The Relationship between Job Satisfaction with Burnout and Conflict Management Styles in Employees

Mohammad-Hossein Safi¹, Farima Mohamadi², Ali-Asghar Kolahi³*

¹. Master of Health Science, Vice-Chancellor in Health Affairs, Shahid Beheshti University of Medical Sciences, Tehran, Iran
². Master of Exercise Physiology, Social Determinants of Health Center, Shahid Beheshti University of Medical Sciences, Tehran, Iran
³. Associate Professor of Community Medicine, Social Determinants of Health Research Center, Shahid Beheshti University of Medical Sciences, Tehran, Iran

*Corresponding Author: Ali-Asghar Kolahi; Social Determinants of Health Center, Shahid Beheshti University of Medical Sciences, Tehran, Iran
Email: a.kolahi@sbmu.ac.ir

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Abstract

Background and Objective: The organizations are obligated to take sufficient attention to human resources in order to attain greater efficiency and ultimately achieve their goals. Considering the importance of desirable behavior in organizations and its impact on the attitudes and perceptions of employees, it is necessary to pay special attention to the treatment of staff and their needs. The present study was prepared to investigate the relationship between job satisfaction and conflict management styles and job burnout among health care employees in north Tehran.

Materials and Methods: The study was done descriptive-analytical among employees with at least 6 months of experience and with a sample size of 224 patients at the health center. Data collection tools consisted job satisfaction, job burnout and conflict management questionnaires. SPSS software was used for data analysis and Pearson's correlation coefficient and T-test was used for independent groups.

Results: The result indicates positive and significant relationship between job satisfactions with solution-oriented styles, job satisfaction has a negative and significant relationship with control strategy. Non confrontational strategy has not significant relationship with job satisfaction. Also, all of the components of job burnout (emotional exhaustion, depersonalization, and reduced personal accomplishment) have a significant negative correlation with job satisfaction, and solution-oriented strategy has a negative significant correlation with emotional exhaustion.

Conclusion: According to the correlation of job satisfaction with burnout, control strategy and solution-oriented styles, managers can use efficient methods such as pay and benefits commensurate with ability and experience, training and professional improvement, freedom of action, the division of labor based on merit and ability, etc. affect their behavior and increase their efficiency and effectiveness in order to further the organizational goals.

Keywords: Conflict management styles, Burnout, Job Satisfaction, Health Center