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The Modeling of Effect of Selected Personal and Occupational Characteristics on Job Burnout of Sport Massagers in Tehran

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Article Info	Abstract
Article type: Research Article	The purpose of this study was to determine the effect of selected personal and occupational factors with burnout dimensions of sports massage therapists in Tehran. This research is descriptive-explanatory, is applied and data collection is by survey. The statistical population of the study, included all male and female massagers in Tehran, 3,200. Available non-probability sampling method was used to determine the statistical sample. The statistical sample size was determined to be 345 according to Morgan table. The Individual and Occupational Factors Questionnaire (researcher-made) and the Job Burnout Reliability Questionnaire with 0.85 (Maslach et al., 1986) were used as research tools. To analyze the data, descriptive and inferential statistics were used (SPSS 21 software and LISREL 8.8 software was used). The results showed that there is a positive and significant relationship between a selection of personal factors including interest in massage, gender and marriage with job burnout, and there is a negative and significant relationship between work experience and job burnout. The results showed that there is a positive and significant relationship between a selection of job factors, including job satisfaction, the physical environment of the workplace, and shift work, with job burnout. It can be concluded that sport massagers have low job burnout. In general, in all aspects of job burnout, women are better than men.
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Introduction

The decisive role of job is obvious in various dimensions of human life. Because, in addition to providing living expenses, a job has a direct relationship with mental and physical health. The nature of many jobs is such that it puts a lot of physical and mental pressure on a person, so that a large percentage of physical diseases and mental disorders are caused by continuous and uniform work pressure. Based on the results of various researches, the employees of human/social services professions are among the people who are prone to suffering from burnout job loss analysis. Job burnout is a common and serious problem and it occurs mostly among people who are engaged in human service jobs. Researchers believe that this problem is caused by the daily exposure of these people to stressful conditions and the lack of positive conditions in the work environment. Nurses, teachers, police officers, social workers and psychologists are among the people who are exposed to job burnout ([Refahi et al., 2014](#)).

The term burnout was first coined in 1970 by a person named Freadenberger to explain the energy depletion caused by stressful work. Actually, it was Oxy who published the first article in this field. People who are involved in these pressures in their work environment usually suffer from job burnout ([Maslach et al., 1986](#) cited by [Kalemoglo & Kaskin, 2006](#)). Job burnout causes negative changes in attitudes, morale and behavior, creates emotional fatigue and gradually creates a feeling of decreased competence in the role. In such a situation, work loses its meaning and the person feels exhausted and chronically tired; aggressive mood, suspiciousness and pessimism are also created in interpersonal relationships ([Farsi et al., 2014](#)). In general, job burnout refers to negative changes in the attitude, mood and behavior of people in the face of job pressure. Job burnout is not a mild mental disorder, but it develops slowly over time and may turn into a mental disability. For this reason, job burnout is classified in the classification and statistical guide of mental disorders in the category of adaptation disorders ([Mohammad, 2012](#), cited by [Mousavi et al., 2019](#)). Work pressure is a necessary condition for burnout, but not a sufficient condition. The theorists who follow the school of behaviorism also refer to conditional reinforcement and consider behavioral and situational consequences. Job performance resulting from job burnout is determined in various ways such as withdrawal from work, absenteeism and practical change of work, and in the case of people who remain in their jobs, it causes or reduces productivity and effectiveness at work. And as a result, it is either a decrease in flame satisfaction and commitment to the work or related organization. Job burnout can become contagious and permanent through informal interactions in the work environment ([Habibi et al., 2015](#)). Job burnout is a term used to describe negative changes in people's attitude, mood, and behavior when faced with work-related stress. The most common definition of burnout is related to [Maslach et al., 1986](#). They considered it a psychological syndrome consisting of three dimensions of emotional/emotional fatigue, depersonalization and decreased sense of personal sufficiency/feeling of personal inadequacy or lack of success ([Maslach et al., 2001](#), cited by [Nezami & Givarian 2016](#)). The main symptom of burnout is emotional exhaustion, which is a general reaction to stress and the feeling of being pressured and draining emotional and emotional resources in a person. Depersonalization is a negative, cold-hearted and indifferent response to people who are usually the recipients of services and care, and it refers to a person's negative attitude towards customers. This result of exhaustion is very specific for jobs related to human services. A decrease in the feeling of personal sufficiency is a decrease in the feeling of worthiness and successful performance of the task, and it is a negative evaluation of oneself in relation to doing work. In other words, job burnout is a general and pervasive phenomenon that comes from the interaction and unique personality of people with the work environment, and the result is the loss of motivation, enthusiasm, energy and a decrease in the desired performance in a person's life ([Nezami & Givarian, 2016](#)).

Today, due to the tremendous changes that job burnout can bring to the quality of people's personal, family and professional lives, it has been considered as a serious issue. Those who suffer from job burnout are physically and mentally tired. They feel that they have reached the end of the line. Research shows that the type of job, unsuitable working conditions, role conflict, excessive work pressure, lack of social support, few opportunities for promotion, organizational changes. And intense competition is one of the effective factors in job burnout (Ahoula et al., 2007, cited by [Imani et al., 2015](#)). [Iacovides et al. \(2003\)](#) states that in general, 65.50% of people under 36 years old and 25.17% of people over 35 years old suffer from burnout.

This means that job burnout is a physical-psychological syndrome related to work, which occurs as a result of long-term work stress and manifests as emotional exhaustion and unpleasant feeling and incompatibility with the job (Farsi & Afaghi, 2015). Rogers quoted from Pustulka-Piwnik et al. (2014) suggests that the scores related to emotional exhaustion and depersonalization of occupational therapists were between 3.78 and 4.31 lower than normal; The result is that the average job burnout among occupational therapists is lower than the occupational norms. In his research, emotional exhaustion and depersonalization scores were lower in occupational therapists with higher education and older age. Mazin and his colleagues stated in 2013 that 80.4% of occupational therapists showed both mild and moderate burnout (70.1% mild burnout and 10.3% moderate burnout) and no cases of severe burnout were reported. Such people do not feel good about their work and do not have enough motivation and energy to do it. When they suffer from personality deterioration, they become suspicious of their colleagues. For example, social service workers who suffered from this condition, saw their patients and clients not as human beings but as a disease or problem. These people are less productive than their colleagues because they rest more during work and their absence is more than others. Another sign of these people is avoiding decisions, problems and challenges (Maslach et al., 2001). In recent years, researchers regarding job burnout in various jobs including nurses (e.g.; Shafiabadi & Niknam, 2015; Farsi & Afaghi, 2015; Naseh et al., 2012), military personnel (e.g.; Rashedi et al., 2012; Mohammad, 2012; Queirós et al., 2012; Imani et al., 2015; Rabiei et al., 2018), physiotherapists (e.g.; Pustulka-Piwnik et al., 2014; Carmona-Barrientos et al., 2020; Balogun et al., 2002; Buckley et al., 2020), employees (e.g.; Neveu, 2007; Najafi et al., 2013; Moharramzadeh et al., 2015; Parstar et al. (2015) Shamlo et al., 2019), and massage therapists (e.g.; Wrzesińska et al., 2019). Also, recent research that has examined the job burnout variable with other variables can be Beiganeh et al. (2017), and Sohrabi et al. (2018) mentioned. But some research has been done in sport such as Rahimi et al. (2022), Choi et al. (2020), Vahdani et al., (2017), Santos-Afonso et al. (2023) and Manasa & Varma (2023). This research has often been done on people with jobs who have been exposed to injuries caused by exhaustion or job burnout.

One of the jobs related to social and human service workers is sports masseurs. A sports massage therapist is a job in the paramedical professions, whose employees work under the general rules and regulations governing the professions, using a relatively new method in massage, including soft tissue massage, to help people who have regular physical activity. The sports massager helps to solve problems and eliminate imbalances in soft tissue, which result from repetitive and intense physical activity.

The sports massager before and after exercise improves the body's performance, restores health and prevents injuries. In the past, sports massagers have been the focus of injured athletes or those who wanted to quickly overcome fatigue after training. This job, like many jobs, requires special knowledge, skills, abilities and interests. including the required knowledge of human anatomy and physiology, exercise science, massage methods/styles, etc.; The required skills include: using the knowledge gained in the field of action, choosing the right massage style according to the athlete's needs; The required capabilities include: the ability to communicate with people, the ability to convince people to receive massage, the ability to create a positive attitude in people in order to benefit from the therapeutic effects of providing massage services and.... Massage therapists, like other career fields related to human services, are exposed to injuries caused by working with people receiving massage services. Therefore, they need support from institutions or at least providing information about their own jobs in order to follow a healthy lifestyle. Therefore, conducting research in the field of massaging jobs in the field of human resource management with different variables can provide new and useful knowledge to users. In this research, the researcher, using the descriptive research method, while describing the variables of demographic characteristics, which is unique in the society of masseurs in Tehran, seeks to discover the correlation between these variables and the variable of job burnout. Individual and occupational factors are considered part of demographic characteristics in modern demography. Demographic characteristics are the general characteristics of each person such as gender, education, age, work experience, role model, educational system and his social position in his society (Salimi et al., 2010 and Farsi & Afaghi, 2015). It is expected that the findings of this research will answer some of the frequent questions of this society.

According to what was presented in the theoretical foundations, job burnout is a complication that threatens all jobs. Although the main reason for job burnout is anxiety and mental pressure, the reasons for

this anxiety and mental pressure are many and vary from person to person. One of the most important reasons can be found in personal and occupational factors that are part of demographic characteristics. The study that was conducted on Nigerian nurses with the aim of determining the factors related to job burnout, showed that most of the samples have a high level of job burnout in all three dimensions and factors such as age, gender, marital status, and work experience. The amount of income and work shift were significantly related to burnout and its dimensions ([Lasebikan & Oyetunde, 2012](#)). One of the researches conducted in this regard shows that individual factors (age, marital status, education level, number of children, spouse's occupation, spouse's education level, performing physical activities and their amount, etc.) and job (The amount of income, workplace, work history, employment status, position, job interest, etc.) are related to job burnout ([Behboodi Moghadam et al., 2014](#)). Of course, the findings of the recently conducted research showed that there was no relationship between job factors and job burnout subscales ([Wrzesińska et al., 2019](#)). One of the jobs related to human services that has been realized today is sports massage. These people provide massage services to a wide range of people in the society and the number of their customers is increasing day by day. According to the stated content, it can be said that the identification and prevention of burnout can play a role in improving the physical and mental health of people and the level of quality of services provided by sports massage therapists. Therefore, the researcher's reasons for explaining the necessity of conducting this research is to determine the relationship between the most important variables/personal and possible occupational factors with the burnout of sports massage therapists. Because access to data indicating the existence and type of meaningful relationship between personal and occupational factors with job burnout can not only provide necessary knowledge to massage therapists, but this information can also provide useful information to their employers. In short, the most important necessities of this realization can be pointed out as follows: the lack or lack of descriptive and analytical researches in the community of Iranian sports massage therapists, the lack of sufficient information regarding the personal and occupational factors related to the sports massage therapist job, the production of practical knowledge and vital in terms of retaining employees in the sports massage profession, producing practical knowledge for federations, especially the medical federation; Due to the importance of this job, no study has been done, especially in Iran, regarding the characteristics of this job and the effects of its working conditions on the workers. In other words, the longevity of sports massage therapists in their own jobs requires investigating the impact of variables that affect their burnout or job decay. The results of such a study provide useful and practical knowledge to massage therapists and employers in a scientific way. In order to know the relationship between some selected factors on the burnout of male and female sports massage therapists, the researcher aims to take a step towards identifying the issues related to this job and also to help prevent the occurrence of physical-psychological syndrome in massage therapists. Therefore, the problem facing the researcher is to determine the relationship between a selection of personal and occupational factors with job burnout of massage therapists in Tehran. In other words, is there a relationship between a selection of personal and occupational factors with job burnout of massage therapists in Tehran? And is the structural equation model of relationships between a selection of personal and occupational factors with job burnout of massage therapists in Tehran suitable?

Research Methods

The current research is in terms of practical purpose, in terms of survey implementation and in terms of descriptive-explanatory/contextualization (non-experimental) method with emphasis on correlational method, which was carried out cross-sectional in terms of time. Correlation research is divided into three categories based on the purpose; Bivariate correlation, regression analysis, correlation matrix analysis, in this research, bivariate correlation, regression analysis with emphasis on multiple regression (prediction of criterion variable from variable/variables with high influence) is used. If it is possible to consider three goals for field research projects; It means description, explanation and discovery. Then it can be stated that in this research, in addition to description (not in the sense of referring to a group of researches, but as a kind of analysis and presentation of data), the researcher also seeks to discover the relationships between variables. According to the statistics of the sports medicine federation, the current research community included all the sports massage therapists in Tehran, which after determining the number of the research community included 3200 people. This society consists of men and women. According to the sports medical federation, 60% of this number are men and 40% are women. According to Morgan's table - a table that presents the minimum

sample size based on the size of the statistical population after calculation - 345 people make up the total sample size, of which 207 are male and 138 are female. Compliance with this ratio increases the internal validity of the research. The sampling method in this research was a non-random sampling method of the available type.

Job burnout as a criterion variable is measured using job burnout inventory ([Maslach et al., 2001](#)). The obtained size includes frequency and intensity for each object. Personal and occupational characteristics as a predictor variable according to the type of agent, a spectrum will be designed that will vary according to the conditions of masseurs and the statistics obtained from the medical federation. In this research, two questionnaires were used as data collection tools. Researcher-made questionnaire related to personal and occupational factors and job burnout inventory ([Maslach et al., 2001](#)); Researcher-made questionnaire, which is a type of demographic questionnaire and is also called a demographic questionnaire, includes variables that are divided into two categories: personal and occupational. According to the type of measurement scale, each variable assigns a range of metrics. This questionnaire has items in the dimension of personal characteristics: age, gender, marital status, number of children, level of education, housing status, health status, employment status, interest in massage and work experience, and in the dimension of characteristics job with items: workplace ownership status, workplace stability status, work shift, interval between two massages, average number of massages performed in one work shift, job satisfaction, intention to leave job, status of workplace equipment The work is the state of the workplace, the state of the physical work environment and the type of massage style. job burnout inventory ([Maslach et al., 2001](#)) contains 22 questions that measure the frequency and severity of job burnout. Its three dimensions are emotional/emotional exhaustion, depersonalization, and personal failure/inefficiency. The emotional exhaustion dimension consists of 9 items and shows feelings related to excessive emotional pressure and work fatigue. Depersonalization dimension consists of 5 questions and measures inhuman reactions. The feeling of individual lack of success/inefficiency includes 8 questions and measures the feeling of achieving goals related to patients/clients. This scale measures job burnout in three categories: low, moderate and severe. The scoring of the questions in this scale, based on the Likert scale in two aspects of frequency and intensity, follows the following pattern: frequency: never (0), several times a year (1), once a month (2), several Once a month (3), once a week (4), several times a week (5), every day (6). Severity: never (0), very little (1), little (2), sometimes (3), moderate (4), often (5), high (6), very high (7). According to the instructions for interpreting the data obtained from completing the job burnout inventory ([Maslach et al., 2001](#)), Table 1 shows the scoring of different dimensions of the job burnout questionnaire in terms of frequency and severity.

Therefore, a high degree of emotional exhaustion and depersonalization, along with a low level of a person's sense of efficacy, is a characteristic of job burnout. In Iran, the reliability and validity of these tools have been investigated by [Momeni et al. \(2010\)](#). Cronbach's alpha coefficient of job burnout test is 0.88 for emotional exhaustion, 0.79 for depersonalization and 0.83 for feelings of inefficiency/failure.

Table 1- Scoring different aspects of job burnout questionnaire in terms of frequency and severity

	High		Medium		Low	
	intensity	Frequency	intensity	Frequency	intensity	Frequency
The dimensions of job burnout						
emotional exhaustion	40≤	30≤	26-39	18-29	25≥	17≥
Depersonalization	15≤	12≤	14-7	11-6	6≥	5≥
Reduced Personal Accomplishment	44≤	40≤	37-43	32-39	36≥	33≥

In this research, due to the difficulty of accessing masseurs in Tehran in order to complete the sample size of the research and respecting the ratio of men and women, the researcher met them in person and while enumerating the importance and necessity of the research, asked them to cooperate in completing the

questionnaire. encouraged More than three months of time were spent on meetings with massage therapists. In some cases, the researcher had difficulties in convincing the massage therapists to complete the questionnaire. In this research, descriptive and inferential statistical methods were used to analyze the data. Descriptive statistics were used to organize, summarize, categorize raw scores and describe sample sizes, such as setting frequency distribution tables, percentages, calculating dispersion indices such as mean, standard deviation, and drawing graphs. Inferential statistics were used to estimate the parameters and predict them. Before testing the research hypotheses, the Kolmogorov-Smirnov test was used to check the normality of the distribution of statistical data and to use parametric. Pearson correlation coefficient and Eta(μ) correlation coefficient as the statistical methods were used. In this research, in order to analyze the data and calculate the results, the SPSS software package is used and for drawing the structural equation model, the Lisrel 8/8 software is used.

According to the Kolmogorov-Smirnov test table, if the significance level for all independent and dependent variables is greater than the test level (0.05), the data distribution is normal. It is also possible to measure the normality of the distribution of variables from the central limit theorem. Considering that the sample size in this research is 345 people, the data distribution can be assumed to be normal. Considering the table that the significance level of all variables is greater than 0.05, it is concluded that the hypothesis H0 (the data have a normal distribution) is accepted. Therefore, all variables were normal.

Findings

From the summary of the descriptive findings, it is possible to obtain the personal profile and job profile of the masseurs in Tehran who are currently working: the personal profile of the masseurs seems to be like this: most of the masseurs are men, are between the ages of 25 and 35, are in good health, are single-occupational, have a bachelor's degree, have a moderate interest in massage, have less than 5 years of experience. The career profile of masseurs is like this: Most masseurs are tenants, have experience of quitting their jobs once or twice, work in the afternoon, start the second massage after more than 30 minutes, are very satisfied with their jobs, work with average equipment. The workplace of most masseurs varies. The distance between the place of work and the place of residence of most masseurs is about 10 kilometers. The number of massages in one massage shift for most masseurs is about 2 to 3 massages. The working space of most masseurs is wide and somewhat wide. The physical working environment of most masseurs is beautiful and pleasant, and the style of most masseurs is relaxation.

Table 2 shows the description of job burnout values and its dimensions. The average scores of all three dimensions of emotional exhaustion, depersonalization and personal failure are very high according to the instructions for interpreting the data obtained from completing the job burnout inventory ([Maslach et al., 2001](#)). As a result, both male and female sports massage therapists erase have a high degree of burnout:

Table 2- Description of scores of sports massage therapists from job burnout questionnaire

Variables	Gender	Standard deviation		Average		Maximum		Minimum	
		I	F	I	F	I	F	I	F
emotional exhaustion	woman	16.5	18.92	50.6	47.97	102.74	105.15	17.16	17.16
	man	14.96	17.6	49.72	49.5	90.42	90.42	12.32	12.32
Depersonalization	woman	16.94	16.94	39.38	37.18	96.8	96.8	•	•
	man	16.69	18.26	42.9	41.6	92.4	92.4	•	•
Reduced Personal Accomplishment	woman	11.88	12.98	48.4	45.54	90.86	90.86	16.5	16.5
	man	16.06	16.94	54.12	50.82	96.36	99	5.5	5.5
job burnout	woman	12.54	14.52	47.08	44.44	91.02	91.08	16.06	16.06
	man	13.64	15.62	50.84	48.4	90	91	90.9	90.9
Total job burnout		13.4	15.2	49	48	91	91.08	90.9	91.9

I: Intensity, F: Frequency

Table 3- Correlation coefficient of selected personal and job characteristics with job burnout

Variables	Frequency/ Intensity	Eta(μ) coefficient	The square of the eta coefficient	The significance level
Gender and job burnout	Frequency	0.12	0.02	0.01*
	Intensity	0.12	0.014	0.03*
Employment and job burnout	Frequency	0.07	0.005	0.34
	Intensity	0.59	0.003	0.55
Marriage and job burnout	Frequency	0.35	0.12	0.001*
	Intensity	0.30	0.09	0.001*
Ownership and job burnout	Frequency	0.09	0.009	0.09
	Intensity	0.06	0.003	0.55
Workplace stability and job burnout	Frequency	0.20	0.04	0.002*
	Intensity	0.16	0.02	0.003*
Shift work and job burnout	Frequency	0.41	0.17	0.001*
	Intensity	0.37	0.13	0.003*

Table 3 show correlation coefficient of selected personal and job characteristics with job burnout. One of the most powerful and appropriate methods of analysis in behavioral science research is multivariate analysis. Because the nature of such issues is multi-variable and they cannot be solved in a two-variable way (where only one independent variable and one dependent variable are considered each time). Therefore, in this research, the structural equation model has been used to investigate the relationship between research variables. In this model, the significance of the factor loadings is confirmed or rejected according to the significant numbers (T-Value). If the relationship is confirmed (at the error level of 0.05) if the value of t is greater than +1.96 or less than -1.96, then the relationship will be positive and negative, respectively. Pavel Klein believes that indicators whose factor load is less than 0.3 or whose statistic is smaller than the absolute value of 2 indicate that the index is weak and are removed from the measurement model (table4).

Table 4- Standard and significance coefficients of the relationship model between research variables

Criterion variable	Predictor variables	Factor load	T	The significance level
Personal factor	Age	0.88	18.42	0.001
	Education	0.85	17.48	0.001
	Work Experience	0.87	18.36	0.001
	Interested in massage	0.74	14.38	0.001
Job factor	The condition of the physical environment	0.64	11.47	0.001
	Number of massages	0.61	10.90	0.001
	Job satisfaction	0.67	12.23	0.001
	The distance between two massages	0.61	10.84	0.001
	ownership	0.64	11.68	0.001
	Stability of the work environment	0.69	11.98	0.001
	Shift work	0.66	11.84	0.001
Job burnout	Depersonalization	0.90	17.92	0.001
	emotional exhaustion	0.94	22.97	0.001
	Reduced Personal Accomplishment	0.78	17.04	0.001
	Personal factor	- 0.4	-2.04	0.001
	Occupational factor	-0.5	-5.12	0.001

In Figure 1, the general relationship model between the personal and occupational factors of massage therapists and their job burnout is reported. As can be seen, all the factor loadings (standardized regression coefficients) and the values of the research variables and their components have acceptable values and these indicators show that the measured observational variables are reflective. They are hidden variables (personal, occupational and burnout factors). Also, the results showed that personal factors with path coefficient (Sig = 0.01, $\beta = -0.21$) and occupational factors with path coefficient (Sig = 0.01, $\beta = -0.52$) have a significant and negative effect on burnout. Have a job as a massage therapist. The results of Table 6 of the fit of the model for measuring the relationship between the variables of individual and personal factors with job burnout show that the goodness of fit index (GFI) and the comparative fit index (CFI) as the main indicators of higher fit are 0.9, which indicates the optimal fit of the model. Also, other fit indices (AGFI, NFI, IFI) have acceptable values. Finally, based on the root mean square residual values (RMR=0.047) and the square root mean estimation error (RMSEA=0.078), it can be said that the model has sufficient fit.

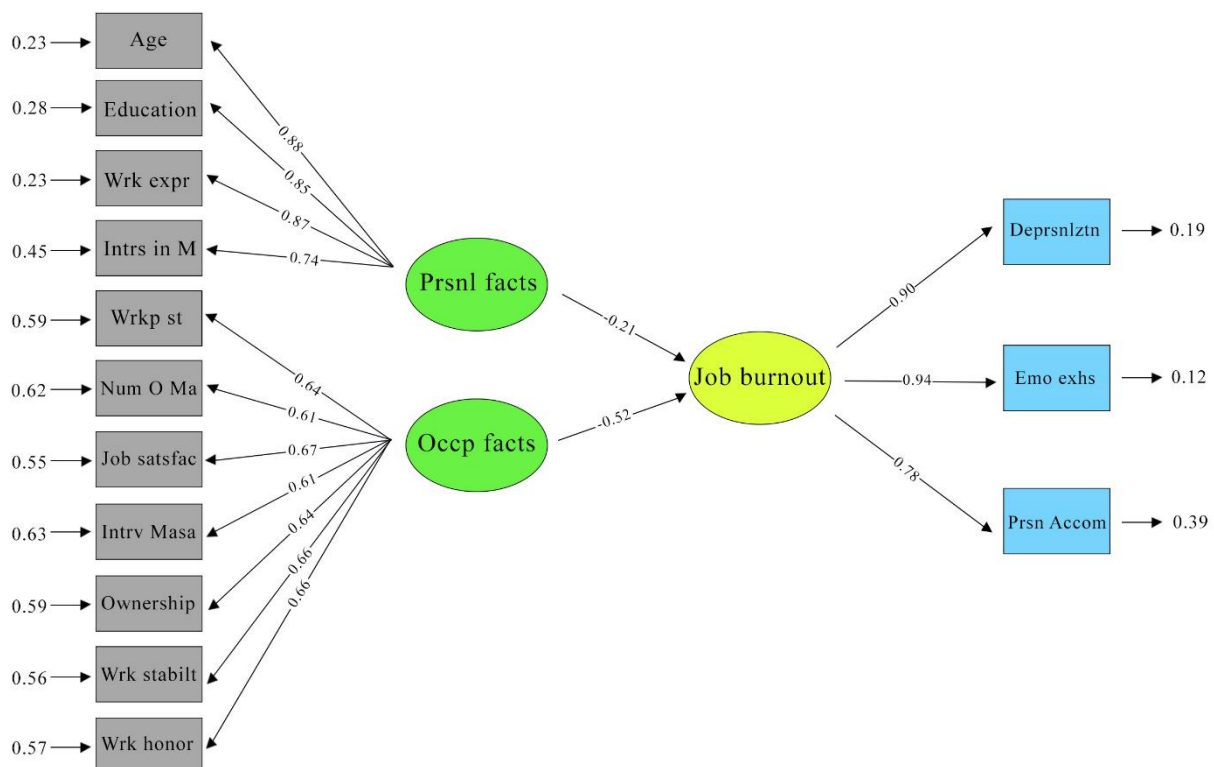


Figure 1. Values of the standard coefficients of the correlation model of research variables (Personal, occupational and burnout factors)

Discussion

Based on the results of various researches, the employees of human/social service professions are among the people prone to suffering from burnout job. Job burnout is a common and serious problem and it occurs mostly among people who are engaged in human service jobs. Researchers believe that this problem is caused by the daily exposure of these people to stressful conditions and the lack of positive conditions in the work environment. Nurses, teachers, police officers, social workers and psychologists are among the people who are exposed to job burnout (Beiganeh et al., 2018; Rahimi et al., 2022; Refahi et al., 2014). Job burnout causes negative changes in attitudes, morale and behavior, creates emotional fatigue and gradually creates a feeling of decreased competence in the role. In such a situation, work loses its meaning and the person feels exhausted and chronically tired, aggressive mood, suspiciousness and pessimism are also created in interpersonal relationships (Farsi et al., 2014). One of the jobs related to social and human service workers is sports masseurs. In the past, sports massagers have been the focus of injured athletes or those who wanted to quickly overcome fatigue after training. Massage therapists, like other career fields related to human services, are exposed to injuries caused by working with people receiving massage services. Therefore, they

need support from institutions or at least providing information about their jobs and in order to follow a healthy lifestyle. Therefore, conducting research in the field of massaging jobs in the field of human resource management with different variables can provide new and useful knowledge to users. Individual factors (age, marital status, education level, number of children, spouse's occupation, spouse's education level, performing physical activities and their amount, etc.) and occupational factors (income level, workplace, work experience, employment status, position, interest in job etc.) are related to job burnout ([Behboodi Moghadam et al., 2014](#)). In this research, the researcher, using the descriptive research method, while describing the variables of demographic characteristics, which is unique in the society of masseurs in Tehran, sought to discover the correlation between these variables and the variable of job burnout. The findings of this research answer some of the frequent questions of this society.

From the summary of the descriptive findings, it is possible to obtain the personal profile and job profile of the massage therapists in Tehran who are currently working: the personal profile of the massage therapists seems to be like this: most of the massage therapists are men. There are slightly more married massage therapists than single ones. Most massage therapists are between the ages of 25 and 35. Most massage therapists have a bachelor's degree. Most massage therapists are in good health. Most massage therapists are single-occupational. Most massage therapists have a moderate interest in massage. Most massage therapists have less than 5 years of experience. The career profile of massage therapists is like this: Most massage therapists are tenants. The workplace of most massage therapists varies. The distance between the place of work and the place of residence of most massage therapists is about 10 kilometers. Most massage therapists work in the afternoon. Most massage therapists start the second massage after more than 30 minutes. The number of massages in one massage shift for most massage therapists is about 2 to 3 massages. Most massage therapists are very satisfied with their jobs. Most massage therapists have experience of quitting their jobs once or twice. Most masseurs work with average equipment. The working space of most massage therapists is wide and somewhat wide. The physical working environment of most massage therapists is beautiful and pleasant, and the style of most massage therapists is relaxation. Such a profile can be used in discussion and conclusions.

In the discussion and conclusion in any research, the results/findings should only be compared with similar societies. In this research, the researcher has tried to compare the results/findings of the hypotheses with the findings of the research conducted in similar statistical communities such as massage therapists, nurses, physiotherapists, dentists, surgeons, and the summary of jobs that work with human body activities can be compared inside and outside the country. Of course, if there is internal research, it is preferable to internal research due to the similarity of conditions in many contextual variables. However, it should be noted that due to the different types of criterion variables, it is not always possible to interpret the findings based on similar findings. In the following, we will first discuss a selection of personal and occupational factors with the burnout factor, then discuss the effect of personal factors on the triple subscales of burnout, and finally the effect of occupational factors on the triple subscales of burnout. Job will be paid.

The results showed that there is a positive and significant relationship between a selection of personal factors including interest in massage, gender and marriage with job burnout, and there is a negative and significant relationship between work experience and job burnout. This result is in agreement with the findings of ([Abdi Masooleh et al., 2007](#)) from the perspective of gender and work history; [Refahi et al. \(2014\)](#) from the point of view of interest in job, marriage, and work experience, consistent with the findings of [Rashedi et al. \(2012\)](#) from the perspective of gender and work experience; [Behboodi Moghadam et al. \(2014\)](#) from the point of view of job interest and [Najafi et al. \(2013\)](#) from the point of view of all demographic variables are inconsistent. Also, the findings of this research showed that there is no significant relationship between age, level of education and employment with job burnout. This finding is consistent with the findings of [Rashedi et al. \(2012\)](#) in all three variables of age, education level and employment status. Also [Wrzesińska et al. \(2019\)](#) stated that there is no significant relationship between any of the job characteristics/factors with job burnout in the community of blind and partially sighted therapeutic massage therapists.

The results showed that there is a positive and significant relationship with job burnout among a selection of job factors including job satisfaction, the condition of the physical environment of the workplace, and

shift work. This finding is similar to [Refahi et al. \(2013\)](#) finding that it is related to job satisfaction, second job, how to work in the work environment, and Moghadam et al. Burnout has pointed out that it is aligned. Also, [Farsi & Afaghi \(2015\)](#) in their research have mentioned another type of occupational variables that are related to this research and they have pointed out their significant relationship with job burnout. This finding is similar to [Najafi et al. \(2013\)](#). and [Ziyai et al. \(2015\)](#) is inconsistent, of course, in the two mentioned studies, the researchers mentioned the demographic characteristics and the text of the report did not mention whether there are occupational factors within these demographic factors or not. However, this should be interpreted with caution. The theoretical foundations of research have always pointed to the existence of the relationship between job factors and job burnout. There is a negative and significant relationship between the distance between two massages and the number of massages with job burnout. In this regard, there is no research for comparison. Of course, there is a contradiction in this finding. In the narrative of masseurs, the issue of quantity versus quality is always mentioned. This means that by increasing the distance between two massages, the quality of the massager's performance usually increases, and on the contrary, the quality decreases with the number of massages.

The results showed that there is a positive and significant relationship between a selection of personal factors including marriage and interest in massage and emotional exhaustion. And there is a negative and significant relationship between work experience and emotional exhaustion. Job burnout is a syndrome composed of physical and emotional fatigue that is caused by a person's direct and long-term contact with people and in emotionally exhausting conditions. Therefore, the component of physical and emotional fatigue plays an important role in creating burnout syndrome, and especially for the statistical population of this research, whose job is sports massage, the effects of fatigue caused by physical activities play a significant role in the entire component of emotional fatigue. slow, while it may not be the case with other jobs. In the interpretation of the results, it can be said that the increase in the interest of massage therapists in Tehran probably increased their work activities, which in turn caused emotional fatigue. On the other hand, the increase in work experience has made the masseur's skill increase and less emotional fatigue. This finding is similar to the findings of [Rashedi et al \(2012\)](#), [Refahi et al. \(2014\)](#), [Pustulka-Piwnik et al. \(2014\)](#). And [Farsi & Afaghi \(2015\)](#) - although he did not mention the relationship - is consistent with the findings of [Najafi et al. \(2013\)](#) and [Ziyai et al. \(2014\)](#). There is no significant relationship between gender, employment, age and education with emotional exhaustion. This finding is consistent with the findings of [Najafi et al. \(2013\)](#) and with the findings of [Behboodi Moghadam et al. \(2014\)](#). It is uneven. The results showed that there is a positive and significant relationship between a selection of personal factors including interest in massage, gender and marriage with depersonalization, and there is a negative and significant relationship between work experience and depersonalization. Metamorphosis or deterioration of personality means turning a person's personality into something worse. Usually, as a result of mental pressure or stress, a person may deviate from his usual personality and experience such a situation. Depersonalization is defined as a person's false and distorted understanding of himself, his colleagues and the work environment, so it is a disorder that appears in response to stressful and challenging daily situations in the nursing profession. The mental workload and lack of support cause a feeling of isolation, which ultimately leads to depersonalization ([Beiganeh et al., 2018](#)). This finding is similar to the findings of [Pustulka-Piwnik et al. \(2014\)](#). [Farsi & Afaghi \(2015\)](#) and [Rashedi et al. \(2012\)](#) are consistent. Also, the findings of this research showed that there is no significant relationship between employment, age and education with depersonalization. No research was found to compare with this finding.

The results showed that there is a positive and meaningful relationship between a selection of personal factors including marriage, gender, work experience and interest in massage with personal failure. Individual success is a factor that increases job satisfaction, reduces feelings of failure and helplessness, and naturally increases productivity ([Beiganeh et al. 2018](#)). It measures the fulfillment of job duties in front of customers or clients. Contradictory results are obtained from the findings. For example, work experience and interest in a job should usually lead to a person's success in doing assigned tasks, while this finding shows the opposite. This finding is similar to the findings of [Rashedi et al. \(2012\)](#), [Farsi & Afaghi \(2015\)](#), [Pustulka-Piwnik et al. \(2014\)](#). and [Refahi et al. \(2014\)](#) - which showed that the lack of personal sufficiency in the personnel of Naja is more than other aspects of job burnout - is in line with the findings of [Sohrabi et al. \(2018\)](#) and [Shorofi & Karimzadeh \(2015\)](#) regarding the relationship between work experience and individual lack of success. Also,

the results of this hypothesis test showed that there is no significant relationship between the personal factors of age and education, employment and personal failure. This finding is in line with the findings of [Ziyai et al. \(2015\)](#), who generally pointed out that all dimensions of job burnout are unrelated to personal factors, and with the findings of [Rashedi et al. \(2012\)](#), [Behboodi Moghadam et al. \(2014\)](#) and [Pustulka-Piwnik et al. \(2014\)](#). It is uneven.

The results showed that there is a positive and significant relationship between a selection of occupational factors, including job satisfaction, the state of the physical environment, the frequency component of workplace stability and shift-work with emotional fatigue, and between the distance between two massages and the number of massages with fatigue. Emotionally, there is a negative and meaningful relationship. Usually, job satisfaction should reduce emotional fatigue, but the results show the opposite, and the result can be explained simply by the fact that being interested in a job causes the continuation of job activities and the continuation of one's job activities causes Physical and emotional fatigue. Regarding the positive relationship between workplace stability and emotional exhaustion, it can be easily justified that massage therapists dislike staying in the same place and want to change their work environment. This finding is consistent with the findings of [Pavlakakis et al. \(2010\)](#) who stated: Lack of salary was a significant predictor of high emotional exhaustion scores, [Rashedi et al. \(2012\)](#); [Refahi et al. \(2014\)](#) and [Parstar et al. \(2015\)](#) - although he did not mention the direction of communication and includes some job factors - it is consistent. Also, the findings of the test of this hypothesis showed that there is no significant relationship between the ownership status and the intensity component of workplace stability with emotional exhaustion. No findings were found to compare with this result. But it can be inferred that what caused emotional fatigue for massage therapists was not due to the ownership of the workplace and its stability, and probably the task itself and repetitive activities in this job cause physical and emotional fatigue. Therefore, no significant relationship was found between the ownership status and the intensity component of workplace stability with emotional exhaustion.

The results showed that there is a positive and significant relationship between a selection of job factors, including workplace stability, shift work, job satisfaction, and the state of the physical environment with depersonalization, and there is a relationship between the distance between two massages and the number of massages with depersonalization. There is a negative and meaningful. The obtained results are correct and simply justified; As mentioned, the stability of the workplace, shift work, satisfaction with the job and the bad condition of the physical environment cause the distortion and transformation of the personal states of massage therapists, in other words, the diversity in the workplace, the right time and the right physical environment lead to a decrease Deterioration of the character of masseurs. This finding is in agreement with the findings of [Farsi & Afaghi \(2015\)](#), [Rashedi et al. \(2012\)](#), [Refahi et al. \(2014\)](#), [Parstar et al. \(2015\)](#) - although it did not indicate the direction of connection and includes some factors. It's a job - it's aligned. Also, the findings of the test of this hypothesis showed that there is no significant relationship between ownership status and depersonalization. No findings were found to compare with this result.

The results showed that there is a positive and significant relationship between a selection of job factors including job satisfaction, physical environment condition, workplace stability and shift work with personal failure and between the distance between two massages, the number of massages and lack of There is a negative and significant relationship with individual success. The first result obtained is correct and simply justified; As mentioned, the stability of the workplace, shift work, job satisfaction and the bad condition of the physical environment cause distortion and transformation of the personal states of massage therapists, and as a result, the feeling of occupational and personal inadequacy, in other words, diversity in the workplace, The right time and the right physical environment lead to the reduction of the deterioration of the masseurs' personality and as a result, the feeling of personal failure. Also, as there was a negative and significant relationship between the distance between two massages and the number of massages with depersonalization; Increasing the distance between two massages and increasing their number should lead to individual success; This opposite result can be well understood when one is familiar with the method of reverse scoring of the individual failure/success subscale in the Maslach questionnaire. This finding is in agreement with the findings of [Farsi & Afaghi \(2015\)](#), [Rashedi et al. \(2012\)](#), [Refahi et al. \(2014\)](#) and [Parstar et al. \(2015\)](#) - although it did not indicate the direction of connection and includes some factors. It is a job -

and the finding of [Behboodi Moghadam et al. \(2014\)](#) which pointed out the positive and significant relationship between lack of personal success and some job factors is in line. is aligned. Also, the findings of the test of this hypothesis showed that there is no significant relationship between ownership status and lack of success. No findings were found to compare with this result.

Conclusion

The results of this research showed that there is a significant relationship between some personal and occupational factors with job burnout of male and female massage therapists in Tehran. Of course, there was no significant relationship between some personal and occupational factors with job burnout of male and female massagers in Tehran. What is important and can be mentioned as a happy finding is that the rate of burnout in general and in its dimensions was lower than the theoretical average and this shows that the rate of job burnout in massagers is less than the limit regardless of gender. It is average. Considering this finding, it is suggested to measure the level of job burnout in other densely populated cities of Iran. Also, in a comparative study, the rate of job burnout of massage therapists among the big cities of Iran and its average with the arithmetic average in the cities that are culturally similar to Iran will be obtained.

Research limitations

It is worth mentioning that the researcher faced limitations in conducting this research. Apart from the limitations that the researcher himself has imposed on the research such as time and statistical population; The limitations were beyond his control, which may have affected the accuracy of the findings. Such as: all members of the research sample may not have the same understanding of the questionnaire questions. It is possible that the level of accuracy, interest and motivation of people in answering the questions of the questionnaire was not the same and it is possible.

Suggestions

However, based on the findings regarding the relationship between selected personal and occupational factors with burnout of male and female massage therapists, it is suggested to carry out similar research both in Tehran and in other densely populated cities of Iran by comparing the findings of obtained, it is possible to get a correct understanding of the relationships between a selection of personal and occupational factors with burnout of male and female sports massage therapists. It is also suggested to make some changes in the design of the questionnaire of personal and professional factors of sports massage therapists from the point of view of the type of scale and the type of questions. Specifically, it can be pointed out to avoid using the rank scale and use the distance scale instead. It is suggested to the researchers to find the relationship of other variables of human resource management and organizational behavior management such as motivation for progress, job motivation, job satisfaction, organizational commitment and job self-efficacy etc. with job burnout in the community of sports massage therapists. Researchers are suggested to compare the job burnout rate of male and female sports massage therapists with the job burnout rate of other jobs related to human service jobs such as nurses and physiotherapists in similar areas.

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Conflicts of Interest

No potential conflict of interest was reported by the authors.

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