

Burnout Syndrome – An Indication of Organizational Climate and Culture

Sandra Jerebic,¹ Mojca Strgar

¹ Sandra Jerebic, RN, BASS, Jesenice General Hospital

sandra.jerebic@sb-je.si

² Mojca Strgar, M.N., Jesenice General Hospital

mojca.strgar@sb-je.si

The phenomenon of burnout syndrome was first characterized by Freudenberg as early as in 1974, and quite clearly defined in 1982 by American Christina Maslach, who describes it as a phenomenon of physical and emotional exhaustion, leading to a negative attitude towards oneself and one's profession, as well as to the loss of the capacity to listen to one's fellow human beings (Rakovec-Felser, 1996). Burnout occurs particularly often in the service sector, including healthcare. In 2005, the Jesenice General Hospital conducted a burnout syndrome study among nurses, the results of which showed that nurses were overloaded and burned out. There are many causes of overload, the major one being a lack of staff. Overload and the associated occurrence of burnout in nurses arises from the demanding nature of their work and their working conditions. All of this also impacts the organizational climate and culture. It is the organizational climate that reflects the perception of the current situation, associated mainly with the psychological aspects of work (Lorber, 2009), which can also affect the organizational culture. This paper presents the results of a survey among all employees at the Jesenice General Hospital, and compares the results of the prevalence of burnout syndrome among nurses in 2005 and 2017. Burnout syndrome should be taken very seriously, and the organization should implement appropriate measures to prevent its occurrence. Individuals suffering from burnout are incapable of ensuring adequate quality of work, and the consequences are mostly felt by patients.