

INTELLECTUAL MATURITY OF THE HUMAN RESOURCE AND ITS ROLE IN REDUCING JOB BURNOUT-AN ANALYTICAL STUDY OF THE OPINIONS OF A SAMPLE OF WORKERS IN AL-HAYAT AL-AHLIA HOSPITAL IN AL-NAJAF GOVERNORATE

Assist. Prof. Dr. Amer Abed Kareem Al-Thabhawee

Ak.amer@atu.edu.iq

Assist. Prof. Dr. Majid Jabbar Ghazai

Al-Furat Al-Awsat Technical University / Management Technical College/ Kufa

kco.mag@atu.edu.iq

Abstract

This research aims to know the relationship and impact between the intellectual maturity of the human resource through its dimensions (the ability to control oneself, personal conviction, gender) and job burnout through its dimensions (emotional exhaustion, inhumanity, low level of personal achievement). The research problem was identified in a main question: Is there a role for the intellectual maturity of the human resource in the researched organization to reduce job burnout in the work environment? The research used the questionnaire as a means to obtain data, where the research community was all employees of Al-Hayat Al-Ahly Hospital in Al-Najaf Governorate, and their number was (194) employees, and the research sample was (137) individuals, and (150) questionnaires were distributed, and the questionnaires retrieved and valid for statistical analysis were (137) A valid questionnaire for analysis. The data was analyzed using a set of statistical methods and the results were extracted using the computer program (SPSS v.22). The research reached a set of conclusions and recommendations, including that the organization, the research sample, strives towards building and supporting mature ideas, relying on talents and developing them in all hospital departments, and working to confront the biggest challenge that is represented in job burnout indicators in the organizational work environment, and working to confront them on objective grounds. Make the most of the advantages of human resource management in organizations.

Keywords: intellectual maturity of the human resource, job burnout, Al-Hayat National Hospital.

Introduction

Successful organizations practice the process of supporting constructive ideas based on intellectual maturity, which is represented by the human mind reaching a stage in which it is able to understand and comprehend the matters of professional life and its complex and

multidimensional issues in a gifted and conscious manner, and according to correct and sound standards, by applying mental consideration and following correct methods of reasoning, which means that With the absence of maturity in the thinking of the human resource, there are indicators of superficiality and recklessness in understanding, triviality and shallowness at the level of mental production. With the presence of maturity in presenting ideas, there is judgment in opinion and the presence of sophistication and cleverness in action and management. This type of maturity remains dependent on what the individual goes through and does not It can come out of nowhere, but it is necessary to go through the experiences of professional life, including severe difficulties, complex challenges, and tragic situations, because they have the fundamental role in developing the mechanisms of thinking and moving it to the stage of maturity, and thus the endeavor of business organizations to nurture ideas from human talents is... It is part of the process of investing in human energies, because taking care of working individuals who have mature ideas in these organizations is part of the approach to planning and preparing their programs, and working to attract and distribute them equally in all departments and aspects of work, to cross-fertilize ideas among them and increase skills and experience at the work level as a whole, and thus Reducing cases of job burnout, which is represented by work-related stress and the presence of a state of physical or psychological exhaustion in the individual that includes a feeling of declining productivity and loss of personal identity. In this research, we addressed four sections: The first section is to present the scientific methodology for the research. The second section is to present the theoretical framework for the research. The third section dealt with the practical aspect of the research, and finally the most important conclusions and recommendations of the research were presented.

The first topic: Procedural structure of research

This research deals with identifying the research problem, its importance, its goal, the hypothetical plan, and the hypotheses, which are:

First: the research problem

Many business organizations need to pay attention to the intellectual maturity of the human resource and the ideas that support the work environment. The roles of human resources are focused on measuring the gap in performance, and working to address it through programs developed by the organization's management to support thinking, knowledge, perception, understanding, analysis, good judgment, practicality, and realism, so that it depends A mature individual's ideas depend on his perceptions and experience in evaluating the truth and situations, so his ideas are free of illusions, unrealistic assumptions, and irrational beliefs. The organization must work according to training, development, and motivation programs because the continuation of this gap represents a threat to the targeted performance and increases indicators of job burnout, and this means confronting the threats. That the organization faces, which leads to job burnout in the work environment, and not ignoring opportunities that require less effort and cost to achieve excellence and success than managing threats, which is supporting mature ideas. This does not mean that the organization is lazy and deviates from its path, but there must be consistency in the organization's efforts. In supporting the

intellectual maturity of its human resources and reducing job burnout among its leaders and employees alike.

Therefore, the problem of our research can be defined in the main question, which is (Does the intellectual maturity of the human resource have a role in reducing job burnout in the organization under investigation?) This question results in the following sub-questions:

1. Does the ability to control oneself have a role in reducing job burnout?
2. Does personal conviction have a role in reducing job burnout?
3. Does the human race have a role in reducing job burnout?

Second: The importance of research

The importance of the research is embodied in the following topics:

Scientific or cognitive importance

1. The issue of intellectual maturity of the human resource and job burnout is a contemporary and modern topic that needs scientific enrichment.
2. Providing organizations working in all fields in the work environment with how to support mature and talented ideas in the work environment to reduce job burnout.
3. Providing the Arab and Iraqi library with some topics of strategic importance regarding the topics of intellectual maturity of the human resource and job burnout.

Practical importance for organizations

1. Indicators of intellectual maturity of the human resource contribute to building a competitive advantage for organizations that seek to implement it, as most global business organizations operate according to programs that support talented and distinguished ideas that represent the intellectual capital of the organizations.
2. Focus on some of the areas that business organizations are interested in, in which the individual worker reaches a high stage of maturity so that he works according to behaviors represented in forgiving co-workers, supporting the work environment, tending to abandon grudges and grudges, accepting others, being flexible towards other colleagues, and understanding their mistakes.
3. The researched organization can reduce job burnout by applying the topic of intellectual maturity of the human resource.

The practical importance of administrative functions in their use of the issue of intellectual maturity of the human resource and reducing its deviation in the researched organization.

1. Creating high-level thinking to work to increase the number of employees with mature ideas in the organization, not only to achieve success, but to reach the pinnacle of performance, creativity, and distinguished personal achievement.
2. Focus on the perceptions and goals of human resources management before working to support workers with talent and experience, and working to attract talented people, retain the good ones, and push them to work more comprehensively in order to increase productivity and achieve a sustainable competitive advantage for the organization.

3. Finding clear indicators to understand the intellectual maturity of the human resource for the organizational environment, fulfilling its requirements, and working according to information related to self-control, personal contentment, and performance of the human race, male and female, focusing on its strengths and weaknesses, and identifying the gap in a way that contributes to reducing job burnout in the work environment.

4. Knowing the reality of the business organizations that operate in the Iraqi environment and the degree of their awareness of applying the intellectual maturity of the human resource equally in the work environment in a way that is commensurate with the sustainability of the organizations' work in the long term. In other words, are the Iraqi organizations qualified to support the concept of intellectual maturity of the human resource in order to confront and reduce burnout Career.

Third: Research Objectives

The topic of intellectual maturity of the human resource has occupied the attention of researchers in the field of human resources management, and this naturally motivated researchers to adopt this topic to achieve goals including:

1. Identify the issue of intellectual maturity of the human resource as a contemporary administrative issue and the extent of its contribution to reducing job burnout in organizations that seek to implement it.
2. Knowing the role of the individual's ability to control oneself in achieving the dimensions of job burnout.
3. Identifying and diagnosing the role of personal conviction in confronting job burnout in business organizations, especially in the organization under study.
4. The role of the human race (males and females) and the extent of its contribution to reducing job burnout through understanding the orientations of employees and workers in the organization, as these orientations include the style of dealing with the customer or service recipients in the organization under investigation.
5. Identifying the correlations between the dimensions of intellectual maturity of the human resource and job burnout.
6. Identifying the influence relationships between the dimensions of intellectual maturity of the human resource and job burnout.

Fourth: Search chart

The hypothetical plan for the research shows the mutual and logical relationships that can explain the movement of variables and the extent of their influence on others. On this basis, the researchers prepared, based on the research variables and relying on the research questions, its importance and objectives, a hypothetical plan that depicts the independent variable (intellectual maturity of the human resource) represented by its dimensions (ability). Self-control, personal contentment, gender) and the dependent variable (job burnout) and its dimensions (emotional exhaustion, inhumanity, low level of personal achievement), based on the model (Bajbir, 2013: 1) to determine the dimensions of intellectual maturity of the human resource, and the model (Abu Masoud,2010:40). to determine the dimensions of job burnout in business organizations.

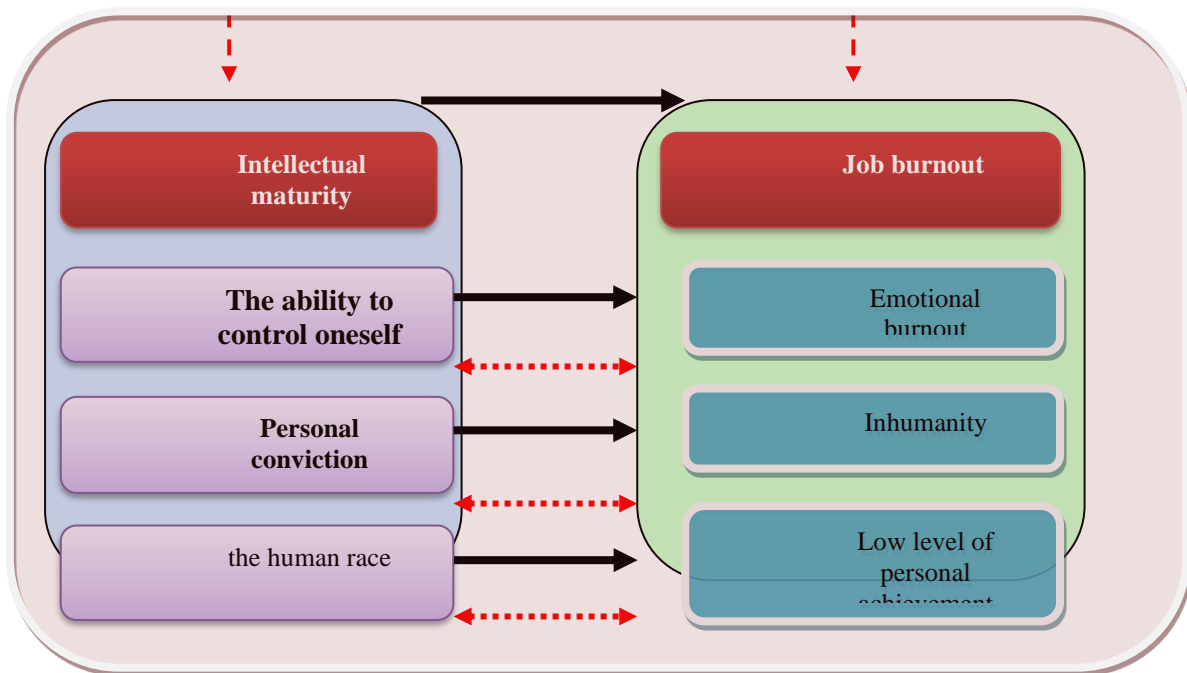


Figure (1) The descriptive research schema

Source: Prepared by the researchers based on the measurement tool

Fifth: Research hypotheses

The research hypotheses were formulated in light of the hypothetical research plan and the research objective, which will be subjected to statistical testing, as they were as follows:

1. The first main hypothesis of the research: There is a statistically significant correlation between intellectual maturity and job burnout, and the following sub-hypotheses are derived from it:

- a. There is a significant correlation between the ability to control oneself and job burnout
- B. There is a significant correlation between personal contentment and job burnout
- C. There is a significant correlation between human gender and job burnout

2. The second main hypothesis of the research: There is a statistically significant influence relationship between intellectual maturity and job burnout, and the following sub-hypotheses are derived from it:

- a. There is a significant relationship between the ability to control oneself and job burnout
- B. There is a significant relationship between personal contentment and job burnout
- C. There is a significant relationship between human gender and job burnout.

Sixth: The research population and sample

The research population consisted of all employees at Al-Hayat National Hospital in Najaf Governorate, their number was (194), and the research sample was (137) employees.

Seventh: Limits of research

Limiting the boundaries of research within clear-cut scopes is a basic necessity for any academic study within a specific scientific specialty, and thus it has become necessary to diagnose the human, spatial and temporal boundaries appropriate to the current research, as follows:

1. Place Bounders

Al-Hayat National Hospital was chosen as the spatial boundary of the research for reasons related to the nature of the research variables.

2. Human Boundaries

According to the research variables, employees at Al-Hayat National Hospital were targeted from various specialties (doctor, physician assistant, nurse, administrator, accountant), and their number was (137) employees. Questionnaire forms were distributed in a number of (150) and (137) valid questionnaires were retrieved for statistical analysis .

3. Time Boundaries

The time limits for the research, both theoretical and field, extended from September 2/9/2022 to 2/9/2023, during which the questionnaire form was distributed, and official approvals were obtained to complete the research.

Eighth: Research tools

To achieve the research objectives and cover both theoretical and field topics, the researchers adopted a set of scientific tools and methods to achieve this purpose, which are the basis for highlighting the research results, as follows:

1. Tools for collecting data and information

In covering the theoretical aspect, the two researchers relied on the available library and electronic references represented by foreign scientific sources that included international scientific research published in solid scientific journals directly and indirectly related to the research variables. As for the field aspect, it was prepared in the following ways:

Questionnaire form: The questionnaire form represented the main tool that the researchers adopted in collecting data and information about the research variables. The formulation of the questionnaire took into account its ability to measure the main and subsidiary research variables, and the questionnaire form was produced in its final form (after adapting the paragraphs to be applied in the Iraqi environment.

1. Questionnaire scale:

The five-choice Likert scale was used, which is one of the most widely used methods in administrative and social sciences, as it is one of the scales that is easy to calculate and measure, and is characterized by clarity and accuracy. The scale values were set at (5) for the highest scale and (1) for the highest scale. For the lowest scale.

2. Questionnaire tests:

The researchers conducted many tests on the questionnaire, the aim of which was to verify its validity and reliability, as follows:

A. Appearance validity test: The questionnaire was distributed to a number of refereed professors in the field of human resources management, in order to identify the gaps and difficulties that the respondents may face in terms of their dimensions, wording, and scales. In light of the observations and suggestions presented, the questionnaire was modified to become more accurate and expressive to clarify the relationships between the variables investigated.

B. Content validity test: It means the degree of independence of the variables from each other, through the simple correlation coefficient, and the internal consistency between the research variables was tested, as the values of the correlation coefficients express the extent of the credibility of those paragraphs for the variables, and the results of the internal consistency of the variables indicate the existence of correlation relationships. Significant significance between the research variables, which indicates the existence of consistency and harmony between the variables and the possibility of measuring them. Content validity was achieved using the Cronbach Alpha coefficient via the statistical program package (spss v.22), where the results were as in the table below:

Table (1) Validity and statistical reliability test for the research scale

No	Variables	Number of paragraphs	Cronbach's alpha coefficient
1	Intellectual maturity of the human resource	15	0.905
2	Job burnout	15	0.914
Total variables		30	0.901

Source: Prepared by researchers based on electronic calculator outputs

The second section: The theoretical aspect of the research variables

First: intellectual maturity

1.The concept of intellectual maturity

The stage of intellectual maturity and this maturity may be claimed by many individuals, but how do you know that you have reached the stage of intellectual maturity, simply through a set of very ordinary signs, not imaginary, but many of us do not have these qualities completely combined simply because there is no perfect individual, and maturity does not come. Out of the blue, but it is necessary to go through professional life experiences (Ragheb, 2018). What is meant by the basic aspects of intellectual maturity are those parts of mental functions and other associated functions that develop relatively independently of training and special education. Thus, walking and talking would be basic abilities, while riding a bike and linguistic facilities would be behavioral. In the case of higher functions, the distinction between the basic Behavioral performance is not that easy. For example, computational thinking as measured by

tests is a manifestation of absolute original ability and the extent to which it is due to training and education (Wechsler, 1999: 45). While the concept of intellectual maturity seems to bear some connection to chronological age and social adjustment, intellectual maturity is one category of these two categories, the intellectually mature individual who was intelligent, and the brilliant individual who was certainly not mature (E. Eckert, 2016: 478). (P.J. Hafkamp et al., 2017: 1433) believes that it is particularly difficult whether the beginning of intellectual maturity is linked to longevity, as the brain and related parts of the neural nerve system include an organic system. Regarding the relationship between thought in terms of maturity and longevity, they have obtained On average longevity, however, different body systems generally develop at different rates and interconnections that apply to an intellectual system that cannot easily be stabilized.

(Bajbir, 2013: 1) explains that an intellectually mature person is someone who has thought about the various situations that he may be exposed to and provided the necessary solutions to them so that events do not surprise him, so he acts automatically without controls. This often leads to mistakes that cannot be remedied. Simply be prepared for the various situations that may occur. Expose yourself to it and do not let anything push you to act wrongly. (Ragheb, 2018: 32) believes that there are a number of signs of intellectual maturity, which are:

A. Admitting a mistake is one of the signs of mental maturity, and it is one of the first signs of the mental maturity of individuals. An individual who does not admit his mistake is impossible to know his negatives.

B. Learning from mistakes is the second stage of intellectual maturity.

C. The development stage is the step that follows learning from mistakes and increases your confidence as evidence of mental maturity.

E. Finally, the signs of intellectual maturity are many and clear, but what you must do is not only know them, but also possess them. If you see that you do not have intellectual maturity, try hard to go towards it until you possess a characteristic that increases your maturity and piety. Imagine that you are a plant and your surroundings are the soil, so do not choose poor soil. Kill your personality, but rather choose mature soil that will make you always grow.

From the point of view of the researchers, intellectual maturity is the arrival of the human mind to a stage in which it is able to understand and assimilate the matters of life and its complex, multiple and difficult issues, understand everything that is going on around it, and its ability to solve all problems consciously and according to correct and sound standards, as thought is levels and each of us has a different thought from the other. Opinions contradict and vary, or may agree with the opinions of some individuals, depending on vision, conviction, and degree of intellectual maturity.

2. Dimensions of intellectual maturity

When discussing the issue of intellectual maturity of the human resource and its dimensions, we find a difference between writers and researchers in defining the dimensions of intellectual maturity, each according to his opinion and the organization in which it is applied. In our research, we relied on the model (Bajbir, 2013: 1) in defining the dimensions of intellectual maturity of the human resource, which are three dimensions. Emotional exhaustion,

inhumanity, and low level of personal achievement. Below is a brief explanation of each of these dimensions:

A. The ability to control oneself: A mature personality is characterized by rationality in behavior and knows how to make wise judgments. An immature person does not have the ability to control his actions and be aware of them, so he leaves a bad impact on those who deal with him. At the same time, he does not care much about the opinion of individuals about him. His actions (Bajbir, 2013: 1). Amaya (2020: 4-5) believes that the term “self-regulation” or the ability to control oneself has been used to refer to the processes through which people adopt the situations to which they are exposed and the standards for how they think, feel and act and through which they monitor and apply behaviors that allow... Therefore, self-control requires a variety of different abilities and skills, including the ability to define one’s goals, to find easy ways to implement them in light of environmental constraints, to monitor their implementation, and to evaluate the accuracy or effectiveness of their adoption and application.

B. Personal conviction: It is the second dimension of intellectual maturity, meaning that a person who is intellectually mature relies entirely on his personal convictions and does not care whether he is wrong or right, even if the individual is temperamental and is exposed to contradictory behavioral fluctuations without a specific reason (Bajbir, 2013: 1). He (Mcgregor, 2007: 1-2) believes that one of the reasons for personal conviction is emotional conviction, which feeds through history some of the most inspiring human pursuits, as he explained the reason why individuals adhere insistently to their agreements and as the individual’s convictions may appear, especially in Western organizations, whether Whether it's a sports team, or personality-seeking methods, or pride, or religious fervor, most issues of opinion have extremists on both sides, vehemently holding their positions even when confronted with diametrically opposed claims. All of these qualities are due to the personal conviction of the individuals themselves and are therefore reflected in each of them. On their degree of intellectual maturity.

C. Human gender (males - females): The third dimension of intellectual maturity, which shows that there is no significant difference between men and women in the issue of intellectual maturity, but some women are able to deal more rationally than men when facing an important problem, and it is necessary for a person to think well when He is exposed to a situation and trains himself to do so until it becomes a habit, that is, he has standards for dealing with problems and people (Bajbir, 2013: 1). (Á Latorre-Román et al., 2016: 2) believes that to evaluate intellectual maturity, we used the Drawing Test (GHDT) developed by Goodenough, where the evaluation focuses on the details and the age-body ratio of a drawn man (73 of the details of the man) and a woman (71 of the details of the woman). The GHDT is designed to evaluate both children and adolescents up to the age of 15 years. In the GHDT, children are asked to make three drawings: one of a man, one of a woman, and a self-portrait. As used in this study, it has good reliability and validity compared to other intelligence tests in children who They range in age from 3-15 years.

Second: Job burnout

1.The concept of job burnout

The development that business administration has witnessed in its recent years has developed new administrative and organizational concepts, terminology, and ideas in the field of human resources management. Despite the scientific and technological developments the world is witnessing today that have been reflected in many different aspects of life, the current era is described as the era of job burnout. Job burnout is one of the phenomena that requires the individual to live with it and develop his competence to deal with it. The issue of job burnout has gained great importance in developed countries during recent decades, not only in the field of organizational behavior but also in the field of administrative development, because it is considered one of the contemporary problems facing workers in various organizations, and it is an indicator that organizations are going through a crisis that could lead them to... Decline and decline, causing failure in the long term. Job burnout comes as a response to the demands placed on the employee, which represent stress factors for him, such as the workload, which in turn increases his personal commitments and responsibilities. Because of the high levels of excitement caused by these requirements, the employee begins to feel emotionally exhausted. He resorts to using the loss of the human or personal element in dealing with the beneficiaries as a means of dealing with this situation, after which the individual begins to feel a decline in personal achievement, especially when he works in an environment that provides only a limited ability of feedback and rewards for completing the work. Job burnout is associated with professions that require direct interaction with... The public, such as education, medicine, and customer service, requires the nature of these professions to be objective, and individuals with high motivation and ambition are the individuals most vulnerable to job burnout. This occurs when these individuals are in organizations that limit their initiative element and require them to work for the benefit of the organization (Schaufeli & Maslach, 2001). :402). Job burnout is a social problem that has been around for a long time and has had many expressions that vary depending on the period. The value of job burnout is determined by its association with different types of unfavorable organizational outcomes, different types of health problems (such as cardiovascular problems), and mental problems (such as insomnia). The negative consequences of burnout have prompted the call for intervention programs not only to improve employee quality of life as well as to prevent organizational losses (Lubbadeh, 2020: 7). The concept of job burnout is considered a symptom of emotional exhaustion, depersonalization, and decreased personal achievement at work due to work activity. Burnout means poor personal achievement through which a person reaches a negative self-evaluation. Job burnout results from emotional and physical fatigue syndrome. On the other hand, Job burnout is the result of increased negative attitudes to the job and decreased interest in colleagues. There are several effective factors in creating job burnout, which include environmental factors, individual factors, and organizational factors. The organizational factors that can lead to job burnout are management style, inflexible work rules, and lack of... Job security and lack of promotion opportunities are factors that dominate a person before burnout. The first group is called situational predictors, which includes six antecedents: workload, control, reward, social network, job justice, and values (Beheshtifar et al., 2013: 109).

2. Dimensions of job burnout

Both (Abu Dahoum, 2017: 23) and (Abu Masoud, 2010: 40) agreed that there are three basic dimensions of job burnout, which are emotional exhaustion, inhumanity, and low personal achievement. The following is a brief explanation of these dimensions:

A. Emotional exhaustion: It is the loss of the employee's sense of trust, concern and care for the beneficiaries of the service, his exhaustion of all his energies, and his feeling that his emotional resources are depleted (Abu Dahoum, 2017: 23). Employees in any sector may suffer from exhaustion or burnout, but employees in certain work sectors are particularly vulnerable to this. These include service-related sectors such as nursing, home care, hotels, and education, because these professions require exposure to more personal and social demands and require more emotional labor in the profession. Teaching, where academics may be exposed to a variety of stressors that shift their daily routine work and also lead to the development of symptoms of job burnout, in other words, the academic begins to suffer physically and psychologically (Khan et al., 2014: 2433).

B. Inhumanity: This dimension is represented by the tendency of employees to depersonalize the beneficiaries with whom they deal, and it means the loss of the human or personal element in dealing with individuals, as the employee is characterized by cruelty, pessimism, frequent criticism, and blaming colleagues and beneficiaries (Abu Masoud, 2010: 40).

C. Low level of personal achievement: where the employee tends towards negative evaluation of himself, with a feeling of failure, as well as a low sense of competence and success at work, and in his interaction with others, and it occurs when the employee feels a loss of personal commitment in work relationships. These dimensions are interconnected, and each may lead to the other. An individual's loss of self-confidence results in a feeling of emotional dullness, which is reflected in the individual's dealings with others, and this in turn leads to a low level of achievement (Abu Dahoum, 2017: 23). Failure has many disadvantages in various fields, as learning and education are very important and considered a necessity for life at the present time due to the fragmentation of the social structure, as it causes irregularity in the tasks performed by its members, the emergence of social classes, and the consideration of a class that is failed and unsuccessful in its life as a burden on society. It leads to wide gaps between members of society. The problem of low educational attainment is one of the biggest problems facing business organizations at the present time, especially in developing countries (Al Zoubi, 2015: 2263).

The third topic: The practical (applied) aspect of research

In the first paragraph, this research deals with the structural tests of the research scale, which is the analysis process for ensuring the stability and credibility of the research scale (the questionnaire), and it represents the basis on which the researcher relied in building research convictions about the research variables, and for this reason it included exploratory factor analysis, and testing the stability of the scale.

While the second paragraph reviewed the description and statistical analysis of the research variables, which is the basic and important aspect of any statistical inference sought by the researcher, which tests and explores part of the research objectives related to the level of availability and practice of the sub-dimensions of the research variables among the individuals in the research sample.

The last paragraph presented the testing of the main research hypotheses (correlation hypotheses and testing of direct directions of influence) and the sub-hypotheses emerging from them.

First: Structural tests of research standards

This paragraph deals with ensuring that the research measures are tested with their main variables, as well as their sub-dimensions, using various statistical methods for this purpose. The consistency of the measure items was tested and the quality of the measure was tested based on exploratory factor analysis, as well as determining the extent of the structural stability of the measures and the internal consistency between its items and dimensions. And its variables and at the level of the organization, the research sample, and in light of the following picture:

1. Exploratory factor analysis of the independent variable (intellectual maturity):

This variable consists of four dimensions: (deception in the product, personal conviction, gender, and deception in distribution), and the results of the exploratory factor analysis in Table (2) showed that the saturations of the items of its (15) dimensions range between (.851-.580)and thus they are all greater than (.50), and this indicates that they are related to the dimensions of this variable and a function of them.

Table (2) Matrix of saturations of items for the intellectual maturity variable

saturations	Paragraph symbol	The dimension	variable
.820	X1-1	The ability to control oneself	Intellectual maturity
.809	X1-2		
.759	X1-3		
.744	X1-4		
.622	X1-5		
.838	X2-1	Personal conviction	
.800	X2-2		
.818	X2-3		
.718	X2-4		
.688	X2-5		
.851	X3-1	Gender	
.839	X3-2		
.601	X3-3		
.825	X3-4		
.622	X3-5		

Source: SPSS V.26 results.

Based on the above, Table (3) showed that the Kaiser-Meyer-Olkin (KMO) value of (.838) is significant and greater than (.50), and this indicates the adequacy of the sample size of the current research.

Table (3) KMO and Bartlett test for the intellectual maturity variable

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.838
Bartlett's Test of Sphericity	Approx. Chi-Square	2724.408
	df	60
	Sig.	.000

Source: SPSS V.26 results.

2. Exploratory factor analysis of the dependent variable (job burnout)

This variable is one-dimensional, and the results of the exploratory factor analysis in Table (4) showed that the saturations of its (15) items range between (.805-.622), and thus they are all greater than (.50), and this indicates that they are related to the dimensions of this variable. The variable and its function.

Table (4) matrix of saturations of items for the job burnout variable

saturations	Paragraph symbol	The dimension	variable
.805	Y1-1	Emotional exhaustion	Job burnout
.802	Y1-2		
.725	Y1-3		
.678	Y1-4		
.641	Y1-5		
.802	Y2-1	Inhumanity	
.750	Y2-2		
.726	Y2-3		
.723	Y2-4		
.744	Y2-5		
.738	Y3-1	Low level of achievement	
.600	Y3-2		
.718	Y3-3		
.688	Y3-4		
.616	Y3-5		

Source: SPSS V.26 results.

Based on the above, Table (5) showed that the Kaiser-Meyer-Olkin (KMO) value of (.884) is significant and greater than (.50), and this indicates the adequacy of the sample size of the current research.

Table (5) KMO and Bartlett test for the job burnout variable

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.884
Bartlett's Test of Sphericity	Approx. Chi-Square	37827.161
	df	60
	Sig.	.000

Source: SPSS V.26 results.

Second: Testing the reliability coefficient and structural validity of the measurement tool

Validity and reliability are related to the extent to which the measure provides a stable and consistent result. It is said that a measure or test can be relied upon if repeating the measurement conducted under fixed conditions will give the same result. The measure has high credibility in consistency if its values measure the same construct. The alpha coefficient is - Cronbach is the most widely applied scale in this aspect (Taherdoost, 2016: 33). In order to identify the validity of the scale and the reliability of the questionnaire form for the current research, the Cronbach's Alpha test is adopted, which is considered one of the best standards for the reliability of behavioral measures, as (Sharma, 2016: 273) indicated a mechanism for interpreting Cronbach's Alpha values to evaluate the state of stability achieved in an application environment. Certain, as shown in Table (6).

Table (6) Reliability levels according to Cronbach's alpha value

Kronach's alpha value	Consistency level
$\alpha \geq 0.9$	excellent
$\alpha < 0.9 \geq 0.8$	good
$\alpha < 0.8 \geq 0.7$	acceptable
$\alpha < 0.7 \geq 0.6$	Doubtful
$\alpha < 0.6 \geq 0.5$	weak
$0.5^{\alpha} <$	unacceptable

Source: Sharma, B. (2016). **A focus on reliability in developmental research through Cronbach's Alpha among medical, dental and paramedical professionals.** Asian Pacific Journal of Health Sciences, 3(4), P. 273

Table (7) Structural reliability coefficients for the research variables and their sub-dimensions

The dimension	Cronbach's alpha
The ability to control oneself	0.781
Personal conviction	0.739
Gender	0.805
The independent variable is intellectual maturity	0.905
Emotional exhaustion	0.805
Inhumanity	0.802
Low level of achievement	0.778
The dependent variable is job burnout	0.914

Source: Prepared by the researcher based on the outputs of the (SPSS V.26) program

Table (7) reveals that all values of Cronbach’s alpha coefficients for the main and sub-variables ranged between (0.739-0.914), which means that all of these coefficients are statistically acceptable, which proves the accuracy and stability of the measurement tool, its great structural validity used in the current research, and its ability to Measure its variables and sub-dimensions clearly and without complexity.

Second: Descriptive analysis of the study variables

Table (8) reveals the descriptive analysis of the scale, using the weighted arithmetic mean as a measure of central tendency, as well as using the standard deviation as a measure of data dispersion. The results of the weighted arithmetic mean showed that all items of the independent variable intellectual maturity exceeded the hypothesized mean of (3) (when using the seven-point Likert scale) This indicates the prevalence of all items and the total variable in the organization under study. The items of the dependent variable, job burnout, were greater than the hypothetical mean. Therefore, it also indicates the prevalence of items of this variable in the organization under study. The results of the descriptive analysis also showed low percentages of standard deviation and variance, which It indicates the accuracy of respondents' answers and their understanding of the paragraphs.

Table (8): Descriptive statistics for study variables

Variance	Standard Deviation	Mean	Items	Dimension	Variable
2.228	1.49260	4.192308	X1-1	The ability to control oneself	Intellectual maturity
2.256	1.50211	4.153846	X1-2		
2.386	1.54457	4.307692	X1-3		
2.193	1.48086	4.288462	X1-4		
2.785	1.66893	4.519231	X1-5		
2.447	1.56418	4.365385	X2-1	Personal conviction	
2.558	1.59923	4.519231	X2-2		
2.193	1.48086	4.25	X2-3		
2.316	1.52172	4.257692	X2-4		
2.5203	1.5858	4.269231	X2-5		
2.1521	1.4627	4.153846	X3-1	Gender	
1.689	1.29958	4.119231	X3-2		
2.060	1.43521	4.346154	X3-3		
2.387	1.54509	4.269231	X3-4		
2.117	1.45490	4.134615	X3-5		
2.060	1.43521	4.346154	Y1-1	Emotional exhaustion	Job burnout
1.946	1.39514	4.365385	Y1-2		
2.633	1.62278	4.326923	Y1-3		
2.256	1.50211	4.153846	Y1-4		
2.387	1.54509	4.269231	Y1-5		

2.1521	1.4627	4.153846	Y2-1	Inhumanity	
2.785	1.66893	4.192308	Y2-2		
2.5203	1.5858	4.269231	Y2-3		
2.316	1.52172	4.257692	Y2-4		
2.193	1.48086	4.25	Y2-5		
2.842	1.68569	4.211538	Y3-1	Low level of achievement	
2.903	1.70369	4.103846	Y3-2		
1.923	1.38659	4.019231	Y3-3		
1.689	1.29958	4.192308	Y3-4		
1.946	1.39514	4.265385	Y3-5		

Source: Prepared by the researcher based on the outputs of the SmartPLS V.4 program

Third: Evaluating the structural model and testing hypotheses

Through this research, the researcher aims to test the hypotheses of the current study, including the hypotheses of direct and indirect correlation and influence at the level of the main variables and their sub-dimensions. The researcher relied on a set of precise parametric methods to conduct the process of testing the hypotheses, so this research came in two main paragraphs, the first of which was devoted to To test the correlation hypotheses, while the second dealt with testing the direct effect hypotheses, as follows:

First: testing correlations

This paragraph includes testing the first main hypothesis, as follows: It states: There is a positive and significant correlation between intellectual maturity and job burnout. With regard to proving the validity of this hypothesis, Table (9) related to the correlation matrix showed the existence of a significant and positive correlation between intellectual maturity and burnout. Functionally, the value of the correlation coefficient between them reached (.741) at a level of significance (0.01), and this supports the validity of the first main hypothesis and the rejection of the null hypothesis. Three sub-hypotheses branch out from this hypothesis, which are:

1. There is a positive and significant correlation between the ability to control oneself and job burnout:

Table (9) related to the correlation matrix shows that there is a significant and positive correlation between the ability to control oneself and job burnout. The value of the correlation coefficient between them reached (.676) at a significant level (1%), and this supports the validity of the first sub-hypothesis and rejects the hypothesis. Nothingness.

2. There is a positive and significant correlation between personal contentment and job burnout:

Table (9) related to the correlation matrix shows that there is a significant and positive correlation between personal contentment and job burnout. The value of the correlation coefficient between them reached (.629) at a significant level (0.01), and this supports the validity of the second sub-hypothesis and rejects the null hypothesis.

3. **There is a positive and significant correlation between gender and job burnout:**

Table (9) related to the correlation matrix shows that there is a significant and positive correlation between gender and job burnout. The value of the correlation coefficient between them reached (.690) at a significant level (0.01). This supports the validity of the third sub-hypothesis and rejects the null hypothesis.

Table (9) Correlation matrix between intellectual maturity and its dimensions with job burnout

		X	X1	X2	X3
Y	Pearson Correlation	.741**	.676**	.629**	.690**
	Sig. (2-tailed)	.000	.000	.000	.000
	N	60	60	60	60

Source: SPSS V.26 results

1. **Impact Hypotheses (Second Main Hypothesis)**

The process of verifying the hypotheses of all kinds of influence between the variables of the current research, whether (direct or indirect) according to the opinions of the respondents, will be done by building a Structural Equations Modeling, which is shown in Figure (2).

First: Testing the second main hypothesis

The second main hypothesis (H2) states that “there is a positive influence relationship between intellectual maturity and job burnout.” To test this hypothesis, the structural model shown in Figure (2) was built, the results of which are presented in Table (10).

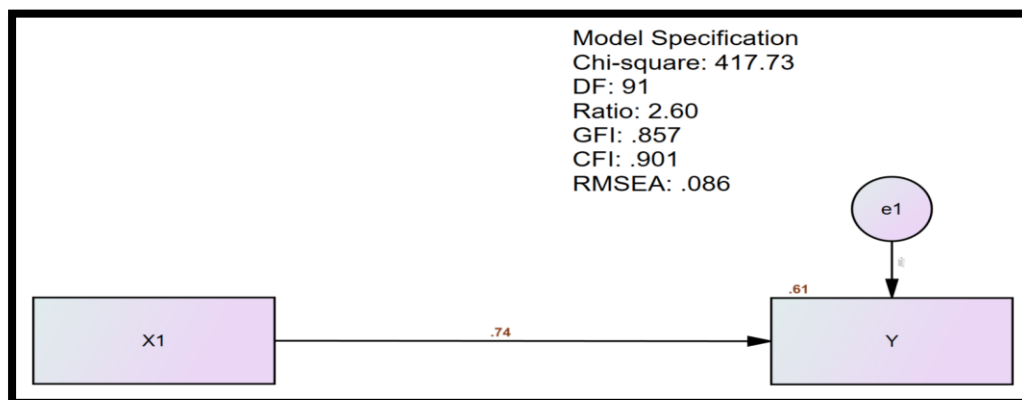


Figure (2) The structural model to test the second main hypothesis

Source: Amos v.26 output

Table (10): Results of evaluating the structural model for the second main hypothesis

R ² Average	Determination coefficient R ²	Result	p Value	t Value	Path parameter	path	Hypothesis
0.59	0.68	Acceptance	0.000	7.832	0.74	X→Y	H2

Source: Amos v.26 output

Table (10) presents the results of evaluating the structural model for the third main hypothesis, which showed that the path coefficient for this hypothesis reached (0.74) which achieves the required limits of the T-value and P-value and for the purpose of demonstrating the explanatory power, the adjusted coefficient of determination R² reached (0.68), and this indicates that the intellectual maturity variable explains the job burnout variable by (68%), and the rest of the percentage is other factors that the model did not address.

Secondly, testing the sub-hypotheses emanating from the second main hypothesis

The sub-hypotheses emerging from the second main hypothesis (H2-1, H2-2, H2-3) state the following:

H2-1: There is a positive influence relationship of product deception on job burnout.

H2-2: There is a positive influence relationship of price deception on job burnout.

H2-3: There is a positive influence relationship between promotional deception on job burnout.

For the purpose of testing these hypotheses, the structural model was built in Figure (3). Table (11) also reviews the results of evaluating the structural model for these hypotheses.

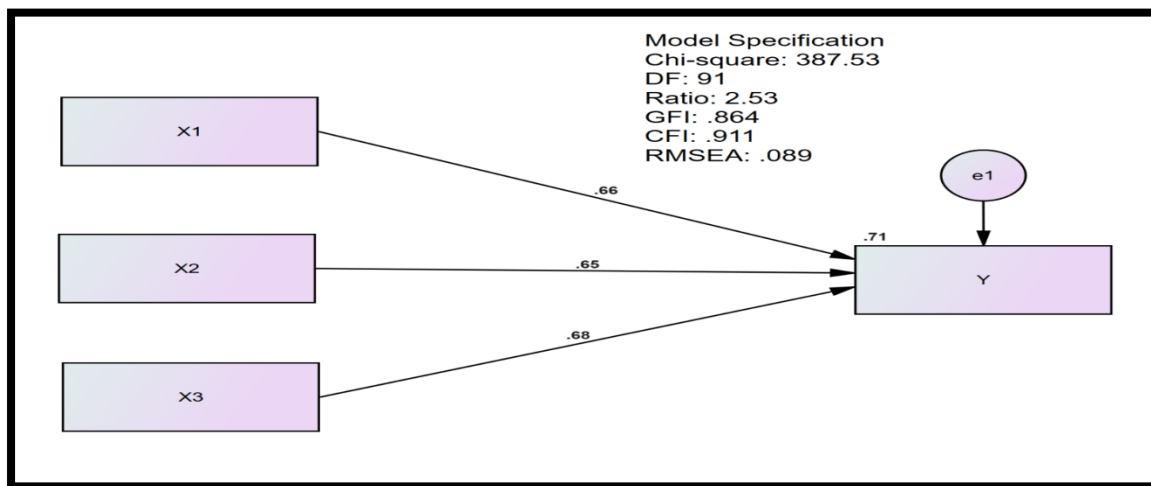


Figure (3): The structural model for testing the sub-hypotheses emanating from the second main hypothesis

Source: Amos v.26 output

Table (11): Results of evaluating the structural model for the sub-hypotheses emanating from the second main hypothesis

R ² average	The coefficient of determination R ²	result	p Value	t Value	Path parameter	path	Hypothesis
0.70	0.72	Acceptance	0.000	5.105	0.66	X1→Y	H3-1
		Acceptance	0.000	4.043	0.65	X2→ Y	H3-2
		Acceptance	0.000	5.875	0.68	X3→ Y	H3-3

Source: Amos v.26 output

Table (11) displays the results of evaluating the structural model for the sub-hypotheses of the hypothesis emerging from the second main hypothesis, which showed that all path coefficients for the three hypotheses (H3-1, H3-2, H3-3) are significant, which achieves the required limits of the values of each of the T-values, (P-value) (For the purpose of demonstrating explanatory power, the adjusted coefficient of determination R² reached (0.72), and this indicates that the dimensions of the intellectual maturity variable explain the job burnout variable by (72%), and the rest of the percentage is other factors that the model did not address.

Section Four: Conclusions and recommendations

First: Conclusions:

1. It was revealed from the results that were reached that the members of the study sample are fully prepared to take responsibility for their actions and behaviors, and they possess high and varied abilities and skills to work in the organization under study (Al-Hayat National Hospital), in addition to performing their work realistically. They are guided by facts and are ready to analyze beliefs, Prejudgments and assumptions, and verifying them against the facts, which requires taking this into account and employing it to achieve better performance.
2. The results show the absence of the ability to control oneself as required, which led to job burnout and the impact on job performance. This is evident from the clear response of the sample studied, which requires that the employee be prepared to change his thinking, awareness, judgment, behavior and understanding with certainty, and that he Assertive without being aggressive.
3. It turns out that working individuals are convinced that mature ideas have a major role in making the working individual flexible and open-minded and willing to learn new skills and acquire new knowledge that supports the work environment away from job burnout.
4. The results proved that the human race has a major role in dealing with the customer and that female workers have a common moral base for the individuals in the research sample. There is a strong and cohesive trust among them, supported by the systems and policies followed by the hospital's senior management, which reduced the level of job burnout indicators, especially the emotional exhaustion indicator. Females are more tolerant in dealing with clients in the hospital.
5. The commitment of individuals working in the hospital, the research sample, to support the mature ideas of individuals who care about facts, focus on personal experience rather than beliefs, rely on reason instead of emotions, think before acting, use resources wisely, believe in human dignity, respect for oneself and others, listen, pay attention, and learn from experience, as well as Harmony and harmony with changing environmental developments all contribute to reducing job burnout.

Second: Recommendations

1. Benefit as much as possible from the willingness of working individuals to bear responsibility and invest in their abilities and talents in a better way by empowering them and granting them broader powers, which enhances the employee's commitment to the goals that the researched hospital seeks to achieve, through contact with the current reality, learning from

it, and knowing what is possible and achievable in a way that supports the ideas. The proposal supporting the growth and development of the organization.

2. Focus on investing in ideas that support the female workforce and investing in their energies and not overdoing them. This is done by not changing the places of their creativity and making them work teams that complement each other according to common and harmonious visions among them and are linked to the degrees of individual intellectual maturity and the amount of knowledge stored within the individual .

3. Investing in the possession of working individuals who enjoy intellectual maturity and have sound intellectual functions that give them the ability and skill to think deeply and adapt to the environment surrounding them. This intellectual maturity must also relate to realizing the value and importance of the time factor as well as the appropriate place for any behavior that may be taken by working individuals and work. To encourage them by establishing appropriate mechanisms for a system of rewards and incentives for distinguished ideas and thus strengthening this positive point, especially since many businesses are in the process of growth and need joint voluntary efforts.

4. Focusing on cohesion among working individuals and being humane in their dealings with health service recipients, making it a starting point for resolving many of the problems and disagreements that occur in the work environment, and removing everything that might hinder this cohesion to make them work teams according to the required conditions.

5. The low level of personal achievement, leaving work, and absenteeism represent an unhealthy phenomenon for the hospital studied, and therefore it must be invested as best as possible by creating a creative climate that encourages them to perform their job tasks in a humane and efficient manner based on skills, experiences, and mature ideas to reduce job burnout.

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