

Abstract**Original Article****Burnout and Mobbing Among Physicians in a City Center****Nurhan Meydan Acimis, PhD**

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Introduction: Job burnout and mobbing in the workplace are important problems. The concept of “mobbing” introduced by Heinz Leymann to express the systematic subjection of one or more individuals to emotionally disturbing behaviors. Job burnout is defined by Maslach and Jackson as a syndrome showing itself as emotional exhaustion, depersonalization and reduced personal accomplishment. In both cases, the health of the employees is affected adversely.

Aim: This study was conducted to examine burnout and mobbing among the residents and emergency physicians who agreed to participate in this study.

Materials and Method: A cross-sectional/descriptive study was conducted among physicians in May 2013. A questionnaire was mailed to possible participants, 158 were expected to participate and finally 41.1% (65) of them volunteered to participate. The assessment of the burnout levels was performed using the Maslach Burnout Inventory and the prevalence of mobbing was examined based on Leymann’s Typology of Mobbing Behaviors (1993) which consists of 45 mobbing behaviors. Data were analyzed using SPSS 20 (IBM Corp. Released 2011. IBM SPSS for Windows, Version 20.0. Armonk, NY: IBM Corp.). Descriptive statistics were used for categorical and continuous variables. Levene’s test was used to test the assumption of homogeneity of variance of parametric tests. Independent Two-Sample T-Test was used to compare the means of two independent groups (Student’s t-test). When these assumptions are not met, Mann Whitney-U test was used as an alternative. For comparison of means for three or more groups, One-Way Analysis of Variance was used. For multiple comparisons, Tukey’s HSD test was preferred. When the assumptions are not met, the Kruskal Wallis test and Bonferroni-Dunn’s multiple comparison test were used.

Findings: A 58.4% (38) of the physicians were male, 46.2% (30) were 23 to 30 years old, 56.9% (37) were married and 47.7% (31) were fellows. The mean Emotional Exhaustion level was 26.6 ± 6.88 (min 11.0-max 40.0). The mean for Personal Accomplishment, was: 24.52 ± 3.61 (min 8.0-max 31.0). Based on Leymann’s Typology, the mean for the category “Attacks on reputation” was 21.05 ± 11.59 , while that for the category “Prevention of Self-Expression and Communication” was: 20.23 ± 10.36 (min 0.0- max 19.0). There was a statistically significant difference in the categories of “Prevention of Self-Expression and Communication”, “Attacks on reputation” and “Attacks on Quality of Life and Occupational Position” between different age groups ($p < 0.05$; $p < 0.01$). There was also a statistically significant difference among married and single participants in the “Reduced Personal Accomplishment” category of the Maslach Burnout Inventory and in all categories of Leymann’s scale ($p < 0.05$; $p < 0.01$). All categories of Leymann’s typology differ significantly according to the length of service of the participants ($p < 0.05$; $p < 0.01$). There was a statistically significant negative association (27.1%) between emotional exhaustion and prevention of self-expression and communication.

Conclusion: The findings revealed that physicians mostly experienced emotional exhaustion and reduced personal accomplishment. The mobbing behaviors of “attacks on reputation” and “prevention of self-expression and communication” were more frequent than other mobbing behaviors. In terms of job burnout, married physicians exhibited a high level of reduced personal accomplishment, while the scores for almost all categories of mobbing showed significant differences among single physicians. Attending physicians were found to be at greater risk for experiencing attacks on the quality of their professional and life situation. Job burnout and mobbing must be addressed as an important community health problem and necessary measures must be taken in this regard.

Key Words: Burnout, Mobbing, Physicians