

# **A STUDY TO ASSESS THE LEVEL OF BURNOUT AND JOB SATISFACTION AMONG ASHA WORKERS IN PHC'S OF SELECTED TALUKAS**

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**ABSTRACT:** The study was aimed to assess the level of burnout and job satisfaction among ASHA workers. Objective-1) To assess the level of burnout. 2) To assess the level of job satisfaction.3) To find out the correlation between burnout with job satisfaction. Explorative cross sectional design was adopted and Non probability purposive sampling technique was used to select the samples. A total of 125ASHA workers has been taken from PHC's of selected talukas and Two modified standard scales are used first is about burnout, Copenhagen burnout inventory (CBI) likert scale to assess burnout and second one Modified Generic job satisfaction scale. Collected data was analyzed using descriptive and inferential statistics.Result shows that 33% of ASHA workers had low burnout, 51 % ASHA workers had moderate burnout, and 16% ASHA had high burnout. Average job satisfaction which is 42%.and 38% having low job satisfaction, 20% ASHA workers having high job satisfaction. There was negative correlation between burnout and job satisfaction which is high degree and highly significant.

**Keywords-** Assess, Burnout, Job satisfaction, ASHA.

## **INTRODUCTION**

According to Maslach 1983 burnout is a final reaction that manifests as a result of chronic stressors from the job characterized by three emotional exhaustion, depersonalization and diminished personal competence that occurs among those that do 'people work' of some kind" that burnout is characterized by variety of things not only 1 single symptom thus a rough day at work or a nasty day imply that the individual is stricken by burnout.<sup>1</sup>

Copenhagen Burnout Inventory is the core of burnout is fatigue and tiredness. Interestingly, this definition is almost identical to the definition by Pines and Aronson "A complete state of bodily and emotional exhaustion caused by long-term involvement in conditions that are emotionally demanding". "Specifically, burnout refers to a combination of bodily fatigue, emotional tiredness, and reasoning weariness'.The Symptoms of approaching burnout include anxiety, insomnia, forgetfulness, inability to concentrate.<sup>2</sup>

The impact of burn out can be profound: on the individual, on the team, and therefore and families for whom health care is provided. The resulting loss of energy idealism and enthusiasm coupled with a feeling of futility and dissatisfaction with the work is disruptive and frightening leading to seriously compromised interactions within the work setting. This disquiet associated with burnout at work can be carried home and can severely affect home life.<sup>3</sup>

The early recognition of burnout is important because it enables the staff to adjust their own feelings more successfully, to meet the criteria of professional behavior and to improve the burn out among health care professionals, which promotes their own wellbeing on physical, emotional and psychological levels.We can prevent burn out by knowing what is truly important to us in human connection with our patients. Health care professional, while technically competent, also have strong values for human caring, support, love, comfort, listening and more.<sup>4</sup>

Job satisfaction describes the feelings attitudes or preference of individuals regarding work. It indicates how content an individual is towards his or her work.The important characteristics for job satisfaction is pay, relations with co-workers, supervisors, job security, promotions, recognition, healthy work, benefits , growth, skill work have been viewed as important components of satisfaction.<sup>5</sup>

The Indian governments NRHM (National Rural Health Mission) one can easily depict the ASHA worker is a critical and good role player in bridging the gap among the programme and the rural peoples (community) one ASHA covers one thousand population, ASHA will make awareness and encourage to local health care enhancing the use of current health facilities.

Some problems like incentive, practice training, positional status, professional support, and workforce. The motivation of ASHA workers can be improved which may very good influence the effectiveness of doing duties & addressing problems related to delivery of quality services. The achievement of ASHA workers inventiveness depends upon Regular and reliable

Supervision by superior person message. As the non-verbal immediacy of a superior may confidently or negatively influence the interpersonal contacts with his subordinate and it affect job satisfaction.<sup>6</sup>

**REVIEW OF LITERATURE** -Literature review for the present study has been collected and presented under the following sections

Section A. Literature related to burnout.

Section B. Literature related to job satisfaction.

Section C. Literature related to ASHA worker.

**METHODOLOGY**

Hence, this study was undertaken to assess the level of burnout and job satisfaction among ASHA workers in PHC’s of selected talukas. The tool used for data collection was validated by the experts in the community health Nursing& mental health nursing &statistician. Tool is modified so reliability done by spilt half method and cronbachs alpha coefficient correlation formula was used for estimation of reliability.The reliability coefficient of ‘r’ of the Modified copenhagen burnout inventory was 0.73 and the Modified Generic job satisfaction scale was 0.8, which was more than 0.7.Hence the both tools was found to be reliable. Quantitative research approach and Explorative, Cross sectional research design is used.Non probability purposive samplingtechnique was used to select 125 samples.Informed consent was obtained from the samples. A Pilot study was conducted in PHC 15 ASHA workers were selected.The study participants were asked to fill in a predesigned, self-administered questionnaire, including the following three parts:SECTION 1: This consists of 06 items related to socio-demographic variables -Age, Education, Work Experience, Marital Status, Type of Family, and Religion.SECTION 2: Consists Modified Copenhagen burnout inventory (CBI) this is most commonly use to self-assess where you might be at risk of burnout to determine the risk of burnout.SECTION 3:The modified generic job satisfaction scale is an 8 item scale. .All ethical principles are followed. Permissions are taken from authorities .Descriptive and inferential statistics were used to analyze the data and to assessment assumption. The data were then interpreted and discussed based on the objectives of the study, assumptions and relevant studies from literature reviewed.

**RESULTAND DISSCUSION**

**TABLE NO -I**

**FREQUENCY AND PERCENTAGE DISTRIBUTION OF DEMOGRAPHIC VARIABLES.**

N=125

| Sr.no | Demographic variable | Groups           | Frequency | Percentage (%) |
|-------|----------------------|------------------|-----------|----------------|
| 1.    | Age in year          | 25-30            | 54        | 43             |
|       |                      | 31-40            | 51        | 41             |
|       |                      | 41-45            | 20        | 16             |
| 2.    | Education            | Secondary        | 76        | 61             |
|       |                      | Higher secondary | 39        | 31             |
|       |                      | Graduate         | 10        | 8              |
| 3.    | Religion             | Hindu            | 92        | 74             |
|       |                      | Muslim           | 23        | 18             |
|       |                      | Christian        | 10        | 8              |
|       |                      | < 5 years        | 26        | 21             |

|    |                         |            |    |    |
|----|-------------------------|------------|----|----|
| 4. | Work Experience in year | 5-10 years | 57 | 46 |
|    |                         | >10 years  | 42 | 33 |
| 5. | Type of family          | Joint      | 44 | 35 |
|    |                         | Nuclear    | 81 | 65 |
| 6. | Marital status          | Married    | 98 | 78 |
|    |                         | Unmarried  | 04 | 03 |
|    |                         | Widow      | 12 | 10 |
|    |                         | Divorced   | 11 | 09 |

**TABLE NO. I**-Shows that, maximum samples 43% belongs to age group of 25-30 yr. 61% samples belongs to secondary group of education. 74% of samples are Hindu .46% samples work experience is between 5 year to 10 yr.65%of samples belongs to Nuclear family. 78% of samples marital status is married.

**TABLE NO II**

**ASSESSMENT OF THE LEVEL OF BURNOUT IN THE TERMS OF FREQUENCY AND PERCENTAGE.**

N=125

**TABLE NO. II**-Shows that, 51% ASHA workers having Moderate burnout ,33% ASHA workers low burnout and 16% ASHA having high burnout.

| Sr.no | Level of burnout | Score | Frequency | Percentage |
|-------|------------------|-------|-----------|------------|
| 1.    | Low burnout      | 19-31 | 41        | 33         |
| 2.    | Moderate burnout | 32-44 | 64        | 51         |
| 3.    | High burnout     | 45-57 | 20        | 16         |

**TABLE NO- III**

**ASSESSMENT OF THE LEVEL OF JOB SATISFACTION IN THE TERMS OF FREQUENCY AND PERCENTAGE.**

N=125

| Sr.no | Level of job satisfaction | Score | Frequency | Percentage |
|-------|---------------------------|-------|-----------|------------|
| 1.    | Low job satisfaction      | 8-15  | 48        | 38         |
| 2.    | Average job satisfaction  | 16-24 | 52        | 42         |

|    |                       |       |    |    |
|----|-----------------------|-------|----|----|
| 3. | High job satisfaction | 25-32 | 25 | 20 |
|----|-----------------------|-------|----|----|

**TABLE NO.III-** shows that the majority of ASHA workers are having Average job satisfaction which is 42% and 38% ASHA workers having low job satisfaction. 20% ASHA workers having high job satisfaction.

**TABLE NO- IV**

**CORRELATION OF BURNOUT WITH JOB SATISFACTION.**

N= 125

| Test                               | Result |
|------------------------------------|--------|
| Spearman's correlation coefficient | -0.702 |
| P value                            | 0.000  |

**TABLE NO.IV-**shows that there is negative correlation between burnout and job satisfaction which is high degree and highly significant. Which means there is low burnout and high job satisfaction among ASHA workers.

**CONCLUSION**

In this study shown that majority of ASHA workers having Moderate burnout, and Average job satisfaction There is negative correlation between burnout and job satisfaction which is high degree and highly significant. Which means the ASHA workers having moderate burnout and their job satisfaction level is high. These findings indicate that burnout is an issue and worth our attention. Since the experience of burnout has significant impact to both services provider and services taker such as increased in turnover intention, reduces job satisfaction.

**RECOMMENDATIONS**

- 1) An interventional study can be conducted to reduce the relationship between job satisfaction and burnout among ASHA workers.
- 2) A similar study can be conducted on a larger population for better generalization of the findings.
- 3) An explorative descriptive study can be conducted to assess the relation between levels of burnout and job satisfaction among ASHA workers working in PHC's.
- 4) A similar study can be conducted on burnout and job satisfaction among staff nurses.

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