

Understanding and mitigating burnout among healthcare workers: A qualitative study on contributing factors and institutional responses

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ABSTRACT

Introduction: Burnout among healthcare workers is increasingly recognized to be a critical global health problem. The present review sought to assess the multifactorial nature of burnout within healthcare settings, considering its effects on providers and quality of care provided by these personnel. The impact of burnout on professional efficacy, emotional exhaustion, and organizational outcomes vividly underscores the relevance of a holistic approach to understanding its driving factors. **Materials and Methods:** The study was carried out through a qualitative research design, interviewing semi-structured six health professionals from the district of Johor Bahru, Malaysia. Analysis was performed through a thematic approach, enabling the emergence of key themes directly from the detailed narratives provided by participants. This methodology allowed for a comprehensive exploration of both intrinsic and extrinsic factors that contribute to burnout among healthcare workers. **Results:** The study found four key themes that reflected burnout: perceived lack of control, excessive workload, role conflict, and emotional labor. Participants were facing challenges related to autonomy, resource issues, and work-life balance, which are thought of as precursors to emotional exhaustion and job satisfaction. The results underscore a complicated interplay of organizational dynamics and personal stressors that are found to magnify the experience of burnout among healthcare staff. **Conclusion:** The study revealed a need for organizational systemic changes, especially in improving job control, balance in workloads, and support systems in healthcare environments, all leading toward mitigation of burnout. Allowing for the identification of such areas and due attention being accorded to them, the health organization shall, in this respect, be well poised to maintain better mental and physical health of its employees. these findings advocate for a paradigm shift towards integrating both individual and organizational approaches to effectively combat burnout in healthcare settings.