

## The role of Vocational Adjustment in reducing job burnout among employees in the health sector: a case study of the Tchirine Ibrahim institution in the state of Ghardaia

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### Abstract:

This study aimed to identify the role of professional adaptation in reducing the phenomenon of job burnout in February 18 Hospital, Ghardaia Governorate. To verify this, the descriptive approach was used, which is concerned with collecting and analyzing information in this light, and the study tool represented in the questionnaire was used by distributing it to a random sample of 80 employees out of 120 employees, without canceled questionnaires. In addition, the results were analyzed by SPSS program output. v 28; The study concluded that there is a statistically significant effect of occupational adaptation in all its dimensions in reducing job burnout among workers at February 18 Hospital in the state of Ghardaia.

**Keywords:** Vocational Adjustment; job burnout; Behavior; Professional environment; hospital institution February 18.

**JEL Classification Codes :** J2, J3, J4, J5 ,M520, M530, M540.

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## 1. INTRODUCTION

Vocational Adjustment is one of the most important topics that study the relationship between the individual and the professional environment in which he works. The Vocational Adjustment of an employee is cited by his job satisfaction as well as his performance, productivity, and ability to solve problems related to his work tasks within the framework of the position he occupies. And the opposite is true in the case of Vocational inajustment that leads the individual to negative behavior that manifests to us in the form of job pressure in addition to the subject of our study which is job burnout and

the results and consequences of that impact on the employee's psychological and physical health, and this necessarily reflects on his productivity at work.

Job burnout is among the common occupational diseases that affect the performance and productive behavior of employees, especially in the health sector as a result of employees' contact with a large segment of beneficiaries of hospital services, because the nature of the issue of burnout is determined primarily in the field of human services according to theorists of this phenomenon, including Frydenberg and Christina Maslach. and co-worker Jackson.

### **1.1 Study Questions:**

Therefore, and through the foregoing, the importance of this study lies in answering the problem of the study, which is:

#### **1.1.1 Main Questions :**

Is there a statistically significant effect of professional compatibility in reducing job burnout among employees in the hospital institution, February 18, in the state of Ghardaia?

#### **1.1.2 Sub-questions :**

- Is there a statistically significant effect of the subjective dimension on the job burnout of employees in the hospital institution, February 18, in the state of Ghardaia?
- Is there a statistically significant effect of the professional dimension on the job burnout of employees in the hospital institution, February 18, in the state of Ghardaia?
- Is there a statistically significant effect of the social dimension on the job burnout of employees in the hospital institution, February 18, in the state of Ghardaia?
- Is there a statistically significant effect of the cultural dimension on the job burnout of employees in the hospital institution, February 18, in the state of Ghardaia?

### **1.2 Study hypotheses :**

#### **1.2.1 Main hypothesis :**

There is a statistically significant effect of Vocational Adjustment in reducing job burnout among employees in the hospital institution, February 18, in the state of Ghardaia.

### **1.2.2 Sub-hypotheses :**

- There is a statistically significant effect of the subjective dimension in reducing job burnout among employees in the hospital institution, February 18, in the state of Ghardaia.
- There is a statistically significant effect of the professional dimension in reducing job burnout among employees in the hospital institution, February 18, in the state of Ghardaia.
- There is a statistically significant effect of the social dimension in reducing job burnout among employees in the hospital institution, February 18, in the state of Ghardaia.
- There is a statistically significant effect of the cultural dimension in reducing job burnout among employees in the hospital institution, February 18, in the state of Ghardaia.

### **1.3 Objectives of the study :**

- To highlight the level of professional compatibility and job burnout among employees in the hospital institution under study.
- Knowing the role of professional compatibility in reducing job burnout among employees in the hospital institution, February 18, in the state of Ghardaia.
- Determine whether there is a statistically significant effect of the dimensions of professional compatibility (the subjective, professional, social, and cultural dimensions) in reducing job burnout among employees in the hospital institution, February 18, in the state of Ghardaia.
- Presenting suggestions and recommendations to assist the hospital institution on February 18 in particular, and the health sector in general in achieving their professional compatibility and reducing the phenomenon of job burnout.

### **1.4 Study Methodology :**

#### **1.4.1 Study method:**

The researchers used the descriptive approach to describe the phenomenon, analyze it and express it quantitatively and qualitatively.

### **1.4.2 Study population and sample:**

The study population consists of all hospital employees on February 18 in the state of Ghardaia, and their number is estimated at 120 employees at all levels. A random sample of 80 male and female employees was selected by distributing a set of questionnaires to them so that 80 questionnaires were retrieved from them, valid for study without a canceled questionnaire.

### **1.4.3 Study tool:**

The questionnaire was used regarding Vocational Adjustment based on a group of previous studies, including the Maslach Scale of Job Burnout, which was modified by the objectives of the study.

### **1.4.4 Statistical methods used in the study:**

Several statistical methods were used in this study to obtain and analyze the results in the light of this, namely:

- **Cronbach's Alpha:** which measures the stability of the study tool and the extent of the correlation between the questionnaire statements
- **Arithmetic means, standard deviation, and percentages:** to find out the level of the sample responses and the extent to which these answers differ.
- **Regression coefficient:** To know the relationship, effect, and statistical significance among the study variables.

## **2. Vocational Adjustment**

### **2.1 The concept of vocational adjustment:**

The roots of vocational adjustment go back to "**interactional psychology**", whose owners focus in their theoretical rooting on the appropriateness between the person and the situation, through what they discussed in their definitions of vocational adjustment in general and in many studies as a adjustment between the needs of the individual and what the job and organization provide to satisfy this need (Venkatesh, Jaime Windeler, Kathryn Bartol , & Ian Williamson, 2017, p. 03) , So that this need is satisfied when one entity provides the corresponding needs of the other entity or when there are common features between the two parties.

In the following, we will address the most important definitions in the "**interactive context**" between the employee and the job through a group of theorists in this regard:

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**Randy Boxx** defines vocational adjustment as: It is cultural compatibility between the organization and the employee. That For the organization to achieve good performance, it must necessarily modify the value system to match the values and beliefs of the employees and the structure .(Boxx, Randall Y. Odom, & Mark G. Dunn, 1991, p. 195).

**Super** defines vocational adjustment as "the product of interaction between the inherited abilities of the individual such as manual dexterity and cognitive speed, which stems from his genetic inclinations with the professional environment surrounding the individual."

**Joris Ruysseveldt** et al define vocational adjustment as "a dynamic, adaptive behavior that links one's capabilities to the requirements of the professional environment".

Where Roesfeldt defines the concept of vocational adjustment from his dynamic side with the concept of "acquired abilities" unlike the first definition of (Super) which looks at the process of adjustment from the side of "innate abilities", where Roesfeldt shows that compatibility is continuous learning of the individual through the acquisition of skills or knowledge that Strengthens his abilities in the face of constant changes in the work. (Ruysseveldt, Tonnie van Wiggen, & Karen van Dam, 2021, p. 493).

**Janet Friend** defines occupational suitability as "the balance between the satisfaction an individual seeks from his job and the satisfaction that job can provide."

**Lofquist and Dawis** agree with the previous concept, defining vocational adjustment as "correspondence that occurs between a person and the occupational environment and that job satisfaction is a function of vocational adjustment" (Rounds, Rene Dawis, & Lloyd Lofquist, 1987, pp. 298-299).

We note that most theories neglected the second aspect related to the work environment and focused on the concept of the employee in determining the dynamic response to the correspondence between the employee and the professional environment, Where, through their theory of occupational compatibility, Dwyce and Lufquist presented two main aspects in determining the response between the individual and the work

environment, The first is the “satisfaction” by which the individual’s well-being can be measured, and the second is the “expected result”, which represents appropriate performance in the professional environment. These two dimensions have been called “possession,” meaning the length of time the employee spends on the job.

Thus, through the foregoing, we can formulate a definition of vocational adjustment, which is as follows:

**Vocational adjustment** represents a fit between the employee’s needs and values (satisfaction) and the expectations and values of the institution through the job he occupies (expected result) (Leonard & Christine J. Schimmel, 2016, p. 64).

## **2.2 Dimensions of vocational adjustment :**

- **The subjective dimension:** the subjective dimension consists of all the personal factors that are known to be latent traits of the employee that affect his desire and ability in the value creation process (Chathoth, 2020, p. 02);
- **Occupational dimension:** This dimension relates to the work environment and its psychological and physical effects on the employee through the interaction relationship between him and the work environment, and among these factors are working hours, legal rights and legislation, responsibility, organizational climate, workload (Ali, Abdiaziz Abdi Ali, & Abdiqani Ali Adan, 2013, p. 68); Physical components such as temperature, noise, adequate ventilation or indoor air quality, odors, cleanliness, comfortable furniture, layout and design of the building or office, availability of appropriate physical conditions for the safety and security of the employee from occupational accidents, appropriate equipment, and others. (Al-Omari & Haneen Okasheh, 2017, p. 15545) ;
- **The social dimension:** It is social relations that occur in the workplace, where the positive relationship that occurs between the employee and his co-workers effects in a way that makes both parties benefit from this relationship (Makera, Yusuf Nasidi, A. M. Kamaruddeen, & I. M. Jemaku, 2019, p. 17);

- **The cultural dimension:** It is represented in the extent to which a person's values fit with the values of the organization, and this is clearly demonstrated through the positive approach of individuals at work, which is inferred through job satisfaction, and the latter can only come through a psychologically supportive work environment that would allow employees to develop Self-confidence and motivation which leads them to more closely match and better fit their perceived values with the organization's values and approaches .(Mitja, Edelman, & Brumen, 2020, p. 331);
- **The economic dimension:** the economic dimension is defined by all tangible and intangible incentives, and tangible incentives are called direct compensation systems and are represented in both salary and rewards in various forms, while intangible incentives are indirect compensation systems such as thanks and appreciation, promotion, empowerment for example (Alfandi & Mohammad Shabieb Alkawsawneh, 2014, p. 330).

### **3. Job burnout**

#### **3.1 The concept of job burnout:**

The English dictionary defines the verb to burn as to fail at something, to wear out, or to be exhausted by excessive energy demands, and that is exactly what happens to an employee who is fatigued from working in an organization for any reason and becomes powerless to all intents and purposes (Freudenberger, 1974, p. 160).

In most usages related to burnout, the term refers to a state of emotional exhaustion resulting from the excessive psychological demands faced by human service workers, as it represents a state of detachment that renders an individual isolated from people (Jackson, Richard Schwab, & Randall Schuler, 1986, p. 630).

**Christina Maslach** presents us with a three-dimensional model of job burnout, where she defines burnout as "a negative response to work conditions, which in turn leads to an individual's sense of depersonalization

and consequently a decrease in the employee's professional competence." (Leiter & Christina Maslach, 2014, p. 01).

Most researchers agree with Christina Maslach's opinion about the triple model of combustion, but the drawback is that it is limited to three main components in a reductive manner, although this topic is inferred by several indicators, in addition to the intensity criterion. From burnout, is it possible to measure the range of an employee's working time in a particular job to predict such indicators of job burnout?

Job burnout is a form of occupational pressure with its relationships with job dissatisfaction and organizational commitment, as well as job alienation and all other variables that affect each other with their components, as it is not possible to study each variable in isolation from the other in order to determine the phenomenon under study and determine its causes, relationships and results (Maslach, Michael Leiter, & Wilmar Schaufeli, 2001, p. 401).

### **3.2 Dimensions Job burnout:**

- **Emotional burnout:** It includes the negative response that a person shows regarding the job he occupies, where this response can be expressed by inferred indicators such as psychological fatigue, which is accompanied by physical exhaustion, frustration, lack of sleep as well as appetite disorder, and other negative connotations that affect the health of the individual as a result of losing the employee's connection with his work duties (Maslach, 2003, p. 190).
- **Depersonalization:** It is a separate attitude of the person in terms of his feelings towards the other people he deals with (Shoji, 2015, p. 02), which represents emotional rigidity and dehumanization, (Aghaz & Alireza Sheikh, 2016, p. 54). It is manifested in the individual's generation of negative feelings such as sarcasm about social situations (Liu, 2020, p. 02).
- **A decreased sense of professional competence:** It refers to the negative evaluation of an individual's work that does not have any positive impact on others (beneficiaries). (Wu, Zhibin Hu, & Junwei Zheng, 2019, p. 04), i.e. a feeling of low efficiency characterizes people

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who feel incompetent and unable to achieve much through their jobs (Pu, Hanpo Hou, Ruiyang Ma, & Jinyan Sang, 2016, p. 02).

**4. Presenting and discussing the results of the study**

**4.1 Measuring the internal consistency of the study variables:**

**Table 1:** Stability using Cronbach's alpha scale

<b>Variable</b>	<b>The dimension</b>	<b>The number of questionnaire phrases</b>	<b>Cronbach's alpha value</b>
<b>Vocational Adjustment</b>	<b>Self dimension</b>	09	%83.7
	<b>Professional dimension</b>	13	%80.7
	<b>Job social dimension</b>	09	%86.7
	<b>Cultural dimension</b>	08	%67
<b>The sum of the expressions for the axis</b>		39	%88.8
<b>Job burnout</b>		26	%91.3

**Source:** Prepared by researchers based on SPSS v28 software output

It is clear from the above table No. 02 that Cronbach's alpha stability coefficient for vocational adjustment reached (88.8%), and for job burnout (91.3%), a value ranging between (0.65) and (0.95), which confirms the stability of the questionnaire data as a whole and the validity and generalization of the results.

**4.2 Results of personal variables related to the study sample:**

**Table 2:** shows the distribution of study sample members by gender

<b>Statement</b>	<b>Repetition</b>	<b>Percentage</b>	<b>Statement</b>	<b>Repetition</b>	<b>%</b>
	<b>Sex</b>			<b>Age</b>	
<b>Male</b>	36	%45	<b>20 to 30 years old</b>	13	16.3%
<b>Female</b>	44	55%	<b>30 to 40 years old</b>	36	36%
-	-	-	<b>40 to 50 years old</b>	23	23%
-	-	-	<b>50 years and over</b>	8	%8
<b>Total</b>	<b>80</b>	<b>%100</b>	<b>Total</b>	<b>80</b>	<b>%100</b>
	<b>Social status</b>			<b>Qualification</b>	
<b>Married</b>	52	%65	<b>High School</b>	31	%39
<b>Unmarried</b>	23	%29	<b>Bachelor's degree</b>	31	%39
<b>Absolute</b>	04	%05	<b>Master</b>	12	%15
<b>Widower</b>	01	%01	<b>Postgraduate</b>	6	%7
<b>Total</b>	<b>80</b>	<b>%100</b>	<b>Total</b>	<b>80</b>	<b>%100</b>
	<b>Years of Experience</b>			<b>Management level</b>	
<b>Less than five years</b>	13	16%	<b>Director</b>	0	%0
<b>From 6 to 10 years</b>	22	28%	<b>Deputy Director</b>	03	%04
<b>11 to 15 years old</b>	20	25%	<b>Head of organisation</b>	11	%14
<b>16 to 20 years old</b>	15	19%	<b>Engineer</b>	05	%06
<b>17 to 21 years old</b>	04	05%	<b>Doctor</b>	03	%04
<b>22 to 26 years old</b>	01	01%	<b>Nurse</b>	23	%28

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<b>From 23 to 27 years old</b>	04	05%	<b>Administrative employee</b>	32	%40
<b>From 28 to 32 years old</b>	01	01%	<b>Professional worker</b>	03	%04
<b>Total</b>	<b>80</b>	<b>%100</b>	<b>Total</b>	<b>80</b>	<b>%100</b>
<b>Working system</b>					
	<b>Normal</b>			66	82%
	<b>Shift</b>			14	18%
	<b>Total</b>			80	100%

**Source:** Prepared by researchers based on SPSS v28 software output

It is clear from the above table that the study sample is almost similar in terms of gender, where males represent 45%, while females represent 55%, where the percentage of females is greater than the percentage of males by 10%.

We also note that most of the respondents are administrative employees, with a percentage of 40%; In addition, most of the study sample is between 31 and 40 years old with 36%, and most of them are married with 65%; Regarding their academic qualifications, we note that 39% have a secondary level and a bachelor's degree, while only 15% have a master's degree, and 7% have postgraduate studies.

In addition, we see that the largest percentages of the study sample in terms of the number of years of experience were, respectively: 28% of the study sample ranged between 06 to 10 years of experience, and 25% of their experience ranged between 11 to 15 years, and we find that 19% of the study sample was aged between 16 and 20 years, and most of them work with a normal system with 82%, and this gives credibility to the results.

**4.3 The results of the descriptive statistics for the study variables:**

**Table 3:** Arithmetic mean and standard deviation of the study sample variables

Variable	The dimension	Arithmetic mean	Standard deviation
Vocational Adjustment	self dimension	3.788	0.599
	physical dimension	3.975	0.344
	Functional social dimension	3.956	0.600
	cultural dimension	4.310	0.319
The general mean of the Vocational Adjustment axis		4.00	0.465
job burnout		2.469	0.580

**Source:** Prepared by researchers based on the outputs of Spss v 28

It is clear from the above table that the dimensions of the Vocational Adjustment axis ranged from (3.78) to (4.31), a value ranging from (3.4) to (4.2), meaning that all members of the study sample answered “agree”; While the standard deviation value ranged from (0.31) to (0.60), and this indicates that there is an agreement to some extent in the answers of the study sample.

This indicates that the study sample is satisfied with themselves and that their jobs are compatible with their abilities (the self-dimension) and in harmony with their working conditions (the material dimension), as well as their relations with their colleagues and bosses at work (the social dimension), and they agree with the cultural difference in the institution and that their values Correspond with the values of their organization (the cultural dimension .(

As for the job burnout axis, the arithmetic mean was (2.47), where this ratio belongs to the range (1.8) to (2.6), and this indicates that the answers of the study sample were the directions of their answers "without agreement." In addition, the value of the standard deviation was (0.58), and this confirms the existence of an agreement to some extent in the answers of the study sample, and thus we note that the study sample does not have functional combustion. This is because most of the respondents work in administrative positions, and the nature of administrative work does not require direct contact with patients, thus reducing their level of stress and fatigue.

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**4.4 Test hypotheses of the study:**

**4.4.1 Sub-hypothesis test results :**

**Table 6:** Results of the correlation coefficient and regression test for sub-hypotheses

Hypotheses	Correlation coefficient R	Adjusted R-square	Computed f value	Regression coefficient B	Sig
Self dimension	-0.275	0.076	6.396	-0.186	0.013
Physical dimension	-0.486	-0.236	24.107	-0.571	0.001
Social dimension	-0.366	0.134	12.060	-0.247	0.001
Cultural dimension	-0.363	0.132	11.861	-0.461	0.000
Vocational Adjustment	-0.497	0.247	25.599	-0.599	0.001

**Source:** Prepared by researchers based on SPSS v28 software output

- **The first sub-hypothesis:** From Table No. 06 above, it is clear that the value of the correlation coefficient R between the subjective dimension and job exhaustion amounted to (-0.275), which is a negative value and inversely with a value of the coefficient of determination (0.076), meaning that the self-dimension explains the change in the job combustion variable dependent by 7 %, and we note that the value of F amounted to (6.396), which is statistically significant at the level of significance of Sage (0.013), which is a value less than (0.05), which indicates the significance of the regression and the validity of the relationship between the two variables, as we see that the value of the degree of influence reached (-0.186) , which is a negative and inverse value, and this confirms that an increase of one degree in the self-dimension leads to a decrease in job burnout by a value (18%) and this indicates the employee's sense that his abilities are commensurate with the requirements. of his job leads to the reduction of job burnout. Accordingly, we reject the null hypothesis H0 and accept the alternative

hypothesis H1, which states that there is a statistically significant effect of the subjective dimension in reducing job burnout among hospital workers on February 18 in the state of Ghardaia.

- **The second sub-hypothesis:** We see that the value of the correlation coefficient R between the physical dimension and job burnout amounted to (-0.486), which is a negative and inverse value, with a value of determination coefficient (0.236), and this means that the change in job burnout is caused by the change in the physical dimension at a rate of 23%. , as we see that the value of F amounted to (24.107), which is statistically significant at the level of significance of sig (0.001), which is a value less than (0.05), which leads us to say that there is statistical significance for the effect of the physical dimension on job burnout; While the value of the degree of influence reached B (-0.571), which is a negative and inverse value and this shows that an increase by one degree in the physical dimension leads to a decrease in job burnout by a value of (57%), and this is due to the fact that satisfaction with the work environment and conditions in terms of physical conditions, for example, cleanliness The temperature and office planning, as well as the work system and the availability of functional work services lead to a reduction in the volume of job pressure as well as job burnout among employees, and therefore we reject the null hypothesis H0 and accept the alternative hypothesis H1, **This indicates that there is a statistically significant effect of the physical dimension in reducing job burnout among employees in the hospital institution, on February 18, in the state of Ghardaia.**
- **The third sub-hypothesis:** Through the above table, it is clear that the value of the correlation coefficient R between the functional social dimension and the functional burnout amounted to (-0.366), which is a negative and inverse value with the value of the coefficient of determination (0.134), and this indicates that the social dimension explains the change in the dependent variable. Job burnout by 13%, and we note that the F value amounted to (12.060), which is statistically significant at the Sage significance level (0.001), which is a value less than (0.05), which confirms the existence of a statistic. Significance and

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that the test is important for the impact of the social dimension on job exhaustion, and this is inferred from the value of the effect of degree B, which amounted to (-0.247), which is a negative and inverse value, and this confirms this. Increasing the social dimension by one degree leads to a decrease in job burnout by an amount (24%). which means that the nature of good relations with colleagues, as well as superiors and subordinates, also encourages support and cooperation between employees in the workplace, which forms a positive image of the work climate and the job, which reduces level of job burnout. This leads us to reject the null hypothesis H<sub>0</sub> and accept the alternative hypothesis H<sub>1</sub> **which indicates a statistically significant effect. The social-functional dimension in reducing job burnout among workers at February 18 Hospital in Ghardaia.**

- **The fourth sub-hypothesis :** Through Table No. 06 above, it is clear that the value of the correlation coefficient R between the cultural dimension and job exhaustion amounted to (-0.363), which is a negative and inverse value with the value of the coefficient of determination (0.132), meaning that the change in the variable dependent on job exhaustion is explained by the change in the cultural dimension by 13%, and we note that the F value amounted to (11.861), which is statistically significant at the significance level of sig (0.000), which is a value less than (0.05), which indicates that there is a statistically significant effect and that the regression is important for the impact of the cultural dimension on job burnout This is what the value indicates. The regression coefficient B (-0.461) is a negative and inverse value and this indicates that an increase in the cultural dimension by one degree leads to a decrease in job burnout by a value (46%). This confirms the role of management in ensuring the establishment of a culture of openness with others of different nationalities, races and intellectual backgrounds, which helps to match the values of the individual with the values of the institution, which leads to a decrease in job burnout, and therefore we reject the null hypothesis H<sub>0</sub> and accept the alternative hypothesis H<sub>1</sub>,

**which is that the cultural dimension has a significant impact Statistics in reducing job burnout in the hospital, February 18, in the state of Ghardaia.**

#### **4.4.2 basic hypothesis :**

Through the above table No. 07, it is clear that the value of the correlation coefficient R between the independent variable occupational adjustment and the dependent variable job burnout amounted to (-0.497), which is a negative and inverse value with the value of the coefficient of determination (0.247), i.e. 24% of the change in job burnout is caused by the change In the level of occupational adaptation matching, the unexpected percentage is 76%, as it was found that the value of F amounted to (25,599). It is a function at the level of significance of Sage (0.001), which is a value less than (0.005), which indicates the presence of statistical significance for the impact of Vocational adjustment on job exhaustion. In addition, we note that the value of the degree of influence reached B (-0.60), which is a negative and inverse value. An increase of one degree in Vocational Adjustment leads to a decrease in the value of job burnout (60%).

Thus, we reject the null hypothesis and accept the alternative hypothesis, **which leads us to accept the main hypothesis that there is a statistically significant effect of Vocational Adjustment in reducing job burnout among employees in the hospital institution, February 18, in the state of Ghardaia.**

#### **5. Study findings and recommendations**

- There is a statistically significant effect of the subjective dimension in the reduction of job burnout in the hospital under study.
- There is a statistically significant effect of the professional dimension in reducing job burnout in the hospital under study.
- There is a statistically significant effect of the social dimension in reducing job burnout in the hospital under study.
- There is a statistically significant effect of the cultural dimension in reducing job burnout in the hospital under study
- There is a statistically significant effect of Vocational Adjustment in reducing job burnout in the hospital under study

**In light of the results of the study, the researchers recommend the following:**

- Paying attention to the issue of professional compatibility and job fatigue in the hospital February 18, in the state of Ghardaia, through holding seminars, training, and discussion committees, and involving the largest possible number of workers in various departments. levels.
- Attention to improving the work environment and climate in the hospital to ensure the compatibility of workers with their jobs, which limits negative phenomena at work, which are predictors of psychological stress in addition to job exhaustion.

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