



Original Article

Job Burnout among Nurses at Specialized Medical Centers in Mosul City

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Abstract:

Burnout syndrome occurs when people lose control over how they manage their interactions with coworkers and the workplace environment, which leads to the breakdown of those relationships. The study aimed to evaluate the job burnout among nurses in specialized medical centers in Mosul city. A cross-sectional study was conducted to achieve study aim. A simple random sampling used to select 450 nurses during the period from December 1, 2024, to July 1, 2025. Data were collected using a self-administered questionnaire that included demographic information and the Maslach Burnout Inventory. The results showed that job burnout generally was moderate with a mean score of (80.933). More than half of nurses (54.7%) suffer from moderate burnout. The study concluded that the level of burnout among nurses in specialized health centers in Mosul was moderate, and that burnout was moderate for all burnout subtypes, emotional exhaustion, depersonalization, personal accomplishment

Introduction:

Within the healthcare sector especially among nurse's job burnout is a pervasive issue in the nursing profession, having a major impact on nurses' physical and mental wellbeing, the quality of patient care, and organizational efficiency. (Todaro-Franceschi 2024) Because of their heavy workload and work-related stress, which are mostly brought on by prolonged patient encounters, nurses are among the professionals who are most at risk of burnout. (Rohita et al., 2022). Burnout syndrome occurs when people lose control over how they manage their interactions with coworkers and the workplace environment, which leads to the breakdown of those relationships. (Maslach & Leiter, 2022). Burnout has been connected in numerous studies to decreased

patient satisfaction, a rise in medical errors, and a decline in service quality. Job burnout reduced workplace satisfaction. It also impacts healthcare organizations by increasing absenteeism, job dissatisfaction, and staff turnover rates. (Alzoubi, Al-Mugheed et al. 2024). World Health Organization (WHO) began to list Burnout syndrome as an occupational disease in the International Classification of Diseases 11th Revision (ICD-11), characterized by three dimensions. feelings of energy depletion or exhaustion increased mental distance from one's job, or feelings of negativism or cynicism related to one's job and reduced professional efficacy. By relating and delimiting Burnout syndrome to an exclusively occupational phenomenon (World Health Organization 2019). Burnout is a common problem

among nurses working in specialized medical centers, where they experience fatigue and stress. This stress stems from their prolonged interactions with patients, providing treatment, care, and essential services while simultaneously meeting their own needs. Nurses not only bear the suffering of others, but also shoulder significant responsibilities. Furthermore, they work under constant pressure and exert significant effort. Maslach (Maslach and Jackson, 1981) separately created the concept of burnout and identified three domains: depersonalization (DP), emotional exhaustion (EE), and a weakened sense of personal accomplishment (PA). Burnout is distinguished from stress and other psychiatric disorders that share symptoms, such as depression and exhaustion, by the interaction of these three dimensions. (Chen, Ogata et al. 2025) The study aimed to determine the prevalence of job burnout in specialized health centers in the city of Mosul

Methodology:

A cross-sectional study design was used to accomplish the study's aim. The study was conducted in twelve government specialized health centers in Mosul city. The centers included: Mosul Center Cardiology & Cardiac Surgery, Mosul Specialized Center for Burn and Plastic Surgery, Specialized Center for Ophthalmology Directorate Nineveh Health, Alwaffa Specialized Center for Diabetes & Endocrinology, Hereditary Blood Diseases Center (Thalassemia) (Al-Hadbaa Hospital), IBN-SENA Dialysis Center (Ibn Sena Teaching Hospital), Hereditary Blood Diseases Center (Hemophilia) at (Ibn Sena Teaching Hospital), Digestive System and Liver Diseases and Surgery Center - Researches Hospital, Urology and Dialysis Center- Researches Hospital, Cardiology and Peripheral Catheterization Center -Researches Hospital, Neurology and Neurosurgery Center Researches Hospital, and Cancer and Blood Diseases Center- Researches Hospital., the period of the study extended from December 1, 2024, to July 1, 2025. Simple random sampling was used to select (450) Nurses. The data were collected by Maslach Burnout Inventory (MBI), which consists of (21 items). Designed for healthcare workers and

those in human services is a standardized instrument for evaluating occupational burnout, particularly among professionals in service-oriented fields. The MBI comprises three dimensions, each assessing a specific aspect of burnout: Emotional Exhaustion consists of (6 items). This component evaluates feelings of being emotionally depleted and overwhelmed by job demands, reflecting the psychological toll of prolonged stress. Depersonalization, consists of (7 items) to assess depersonalization. This dimension measures detachment, cynicism, and impersonal attitudes toward clients, patients, or coworkers, indicating emotional withdrawal from professional relationships. The last dimension, Lack of Personal Accomplishment, consists of (8 items) to assess personal accomplishment. This component gauges self-perceptions of effectiveness and productivity within one's professional role. This component reflects inefficiency, decreased productivity, and a lack of sense of accomplishment at work. Higher job burnout is indicated by lower scores on this component, in contrast to the other dimensions.

The MBI uses a 7-point Likert scale, which measures the frequency of burnout-related experiences: (1 = Never), (2 = Once or a few times per year), (3 = At least once a month), (4 = Several times per month), (5 = One time per week), (6 = Several times per week), (7 = Daily)

The interpretation of scores follows a pattern: Emotional Exhaustion: low (0- 14), moderate (15-29), High (30-42). Depersonalization: low (0-16), moderate (17- 33), High (34-49). Personal Accomplishment: (Reverse scored, lower score = more burnout) low (38-56), moderate (19-37), High (0-18) The data were collected by interview and analyzed by using SPSS version (26).

Results:

Table (1): Distribution of job burnout among nurses based on Maslach scale.

Burnout	No. of items	Sever		Moderate		Mild		Mean	Sd	Assessment
		No.	%	No.	%	No.	%			
Emotional Exhaustion	6	80	17.8	186	41.3	184	40.9	21.397	8.632	Moderate
Depersonalization	7	44	8.9	287	63.8	119	26.4	27.442	8.242	Moderate
Personal Achievement	8	27	6	171	38	252	56	32.093	8.850	Moderate
Burnout total	21	7	1.6	246	54.7	197	43.7	80.933	14.209	Moderate

Note: No= number, %= percent. Sd= standard. deviation

Discussion:

The study revealed that the overall level of job burnout for all subscales was moderate, with a mean score of (80.933) and Sd (14.209). The subscale indicated that emotional exhaustion (41.3%) was moderate, with a mean of (21.397), and depersonalization (63.8%) was moderate, regarding personal accomplishment, indicated that the nurses' answers had a mean of score (32.093) and a standard deviation of (8.850).

According to the scale's standard classifications, this mean is in the medium category, which spans from 19 to 37. According to the Maslach scale, personal accomplishment calculates in inverse. This suggests that the sample members have a medium level of low personal accomplishment. Despite the fact that 56% of nurses had mild levels of personal achievement (the lower the sense of personal achievement, the higher burnout), 38% some high scores impacted the mean, lowering the overall rating to moderate.

This study's result found the prevalence of job burnout nurses in specialized medical centers in Mosul city was moderate level (54.7), This

finding is supported by. (Yousif & Sadeq, 2024) who found a prevalence of overall burnout among nurses, (57.8%) a moderate level in intensive care units in 13 hospitals Iraq. This is due to the nature of nursing work, which requires physical and psychological effort. In addition, the burden of tasks and constant work pressures in specialized centers, and dealing with difficult and critical cases increases the level of job burnout. (Kelly, 2020) study conducted by Mallick et al., (2024) about job burnout among cardiology health care workers in United States found that the highest rate of burnout was among nurses (59%) compared, to other clinical staff (57%) and physicians (40%) (Mallick et al., 2024)

This study indicates that (43.7 %) of nurses reported mild burnout, while (54.7) reported moderate burnout and (1.6%) reported severe burnout corresponding with Shahin, (2025) who indicated the

nurses, 42.73% experienced moderate levels of job burnout, compared to mild burnout (33.64%), severe burnout (8.64%), and extremely severe burnout (4.55%). It was discovered that burnout was significantly more common among nurses

working in critical care settings in Sudia Arabia. (Shahin, 2025)

This study indicated that (41.3%) of nurses working in specialized medical centers experienced moderate levels of emotional exhaustion (EE), 63.8% indicated moderate depersonalization (DP), Despite the fact that 56% of nurses had high levels of personal achievement (PA), which indicates little burnout, 38% fell into the average range, which contributing to the overall average being in the moderate category. This finding agreement with the finding of Hajibabae et al., (2023) Who found burnout among nurses working in Irbil hospitals moderate levels. Subscale the values were (42%) for EE, and (40%) for DP were 48% and for PA. (Hajibabae et al., 2023) Another study in China indicated prevalence of burnout among nurses working in public hospitals revealed that, overall, 50.7% of participants received high or moderate ratings for emotional exhaustion, 32.8% received high or moderate ratings for depersonalization, and 80.4% received low or moderate ratings for personal achievements. (Li et al., 2024)

The study concluded that the level of burnout among nurses in specialized health centers in Mosul was moderate, and that burnout was moderate for all burnout subtypes, emotional exhaustion, depersonalization, personal accomplishment. The researcher recommended that to conduct stress management and mental health education programs in healthcare facilities to train nurses on mindfulness and provide psychological counseling services to help them cope with emotional exhaustion and work-related stress.

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