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## Guest Editorial

# Burnout Syndrome Among Physiotherapists

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## ABSTRACT

Burnout is formally defined as a state of physical, emotional and mental exhaustion as a result of long-term stress **Objective:** The purpose of the study was to find out level of burnout among physiotherapists and to assess the different factors of burnout **Methods:** The study was a cross sectional survey, a sample of 245 participants was selected by using non-probability convenient sampling technique. An inclusion and exclusion criteria were set up and data was collected by using Maslach Burnout Inventory Scale and SPSS version 20 was used to analyze the data **Results:** Results of the study showed that the mean+SD score for emotional exhaustion was 16.55+ 5.07, mean+SD score for personal accomplishment was 44.73+1.54 and mean+SD score for depersonalization was 0.75+0.93 **Conclusion:** It was concluded that the level of burnout among physiotherapists ranged from low to moderate.

## INTRODUCTION

Burnout is a negative psychological experience including sentiments, states of mind and desires, which regularly brings about negativity, loss of individual achievement and depersonalization. Maslach and Jackson (1981) proposed that burnout is characterized by three components: Emotional exhaustion: An inability to cope at a psychological level. This is the key aspect of burnout. Depersonalization: The development of negative and cynical attitudes towards clients, causing them to seem less than human. Lack of personal accomplishment: The tendency to negativity with regard to achievements with clients. Burnout is feeling emotionally, mentally and physically drained for a long time until you move beyond fatigue and into a condition of feeling numb [1]. Most of the time burnout is related with lowered self-esteem, work repulsion and loss of consideration. It is a significant issue bringing about dislike for work and a lowering in nature of care, which influences customers as well as the general population related inside the workplace [2].

In health care professionals Burnout is defined as mental and physical enervation [3]. Burnout is more regularly experienced by those working with individuals who are sick, upset and restless about their therapeutic condition and its inconveniences [4]. This group includes therapeutic specialists, medical caretakers, clinicians, social laborers, physiotherapists and volunteers. Irregular physical effort, is caused because of physical stressors. which were frequently intertwined by under recruitment, repeated duty hours, poor staff arrangement and poor management between various departments leading to stress [7]. The causes of burn out include young age and the female gender, and is a constant response because it is a part of stress and little control over the results of one's work [5]. And high demands in the work place. And as a result, it causes chronic emotional and interpersonal stressors at work. Stressors are also known as physical stressors, mental stressors and sociological stressors in therapeutic practice [6]. Burnout is a condition of enthusiastic, mental, and physical fatigue created by inordinate and prolonged anxiety [8]. It happens when you feel overpowered, emotionally drained, and not able to meet consistent requests.

As the anxiety proceeds with, one starts to lose the inspiration that drives to go up against a specific part in any case. Burnout is a gradual process [9]. The signs and symptoms are subtle at first, but they get worse as time goes on. The Physical sign

and symptoms include Feeling tired and drained most of the time, Frequent headaches or muscle pains, Lowered immunity, Change in appetite or sleep habits. The Emotional sign and symptoms include Sense of failure and self-doubt, feeling helpless, trapped, and defeated. Detachment, feeling alone in the world, Loss of motivation, Increasingly cynical and negative outlook, Decreased satisfaction and sense of accomplishment. The Behavioral sign and symptoms involve Withdrawing from responsibilities, Isolation. Taking out frustrations on others, skipping work or coming in late and leaving early, Using food, drugs or alcohol to cope [10]. Burnout syndrome is becoming very common among different health care professionals due to increasing stress [11]. hence, the study is conducted to find out the level of burnout syndrome among physiotherapists of Lahore, and to evaluate the related factors. The significance of study was to determine different intervention strategies to prevent burnout syndrome in physiotherapists [12-15].

## METHODS

This cross-sectional study is conducted on 245 physiotherapists working in Government hospitals of Lahore and Private Settings of physiotherapists in Lahore. Non-probability convenient sampling technique was used to collect data. For collection of data Burnout was measured by The Maslach Burnout Inventory (MBI-Human Services Survey) questionnaire. Questionnaires were distributed to therapists directly, by mail and by other web base social media. Data was analyzed on SPSS Version 20.0 (Statistical Procedure of Social Sciences) Software. The Physiotherapists between ages of 25-40 years, Both male and females and who signed the consent form were included in the study.

## RESULTS

Data was collected from 245 physiotherapists including both male and female. The descriptive statistics of age with an average of 29.51 years, extremes from 24 to 38 years with a 3.89 standard deviation. Male gender was prevalent (51.8%). 54.29% participants were married. Most (91.02%) physiotherapists were registered employees (Table 1,2). 97.6% physiotherapists were working in morning and 2.4 % in afternoon. Regarding education, 4.9% were graduates. 52.2% were having a specialty and 42.9% were masters. Table 3 shows the frequencies of emotional exhaustion factors of the MBI scale. Table 4 shows the descriptive of total score of emotional exhaustion with an average of 16.55 with standard deviation of 5.07 ranging from 6 to 28. Table 5 shows the frequencies of depersonalization factors of MBI scale. Table 6 shows the descriptive of total score of depersonalizations with an average of 0.75 with standard deviation 0.93 ranging from 0 to 3. Table 6 shows the frequencies of personal accomplishment factors of MBI scale. The descriptive of total score of personal accomplishment with an average of 44.73 with a standard deviation of 1.54 ranging from 32 to 46. 13 (Table 7,8).

Factor	Variables	Frequency	Percentage
Gender	Male	127	51.8%
	Female	118	48.16%
Marital Status	Married	133	54.29%
	Unmarried	112	45.71%
Work Status	Temporary	22	8.98%
	Registered	223	91.02%
Work Shift	Morning	239	97.6%
	Afternoon	6	2.4%
	Night	0	0%
Education	Graduate	12	4.9%
	Specialization	128	52.2%
	Master	105	42.9%

Table 2: Frequency Table of Gender

Factor	Variables	Frequency	Percentage
I feel Burned Out by my Job	Never	50	20.4%
	Once a year or less	115	46.9%
	Once a month or less	70	28.6%
	Sometimes in a month	0	0%
	Once a week	10	4.1%
	Sometimes in a week	0	0%
	Everyday	0	0%

Table 3:Frequency of feeling of burnout from job

Factor	Mean	Standard deviation	Minimum	Maximum
<b>Total Score of Emotional Exhaustion Factors</b>	16.55	5.07	6	28

**Table 4:** Descriptive Statistics of Total Score of Emotional Exhaustion Factors

Factor	Variables	Frequency	Percentage
<b>I feel some Recipients Blame me for their Problems</b>	Never	202	82.4%
	Once a year or less	43	17.6%
	Once a month or less	0	0%
	Sometimes in a month	0	0%
	Once a week	0	0%
	Sometimes in a week	0	0%
	Everyday	0	0%

**Table 5:** Frequency Table of Depersonalization Factor “I feel some Recipients Blame me for their Problems”

Factor	Mean	Standard deviation	Minimum	Maximum
<b>Total Score of Depersonalization Factors</b>	0.75	0.93	0	3

**Table 6:** Descriptive Statistics of Total Score of Depersonalization Factors

Factor	Variables	Frequency	Percentage
<b>I feel very Energetic</b>	Never	0	0%
	Once a year or less	0	0%
	Once a month or less	0	0%
	Sometimes in a month	0	0%
	Once a week	9	3.7%
	Sometimes in a week	236	96.3%
	Everyday	0	0%

**Table 7:** Frequency Table of Personal Accomplishment Factor “I feel very energetic”

Factor	Mean	Standard deviation	Minimum	Maximum
<b>Total Score of Personal Accomplishment Factors</b>	44.73	1.54	32	46

**Table 8:** Descriptive Statistics of Total Score of Personal Accomplishment Factors

## DISCUSSION

MBI scale is subdivided into three divisions comprising of emotional exhaustion, personal accomplishment and depersonalization [16]. In burn out diagnosis low score for personal accomplishment and high score for enervation are added according to MBI's manual [12]. Burnout is feeling emotionally, intellectually and physically drained with each passing day to an extent that you go beyond exhaustion. Burnout is an alarming condition that is associated with a decrease

quality of care affecting the clients and the other people in the work area [13]. It shows low mean score for the depersonalization, medium mean score for emotional exhaustion and high mean score for personal accomplishment. These results show low risk of development of burnout syndrome among physiotherapists. These results can be explained by the fact that the field is developing and there is not much saturation yet [17,18]. The physiotherapists get jobs and they are running their own private clinics. The subjects included in the study were all employed so the fear of unemployment was eliminated. The high score of personal accomplishment shows that how well physiotherapists are working at work. They are adapted to the organization and they have capacity to learn new skills related to their jobs [19,20]. As a subject included in the study were mostly youngsters and at the initial stage of their career, so they are enthusiastic about their work and field. Similarly, the study conducted in Cyprus to determine the level of burnout in physiotherapists. The conclusion showed that the burnout level in physiotherapists range from low to moderate [9]. Another study conducted to determine burnout among physiotherapists showed that the average results of the level of burnout among physiotherapist is lower than all the results obtained in other occupational groups of health care workers [13,14].

## CONCLUSION

At the end of study, it is concluded that the physiotherapists show a low level of depersonalization, medium level of emotional exhaustion and high level of personal accomplishment. It is recommended that the working environment of physiotherapists should be comfortable so that they do not feel exhausted. Working atmosphere should be calm and there should be proper time management for work.

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