

Prevalence of Job Frustration among Healthcare Workers and Its Impact on Mental Health

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Abstract : Job frustration become a prevalent issue in many occupational settings and is linked to mental state, which affects workers when they face obstacles that block them from meeting professional objectives and/or the organization's mission. This study examined the relationship between job frustration and mental health among healthcare workers. A cross-sectional design using the Compassion Satisfaction and Fatigue test (CSF), Copenhagen Burnout Inventory (CBI), and Psychological Flexibility Questionnaire (PFQ) was employed to collect data from a sample of healthcare workers in Sarawak, Malaysia. The results showed that 44.3 % of the healthcare workers experienced compassion fatigue, 9.7% of the healthcare workers had personal burnt out, 3% were work-related burnt out, and 2% were client-related burnt out. On the other hand, the mean of psychological flexibility was 3.55 (SD = 0.838), which was found to be prevalent in the study sample, with varying degrees of severity. The results also indicated a significant association between compassion fatigue and psychological flexibility, $F(4, 489) = 5.45$, $p < .001$. Additionally, demographic factors were associated with higher levels of job frustration and burnout. The implications of these findings for developing targeted interventions and support strategies to promote mental well-being among healthcare workers are discussed.

Keywords : compassion fatigue, healthcare worker, job frustration, psychological flexibility

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