

Fear of Covid 19, job stress, life satisfaction, job satisfaction, and burnout

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Abstract

The Covid-19 pandemic has led to an unprecedented health crisis that has challenged both institutions and individuals around the world and healthcare workers have been the group most affected by the pandemic. Job satisfaction, life satisfaction, and burnout are interrelated concepts. Life satisfaction is directly affected by the mental and physical health of individuals. This review was written to determine nurses' fear of covid 19, work stress, life satisfaction, job satisfaction, and burnout. The review revealed that there are over 59 million healthcare workers in the world. For this reason, research in this field will guide health workers to prevent burnout, increase professional satisfaction and provide more effective psychological support in the field. Reasons such as heavy and long working hours, insufficient number of nurses, and inadequacy of emergency action plans during the pandemic have negatively affected the mental health of nurses and have caused them to experience burnout.

Keywords: Burnout; Covid-19; job; job satisfaction; life satisfaction; nurse; stress.

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1. Introduction

A large number of epidemics have plagued human history. As a result of these epidemics, millions of people lost their lives. The last epidemic that humanity struggled with was Covid – 19. Within the scope of the measures taken after the pandemic, there has been a disruption of routine life, feelings of uncertainty, fear of being infected, and living in an unsafe area (Anita & Iulia, 2021). Evaluations have shown that the pandemic has psychological effects as well as physiological effects (Cuadrado et al., 2023; Williams et al., 2021). Previous experiences with the epidemic processes have caused health workers to experience anxiety, stress, fear, fatigue, sleep disorders, etc., determined that they are experiencing many health problems (Donkers et al., 2021).

The feeling of fear, which is felt intensely in previously seen epidemics such as MERS, SARS, and ebola, is necessary for survival, biologically preparing the person to respond to threatening events. However, like every emotion, fear becomes harmful when it becomes constant and out of proportion to the current situation, and it can play a role in the development of many psychological problems. Intense and long working hours during the pandemic period, as the anxiety of being infected and transmitting the disease, have increased anxiety and stress in health workers. In a study conducted in China, the rate of anxiety was determined as 23 % and the rate of stress disorder as 27.4% in health workers during the pandemic. Job satisfaction, life satisfaction, and burnout are interrelated concepts. The satisfaction or dissatisfaction that employees feel from their jobs is defined as job satisfaction. Individuals spend a large part of their lives at work. The positive or negative situations they encounter in the work environment or situations outside of work are reflected in their work. For this reason, working life, which constitutes a great part of life, affects life satisfaction.

The dissatisfaction, disappointment, and unhappiness felt in working life can cause a decrease in life satisfaction. Burnout, on the other hand, is an important psychosocial problem that results in emotional exhaustion caused by chronic stress in the work environment, depersonalization, and a decrease in the sense of personal achievement. Job dissatisfaction and burnout occur due to increased stress in individuals working in occupations that have intense relations with people. Even before the pandemic, the exposure of health workers, who are at high risk for the negative effects of chronic stress, to the increased stress caused by the pandemic, was high. In Matsua et al. (2021), 22.6 % of health workers experienced burnout in the COVID-19 pandemic, and in Alsulimani et al., (2021) 75 % of health workers experienced burnout. It is important to increase occupational satisfaction, prevent burnout and improve health in health workers who take on important responsibilities during a serious crisis such as the COVID-19 pandemic.

1.1. Purpose of study

To support the employees psychologically, the studies carried out in this field will be instructive. This review, it is aimed to examine the nurses ' fear of covid 19, job stress, life satisfaction, job satisfaction, and burnout levels during the pandemic.

2. Materials and Methods

This study was a review study that discussed Covid-19 and its effects on job stress, life satisfaction, job satisfaction, and burnout levels among nurses. The study made use of resources from previous studies. All cited materials were referenced and the research, its procedure, and findings posed no harm to nurses or their profession.

3. Results

3.1. Stress

Stress, which is an inseparable part of our lives, can have positive and negative consequences with the influence of personal, social, and environmental factors that a person has. While the stress factor ranks first in studies on occupational health and safety in the European Union countries, around 40 million people come face to face with a stress problem, and one out of every three employees has health problems due to the effects of stress.

Physical manifestations of stress include feeling tired, lethargic, palpitations, increased heart rate, superficial and rapid breathing, muscle aches and tension, tremors, heartburn, dyspnea wheezing, diarrhea, constipation, irritability, dry mouth, sweating, cold hands, feet, rash, itching, nails eating, excessive urination, peptic ulcer, heart diseases, decreased libido, overeating or loss of appetite, headache, dizziness, balance problems in movements and speech, sensitivity to noise, sound, and light. Psychological symptoms of stress include tension, impatience, anger, hostility, worry, anxiety, panic, restlessness, sadness, weakness in memory, difficulty in decision-making, hypersensitivity, change in sexuality, excessive daydreaming, recurring thoughts of death and suicide, sleep disruption, depression, increased substance, and alcohol use, productivity and it does not decrease in self-esteem. Behavioral symptoms of stress include excessive activity or inactivity, restlessness, fits of anger, trouble concentrating, the tendency to argue, crying excessively, decreased ability to listen, and dullness.

3.2. Work stress in nurses

The nurses in the health services center are under pressure in the working environment and experience intense stress. It has been reported that job stress is more intense in occupational groups that are in constant face-to-face relationships with individuals who directly serve and receive services. Nurses experience psychosocial work stress that may negatively affect their physical and mental health over time. They have an intense workload due to many negative factors arising from their working conditions.

According to Kato (2014), nurses who work generally see their relationships with patients as a stress factor. The current situation states that the nurses perceive the relationship with the patients, which is the most important part of what they do, as a source of stress. Chegini et al. (2019) conducted research having 203 nurses participate in examining the relationship between occupational stress, work, quality of life, and turnover intention of nurses working in critical care units in Iran. In the study, they added to the fact that 64 % of the nurses intend to quit their job, 82 % of the participants have very stressful jobs, and 81 % reported that the quality of their working life is low. According to the research, at the beginning of the stress sources experienced by the nurses, intense workload, role confusion, spiritual support necessity, problems in health services, occupational dependence, under-wage policy, institutional promotion, professional development, and lack of award systems. Factors such as the image of the profession and the lack of self-confidence come to the fore. The work stress that nurses experience about their intense workload brings with it the risk of making medical errors. The increased stress factor results in a decrease in the control of the work done. The literature shows that nurses working in some units are exposed to more psychological stress than nurses working in other units.

For example, in the study of Karakaş, Polat, Ay & Küçükoğlu (2017), 400 nurses registered with the Turkish Association of Nephrology, Dialysis, and Transplantation Nurses and working in peritoneal dialysis and hemodialysis units throughout Turkey were reached. Also, 234 nurses (84 peritoneal dialysis nurses, 150 hemodialysis nurses) agreed to participate in the study. The results of the study showed

that the stress symptom levels were higher in nurses working in hemodialysis units compared to peritoneal dialysis nurses.

It is seen that stress and burnout situations in nurses are generally caused by the job stress created by their work life and by the inadequacies and deficiencies in their struggle with current stress. Unless nurses prevent or manage work-related stress using effective coping strategies, they will continue to suffer from burnout and compassion fatigue. Therefore, the job stress of nurses has a significant effect on their job changes, the decrease in their productivity, and their burnout.

3.3. The concept of life satisfaction

Life satisfaction is explained as the emotional reaction of the person to his own life, the satisfaction with his own life, and the psychological well-being of the person. According to a different definition, it is described as a positive evaluation and satisfaction of one's entire life by the standards and principles determined by a person. Life satisfaction shows the result that emerges when the expectations of the individual are compared with the real situation.

An increase in the level of reaching personal goals increases the satisfaction obtained from life. Cognitive judgments about satisfaction and positive emotions may be related to different areas of life, and the sum of these areas shows general life satisfaction. Satisfaction with life, positive emotions, and lack of negative emotions are three important elements of subjective well-being. The areas of life satisfaction can be niche, health status, family, shelter, economic situation, leisure time, self-state and the individual's immediate environment; educational status, gender, marital status, age, etc. It is known to be affected by these factors (Nino et al., 2021; Rubia et al., 2021). Life satisfaction, which contains life as a whole, is an effective factor that shows the psychological state of the individual. Conflicts, obstacles, and sudden negative situations that a person may encounter throughout his life may cause a decrease in life satisfaction.

3.4. Life satisfaction in nurses

In the field of health, nurses who are in constant communication with healthy and sick people, need to manage their emotions effectively during the service they provide and their emotional labor behavior. Nurses are exposed to many stress factors in their physical, mental, and social working environments. For this reason, it is defined as all of the processes of special perception, cognition, and emotion that are based on the evaluation of one's own life and have a significant effect on motivation. The concept of life satisfaction is of great importance. Job satisfaction and different aspects of work life can strongly affect nurses' well-being and life satisfaction (Caro et al., 2017). The loneliness of empathy in their research was conducted with 37 professional nurses working in palliative care and home care services in Chile with 64 participants. It was determined that it plays an important role in the prevention of burnout and burnout, and in increasing life satisfaction. The results showed that empathic abilities can be developed with professional experience (Caro et al., 2017).

Uchmanowicz et al., (2019) collated a group of professional nurses and midwives, with 350 participants who evaluated their life satisfaction, job satisfaction, life orientation, and professional burnout level. In their research, it was found that determinants such as low occupational burnout level, life satisfaction, job satisfaction, and life orientation in nurses and midwives. It was concluded that exhaustion does not allow the development of burnout. It is seen that a low level of life satisfaction may cause physiological and psychological negative effects. In this sense, it is important to eliminate the problems related to the living conditions and working conditions of the personnel and to reduce the disruptions in health services.

3.5. The concept of job satisfaction

Job satisfaction means the harmony between what the staff expects from their position and job, and what they get. By another definition, job satisfaction is a dynamic, attitudinal process that expresses the satisfaction of the personnel with their job, which can change over time. Job satisfaction, which means an emotional reaction that emerges as a result of the evaluation of the work and work environment, is also defined as the level of meeting the mental, physical, and social needs of the personnel in line with the expectations.

Individual and organizational factors affect job satisfaction. Studies show that job satisfaction is affected by various factors. Existing factors may be environmental or individual. Marital status, education level, gender, age, duty position, seniority, character, intelligence, tenure, etc. factors are among the individual factors that affect job satisfaction. Other factors can be considered as well:

Social Factors: Relationships with other employees, teamwork and norms, opportunities for interaction, and informal groups.

Cultural Factors: Belief, values, and inner attitude.

Factors related to the organization: are the nature of the work to be done, management style, control style, organizational communication, development, opportunities for advancement, competition, social appearance, working conditions, organizational climate, etc. The factors are:

Environmental Factors: Administrative, economic, technical, social, and legal effects.

Job satisfaction level can be considered in two ways as external and internal satisfaction. The satisfaction that an individual has as a result of his research can be defined as " external satisfaction ", and the satisfaction he feels during his research can be defined as " internal satisfaction ".

Numerous theories about job satisfaction are known. When the literature is examined, it is known that the theories explaining job satisfaction are generally examined in two groups Scope and Process theories. The main theories that deal with job satisfaction are as follows;

Maslow, (1943) in his Hierarchy of Needs theory, said that there is a system of impulses that make up individual motivation and that they are grouped into five; physiological, safety, love and belonging, esteem, and self-realization needs. Maslow (1943), because of situations where people need a job to meet their physiological needs, are unemployed for any reason or suffer injustice, unionized, insured, saving for the future, etc. states that they meet their security needs with various precautions.

Achievement needs theory developed by McClelland (2015) claims that there are three main motivation sources (success needs, affiliation needs, and power needs) that affect the behavior of individuals. While the need for achievement is the value the individual attaches to success, the dimension of importance, the need for power is the need to influence others, to create prestige, and to protect it. The need for commitment is also explained as establishing relationships with other individuals, developing social relations, and being included in a group.

Factors of Herzberg's (1968) two-factor theory are hygiene and motivating factors. Behaviors, practices, and relations of managers and leaders with personnel are stated as hygiene factors. According to Herzberg (1968), the factors that cause satisfaction and dissatisfaction are different. Within the framework of Herzberg's (1968) double factor theory, as long as leaders do not have behaviors, practices, and interactions that will give confidence, nurses will not be able to establish trust-based relationships in the institution. It is stated that poems can cause loneliness.

The inequality theory of Adams, also known as the theory, is based on research on organizational justice. It is stated that it is related to whether people can catch a sense of equality when they compare themselves to other individuals. If staff members consider that there is inequality between two individuals or social groups, staff members will likely be dissatisfied and stressed because of their inequality in inputs and outputs.

Alderfer's (1969) existence, relatedness, and growth theory, on the other hand, gathered Maslow's needs into three groups; existence, relationship, and development. For this reason, when the requirements are not met, a lower-level need arises. This is also called disappointment - withdrawal. Therefore, if the person has problems meeting a higher need, he will realize his lower-level need.

The expectancy theory is examined. Vroom's theory in Vroom et al. (2015), is formed around the concepts of usefulness, value, and expectation. Employees evaluate various work-related behaviors (working too much) and present them with the most rewards and results (promotion) among their current behaviors. They prefer the behavior that will reproduce. Increasing the job satisfaction of the personnel means increasing the organizational commitment and performance of the employee to the job and the workplace. It plays an important role in decreasing the voluntary labor turnover rate and increasing personal motivation.

3.6. Job satisfaction among nurses

For patients to receive quality health care services, it is necessary for the service providers to be satisfied with the institution they serve and to be satisfied with their job. The fact that nurses, who have an important role in every stage of health services, get satisfaction from their duties, are efficient, productive, and happy, and "recycle" the quality of their services, will substantially affect health services.

Studies show that lack of job satisfaction can increase emotional burnout and this causes nurses to perceive their work as tiring and repetitive, and discouragement. It has shown that it has led to breaking and disappointment. In the field of health, having duties involving significant risks, using various technologies at the same time, working under stress, and working shifts/watches. The way of working hurts the physical and psychological health of the personnel, their social life, and patient safety. While external factors such as work, salary, and administrative support contribute significantly to job dissatisfaction, internal factors such as autonomy and meaningful employment contribute significantly to job satisfaction.

The profession is described as a positive challenge, excess workload threatens both job satisfaction and patient safety. If managers want to increase the productivity of their staff and thus increase satisfaction in the organization, they have to motivate their staff positively. As stated in the literature, job satisfaction of an individual is related to personality traits. At this point, knowing the personality traits of the personnel will help determine their job performance.

Nurse managers should strengthen areas that increase employee satisfaction, particularly by recognizing interpersonal relationships, praise, and work impacts. They should pay attention to the development of an ethical environment with acceptable ethical norms in the workplace, and show respect, support, and care to the nurses in terms of ethical concerns.

3.7. The concept of burnout

Burnout was first mentioned in the literature in the article titled "Staff Burnout" written by Freudenberger in 1974. Also, Maslach & Jackson (1984) did a lot of research on the current, and

developed the concept of burnout, to reveal studies for measurement and to create a difference. They dealt with it in a wider framework by working in the contexts. Burnout means mental and physical energy depletion. According to another acquaintance, it is associated with feelings of burnout, disempowerment, disappointment, and inability to meet business goals. It is used to describe negative behaviors and attitudes of workers towards their job as a response.

Factors causing burnout are job load, work environment, role confusion with workplace communication, seniority, lack of social supports, management-related problems, economic problems, physical conditions at work, familial and social reasons, marital status, number of children, or work variables such as year, motivation level, self - esteem, power, resistance to frustration level, being unemployed, individual expectation level, and tolerance level.

Burnout is also examined in three dimensions: emotional burnout, loss of personal achievement, and depersonalization. Emotional burnout is explained as the individual feeling worn out as a result of daily pressures. Depersonalization means that the individual becomes unsympathetic and rigid towards other people, and the feeling of a decrease in individual achievement is a deficient perception of oneself in terms of individual abilities and success.

Burnout is often described as a symptom pattern. It presents a complex picture of the phenomenon with its overlapping interconnectedness. Even though the symptoms are different, this shows an overall unity that describes in detail the hidden nature of burnout. These symptoms are examined in three groups emotional, physical, and mental symptoms.

Emotional burnout symptoms include depressive affect, hopelessness, feeling unsupported, and insecure, excess of tension and arguments in the home environment, excess of negative emotions such as irritability, loss of patience and restlessness, kindness, and friendship It is formed by the scarcity of positive emotions such as love and respect. Physical symptoms include sleep problems, psychological problems, headaches, backaches and skin acne, hives, eczema, and some allergic reactions or symptoms related to the intestines and stomach. Symptoms of mental burnout may include dissatisfaction and negative attitudes towards work, self, and lifestyle in general.

First of all, the burnout that occurs with the consumption of the emotional resources of the person results in the emotional exhaustion of the person. It is possible to say that burnout can have many different consequences in the individual and organizational context. Harmful to physical and mental health, and disrupting family and social communication in employees include failure in work, absenteeism, loss of job satisfaction, decrease in motivation and productivity, job change, and heat. Increasing the number of personnel changes causes a decrease in job satisfaction and organizational commitment, etc.

3.8. Burnout in nurses

Although health is a natural human right, it has been revealed that working in a healthy life in, safe and healthy environment is also a human right. An interaction between human health and the working environment is mentioned. Because human health can affect working life positively or negatively, and the working environment can affect the health of the employees.

Since health services are a profession that continues with uninterrupted one-to-one relationships, employees providing the service usually experience comprehensive and different emotions. When we look at the studies carried out, burnout is experienced more in occupational fields with close relations with people. In particular, those who experience the feeling of burnout excessively due to the

environments in which health sector employees are supported by studies. In addition, the lack of standards in the determination of health services, the increasing globalization in business life, overwork, specialization, and the more complex nature of work, among other factors bring burnout to the fore.

Preventing burnout and increasing flexibility are important for health personnel's welfare level and patient care quality. In addition to causing a decrease in service quality, absenteeism at work, loss of morale and job turnover, physical exhaustion, insomnia, substance, and alcohol use also causes an increase in problems within the family with family problems. In addition, exhausted employees can also negatively affect their teammates by slowing down or preventing the execution of individual conflicts.

It is stated that problems in the work environment cause problems by negatively affecting the mental and physical health of health professionals. Although health workers are aware of the current problem, they have taken a lot of actions to influence the antecedents and consequences of burnout. As a result of all the interventions, burnout has been identified with the concept of "a patient in need of treatment".

Among the burnout factors are professional experience, psychological factors, and marital status. High emotional exhaustion prevalence rates, inadequate personal achievement, and high apathy are seen among nurses. When we look at the factors that cause burnout in nurses, not being done in a way that goes beyond the job description, having colleagues with different levels of education doing the same job, type of work (shift/watch), low wages, high weekly working time and a high number of patients they care for.

When the literature studies in which existing factors are handled are examined (Dall ' Ora et al., 2015). In the study he carried out with 31,627 nurses in 488 hospitals in 12 European countries, it was determined that the nurses who worked for 12 hours or more experienced high burnout. Chen et al., (2019) In their study, aimed to investigate the effects of the patient-nurse ratio on the intention to leave nurses and to analyze the results of burnout and job dissatisfaction. It aimed to take into account the business roles, the relationship between the rate and the intention to leave the job, personal burnout, and burnout caused by the service providers.

In another study conducted with 522 Iranian nurses, Rostamabadi et al., (2019) found that while psychological and physical job demands were positively correlated with different dimensions of burnout, social support, and job control were negatively correlated with them (Zhang et al., 2020; Steward et al., 2021). Özsoylu et al., (2017) carried out a study with 44 nurses to determine the burnout level and related factors of nurses working in a university children 's hospital. It has been determined that the employees in the care are in a better situation than the inpatient nurses in terms of social functionality. However, he found that working in the intensive care unit increased depersonalization 1.8 times. Kim & Choi (2016), during the Middle East Respiratory Syndrome Epidemic in Korea, the factors affecting the burnout of emergency nurses were investigated and three main causes of burnout were investigated. He found it to be based on factors such as job stress, inadequate hospital resources, and inadequate support from family and friends.

4. Conclusion

It is debatable that in a workplace where burnout is not seen and the job satisfaction of the employees is high, the quality of the services to be provided in the institution will be high. It is important to maintain the happiness, health, and job satisfaction of the nurses who will provide the service within this framework.

Important for people to feel good both mentally and physiologically so that they can work more efficiently. During the pandemic period, making arrangements under working conditions in a way that will reduce burnout and increase job satisfaction in healthy employees, risky units are low. Employees should be closely monitored and necessary psychological support should be provided.

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