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RESEARCH ARTICLE

THE LEVEL OF PSYCHOLOGICAL BURNOUT OF EMPLOYEES AMONG THE SUDANESE UNIVERSITY LIBRARIES IN KHARTOUM STATE AND ITS RELATION WITH SOME DEMOGRAPHIC VARIABLES

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ABSTRACT

The study aimed at discussing the relation between psychological burnout and some demographic variables among employees in the Sudanese university libraries in Khartoum state, the sample study was selected in a *stratified* random sampling composed of 150 (90 males,60 females) whom are employees in university libraries in Khartoum state. The Maslach scale for psychological burnout has been used, The study concluded that the dimensions of psychological burnout among workers (males) in university libraries in Khartoum state are morally different from females, In addition, the dimensions of psychological burnout among workers (married) in university libraries in Khartoum state are not morally different from the single ones, there is also a moral difference in the average sample answers (the dimensions of psychological burnout among employees in university libraries in Khartoum state according to their scientific qualifications, In addition, the dimensions of psychological burnout among university libraries workers in Khartoum state do not differ morally according to their years of experience.

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INTRODUCTION

The phenomenon of psychological burnout is one of the most prominent psychological phenomena that appeared in the field of work as a result of the increasing feeling of professional and psychological pressures, and it is considered as one of the most professional jobs in which it had been held was the social and humanitarian professions which served others , so, this study tries to know the size of professional pressures and the degree of psychological burnout suffered by those working in Sudanese university libraries in Khartoum State, this is through a field survey of a sample of the different members of the Sudanese university libraries in Khartoum State, which is a thorough study of the personality of the employees in the libraries and the evaluation of the working conditions and environment, this study seeks to verify the idea of psychological combustion, from which many professions in which the general public is treated are usually suffering. For each profession, there are pressures from those working in the field, as in the library profession, there are pressures from

the employees, but to varying degrees as a result of the job burden, such as the employee's work over his capacity or that his work does not match his scientific qualifications, or pressures resulting from the work environment and others.

Statement of the Problem: The phenomenon of psychological burnout cannot be avoided without knowing its sources in order to identify the problem, so that the surrounding environment can be changed in order to reduce the conditions causing pressures, the improvement of the ability of library staff to resist burnout depends mainly on their training and advance preparation, Due to the lack of studies in this field, this study came to highlight the problem of the psychological burnout of workers in the Sudanese university libraries in Khartoum state, This is through the identification of its sources and the disclosure of the relationship between psychological burnout in the light of the following variables: Gender, qualification, years of experience, social status, and in the light of the above, the researchers limit the study problem to the following questions: Does the psychological burnout spread among workers in Sudanese university libraries in Khartoum state to great extent? Do there are differences on the scale of psychological burnout according to the variables of gender, academic qualification, years of experience, the social situation of workers in Sudanese university libraries in Khartoum State?

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Research Objectives: This study aims at discussing the relation between psychological burnout and some demographic variables for workers in Sudanese university libraries in Khartoum State, so the study aims are represented:

- Knowing the differences in psychological combustion among employees in Sudanese university libraries in Khartoum State according to changing gender, age, years of experience, marital status.
- Using the results of this study in formulating a number of recommendations and suggestions that work on reducing the levels of psychological burnout among workers in the Sudanese university libraries in Khartoum State, and improving their performance, thus increasing their professional competence.

Research Hypotheses

- **First hypothesis:** There are no statistically function differences in the dimensions of psychological burnout among university libraries in Khartoum State depending on the gender (males, females) at the indication level (0.5)
- **Second hypothesis:** There are no statistically function differences in the dimensions of psychological burnout among university libraries in Khartoum State depending on the gender (married, single) at the indication level (0.5)
- **Third hypothesis:** There are no statistically function differences in the dimensions of psychological burnout among university libraries in Khartoum state according to the scientific qualification at the indication level (0.5).
- **Fourth hypothesis:** There are no statistically function differences in the dimensions of psychological burnout among university libraries in Khartoum state depending on the experience at the indication level (0.5).

Research Significant

- The importance of the study is limited to the following points:
- Shedding light on an important phenomenon that negatively affects workers in Sudanese university libraries in Khartoum State, which is the phenomenon of psychological burnout, and In the past decade, it has been believed that service workers are more vulnerable to the phenomenon of psychological burnout, which is so serious that it adversely affects the performance and orientation of library workers toward their work, and this leads some to leave the job.
- The importance of the study is that it deals with an important section, which is the category of employees in university libraries, as they are exposed to psychological problems and social pressures, and therefore this study is considered an extension of research that deals with the psychological health of employees.
- Opening the field for future studies to search for suitable strategies to reduce the psychological burnout phenomenon of employees in university libraries.
- The lack of Arab studies that dealt with the phenomenon of psychological burnout of employees in

university libraries within the limits of the researcher's knowledge.

Terms of the study:

Psychological Burnout

- There are several definitions of psychological burnout, including:
- Psychological burnout is a "syndrome or group of symptoms of stress, depletion of energy efficiency, degenerative character, and a sense of dissatisfaction with personal achievement in the professional field. A set of symptoms can occur in people performing a type of work that requires direct interaction with people and according to this definition, Psychological burnout consists of three dimensions:

Emotional Stress: It refers to the individual's feeling that he has become too tired, and that he is exhausted by his communication with others and contacting them.

Emotional Blunting: It refers to the negative trends toward others and the lack of sense of the individual toward persons who are usually beneficiaries of the services or care provided to them, it also refers to his cruel treatment to these persons.

Lack of sense of achievement: It indicates a low level of sense of competence and ability to achieve the desired success in working with other people. As for the operational definition of the psychological burnout: is the sum of the stages an individual receives when responding to the measure of psychological combustion used in this study.

Theoretical framework and previous studies

Psychological burnout definition: There are several definitions of psychological burnout from which we are mentioned:

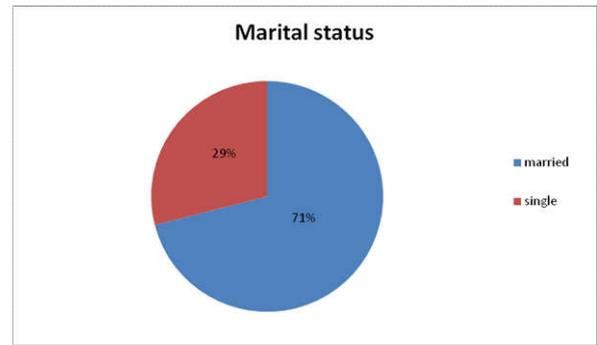
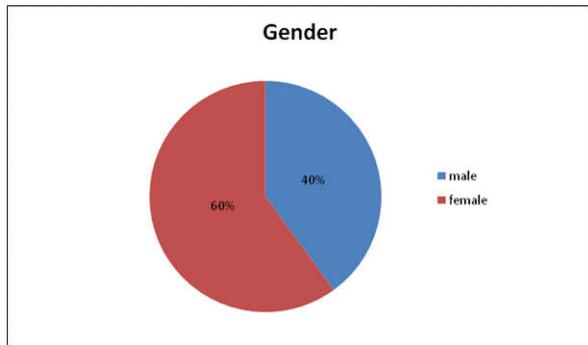
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Gender	Number	Percentage
Male	60	40%
Female	90	60%
Total	150	100%

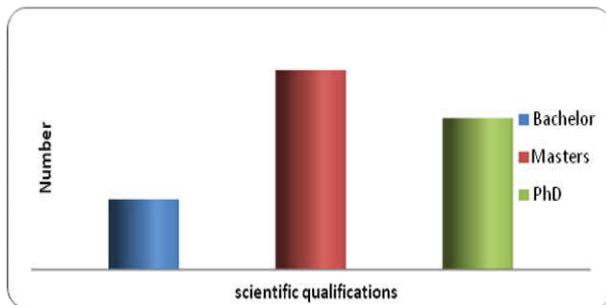


Average	evaluation
Above 3,6	High quality
From 2,6 to 3,6	Acceptable
Less than 2,6	Needs development
Evaluation	The variation factor
harmonized	Less than 40%
Average harmonized	40% - 60%
Not harmonized	Above 60%

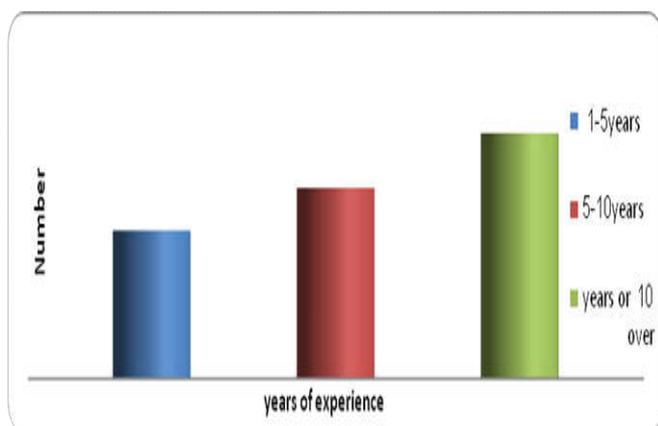
4-2 scientific qualification table for the sample examined:

scientific qualification	Number	Percentage
Bachelor degree	25	17%
Master degree	71	47%
P.H.D degree	54	36%
Total	150	100%

Source: Preparing by the two researchers using SPSS 2018



Years of experience	Number	Percentage
1-5 years	38	25%
5-10 years	49	33%
10 years or over	63	42%
Total	150	100%



4-4 marital status table for the sample examined

Marital status	Number	Percentage
married	107	71%
single	43	29%
Total	150	100%

Source: Preparing by the two researchers using SPSS 2018

Psychological Burnout: Different definitions of the term psychological burnout were mentioned in the research on the subject, and this may be due to the differences in the experience and background of researchers, and thus our understanding of the psychological burnout and its causes remains incomplete because the researchers did not agree on the definition of this term. The concept of psychological burnout is a relatively modern concept, and no one knew anything about the phenomenon of psychological combustion before the emergence of the clinical psychologist (Freudenberger) in 1974, he published the first work on this topic in a scientific article in which he described psychological burnout as a state of weakness, exhaustion and exhaustion resulting from the inability of the humanitarian workers to deal with the high demands on their energy, power and resources (Adam Ghazi,351,2003). Since then, the use of the term has received considerable attention in the published works from different working environments.

In fact, the studies carried out earlier by Christina Maslach & Ayala Pines at the University of Berkely that has given a reputation for this term, and It has become commonly used and widespread. Among the definitions in the description of the term psychological burnout, the most commonly used and the most widely used, is the definition formulated by Maslach, the social psychology specialist at the above-mentioned university. Dr. Maslach is considered as a pioneer in the field of psychological combustion and has been known as the syndrome or group of symptoms of stress and energy depletion of energy efficiency, and stripping off the personal qualities and a sense of dissatisfaction with personal achievement in the professional field, a set of symptoms that can occur in people performing a type of work that requires dealing with people (Maslach: 1982a:3). The definition of Jackson is similar to the definition of Maslach, who defined it (as a state of physical, emotional, self-indignation and on others, working with his unenthusiasm, a state of stagnation, dullness and a decline in the production rate (Aladdin Kfafi,2003,353). Lazaus(1966) and Frudenberger (1974) defines it as a state of exhaustion that occurs as a result of the excessive and constant burdens and demands placed on individuals at the expense of their energy and strength, and this condition can be identified by a range of psychological and physical symptoms that affect individuals

Table 4. 5 Average and variation factors for the questionnaire items:

No	The Question	Arithmetic mean	Evaluation	Variation factor	harmony
1	I feel that I am exhausted from my work	3,8	High quality	36%	harmonized
2	I feel exhausted by the end of the day.	4,1	High quality	29%	harmonized
3	I feel tired when I wake up in the morning, especially when I realize I will face another day of work.	4,5	High quality	22%	harmonized
4	I easily understand how the beneficiaries feel about things.	3,4	acceptable	44%	average
5	I feel that I treat the beneficiaries as if they were rigid things.	3,9	High quality	31%	harmonized
6	Working with people (beneficiaries - managers) is a real cause of tension.	4,6	High quality	17%	harmonized
7	I deal effectively with the problems of the beneficiaries	3,9	High quality	38%	harmonized
8	I feel the psychologically burnout of my work	4,2	High quality	27%	harmonized
9	I feel positive influence in the lives of others through my work	3,2	acceptable	49%	average
10	I became more cruel to people practicing this profession	4,3	High quality	26%	harmonized
11	I am concerned that this profession made me tough on people	4,4	High quality	27%	harmonized
12	I feel energetic	3,8	High quality	44%	average
13	I'm frustrated with my career	4,6	High quality	18%	harmonized
14	I feel like I'm working too much in my profession	4,5	High quality	23%	harmonized
15	I really don't care about what is happening to some of those I deal with	4,3	High quality	30%	harmonized
16	My work with people (beneficiaries - directors) directly strains me a lot	4,2	High quality	31%	harmonized
17	I can easily create a comfortable atmosphere for the beneficiaries	3,6	acceptable	46%	average
18	I am thrilled when I work closely with the beneficiaries – managers	2,9	acceptable	59%	average
19	I have made valuable achievements in this profession.	3,6	acceptable	49%	average
20	I feel suffocated and almost the end	4,2	High quality	30%	harmonized
21	During my work, I deal with emotional work problems very quietly	4,7	High quality	10%	harmonized
22	I feel that the beneficiaries blame me for neglecting some of their problems.	4,6	High quality	75%	Not harmonized
23	Overall average	4,1	High quality	35%	harmonized

The field	Arithmetic mean	standard deviation	Degrees of freedom	T Value	Probability value
The dimensions of psychological burnout among employees in university libraries in Khartoum state according to the marital status (married, single)	4,1	1,4	148	0,935-	0,35

Source: Preparing by the two researchers using SPSS 2018

Table No. 4 7. Results of the application of the test (T) for two independent samples to measure the dimensions of psychological burnout among employees in university libraries in Khartoum state according to the marital status (single, married)

The field	Arithmetic mean	standard deviation	Degrees of freedom	T Value	Probability value
The dimensions of psychological burnout among employees in university libraries in Khartoum state according to the marital status (married, single)	4,1	1,4	148	0,935-	0,35

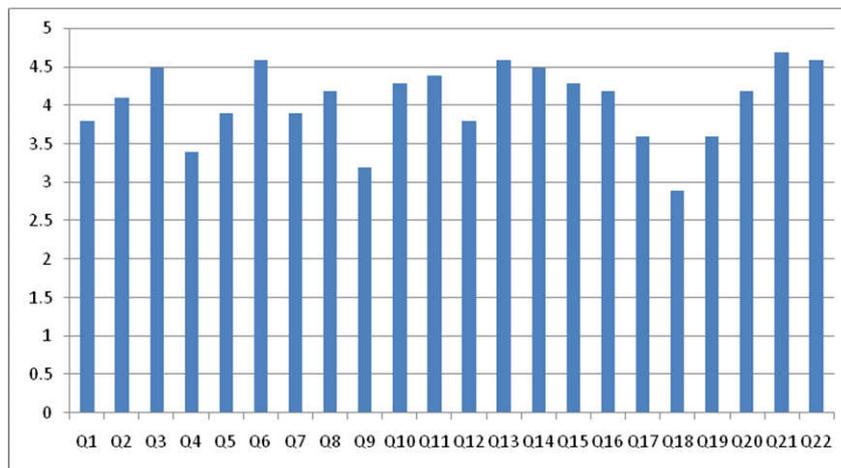
Source: Preparing by the two researchers using SPSS 2018

Table No. 4. 8. Results of the application of the One-Way AVOVA test (F) (AVOVA) to measure the dimensions of psychological burnout among employees in university libraries in Khartoum state according to scientific qualification

The Status	Total squares	Freedom degree	Average of squares	F Value Test	Probability value	
The dimensions of psychological burnout among employees in university libraries in Khartoum state according to scientific qualification	Between groups	0,668	2	0,334	3,186	0,04
	Within groups	15,405	147	0,105		
	Total	16,072	149			

Table No. 4-9. Results of the application of the One-Way AVOVA test (F) (AVOVA) to measure the dimensions of psychological burnout among employees in university libraries in Khartoum state according to years of experience.

The Status	Total squares	Freedom degree	Average of squares	F Value Test	Probability value	
The dimensions of psychological burnout among employees in university libraries in Khartoum state according to years of experience	Between groups	0,117	2	0,059	0,541	0,58
	Within groups	15,955	147	0,109		
	Total	16,072	149			



Source: Preparing by the two researchers using SPSS 2018

differently (Nader Al- Zayood, 2002,205). Ali Askar and others (1982) defines it as a reflection or reaction to unforeseen circumstances of work, with many consequences like: low sense of responsibility, Psychological exhaustion, abandonment of idealism and increased negativity, blame others for failure, lack of motivation and lack of performance, frequent absenteeism, and job instability. Saidman (1986) defines it as a presentation of inappropriate trends toward clients, self-toward, often associated with inconvenient efficiency and feature, ranging from exhaustion to insomnia to ulcer and migraine, as well as a marked deterioration of performance. Gold& Roth (1994) pointed out that it was a situation that caused the individual's feeling that his needs were not met, his expectations were not met, and he described the development of disappointment accompanied by psychological and physical symptoms, which leads to a decline in self-perception and develops psychological burnout gradually over time (Khawla Yahya & Rana Hamed, 2001,99). Although there are different definitions from different researchers, the similarity between these definitions is clear, as there is almost agreement among researchers that psychological burnout is a gradual series that begins with psychological stress, tension, and its effects increase and increase over time. The researchers define psychological burnout as a negative pattern, in response to events with pressures, pupils, and teaching as a profession, In addition to the lack of support and support from the administration, the teacher feels stress and fatigue, feels some physical and psychological disorders, and loses his sense of success, achievement and unwillingness to work.

Causes of psychological burnout and its sources: Some researchers tried to identify the underlying causes and sources of psychological burnout, depending on the positive relation between this phenomenon and the work pressures. Because of their conviction of that relationship, they classified the causes according to the nature of the stress source. Most researchers attribute the causes of psychological burnout to two main reasons: Organizational factors and personal characteristics, and under each reason, a set of elements are listed.

Firstly: Organizational factors: Conflict of roles: It occurs when an individual is required to perform actions that are disproportionate or inconsistent with the nature of his or her work and increase the volume of burdens assigned to him or her beyond reasonable limits. Ambiguity of roles: It means unclear in job descriptions, assignment statement, goal setting, responsibilities, performance bases, and colleagues' expectations, ambiguity occurs in roles when a person needs

the necessary information to be able to perform the role assigned to him as required, and as a result of this ambiguity he disclaims responsibility if he does not successfully fulfill the tasks assigned to him. The workload is too heavy: We mean that the amount of work required to accomplish hinders the limits of its energy and the time allocated to it (Zaid Albatal, 2000, 34).

Secondly: The Features and characteristics of individuals: Inadequate training: The preparation of library staff requires special training to help them develop their mental and physical abilities, anyway, many employees believe that the formal education and training they receive is inadequate and, and that it does not appropriately qualify them (Farber1991). Personal characteristics: It seems to affect the individual's response to psychological pressures and psychological burnout, as the risk of psychological burn out varies from person to person, as some individuals are more likely to be infected by psychological burnout, and these characteristics include: control and rigidity center, persistence, idealism and personality style (Zaid Albatal, 2001, 51).

One of the most important sources of psychological burnout is communication and interaction with people, the factors of this interaction that causes difficulties and high pressures, the pressures of work and the characteristics of the system of the institution in which work is carried out, individual sources such as various personal motives and characteristics, the need for excellence, and the sources appear to vary from social sources, career sources, personal sources, this as well as the distance of colleagues in the work and their understanding and support, which is a source of psychological burnout (Maslach,1982). Others see that there are a range of factors causing psychological burnout, which are (Nader Fahmy Al-Zayoud,2002, 204203):

- Performing the same tasks with little change, especially if these tasks are not meaningful.
- Give too much and don't get too appreciation and support.
- Lack of sense of achievement in the work.
- Presence under enormous pressure to provide assistance and reach the goals that are mostly unrealistic.
- Conflict and tension with colleagues and consequently lack of support in the atmosphere of work.
- Lack for opportunities for personal experience or trying new trends, or situations through which change can be

tested, creativity is not only rewarded but also discouraged.

- From the above we can draw the most important causes of psychological burnout of the staff in libraries, namely:-
- Lack of financial appreciation
- Inadequate moral appreciation across the social level
- Insufficient training to enable staff to cope with the pressure efficiently

Psychological Burnout Stages: Psychological burnout goes through successive stages. The state of burnout does not occur suddenly, where he goes through a stage where he is overwhelmed by a work-related problem and is surprised and shocked by the difference he finds between expectation and reality, that is what he expected and waits for and the reality he is living, his satisfaction with himself and his work decreases and then the person enters a new stage more advanced than the first stage where he is more anxious and uncomfortable, this feeling is reflected on his performance of his work, and this feeling is reflected also on his physical health, suffers from some physical morbidity, takes part in withdrawal from social life and stops practicing any hobbies he used to practice. The third stage, the last stage of burnout, occurs if it does not find aid from those around it or specialized technical assistance.

In this case, the physical symptoms increase, the behavior increases beyond the normal standards, the individual's performance is greatly reduced, his relations with his colleagues and managers are broken, and in some cases he thinks of suicide and getting rid of his life (Aladdin Kfafi, 2003, 355). Psychological burnout represents a continuous series of processes that develop over time, and there are three stages through which the individual to reach the degree of psychological combustion are as follows (Seley, 1976): The first stage: It is called the early warning stage of reaction, which is the reaction of the body to defend itself against psychological stress until it is decays. The second stage: It is called resistance, which is the ability of the individual to resist the imperfections of practical life, an attempt to adapt to exceed the usual level. The third stage: It is called exhaustion or attrition or energy depletion. At this stage, the excitement has accumulated as a result of the individual being exposed to repeated and continuous stress until his life becomes hard, it is difficult for him to return to adaptation again, and then become prey to psychological burning. In other words, the phenomenon of psychological burnout can be considered a three-stage process: The first stage: It is the work should be pressured due to the imbalance between work requirements and the self-abilities necessary to meet those requirements by the professional, the second stage, which is an extension of the first stage, comes as an effective reaction to the state of imbalance and is characterized by anxiety, fatigue and stress, the third stage consists of a series of changes in attitudes and behavior in the professional community, such as the tendency to treat the client automatically and to engage in satisfying personal needs and the resulting explanation of commitment to professional responsibility (Carey Gear Ness, 1986, 349). Some assume that psychological burnout goes through four stages of enthusiasm, inertia, frustration, and lack of energy (Zaid Albatal, 2000, 59).

Stage 1: Enthusiasm, at this stage, the teacher is highly dynamic, active, motivational and high performance - leading

to integration and adaptation in his work, however, this would also lead to giving Over and above reasonable with little payment.

Stage 2: Inertia, the teacher at this stage feels that he was given too much and that he should think about his personal life and give it more consideration.

Stage 3: Frustration and disappointment, in which the teacher disputes doubts and feels distrust, until he reaches the degree of incompetence.

Stage 4: Despair and inertia, the teacher feels at the level that he is completely frustrated by his profession that retains it so that he only remains alive.

The general sequence of the psychological burnout process is seen as follows (Farber 1991):

- Enthusiasm, dedication and devotion leading to
- Feelings of frustration and anger, as a reaction to psychological stress resulting from personal, social, and practical conditions, which in turn are produce
- The lack of causal connection (the link between cause and effect) leads to
- Disclaimer of obligations which resulting to
- Vulnerability and increased personal susceptibility to multiple symptoms, such as symptoms of organic diseases (such as headache, hypertension, etc.), and the symptoms of psychological disorders such as: (Drop and try to blame others, etc.), neurological emotional symptoms such as: (anger, irritability, and depression) which will worsen - unless properly treated.
- The sense of full and complete exhaustion of all energies and fatigue and lack of interest.
- Symptoms of psychological combustion:

Omahony (1983) clarified that burnout is usually accompanied by a group of physical, emotional and psychological symptoms. It is very appropriate to consider burning and precisely a mental state that is afflicting some people whose work requires giving a lot and by contrast taking very little, in other words, self-exerting and dedication to others (Maryam Mirghani, 2000, 36). Kahill (1988) reviewed a series of writings that dealt with the symptoms of psychological combustion resulting from psychological pressures of the profession, the researcher divided these symptoms into five main categories:

Organic symptoms, emotional, personal relationships symptoms, and symptoms associated with attitudes, convictions and beliefs. Organic symptoms are associated with the symptoms and deterioration of the state of health, such as: Stress and fatigue, problems of unsleeping naturally as well as various physical diseases, as for the emotional symptoms, they have not been adequately researched and, in any case, most professionals suffering from psychological combustion reported that they suffer from anxiety associated with emotional exhaustion, depression, and frustration, Behavioral symptoms are usually associated with work behaviors such as abandonment of occupation, poor performance, harmful and deadly habits, including alcoholism and drug abuse. Interpersonal symptoms they include - in terms of their impact - students, friends and family members, and indicate symptoms related to convictions and attitudes (attitudinal symptoms) to

the negative view of students, occupation, personal convictions, and to life in general (Zaid Albatal, 2001, 65,66). In spite of these symptoms, it should be noted that there are a number of related phenomena, but they do not represent the phenomenon of psychological burnout, namely:

- Temporary fatigue although this is a primary sign of psychological burnout.
- Social normalization where the individual changes his or her attitudes and behavior due to social pressures from colleagues or clients.

The phenomenon of changing or leaving the job, psychological combustion can lead to the individual to leave his job but can be an individual (burned) and continue in his profession because of job security or tempting salary and few responsibilities (Carrie Gear Ness,1986,350). Susanna Carter (1994) said the symptoms of psychological combustion appear in workers in five aspects:- (Al-Zubair Bashir Taha and others ,2003,9).

Physical: In the form of fatigue, chronic fatigue, physical pain, repeated accidents, fear of eye view, physical contact or alcohol and drug addiction.

- **Intellectual:** is the difficulty of analysis of information, weakness of concentration, lack of attention and inability to meet the deadlines, and the inability to create and creativity.
- **Emotional:** Represented in psychological tension, mental stress, excessive sensitivity and inability to be patient, submissive and inability to self-control.
- **Social:** They are to move away from social gatherings, interact with them, and does not have time for others.
- **Spiritual:** Feeling threatened by the wishes of others, suffering from breakdowns in personal values and wants to change and escape and feel despair.

The researcher notes that there is little agreement that teachers' symptoms of psychological burnout are: Emotional symptoms, behavioral symptoms, and organic symptoms.

Study Limits:

- The limits of this study are limited to the variables contained in it which:-
- Psychological burnout and some demographic variables for workers in Sudanese libraries in Khartoum state.
- This research was limited to a representative sample of Sudanese library staff in Khartoum State.
- In terms of the time limit of study, the study tools were applied to a stratified random sample in the academic year 2018/2019
- The study is also determined by the standards used in it

Study Methodology: In this study, the researchers relied on the descriptive method as it is more suitable for the nature of the study and its objectives "It is a method of collecting detailed accurate descriptions of the existing phenomenon in order to use the data to develop a smarter line to improve social and educational conditions and processes" (Due Yould Van Dalen, 1994, 297). It is primarily intended to study the circumstances, phenomena, situation or relationships as they exist, and to obtain a precise description of them that helps to

explain the problems they contain or to answer their own questions. We should not understand that the descriptive research task is merely to gather data or information about the phenomenon or topics that it is being studied, but the descriptive research task extends beyond that, It aims to clarify, analyze, and interpret relationships between phenomena (Abdul Rahman Sayed Sulaiman,2004,38) This is in the light of certain values or criteria, and suggests steps or methods that can be followed to reach the image that should be in the light of these criteria or values, and it is used for data collection and information which are used in various types of descriptive research methods and means such as observation, interview, tests, and referendums (Mohammed Mahmoud Al-Syriani,2005,150).

Study Tools

The two researchers selected Maslach scale of psychological burnout:

- It is considered as one of the most capable measures that measure the degree of psychological burnout used by a large number of researchers.
- The scale is reliable as it estimates the capacity, participation and achievement of people in Institutes, companies, and organizations.
- It showed high stability when applied in the Saudi environment by some researchers, such as Zaid Albatal and Ali Shawil al-Qarni.
- Most commonly used to measure occupational pressures.

The modified version of the scale was approved, which was prepared and reviewed by Dr. Zaid Mohammed Albatal and applied to the Saudi environment, after conducting the required credibility and reliability degrees.

The Practical Side: This chapter contains a presentation to analyze and discuss study data in the light of its hypotheses, by providing an analytical description of the characteristics of the demographic sample, followed by an extensive and comprehensive analysis of study questions and discussion of their findings.

Describe the characteristics of the study sample: The sample study was selected in the random stratification method, and a sample is said to be randomly selected if each member of the community has the equal opportunity to be a member of this sample (Hassan Salama and others,1990,213). The following tables show the frequencies and percentages of the study sample by demographic characteristics represented by (gender=X1, educational qualification=X2, years of experience=X3, marital status=X4). In table 4.1, we note that the highest category was for female workers (90 workers) (60%), while the lowest category was for male workers (60 workers) (40%). In table 4.2, we note that the highest category was that of the qualified (Masters) employees, who numbered 71 by 47%, followed by the qualified (PhD) employees, who reached 54 (36%), while the lowest category was that of the scientific qualified (Bachelor) employees, where their number was 25 (17%). In table 4.3, we note that the highest category was that of the experienced (10 years and over) with 63 (42%), followed by experienced (5-10 years) with 49 (33%) and the lowest category of experienced (1-5 years) with 38 (25%) years of experience.

In table (4.4), we note that the highest category of married workers was 107 at 71%, while the lowest category was for single workers at 43 (29%).

DATA ANALYSIS AND DISCUSSION

The researchers adopted the Likert/Five Point Scale ladder to determine the level of answers in the study tool, by placing a check mark (✓) for the answer that reflects their degree of approval whether they strongly agree, agree, do not know, reject, and reject strongly. This is to assess the level of response to the subject matter from the point of view of the sample. Three levels of arithmetic averages were adopted as follows:

First hypothesis:

Hypothesis 0: There are no statistically function differences in the dimensions of psychological burnout among the employees of university libraries in Khartoum State according to gender (males, females) at the level of function (0,05). Table No. (4-6) Results of the application of the test (T) for two independent samples to measure the dimensions of psychological burnout among employees in university libraries in Khartoum state according to type (males, females). Table (4-6) shows that the hypothesis0 is rejected and the alternative hypothesis1 is accepted which indicates statistically function differences at the level of function $\alpha \leq 0.05$. This means that the dimensions of psychological burnout among workers (males) in university libraries in Khartoum state significantly different from females, where the probability value (0.04), which is less than 0.05. This may be because women have greater responsibilities than men, having additional duties than men, which their community imposes on them such as the home, the husband, and the children, these duties to the home are influenced by the nature of the library profession, which requires long hours of work a day, at the expense of its responsibilities at home and toward the husband and children, All of this makes her do an extra effort than a man, who is exempt by society from many family tasks, household duties and child-rearing duties, which he society consider it a monopoly on women, even if she is a working woman, consequently, she has to play more than one role at the same time, which makes her make a great effort to balance as much as possible her work duties and responsibilities at home. Therefore, women feel more stress and fatigue than men due to the multiple roles and duties imposed on them compared with him, this result is in line with the result of (Amal Zaoui 2018) and the result of (Jassim Mohammed Abdullah Marzouki 2008), which confirmed the existence of significant differences between males and females in favor of males.

Second hypothesis

Hypothesis 0: There are no statistically function differences in the dimensions of psychological burnout among the employees of university libraries in Khartoum State according to gender (males, females) at the level of function (0,05). Table No. (4-7) Results of the application of the test (T) for two independent samples to measure the dimensions of psychological burnout among employees in university libraries in Khartoum state according to the marital status (single, married). Table (4-7) shows that the hypothesis0 is rejected and the alternative hypothesis1 is accepted which indicates statistically function differences at the level of function $\alpha \leq 0.05$.

This means that the dimensions of psychological burnout among workers (married) in university libraries in Khartoum state are not significantly different from singles, where the probability value (0.35), which is more than 0.05. This indicates that the social status of library workers is not a source of pressure or tension, and this result is different with the result (Amal Zaoui 2018), which confirmed the existence of statistically function differences attributed to unmarried persons.

Third hypothesis: Hypothesis 0: There are no statistically function differences in the dimensions of psychological burnout among the employees of university libraries in Khartoum State according to scientific qualification at the level of function (0,05). Table No. (4-8) Results of the application of the One-Way AVOVA test (F) (AVOVA) to measure the dimensions of psychological burnout among employees in university libraries in Khartoum state according to scientific qualification. Table (4-8) shows that the hypothesis0 is rejected and the alternative hypothesis1 is accepted which indicates statistically function differences at the level of function $\alpha \leq 0.05$. This means that the dimensions of psychological burnout among workers (married) in university libraries in Khartoum state are not significantly different from singles, where the probability value (0.35), which is more than 0.05. This logical conclusion is interpreted in the sense that the high scientific qualification has a positive role in the work of libraries, and that the high degree of scientific qualification makes librarians more interactive and adapted to the library environment, more aware and understanding of the problems experienced by beneficiaries, more knowledgeable and familiar with interactive, mentoring and psychological skills, and more able to apply professional methods and techniques to treatment theories, furthermore, the high qualification of librarians also gains the necessary scientific concepts, experience and skills, depending on the nature and quality of the scientific and professional preparation received in these courses, and this result agreed with the result of (Jasem Mohamed Abdullah 2008).

Fourth hypothesis

Hypothesis 0: There are no statistically function differences in the dimensions of psychological burnout among the employees of university libraries in Khartoum State according to years of experience at the level of function (0,05). Table No. (4-9) Results of the application of the One-Way AVOVA test (F) (AVOVA) to measure the dimensions of psychological burnout among employees in university libraries in Khartoum state according to years of experience. Table (4-9) shows that the hypothesis0 is accepted and the alternative hypothesis1 is rejected which indicates statistically function differences at the level of function $\alpha > 0.05$. This means that the dimensions of psychological burnout among workers in university libraries in Khartoum state are not significantly different from their years of experience, where the probability value (0.58), which is more than 0.05. This can be explained by the fact that all librarians have the same qualifications and sometimes graduate from the same university and department, and practice the same tasks so that society does not differentiate between them in terms of view or nature of work, also, work also puts psychological pressure on library workers, although the number of years of work varies, so professional experience can only help them in the way of dealing with the source of pressure, but does not reduce work pressures, which remain

constant, and this result is varied with the result (Jassim Mohammed Abdallah Al-Marzouki 2008). In reviewing previous studies, it is noted that none of these studies has touched on the psychological burnout in its relationship with library workers, and this study differs from its predecessors by highlighting a new field where psychological burnout, the field of libraries, may be infiltrated, which makes this study distinct from the studies that preceded it.

Conclusion

This study was conducted with the aim of discussing the relation between psychological burnout and some demographic variables among employees in the Sudanese university libraries in Khartoum state, as we learned that this subject was not studied in this category of professionals, we also tried to find out how it relates to some demographic variables (gender, social situation, experience, scientific qualification), and tried to propose some preventive solutions.

Recommendation

The most important recommendations of the study:

- We hope our specialists' concerns will be extended and deepened within the atmosphere and business environments in official and private institutions.
- The study recommends the opportunity for workers in decision-making, and raise their morale.
- Information institutions in general and university libraries in particular should be equipped with modern technologies and improve the working environment.

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