



THE MEDIATING EFFECT OF HAPPINESS ON THE RELATIONSHIP BETWEEN BURNOUT AND WORK-LIFE SATISFACTION AMONG RADIOLOGIC TECHNOLOGIST IN ISABELA

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ABSTRACT

Happiness is an important and meaningful positive emotion that contributes significantly to one's overall well-being. It is the state of having positive thoughts, psychological well-being, and inner peace, all of which are necessary for maintaining good health. Burnout occurs when an individual's coping strategies fail, resulting in decreased productivity, depletion of energy, negative emotions, and a decline in professional effectiveness. Both of it has a significant impact on employee performance and productivity. This study is descriptive-inferential research to describe. With descriptive statistics, it can describe both an entire population and an individual sample. The participants of this study are the Registered Radiologic Technology in Isabela. The participants or respondents of this research will mainly focus on the Mediating Effect of Happiness on the Relationship between Burnout and Work-life Satisfaction. Given the study's aims and findings, we conclude that burnout had no effect on respondents' profiles or work-life satisfaction. However, personal burnout has an impact on their happiness. According to the findings, personal burnout leads to an increase in happiness. This study conclude that adequate training, efficient communication, and an appropriate rewards, recognition, and performance appraisal system all have an impact on respondents' burnout levels and work-life satisfaction. Furthermore, we infer that both work-related and client-related burnout have an impact on responders' training and communication. Overall, the study revealed that most of the respondents have feeling of growing fulfilment in their happiness level.

Keywords: *burnout, happiness, Radiologic Technologist, personal burnout, work burnout, client*



burnout, hospital burnout, training, communication, rewards, recognition, and performance appraisal system, work environment, work relations and cultures

INTRODUCTION

Happiness is recognized as a vital emotion crucial for maintaining overall well-being, particularly in challenging professions like radiologic technology. Job burnout, a consequence of prolonged workplace stress, significantly impacts healthcare professionals, leading to emotional exhaustion, reduced productivity, and negative health outcomes. Studies highlight that burnout is influenced by factors such as high job demands, low resources, and inadequate coping mechanisms, which contribute to diminished job satisfaction and effectiveness. Research by Chua (2022) underscores the severe repercussions faced by both employees and employers due to burnout.

The importance of happiness in healthcare settings is further emphasized by studies showing its association with job satisfaction, resilience, and quality of care. Factors contributing to burnout among healthcare workers include lack of autonomy, institutional challenges, work-life imbalance, and excessive stress (Bailey et al., 2020). Additionally, the COVID-19 pandemic has heightened awareness of the stressors faced by healthcare professionals, underscoring the need for interventions that promote happiness and mitigate burnout. It is evident that maintaining happiness acts as a protective factor against burnout by fostering resilience, job satisfaction, and overall well-being. Strategies aimed at meeting psychological needs and improving working conditions are essential for enhancing happiness and reducing the detrimental effects of burnout in healthcare professions.

In conclusion, while workplace stress and burnout pose significant challenges to healthcare workers, prioritizing happiness through supportive interventions and improved working conditions can promote resilience and enhance overall professional and personal satisfaction.

METHODOLOGY

Research Design

This study takes a descriptive-inferential method, attempting to interpret, illustrate, and compress data into a cohesive framework. It utilizes inferential statistics to investigate the Mediating Effect of Happiness on the Relationship between Burnout and Work-Life Satisfaction among Radiologic Technologists in Isabela. This strategy permits not only the extraction of insights, but also the graphical depiction of data, going beyond simple numerical tabulations. Descriptive statistics was used to minimize the collected data on burnout, happiness, and work-life satisfaction among radiologic technologists in Isabela into a clear and understandable manner. To better grasp the overall trends in the data, metrics of central tendency (average happiness score) and variability (spread of burnout ratings) were most likely used.



Respondents of the Study

The participants of this study are the Registered Radiologic Technology in Isabela. The participants or respondents of this research mainly focus on the Mediating Effect of Happiness on the Relationship between Burnout and Work-life Satisfaction. It is limited to all registered Radiologic Technologists of the three affiliating hospitals in Isabela namely; Ilagan Doctors General Hospital, Isabela United Doctors Medical Center, and De Vera Medical Center a total of 41 respondents. By using simple random sampling, the researchers aimed to achieve an objective and fair representation of the registered radiologic technologists' experiences and perceptions. This method ensured that the sampling aligned with the researchers' goals and requirements, thereby adhering to the overall research design.

Data Gathering Tool/Materials

The researchers of this study used structured self-administered questionnaire and it was prepared in English. The questionnaire is composed of four parts. The first part is composed of the general information which is demographic profile of the respondents includes age, sex, employment status, years in service, civil status, and nature of work. The second part is composed of burnout level of the respondent in terms of personal burnout, work-related burnout, client-related burnout, the third part is the happiness level of the respondents, and the last part is the work-life satisfaction level of the Radiologic Technologist in terms of their training; communication; rewards, recognition, and performance appraisal system; work relations and cultures; work environment.

Data Gathering Procedure

The researchers have observed the following procedure in gathering of the data he letter is addressed to MCNP-CORT, requesting permission to conduct the study, ensure the confidentiality of respondents' names, and carry out the research. The researchers sought permission by sending letters to various hospitals in Isabela. These letters were addressed to the Chief Radiologic Technologist at each hospital, requesting approval to distribute questionnaires. Once authorization was granted, the researchers proceeded with distributing the surveys. The questionnaire was given to each respondent individually before being distributed. To make sure the respondents understood the questionnaire and could provide accurate answers the researchers took the time to explain its structure and contents. To prevent any delays, the questionnaires were collected as soon as the respondents finished them. Lastly, the researchers collected and tabulated the data. After gathering all the data, the results on the mediating effects of happiness on the relationship between burnout and work-life satisfaction among Radiologic Technologists were tallied and tabulated based on the given indicators.



Data Analysis

The data was analyzed and interpreted using the following statistical methods: Frequency count and Percentage distribution was utilized to assess the profile of the respondents as well as their level of happiness. Weighted Mean was used to determine the respondents' burnout and work-life satisfaction. One-way ANOVA was used to determine the significant differences between the respondents' burnout and work-life satisfaction level when grouped according to their profile variable. Regression Analysis utilized to investigate how happiness levels of the respondents influenced their burnout level. Pearson's correlation coefficient (r) was used to compare respondents' burnout levels to their work-life satisfaction.

RESULT AND DISCUSSIONS

TABLE 1. DISTRIBUTION OF THE PROFILE OF THE RESPONDENTS

PROFILE	CATEGORY	FREQUENCY	PERCENTAGE
Age	20 TO 25 YEARS OLD	27	65.9
	26 TO 30 YEARS OLD	11	26.8
	36 TO 40 YEARS OLD	1	2.4
	OTHERS	2	4.9
	TOTAL	41	100.00
Sex	MALE	13	31.7
	FEMALE	28	68.3
	TOTAL	41	100.00
Employment status	FULL TIME	40	97.6
	OTHERS	1	2.4
	TOTAL	41	100.00
Years in service	1 TO 3 YEARS	28	68.3
	4 TO 6 YEARS	8	19.5
	6 TO 10 YEARS	4	9.8
	10 YEARS ABOVE	1	2.4
	TOTAL	41	100.00
Civil Status	SINGLE	35	85.4
	MARRIED	5	12.2
	WIDOWED	1	2.4
	TOTAL	41	100.00
Nature of Work	REGULAR	40	97.6
	PROBATIONARY	1	2.4
	TOTAL	41	100.00



TABLE 2

VARIABLES	STATEMENTS	MEAN	DESCRIPTION	OVERALL MEAN
Personal burnout	1. I spend the majority of my workday bored or overwhelmed.	2.05	DISAGREE	2.19 (DISAGREE)
	2. I struggle to maintain concentration and productivity at work.	2.02	DISAGREE	
	3. I frequently worn out or easily irritated.	2.07	DISAGREE	
	4. My appetite and sleeping pattern change significantly.	2.49	DISAGREE	
	5. I frequently suffer from negative physical symptoms such as headaches, back pain and digestive problems.	2.32	DISAGREE	
Work-related Burnout	1. Excessive workload contributes to feelings of burnout in my role as a radiologic technologist.	2.59	AGREE	2.71 (AGREE)
	2. A sense of accomplishment or fulfillment mediate feelings of burnout in my profession.	2.63	AGREE	
	3. A perceived lack of control or autonomy in my job contribute to feelings of burnout.	2.59	AGREE	
	4. Feeling happy at work help alleviate symptoms of burnout in my role as a radiologic technologist.	2.95	AGREE	
	5. Opportunities for professional growth and development contribute to mitigating feelings of burnout in my career as a radiologic technologist.	2.80	AGREE	
Client-related Burnout	1. Prolonged exposure to patient distress or suffering contribute to client-related burnout in my role as a radiologic technologist.	2.66	AGREE	2.60 (AGREE)
	2. Lack of resources or support when dealing with challenging cases contribute to client-related burnout.	2.54	AGREE	
	3. A sense of empathy and connection with patients mediate feelings of client-related burnout in my profession.	2.68	AGREE	
	4. Perceived lack of control or autonomy in patient care contribute to feelings of client-related burnout.	2.49	AGREE	
	5. Feeling happy at work help in managing or reducing client-related burnout as a radiologic technologist.	2.63	AGREE	
Training	1. The adequacy of training and skill development impact my ability to manage client related burnout in my role as a radiologic technologist.	3.20	AGREE	3.19 (AGREE)
	2. Specialized training in handling diverse client needs influences my experience of client-related burnout.	3.22	AGREE	
	3. Comprehensive training in communication skills mediate feelings of client-related burnout in my profession.	3.22	AGREE	
	4. Training programs in addressing stress management or resilience, impacts my ability to cope with client-related burnout.	3.17	AGREE	
	5. Continuous learning opportunities contribute to my overall work satisfaction as a radiologic technologist.	3.12	AGREE	
Communication	1. Effective communication with clients or patients impacts my ability to manage client-related burnout as a radiologic technologist.	3.24	AGREE	3.24 (AGREE)
	2. Clear and empathetic communication skills influence my experience of client-related burnout.	3.27	STRONGLY AGREE	
	3. Constructive communication with colleagues and supervisors contributes to my sense of work satisfaction in handling client interactions.	3.22	AGREE	
	4. My ability to establish rapport and trust with clients' mediate feelings of client-related burnout in my profession.	3.24	AGREE	
	5. Open and supportive communication within the workplace contribute to my overall job satisfaction as a radiologic technologist.	3.24	AGREE	
Rewards, Recognition, And Performance Appraisal System	1. Receiving rewards or recognition for my work impact my ability to manage client-related burnout as a radiologic technologist.	3.29	STRONGLY AGREE	3.25 (AGREE)
	2. Performance appraisals influence my experience of client-related burnout.	3.22	AGREE	
	3. Feeling appreciated or acknowledged for my contributions, contribute to my sense of work satisfaction in client interactions.	3.24	AGREE	
	4. A fair and transparent rewards system mediate feelings of client-related burnout in my profession.	3.24	AGREE	
	5. Performance feedback or evaluations impact my ability to handle challenging client interactions and reduce burnout.	3.24	AGREE	
Work Relations and Cultures	1. Positive work relations with colleagues impact my ability to manage client-related burnout as a radiologic technologist.	3.24	AGREE	3.25 (AGREE)
	2. A supportive work culture influence on my experience of client-related burnout.	3.20	AGREE	
	3. Collaborative work relationships contribute to my sense of work satisfaction in client interactions.	3.20	AGREE	
	4. A respectful and inclusive work culture mediate feelings of client-related burnout in my profession.	3.24	AGREE	
	5. Teamwork and cooperation impact my ability to handle challenging client interactions and reduce burnout.	3.39	STRONGLY AGREE	
Work Environment	1. Physical work environment (ergonomics, facilities) impact my ability to manage client-related burnout as a radiologic technologist.	3.17	AGREE	3.23 (AGREE)
	2. A conducive work setting influences my experience of client-related burnout.	3.22	AGREE	
	3. Safety measures and protocols contribute to my sense of work satisfaction in client interactions.	3.22	AGREE	
	4. Comfortable and organized work environment mediate feelings of client-related burnout in my profession.	3.32	STRONGLY AGREE	
	5. Resources and equipment availability impacts my ability to handle challenging client interactions and reduce burnout.	3.24	AGREE	



TABLE 3

CATEGORY	FREQUENCY	PERCENTAGE
LIMITED SATISFACTION	1	2.4
MILD POSITIVITY	2	4.9
MODERATE HAPPINESS	4	9.8
GROWING FULFILMENT	12	29.3
GOOD GRATITUDE	10	24.4
HIGH ENGAGEMENT	8	19.5
STRONGLY JOY	2	4.9
COMPLETELY HAPPINESS	2	4.9
TOTAL	41	100.00

TABLE 4

VARIABLES	BURNOUT LEVEL					
		PERSONAL BURNOUT	WORK RELATED BURNOUT			CLIENT BURNOUT RELATED
AGE	f/t- value	.168	.216			1.496
	p- value	.918	.885			.232
SEX	t- value	.590	.733			.280
	p- value	.559	.468			.781
EMPLOYMENT STATUS	t- value	1.146	1.197			.641
	p- value	.259	.259			.525
YEARS IN SERVICE	f/t- value	1.010	.949			1.599
	p- value	.399	.427			.206
CIVIL STATUS	f/t- value	.767	.382			.641
	p- value	.471	.437			.307
NATURE OF WORK	t- value	.265	.382			.641
	p- value	.792	.705			.525
VARIABLES	WORK LIFE SATISFACTION					
		TRAINING	COMMUNI-CATION	REWARDS, RECOGNITION AND PERFORMANCE APPRAISAL SYSTEM	WORK CULTURES RELATIONS AND	WORK ENVIRON-MENT
AGE	f- value	1.441	1.638	1.777	1.731	1.148
	p- value	.247	.197	.168	.178	.343
SEX	t- value	.106	.496	.572	.932	.527
	p- value	.916	.623	.571	.357	.601
EMPLOYMENT STATUS	t- value	1.269	.085	.728	.272	.348
	p- value	.212	.933	.471	.787	.730
YEARS IN SERVICE	f- value	1.214	.282	.761	.460	.960
	p- value	.318	.838	.523	.712	.422
CIVIL STATUS	f- value	.951	.004	.258	.196	.264
	p- value	.395	.996	.774	.823	.770
NATURE OF WORK	t- value	.283	.473	.514	.472	.492
	p- value	.778	.639	.610	.639	.626

TABLE 5

THE MEDIATING EFFECT OF HAPPINESS ON THE RELATIONSHIP BETWEEN BURNOUT AND WORK-LIFE SATISFACTION AMONG RADIOLOGIC TECHNOLOGIST IN ISABELA



VARIABLES		HAPPINESS
PERSONAL BURNOUT	p- value	.027*
	r- value	.346
	r ² - value	.120
TABLE 5 HAPPINESS		
WORK RELATED BURNOUT	p- value	.056
	r- value	.375
	r ² - value	.141
CLIENT-RELATED BURNOUT	p- value	.126
	r- value	.376
	r ² - value	.141
TRAINING	p- value	.024*
	r- value	.351
	r ² - value	.123
COMMUNICATION	p- value	.012*
	r- value	.456
	r ² - value	.208
REWARDS, RECOGNITION AND PERFORMANCE APPRAISAL SYSTEM	p- value	.031*
	r- value	.460
	r ² - value	.211
WORK RELATIONS AND CULTURE	p- value	.067
	r- value	.460
	r ² - value	.211
WORK ENVIRONMENT	p- value	.106
	r- value	.470
	r ² - value	.221

TABLE 6

THE MEDIATING EFFECT OF HAPPINESS ON THE RELATIONSHIP BETWEEN BURNOUT AND WORK-LIFE SATISFACTION AMONG RADIOLOGIC TECHNOLOGIST IN ISABELA



VARIABLES		BURNOUT LEVEL			
			PERSONAL BURNOUT	WORK RELATED BURNOUT	CLIENT RELATED BURNOUT
WORK-LIFE SATISFACTION	TRAINING	r-value	.246	.412	.430
		p-value	.121	.007*	.005*
	COMMUNICATION	r-value	.214	.336	.318
		p-value	.179	.032*	.043*
	REWARDS, RECOGNITION AND PERFORMANCE APPRAISAL SYSTEM	r-value	.151	.342	.111
		p-value	.347	.029*	.489
	WORK RELATIONS AND CULTURE	r-value	.037	.123	.048
		p-value	.816	.445	.768
	WORK ENVIRONMENT	r-value	.059	.045	.073
		p-value	.712	.782	.649

SUMMARY OF FINDINGS

The number of respondents is 41, and the data collected reveals that the majority of them are female, between ages of 20 to 25, full time employees, and have 1 to 3 years in service. The majority of responders are single in civil status. Furthermore, they are regular workers of Radiologic Technologist in Isabela.

The study revealed that Radiologic Technologist in Isabela's appetite and sleeping patterns are unaffected by personal burnout. This also means that feeling happy at work can help individual cope with symptoms of work burnout. This study also revealed that empathy and connection with patients can reduce client-related burnout for Radiologic Technologists.



The study revealed that most of the respondents have feeling of growing fulfilment in their happiness level.

The study revealed that the quality of training and skill development significantly impacts the ability of radiologic technologists to manage client-related burnout. The study revealed that effective communication with clients and patients significantly impacts radiologic technologist burnout management. Clear, empathetic communication, constructive communication with colleagues, and building rapport with clients mediate the respondents' burnout, enhancing job satisfaction. The study revealed that radiologic technologists' ability to manage client-related burnout is influenced by rewards, recognition, and performance appraisals. A fair and transparent rewards system helps mitigate burnout, while performance feedback helps handle challenging client interactions and reduce burnout. This highlights the importance of fair and transparent rewards systems.

The study revealed that level of burnout, happiness and work-life satisfaction of the respondents does not affect when grouped according to their profile.

The study revealed that when there is personal burnout, mediate the level of happiness of the respondents. On the other hand, work related and client related burnout does not affect the burnout level of the respondents. While training; communication; and rewards, recognition, and performance appraisal system affects the level of happiness to the work life satisfaction of the respondents. On the other hand, work relations and culture; and work environment does not affect the level of happiness to the work life satisfaction of the respondents.

The study revealed that there is a significant relationship between the burnout and work-life satisfaction when it comes to training; communication; and rewards, recognition, and performance appraisal system; and to work related burnout of the respondents. Moreover, burnout level and work-life satisfaction has a significant relationship when it comes to training; and communication; and client related burnout. On the other hand, there is no significant relationship between burnout and work-life satisfaction when it comes to work relations and cultures; and work environment; and to the personal, work and client related burnout. Furthermore, the study also revealed that there is no significant relationship burnout level and work-life satisfaction when it comes to the personal burnout of the respondents.

CONCLUSION

The primary goal of this study was to explore how happiness mediates the link between burnout and work-life satisfaction among Radiologic Technologists in Isabela. Based on our study's objectives and the gathered results, we can conclude that burnout does not significantly impact respondents based on their profiles or work-life satisfaction. However, personal burnout does affect their happiness levels. Our findings suggest that personal burnout actually leads to increased levels of happiness.

The study found that the quality of training and skill development had an important impact on radiologic technologists' capability to handle client-related burnout. The study found that excellent communication



with clients and patients had a substantial influence on radiologic technologists' burnout management. Clear, sympathetic communication, constructive contact with colleagues, and developing relationships with clients reduce respondents' fatigue and increase work satisfaction. The study discovered that radiologic technologists' ability to manage client-related burnout is impacted by incentives, recognition, and performance reviews. A fair and transparent incentives system helps to avoid burnout, while performance feedback aids in the management of difficult customer contacts. This emphasizes the value of fair and transparent incentive systems.

We also conclude that when there is a proper training; effective communication; and appropriate rewards, recognition, and performance appraisal system, affects the burnout level and the work-life satisfaction of the respondents. Moreover, training, and communication affects their burnout level and work-life satisfaction when it comes to client related burnout. We conclude that rewards, recognition, and performance appraisal system also affect the work-related burnout of the respondents.

RECOMMENDATION

Based on the findings of our research, it is strongly recommended that hospitals prioritize the health and well-being of Registered Radiologic Technologists through targeted interventions and policy reforms. Interventions aimed at reducing workplace stress should be implemented, including stress management workshops and mindfulness training. Policy reforms should prioritize employee well-being over profit, fostering a more supportive work environment. Regular employee satisfaction surveys should be conducted to identify areas for improvement, and efforts to enhance the work environment, such as providing ergonomic workstations and promoting work-life balance, should be prioritized. These measures are crucial for fostering a happier, healthier workforce and ultimately improving the quality of patient care.

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