

Dual Role of Empathy in Job Stress, Burnout, and Intention to Leave among Addiction Specialists

Tamar Bokuchava¹ and Nino Javakhishvili¹

¹Ilia State University

April 16, 2024

Abstract

This study aimed to investigate the relationship between job stress, burnout and intention to leave, moderated by emotional and cognitive empathy. Data were collected via the Maslach Burnout Inventory (MBI-HSS), “Interpersonal Reactivity Index” (IRI) measuring perspective-taking and empathic concern, Spielberger’s “Professional Stress Questionnaire”, and a questionnaire measuring “Intention to leave”. Medical doctors, nurses and psychologists working in addiction facilities were surveyed. Data processing showed that independently, job stress increases burnout and intention to leave. Also, either cognitive or emotional factors of empathy prevent burnout and intention to leave, but in interaction with each other they reduce each other’s preventing effect. Moreover, perspective-taking enhances the effect of job stress on intention to leave. This twofold effect of empathy for burnout and intention to leave provides practical implications for healthcare professionals. Key words: burnout; empathy; job stress; intention to leave.

Hosted file

Main Document.docx available at <https://authorea.com/users/736755/articles/712207-dual-role-of-empathy-in-job-stress-burnout-and-intention-to-leave-among-addiction-specialists>

Hosted file

Figures.docx available at <https://authorea.com/users/736755/articles/712207-dual-role-of-empathy-in-job-stress-burnout-and-intention-to-leave-among-addiction-specialists>

Hosted file

Tables.docx available at <https://authorea.com/users/736755/articles/712207-dual-role-of-empathy-in-job-stress-burnout-and-intention-to-leave-among-addiction-specialists>