coefficient with Total Score of Functional Satisfaction
1	.575**	11	.632**	21	.426**	31	.397**
2	.640**	12	.573**	22	.440**	32	.471**
3	.616**	13	.539**	23	.567**	33	.406**
4	.659**	14	.553**	24	.616**	34	.416**
5	.611**	15	.594**	25	.411**	35	.378**
6	.642**	16	.619**	26	.591**	36	.450**
7	.646**	17	.618**	27	.517**	37	.420**
8	.640**	18	.338**	28	.495**	38	.226**
9	.630**	19	.530**	29	.502**	39	.446**
10	.609**	20	.530**	30	.333**	40	.248**
						41	.337**

**Significance at 0.01 level.

It is observed from Table (3) that all correlation coefficients between the phrases composing the Functional Satisfaction Scale and the total score of the scale are statistically significant, with correlation coefficient values with the total score ranging between (0.226) and (0.659).

Secondly: Reliability of Phrase Validity with Total Score of Functional Satisfaction Scale:

The researchers applied the scale to the study sample to calculate both reliability and validity to ensure the tool's suitability for field application. To verify the reliability of the phrases of the Functional Satisfaction Scale, the researchers used Cronbach's alpha coefficient to estimate the internal consistency reliability of the scale. The use of this coefficient yielded the results shown in the following table:

Table (4) Cronbach's Alpha Coefficient for the Functional Satisfaction Test.

Dimension	Phrase Number	Cronbach's Alpha Coefficient
Nature of Work	9	0.891
Working Conditions	7	0.702
Promotion System	6	0.689
Salary and Benefits	6	0.784
Relationship with Colleagues and Supervisors	7	0.881
Status and Appreciation	6	0.870
Total Score	41	0.874

From the previous table, it is evident that the internal consistency reliability coefficient for the Functional Satisfaction Test was approximately (0.874), indicating a high level of test stability and thus its suitability for application.

Study Procedures:

In this study, the researchers followed these steps: They collected literature and previous research conducted in both the Arab and foreign communities, addressing research variables theoretically and potential relationships between these variables, deduced from the results of a sample of previous relevant research.

- Based on the plan, research hypotheses were formulated.
- The study measures were applied to the study sample of healthcare professionals in the government healthcare sector in Riyadh.
- A random sample was selected from healthcare professionals in the government healthcare sector in Riyadh.
- Psychological Burnout.
- Job Satisfaction.

This was done to ensure the suitability of these measures for application and implementation on individuals in the current study sample of healthcare professionals in the government healthcare sector in Riyadh.

Firstly: Results Related to Study Questions:

Table (5) shows the results of the preliminary data.

		Frequency	Percentage
Gender	Female	107	%53
	Male	98	%47
Job Title	Administrative	27	%13
	Physician	14	%7
	Nurse	93	%45
	Specialist	31	%15
	Technician	40	%20
Educational Level	Diploma	67	%33
	Bachelor's Degree	101	%49
	Postgraduate (Doctorate - Master's)	37	%18
Years of Experience	1-5 years	35	%17
	6-10 years	47	%23
	11-15 years	100	%49
	16-25 years	23	%11

From the results shown in Table (7), it is evident that (52.4%) of the total study sample were females, while (45%) of the total study sample

The tools were administered, corrected, and scores were recorded using the statistical program (SPSS) to statistically analyze the study data using both descriptive and inferential statistical methods.

Statistical Methods Used:

We utilized the services of the Measurement and Evaluation Department at Naif Arab University for Security Sciences to statistically process the data using the Statistical Package for the Social Sciences (SPSS). Then, we calculated both the Pearson correlation coefficient between the item score and the total score of the dimension to determine the structural validity and internal consistency reliability of the study tool, and the Cronbach's alpha coefficient to determine the alpha stability coefficient for the study tool. The statistical processing included the following methods: Frequencies and percentages to describe the characteristics of the study sample.

Presentation and Analysis of Study Data and Discussion of Results:

This chapter includes presenting the results derived from the statistical methods used in processing the data obtained from the study sample responses. It also describes the statistical processes used to extract and analyze the study results, aiming to test the study hypotheses' validity, interpret the results, and discuss them in light of the theoretical framework and previous studies related to the study topic.

were nurses, followed by (49%) whose educational level was a bachelor's degree. Finally, it was revealed that (49%) had 11-15 years of experience.

**Results Related to Study Questions:
Answering the main question: What is the relationship between burnout and job satisfaction among healthcare professionals in the government healthcare sector in Riyadh?**

To answer the question, the moderation of the study variables (burnout and job satisfaction) was

examined using the Kolmogorov-Smirnov test to test the hypothesis:

- Null Hypothesis: The data does not follow a normal distribution.
- Alternative Hypothesis: The data follows a normal distribution.

Table (6) presents the results of the Kolmogorov-Smirnov test to clarify the moderation of the data distribution.

	Kolmogorov-Smirnova		
	Statistics	Degrees of Freedom	Statistical Significance
Total Score - Burnout	0.047	205	0.028
Total Score - Job Satisfaction	0.053	205	0.007

** Significant at the (0.05) level

From the above table, it is evident that the Kolmogorov-Smirnov test values were significant at a significance level of 0.05 for both the burnout and job satisfaction test distributions. This

indicates the impossibility of using parametric statistical methods in analyzing these variables from a statistical perspective.

Table (7) presents the results of the Spearman correlation coefficient for the relationship between burnout and job satisfaction.

		Total Score of Job Satisfaction
Total Score of Emotional Exhaustion	Correlation Coefficient	0.546**
	Significance Level	0.001
Total Score of Depersonalization	Correlation Coefficient	-**0.680
	Significance Level	0.00
Total Score of Personal Accomplishment	Correlation Coefficient	**0.362
	Significance Level	0.00
Total Score of Burnout	Correlation Coefficient	** -0.498
	Significance Level	0.000

The results shown in the table above indicate a statistically significant negative relationship between the total score of burnout and the total score of job satisfaction. It is evident from the results that as the levels of burnout increase among healthcare professionals in the governmental healthcare sector in Riyadh, their levels of job satisfaction decrease.

Results for Research Question 1: What is the level of burnout among healthcare professionals in the governmental healthcare sector in Riyadh?

To determine the level of burnout among healthcare professionals in the governmental healthcare sector in Riyadh, frequencies and percentages were calculated for the responses of the study sample. The results are presented in the following table:

Table (8) illustrates the levels of burnout.

Levels of Burnout	Theoretical Mean	Mean	Standard Deviation
Emotional Exhaustion	22.5	31.54	4.27
Reduced Sense of Accomplishment	20	14.65	3.85
Depersonalization	12	14.85	5.62

The previous table indicates that the arithmetic mean for the Emotional Exhaustion dimension on the burnout scale was 31.54, which is considered high compared to the scale criterion (high level from 30 degrees and above). Similarly, the arithmetic mean for the Depersonalization dimension was 14.65, which is considered high compared to the scale criterion (high level from 12 degrees and above). As for the Personal Accomplishment dimension, the arithmetic mean was 14.85, which is also considered high compared to the scale criterion (high level from 0-30 degrees). These results suggest that the levels of

healthcare professionals in the government healthcare sector in Riyadh were high.

Results for the second question: What is the level of job satisfaction among healthcare professionals in the government healthcare sector in Riyadh?

To determine the level of job satisfaction among healthcare professionals in the government healthcare sector in Riyadh, frequencies and percentages were calculated for the responses of the study sample. The results are as shown in the following table:

Table No. (9) shows the descriptive statistics for the job satisfaction scale.

Dimensions	Theoretical Mean	Mean	Standard Deviation
	22.5	7.25	1.58
Nature of Work	17.5	9.85	2.01
Working Conditions	15	7.01	2.51
Promotion System	15	11.12	3.10
Salary and Benefits	17.5	6.52	3.99
Relationships with Colleagues and Supervisors	15	7.98	4.20
Status and Appreciation	102.5	49.68	9.85

The results from the above table (Table 12) indicate an inverse (negative) statistically significant relationship between the total score of burnout and the total score of job satisfaction. It is evident from the results that as the levels of burnout increase among healthcare professionals in the government healthcare sector in Riyadh, their levels of job satisfaction decrease.

Results for the Primary Question: What is the level of burnout among healthcare professionals in the government healthcare sector in Riyadh?

The mean score for emotional exhaustion dimension on the burnout scale was 31.54, indicating a high level compared to the scale criterion (high level: 30 degrees and above). Additionally, the mean score for depersonalization dimension was 14.65, considered high compared to the scale criterion (high level: 12 degrees and above). Regarding the dimension of reduced personal accomplishment, the mean score was 14.85, which is also considered high compared to the scale criterion (high level: 0-30 degrees).

Results for the Secondary Question: What is the level of job satisfaction among healthcare professionals in the government healthcare sector in Riyadh?

The average score of the study sample on the job satisfaction scale, when compared to hypothetical or theoretical averages, indicates low levels of job satisfaction. This result suggests that the levels of job satisfaction were low.

Study Recommendations:

Based on the study results, the researchers arrived at a set of recommendations as follows:

1. There is a need to develop training programs aimed at enhancing resilience skills and managing psychological stress for healthcare personnel. This will enable them to effectively cope with job demands and maintain their psychological well-being.
2. It is essential to provide psychological and social support programs for employees in the governmental healthcare sector in Riyadh, whether through psychological consultations or community social support, to offer necessary support in facing psychological challenges they may encounter.
3. Efforts should be directed towards improving the work environment in governmental healthcare institutions in Riyadh, including providing administrative support and necessary resources, encouraging effective communication, and opening channels for expressing needs and concerns.

4. Promoting a culture of mental health care among healthcare professionals through providing information and education about the importance of mental health care and ways to maintain it.
5. Attention should be paid to preventive measures to achieve professional and psychological harmony among healthcare personnel in the Saudi healthcare sector.
6. Developing counseling programs to reduce burnout and increase job satisfaction.
7. Training healthcare professionals in specialized professional courses to provide necessary guidance and equip them with coping strategies to deal with stressful situations.
8. Conducting regular studies to assess the levels of burnout and job satisfaction among healthcare personnel in the governmental sector in Riyadh to ensure data updates and necessary actions based on the findings and recommendations.
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