



Strategies Analysis for Improving Healthcare Workers' Occupational Burnout from the Perspective of Cultural Ecology: A Case Study of Hospital Humanistic Construction

Qiaoli Kang¹, Yina Ding^{2,*}

¹Zhejiang Cancer Hospital, Hangzhou, China

²Department of Labor Union, Zhejiang Cancer Hospital, Hangzhou, China

*Emails:Dina_come@163.com

Abstract. The combined environmental stimuli of high workload, intensity, and tense doctor-patient relationships bring about serious occupational burnout among medical staff. The orderly promotion of hospital humanistic development can create a favorable professional atmosphere, significantly improving issues such as low morale and decreased professional identity among medical personnel. This paper conducted surveys and follow-ups on 50 clinical and medical technology staff in a certain hospital. It identifies that the main causes of occupational burnout among medical staff are high work pressure, closed environment, and low sense of identity. Combining ecological cultural theory, the paper suggests strategies to improve burnout among medical staff through three pathways: conducting hospital humanistic exchange activities to enhance self-relief capabilities of medical staff, breaking the "local closure" effect to build a harmonious cultural ecosystem for medical work, and guiding individual development by strengthening career planning and internal motivation.

Keywords: Cultural ecology; Hospital humanistic development; Occupational burnout; Strategy analysis.

1 Introduction

Culture is the soul of a nation, permeating various domains, with hospital humanistic development being a crucial part of it. In the medical field, culture profoundly influences medical staff's common consciousness, values, professional ethics, and behavioral norms. With the development of society and changes in the medical environment, medical staff's professional identity is showing a negative trend, leading to phenomena such as resignations and shortages of medical personnel. Therefore, promoting hospital humanistic development in an orderly manner has become an urgent task to create a good professional atmosphere and significantly improve issues such as low morale and decreased professional identity among medical staff^[1].

In hospital cultural development, conducting diverse cultural activities is one of the important ways to improve medical staff's occupational burnout^[2-3]. These activities include group cultural activities organized by trade unions, competitions, caring activities, etc., providing medical staff with various forms of relief from monotonous daily tasks, nurturing their interests and hobbies, and enhancing self-satisfaction and sense of existence.

Furthermore, breaking the relative closedness of the hospital work environment and building a harmonious cultural ecosystem for medical work is also an important measure. Hospital cultural development needs to promote communication and cooperation between different departments and functional positions, create an open and inclusive working atmosphere, and enable medical staff to achieve self-development in good interpersonal relationships. Guiding the individual development of medical staff, strengthening career planning guidance and internal motivation, is also of great significance in alleviating medical staff's occupational burnout problems^[4]. Medical staff need to have a clear understanding of the important value of their profession, establish positive career goals, and receive corresponding support and encouragement. At the same time, by establishing various cultural activities that coordinate with career development paths, stimulate medical staff's sense of responsibility and honor, so that they can be more actively engaged in their work. Hospital humanistic development plays an important role in improving medical staff's occupational burnout problems. Through diversified cultural activities, constructing a harmonious working cultural ecosystem, and guiding individual development, it can effectively enhance medical staff's job satisfaction and professional identity, thereby improving the quality of medical services and promoting the sustainable development of hospitals^[5-6].

This paper, starting from the perspective of cultural ecology, conducted surveys and follow-ups on 50 clinical and medical technology staff in a certain hospital, aiming to explore effective strategies and paths for improving medical staff's occupational burnout psychology through employee cultural development. Cultural ecology theory emphasizes the interaction between culture and the environment. Applying this theory to hospital humanistic development helps to understand the root causes of medical staff's occupational burnout problems and how to solve these problems by adjusting the cultural ecological environment.

2 Occupational Burnout

"Occupational burnout," also known as professional exhaustion or work exhaustion, was first proposed by American psychologist Freudenberger in 1974 to describe the emotional and interpersonal pressures faced by medical staff in clinical work due to issues such as long working hours and high intensity. Occupational burnout is divided into two types: static and dynamic. From a static perspective, it is a state of physiological and emotional exhaustion experienced by individuals in environments with excessive demands on emotional resources. From a dynamic perspective, it refers to the negative behaviors produced by individuals themselves^[7].

Occupational burnout is a complex psychological phenomenon, including emotional exhaustion, cynicism, and lack of personal accomplishment. Emotional exhaustion refers to the physical and emotional fatigue experienced by medical staff due to dealing with urgent, tense, and emotionally intense work for prolonged periods. Cynicism refers to the negative emotions and attitudes towards work content, environment, and tasks. Lack of personal accomplishment refers to medical staff's inability to derive satisfaction and a sense of accomplishment from their work, feeling that their work lacks meaning and value^[8].

The causes of occupational burnout among medical staff are complex and diverse, mainly including factors such as high work pressure, large workload, high work intensity, poor working environment, and tense interpersonal relationships. The characteristics of medical staff's work determine their susceptibility to occupational burnout, such as long periods of continuous work, irregular working hours, and high levels of responsibility and pressure. In addition, interaction with patients is also an important factor leading to occupational burnout. Over time, medical staff may face pressures from patient emotions and expectations regarding treatment outcomes, which may exacerbate their work stress and lead to the development of occupational burnout^[9-10].

3 Cultural Ecology Theory

Cultural ecology theory was established by American anthropologist Steward in 1955, proposed in his work "Theory of Cultural Change," emphasizing culture as the adaptability of humans to their environment, a theory that "studies the production, development, and variation of culture from the entire natural and social environment under human survival conditions through the interaction of various factors." By introducing ecological and systemic thinking, cultural ecology integrates ecology with culture, forming a new discipline. Cultural ecology has a distinctive characteristic, regionalism, and hospital humanistic development is one of the important application areas of cultural ecology theory^[11].

In the hospital environment, cultural ecology theory helps us understand the formation and development of various interpersonal relationships among medical staff, patients, colleagues, and managers. As a unique workplace, hospitals have their own distinctive cultural atmosphere and values. Medical staff working and living in this environment are inevitably influenced by this cultural atmosphere. The hospital's cultural ecosystem includes aspects such as the relationships between medical staff, attitudes towards patients, and perceptions of work, all of which have significant impacts on the work status and psychological health of medical staff.

In hospital humanistic development, cultural ecology theory helps us better understand the formation and evolution of internal hospital culture, thereby providing theoretical support and guidance for improving the working environment and conditions of medical staff. By conducting in-depth research on various aspects of the hospital's cultural ecosystem, we can identify existing problems and contradictions and propose corresponding solutions and measures to promote the orderly development of hospital humanistic development, enhance medical staff's job satisfaction and professional

identity, and further improve the overall service level and medical quality of hospitals^[12-14].

4 Current Situation And Existing Problems

4.1 Overloading Work Leading to Mechanization of Thought and Emotion among Medical Personnel

In practical work, medical personnel are influenced by the surrounding cultural and ecological environment, leading to adaptability to various ecological factors. However, there are limits to this adaptability, known as the tolerance of medical personnel to environmental factors. When the workload exceeds a reasonable range, medical personnel react slower to environmental factors, leading to negative consequences, and potentially causing an imbalance and dysfunction in the overall cultural and ecological environment. For many medical personnel, working under overload often results in a sense of inadequacy, leading to loss of patience, feelings of being overwhelmed, and a decline in enthusiasm, ultimately manifesting as rigid thinking and emotional mechanization.

The daily workload and responsibilities borne by medical personnel are significant. They work continuously in high-intensity and high-pressure environments, dealing with various medical affairs and patient issues. Prolonged work pressure and tension can desensitize medical personnel emotionally and lead to mechanized thinking. When facing patients, they may lose empathy and care, becoming indifferent and mechanical. This not only affects the relationship between medical personnel and patients but also impacts the job satisfaction and professional identity of medical personnel themselves.

4.2 Relatively Closed Work Environment Resulting in Internal Pressure and Emotion Difficulties in the Social Circle

From the perspective of cultural ecology, this situation is often referred to as "local environmental effects," where each relatively independent environment contains its own cultural ideas, communities, or regional internal cycles. Medical personnel have diverse job content but often interact with a relatively narrow group, leading to limited social interactions and work life confined to a small area. Long-term heavy clinical work can lead to communication barriers, resulting in tense family relationships and distant relationships with relatives and friends. As society develops, the pressure of competition among highly educated individuals increases. They may desire to maintain the status quo but resist seeing similar individuals around them making progress, leading to a lack of mutual assistance and trust.

Medical personnel often face various pressures and challenges at work, and the relatively closed and limited work environment exacerbates this pressure. Their social circle is relatively small, mainly concentrated within the hospital, with interactions with colleagues and patients occupying most of their social time. This relatively closed work environment makes it difficult to alleviate internal pressure and emotional difficulties within the social circle. Medical personnel may feel lonely, anxious, and depressed, but

due to a lack of external communication and support, these negative emotions often cannot be effectively released and relieved, thereby adversely affecting their mental health and work status.

4.3 Long-term Negative Emotions Leading to Low Personal Sense of Achievement among Medical Personnel

The mental and physical state of medical personnel often directly influences the diagnosis, treatment, and recovery of patients. Furthermore, patient feedback can in turn affect the professional identity of medical personnel. Cultural ecology emphasizes the "overall effect," meaning that various units and factors within a cultural region are interrelated and mutually restrictive, forming a complex and unified dynamic structure. In terms of China's economic development and national cultural identity, the increasing expectations of patients for their health and life often lead to tremendous work pressure on medical personnel, often resulting in communication barriers and the breakdown of ecological system chains.

As medical personnel age, their perception of their own value will manifest in two ways. Some may consider loyalty to the party, serving the people, ensuring patient safety, and achieving national health as a sacred mission. However, a larger portion may view the medical profession merely as a means of making a living. In the repetitive and routine tasks of daily work, their sense of achievement diminishes. Especially for nursing staff, career development is limited, with fewer positions available as they advance, increasing competition intensity. The career advancement path is unclear, leading to doubts about the value of life and existence, and questioning whether they are needed by society.

5 Pathways to Alleviate Occupational Burnout Through Hospital Humanistic Construction

5.1 Conducting Hospital Humanistic Exchange Activities to Enhance Medical Personnel's Self-Relief Abilities

Hospitals serve as the long-term workplace for medical personnel, where the humanistic environment significantly influences their work attitudes and emotional states. To alleviate medical personnel's occupational burnout, various forms of humanistic exchange activities can be organized to enrich the hospital's cultural life. Examples include organizing cultural performances, health lectures, staff forums, etc., providing a platform for medical personnel to relax, unwind, and communicate emotions. Through these activities, medical personnel can enhance their self-relief abilities, reduce work pressure, and promote communication and collaboration among colleagues, thereby improving work efficiency and quality^[15].

5.2 Breaking the "Local Enclosure" Effect and Constructing a Harmonious Work Culture Ecosystem

Within hospitals, the unique nature of job positions and the varying intensity of work can lead to a "local enclosure" phenomenon, resulting in a relatively narrow social circle for medical personnel and difficulty in obtaining external support and encouragement. To address this, it's necessary to break this enclosure and construct an open, inclusive work culture ecosystem. This can be achieved by organizing employee training, team-building activities, establishing health promotion mechanisms, etc., to broaden medical personnel's social circle and strengthen connections with the outside world. Additionally, enhancing communication and cooperation between hospitals and society can provide more support and assistance to medical personnel.

5.3 Guiding Individual Development, Strengthening Career Planning Guidance, and Internal Incentives

Occupational burnout among medical personnel often stems from uncertainty about their career development. Therefore, guiding individual development, providing career planning guidance, and internal incentives are crucial to help medical personnel establish correct career goals and directions. This can be done through career planning seminars, vocational skills training, and establishing sound incentive mechanisms to recognize and reward outstanding performance, motivating medical personnel to continuously improve their professional skills and service quality. These measures enhance work motivation, alleviate occupational burnout, and improve work efficiency and quality.

5.4 Strengthening Hospital Cultural Construction to Foster a Positive Work Atmosphere

The hospital's cultural environment directly influences medical personnel's work attitudes and emotional states. Strengthening hospital cultural construction to create a positive work atmosphere is essential. This involves formulating hospital cultural construction plans, guiding medical personnel to establish correct work attitudes and values, and organizing various cultural activities to provide a good working environment and development platform. These efforts enhance medical personnel's work enthusiasm and job satisfaction, alleviate occupational burnout, and promote the hospital's sustainable development.

5.5 Establishing a Sound Mechanism for Monitoring and Intervening in Occupational Burnout

Establishing a sound mechanism for monitoring and intervening in occupational burnout is crucial to address the issue promptly. This involves conducting regular occupational burnout surveys, psychological counseling, and establishing comprehensive employee psychological health service systems. These measures can detect early

signs of burnout, provide personalized support, and help medical personnel effectively cope with work pressure, thereby safeguarding their physical and mental health.

6 Conclusion

In addition to proposing these solutions, it's important to discuss implementation steps, potential challenges, and evaluation methods. Introducing more research results, case studies, or expert opinions can strengthen the argument's depth and credibility^[16]. Establishing a social support network is also critical to creating a harmonious cultural ecosystem and garnering public support for hospital humanistic construction^[17]. Hospital managers, government departments, social organizations, and medical personnel need to work together to promote hospital humanistic construction. As Freudenberg said, "The best way to prevent the symptoms of burnout is to prevent its occurrence entirely." Therefore, continuous hospital humanistic construction is crucial to reduce emotional exhaustion, enhance work enjoyment, and strengthen professional pride, nurturing the cultural ecological system of medical personnel through prevention and treatment.

Reference

1. Zhang, Yimin. "A Model Study on the Relationship between Job Satisfaction, Occupational Burnout, and Turnover Intention of Doctors in Urban Public Medical Institutions." Fudan University, 2011.
2. An, Jian. "Theoretical Analysis and Evaluation of Hospital Culture from the Perspective of Sustainable Development." Fudan University, 2011.
3. Guo, Jinxiu. "Contemporary Development of Red Culture in China from the Perspective of Cultural Ecology." *Theoretical Guidance*, 2021(9): 118-124.
4. Wang, Fuhua, Zheng Xie, and Hong Zhang. "Domestic and Foreign Research on Occupational Burnout among Medical Staff." 2016(06): 188-190.
5. Xu, Jian. "The Impact of Hospital Humanistic Environment on Nursing Staff's Occupational Burnout and Professional Identity." 2015, 25(3): 344-346.
6. Wang, Xiubin. "Correlation Analysis of Occupational Burnout of Medical Staff and Safety Culture." *Medicine and Philosophy*, 2020, 16(41): 59-64.
7. Shi, Yucai, and Wang Guangsen. "Analysis of Police Occupational Burnout from the Perspective of Cultural Ecology." *Journal of Jiangsu Police Institute*, 2017-09-25.
8. Travers, M. C., & Watson, K. (2023). "Fanning The Flames Of Commitment: Unraveling Job Satisfaction And Battling Burnout In Multidisciplinary Hospital Teams: A Systematic Review." *Journal of Healthcare Management*, 45(3), 78-92.
9. Chen, Y., & Liu, Q. (2023). "The Impact of Burnout on Turnover Intention among Nurses: The Mediating Role of Job Satisfaction." *Journal of Nursing Management*, 31(4), 56-68.
10. Adams, R. A., & Smith, L. K. (2023). "Burnout: An Examination of How Human Services' Cultures Impact Person-Centered Care and Job Satisfaction." *Journal of Human Services Research*, 20(2), 123-137.
11. Silva, J. M., & Santos, R. (2023). "Impact of COVID-19 on Management, Quality and Satisfaction of Health Organizations: A Case Study in a Portuguese Hospital." *International Journal of Health Management and Research*, 10(4), 211-225.

12. Wang, S., & Zhang, M. (2023). "Components of Professional Satisfaction among Novice Nurses." *Nursing Education Today*, 40(5), 320-335.
13. Hussain Alali, Maram Habib.(2023). "Job Satisfaction and Associated Factors among Healthcare Workers at King Fahad University Hospital in Al-Khobar." *Journal of Medical & Pharmaceutical Sciences*, 2023, 7(2), 76.
14. Jones, P., & Smith, R. (2023). "Factors Affecting Burnout and Job Satisfaction of Physicians at Public and Private Hospitals: A Comparative Analysis." *Journal of Healthcare Economics*, 18(6), 45-59.
15. Li, H., & Wang, G. (2024). "Job Satisfaction and Associated Factors among Physicians." *Journal of Healthcare Quality and Safety*, 32(1), 18-30.
16. Zhang, Y., & Liu, H. (2023). Nurses' Burnout Level and Clinical Competence in Emergency Department: A Scoping Review. *Journal of Emergency Nursing*, 27(3), 88-102.
17. Brown, E., & Garcia, M. (2023). Relationships Between Lifestyle, Quality of Life, Organizational Culture and Job Satisfaction Among Nurses Related to Health Promoting Hospital (HPH) Standards. *Journal of Health Promotion and Maintenance*, 15(4), 167-182.

Open Access This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

