



Perceived social media addiction explained through perceived organizational support, burnout subscales, and the number of years on the job[☆]

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ABSTRACT

The study assessed the relationship between perceived organizational support, burnout subscales, sex, the number of years on the job, and perceived social media addiction among nurses using an SEM model with cross-sectional data. Both perceived organizational support and burnout are important since they impact the workplace environment. At the same time, excessive social media use poses a significant challenge in many workplaces, as it often leads to missed deadlines and decreased productivity. This is the first study to examine perceived social media addiction within the workplace context. Emotional exhaustion was found to be positively related to the perception of addiction and was found to predict depersonalization and personal accomplishment assessment, supporting the fact that emotional exhaustion is the core dimension of burnout. The number of years on the job was significantly related to perceived social media addiction. The more nurses felt emotionally exhausted, the more likely they were to feel addicted to social media. The less valued the nurses felt, the more likely they were to feel emotionally exhausted, which then predicted perceived social media addiction. Lastly, sex was found to predict perceived social media addiction. The results of the current study can help guide hospitals in planning and strategizing to decrease burnout levels and increase perceived organizational support, thus supporting better patient care.

1. Introduction

Understanding how employees' perceptions of organizational support relate to burnout is key to fostering a positive workplace environment. Although there is abundant research concerning social support and its relationship with burnout (Xu & Yang, 2021), there is not sufficient research on the relationship between perceived organizational support and burnout. Its relationship with various factors has been explored, including five-factor personality traits (Bahar & Köroğlu, 2022), sex, age, academic major, and teaching experience (Al-Mehasi & Al-Sumaili, 2016). Han et al. (2020) have looked into the relationship between burnout and social media use. However, this is the first study to create a model to examine the connection between the three variables of burnout, perceived organizational support, and perceived social media

addiction utilizing the Conservation of Resources Theory and Organizational Support Theory. The following sections provide a more in-depth discussion of the variables utilized in the current study.

1.1. Perceived organizational support

Perceived organizational support can be defined as the general belief that an employee has concerning an organization or workplace respecting their contributions and their well-being (Eisenberger et al., 1986). It can be a motivating factor in achieving the goals of the organization since it gratifies the emotional needs of the employees and provides a supportive work environment, adds a sense of responsibility, and increases one's attachment to the organization (Sun, 2019). Perceived organizational support is unilateral, examining what the

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organization is providing the employee. Studies have shown that employees' perceived organizational support is negatively related to stress and burnout and positively related to job satisfaction, engagement, and performance (Hamama et al., 2019; Kadioğlu, 2022; Kurtessis et al., 2017).

The Organizational Support Theory (OST) provides a unique lens since it examines the perspective of the employee and the attributions of the employee (Kurtessis et al., 2017). Perceived organizational support, a component of OST, makes it so that the employee feels obligated toward the company or organization. All organizations aim to increase perceived organizational support, reduce feelings of burnout, and fulfill socioemotional needs (Kurtessis et al., 2017). Therefore, OST states that employees who perceive organizational support feel valued, thus negatively relating to burnout levels. A distinct aspect of the theory is its emphasis on the employee's perspective and their perception of the organization, rather than the organization's actual characteristics.

1.2. Burnout

Burnout, felt intensely by nurses, is defined as a loss of energy, exhaustion, and fatigue (Leiter & Maslach, 2016). Burnout significantly affects institutional performance, patient care quality, patient safety, and thus patient health outcomes (Ross, 2020). Burnout in nurses is an international problem (Duke et al., 2017; Webster et al., 2020). Many studies across different countries have found that nurses experience moderate to high levels of burnout (Janeway, 2020; Kelly et al., 2020; Lasebikan & Oyetunde, 2012; Rudman et al., 2020; Woo et al., 2020). For instance, both Gönültaş et al. (2018) and Khasne et al. (2020) found more than half of healthcare workers had high levels of burnout, 53 %, while Bilben (2020) found that 78 % of the nurses experienced burnout.

Lahti et al. (2022) describe burnout as "emotional exhaustion, a cynical attitude toward work, and a decline in professional efficacy" (p.3). The first and core dimension of burnout is emotional exhaustion (Lahti et al., 2022). Supporting Lahti et al. (2022), Özmen (2016) examined burnout by using the Maslach's Burnout Inventory and found that among the three subscales, nurses scored highest in the emotional exhaustion subscale, followed by an above moderate level score for personal achievement and a moderate level for depersonalization. Similarly, Bayer et al., 2021 found the subscale of emotional exhaustion as having the most effect on turnover. Some researchers directly examine emotional exhaustion to determine burnout levels (Kurtessis et al., 2017).

1.3. Social media use

Globally social networking sites such as Facebook, Twitter, and Instagram have brought about changes in people's lifestyles, behaviors, and communication styles (Javed et al., 2019). Although social media is a technological innovation that has recently come into our lives, it has permeated many aspects of life. Due to its versatile nature and the facilitation that social media platforms provide in interaction and creativity, most people now have social media applications downloaded onto their phones, using them daily (Samaraweera & Wijesinghe, 2021).

For instance, Mahdani et al. (2022) found that there is a negative relationship between social media addiction and job engagement and job performance. Previous research also refers to how Internet addiction is associated with alarming levels of burnout (Pohl et al., 2021). There are mixed results about the role that sex plays in social media use. While some researchers refer to females as more likely to keep accounts and be active users (Aguenza et al., 2012), other researchers refer to males utilizing social media platforms more than females (Andreassen et al., 2014). Some researchers go as far as to claim that females are more addicted to social media (Shava & Chinyamurind, 2018), while others refer to males being more addicted (Alnjadat et al., 2019).

Examining social media use and perception is important in relation to work environments. Although terms such as social media addiction

and Internet addiction have been used by researchers, these concepts are not officially recognized by the DSM. Instead, some researchers refer to problematic use. This study did not measure addiction rates or problematic use; rather, it focused on self-perception—specifically, whether individuals perceive themselves as addicted to social media, rather than assessing actual addiction.

Self-perception does not necessarily indicate true addiction but reflects how individuals view themselves. Since self-perceptions can influence behavior (Riding, 2001) and are crucial for identity formation, psychological well-being, and social interactions (Markus et al., 1985; Markus & Smith, 1981), this study relied on self-reported data.

Examining the relationship between perceived social media addiction, burnout, and perceived organizational support is crucial due to many employees spending around 70 % of their internet usage in the workplace for topics other than work and spending "more than one hour on social media sites per day at office" (Samaraweera & Wijesinghe, 2021, p. 99). The use of personal cell phones and other communication devices is common in hospitals, and it has been determined that 78 % of registered nurses use personal cell phones or other communication devices while working (McBride et al., 2015). Jamaluddin et al. (2023) discuss how the Internet can be used as a coping mechanism, highlighting the relationship between work stressors and cyberloafing. This aligns with the findings of Choi et al. (2019), who found that supervisor bullying contributes to social media addiction.

The relationship of social media addiction and healthcare workers was mainly found to be significant. One research with "undergraduate health professionals" indicates that 15 % are addicted to social media, with reporting of both moderate and severe stress levels (Patel et al., 2021, p.30). Similarly, Chinese healthcare workers were found to be significantly addicted to social media with the study exhibiting a relationship between social media addiction and burnout levels (Lou et al., 2022). Pakistan researchers further found healthcare workers to be addicted to social media, resulting in task distractions (Majid et al., 2019). Systematic reviews also express how many healthcare workers experience Internet addiction and how it is related to both anxiety and depression (Prasetya & Wardani, 2023). However, researchers such as Abdouh et al. (2023) found there to be an insignificant relationship with healthcare workers in Saudi Arabia and social media addiction.

Although there is a deficiency in the literature concerning social media use by healthcare professionals in Turkey, among the few studies conducted, researchers found conflicting results. While some researchers found nurses to not have a problem with excessive social media use (Balci et al., 2020; Hoşgör et al., 2021) others have found a problem (Gencer, 2020; Yılmazel, 2021). Therefore, further investigation is warranted. Furthermore, there is a lack of research on perceived social media addiction. To date there are a few published papers on the topic (Allahverdi, 2021, 2023; Allahverdi, 2022), however, the existing studies do not examine its relationship with burnout and perceived organizational support. Examining perceived social media addiction is crucial since it refers to the self-attributions that individuals make about themselves (Riding, 2001).

Part of this relationship may be explained by the conservation of resources theory (COR). An increase in stress can lead to the need to invest in new resources to increase stress tolerance (Chotpitayasunondh & Douglas, 2018; Hobfoll, 2011; McGrath, 1970; Meikle, 2016). Therefore, these individuals may turn to social media when experiencing burnout (emotional exhaustion, depersonalization, and personal accomplishment assessment). As such, an increase in perceived organizational support was expected to be related to a lower perception of social media addiction, and an increase in burnout was expected to be related to a higher perception of social media addiction.

1.4. Unique contribution

This study aims to examine the relationship between perceived social media addiction, burnout, and perceived organizational support in

hospital nurses in Turkey, providing data from a unique context, within the healthcare system of Turkey. By examining interconnected factors, the current study provides a holistic understanding of the relationships among these variables. This is the first study to the best of the researchers' knowledge that examines the combination of all three concepts. Fig. 1 presents the proposed model with the hypothesized relationships. Although there have been previous studies that have examined burnout and perceived organizational support among healthcare professionals, this is the first study to examine these variables with regard to perceived social media addiction. The contribution of the study is important since it addresses a growing concern within the digital age.

Since this study is based on self-reports, it relies on nurses' own assessments, which can often be considered a limitation. What is unique about the current study is its focus on the individual's perception. In this case, it is necessary to examine how the participants perceived organizational support and how they perceived themselves in terms of social media addiction. Since self-perception is an important component of identity formation, social interactions, and psychological well-being (Markus et al., 1985; Markus & Smith, 1981), the current study used data from self-reports. Using self-reports further allowed the collection of a larger sample.

1.5. Research questions

1.5.1. Hypothesis 1

Since perceived organizational support is positively related to job satisfaction, engagement, and performance (Hamama et al., 2019; Kadioğlu, 2022; Kurtessis et al., 2017), it was assumed to be negatively related to burnout as suggested by the organizational support theory. OST views perceived organizational support as a source of psychological security, which is why it was expected to reduce emotional exhaustion. Moreover, due to emotional exhaustion being the core dimension of burnout (Lahti et al., 2022), a negative relationship was expected between perceived organizational support and emotional exhaustion. Based on COR theory, perceived organizational support can be considered a resource which is why it was expected to be negatively related to emotional exhaustion.

1.5.2. Hypothesis 2

Lahti et al. (2022) identify emotional exhaustion as the central dimension of burnout, which contributes to other components of burnout. Researchers often study emotional exhaustion independently when examining burnout (Kurtessis et al., 2017). Emotional exhaustion depletes one's personal resources according to COR, and was expected to be positively related to depersonalization and negatively related to personal accomplishment (the two other dimensions of Maslach's Burnout Inventory).

1.5.3. Hypothesis 3

Due to the positive relationship between perceived organizational support and job engagement and performance (Hamama et al., 2019; Kadioğlu, 2022; Kurtessis et al., 2017), and the negative relationship between social media addiction and job engagement and performance (Mahdani et al., 2022), a negative relationship was expected between perceived organizational support and perceived social media addiction. Based on the COR theory, perceived organizational support can be viewed as a resource that will make it less likely for a person to feel the need for social media. According to OST, perceived organizational support provides individuals with a sense of value, making it less likely for them to search for compensatory behaviors such as excessive use of social media.

1.5.4. Hypothesis 4

Although there are mixed results about the impact of sex on social media addiction, with some referring to females as more addicted and others referring to males as more addicted, in many studies, sex does seem to have a significant relationship with social media use (Andreassen et al., 2014; Shava & Chinyamurind, 2018). Therefore, a significant relationship between sex and perceived social media addiction was expected and no specification was made as to the direction of significance.

1.5.5. Hypothesis 5

Since nurses worldwide tend to report low job satisfaction and high levels of burnout (Lo et al., 2018; Roelen et al., 2013), a positive relationship was expected between years of experience and emotional exhaustion. Those with more years on the job were expected to experience resource depletion and turn to social media as a means of

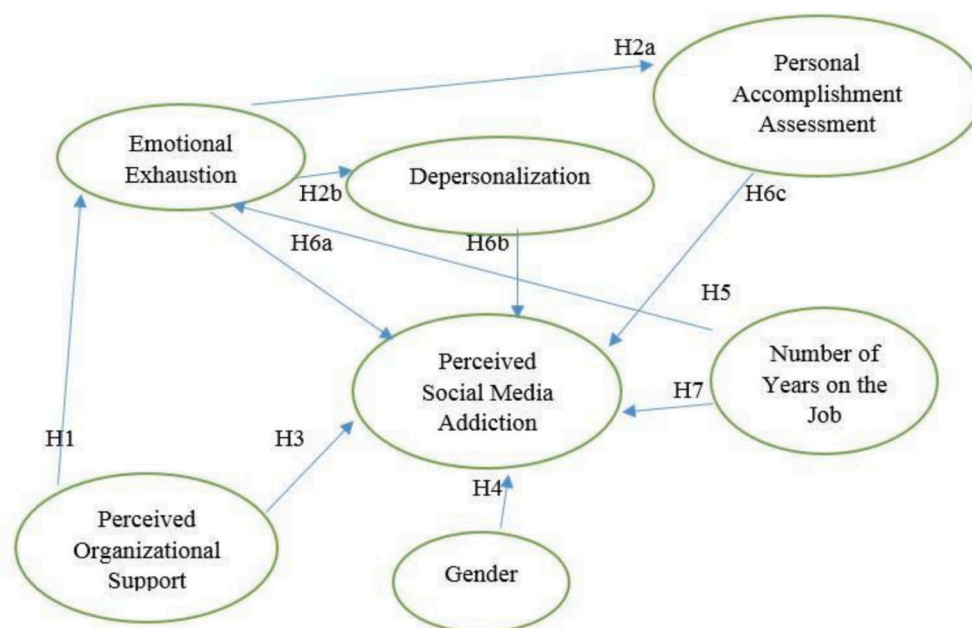


Fig. 1. The proposed model with hypothesized relationships.

recharging, viewing it as a valuable resource.

1.5.6. Hypothesis 6

Due to previous research referring to the relationship between Internet addiction and burnout (Pohl et al., 2021), a relationship was expected between each of the Burnout subscales (emotional exhaustion, depersonalization, and personal accomplishment assessment) and perceived addiction to social media. From the perspective of COR, employees who experience burnout were expected to turn to social media to replenish the resources that were lost.

H6a. A positive relationship was expected from emotional exhaustion to perceived social media addiction.

H6b. A positive relationship was expected from depersonalization to perceived social media addiction.

H6c. A negative relationship was expected from personal accomplishment assessment to perceived social media addiction.

1.5.7. Hypothesis 7

Although the number of years on the job was hypothesized to have an indirect effect on perceived social media addiction, a direct relationship was also assessed.

2. Methodology

2.1. Participants

Paper-and-pencil surveys (offline) was distributed to nurses who had worked at the institution for a minimum of one year. Out of the 400 surveys distributed, 100 were removed due to missing or incomplete information. As a result, the response rate for the completed surveys was 75 %. The removed surveys were not fully completed; for instance, some only included names and demographic information, while others had incomplete survey responses. Previous research comparing face-to-face and self-administered surveys found that the non-response rate was higher for self-administered surveys (37.9 %) than for face-to-face interviews (23.7 %) (Christensen et al., 2014, p. 327). Additionally, a recent meta-analysis reported that the average response rate for online surveys is 44.1 % (Wu et al., 2022). Given that the non-response rate for this study was 25 %, it falls within an acceptable range. There were no outliers. The study used SPSS and Amos software for the analyses.

2.2. Procedures

Confirmatory factor analyses were conducted for the following two measures: Perceived Organizational Support (Eisenberger et al., 1986) and Maslach's Burnout Inventory (Maslach et al., 2001). This was done to test the measurement model. This was followed by structural equation modeling (SEM). SEM can be used to test models that are supported and informed by previous research. The current study sought to explore previously validated research within a new context by examining multiple hypotheses and introducing a new angle. As a rule of thumb, each measurement parameter is expected to have a minimum of 10–25 participants (Violato & Hecker, 2007), which this study fulfills.

2.3. Measures

The data for the study was collected through the Individual and Professional Characteristics Form, Maslach's Burnout Inventory, and Perceived Organizational Support Scale.

2.3.1. Individual and professional characteristics form

This form asked basic questions related to each nurse. These include but are not limited to age, sex, educational status, marital status, number of years on the job, etc. Descriptive statistics on these questions are

found in the findings section of the paper.

2.3.2. Perceived social media addiction (Allahverdi, 2021)

Eijnden et al. (2016) assessed perceived social media addiction through a 5-point Likert scale question, "To what extent do you feel addicted to social media?". The current study used a numerical scale from zero to 100, rather than the original five-point Likert scale, similar to the study by Allahverdi, 2021. Moreover, the Allahverdi, 2021 demonstrated a relationship between the Social Media Disorder Scale (Eijnden et al., 2016) and perceived social media addiction, utilizing the numerical scale.

2.3.3. Perceived Organizational Support Scale (Eisenberger et al., 1997)

The current study utilized the shorter 8-question form (Eisenberger et al., 1997) of the original 36-question perceived organizational support scale developed by Eisenberger et al. (1986). It is one of the most used scales in the literature. Its validity and reliability were conducted by Akkoç et al. (2012). The 8-question scale consists of four items that are positively coded (1,4,6,8) and four items that are negatively coded (2,3,5,7) on a 5-point Likert scale. For the statistical analysis, the negatively coded items were reverse coded.

2.3.4. Maslach's Burnout Inventory (Maslach & Jackson, 1981)

The scale developed by Maslach and Jackson (1981) consists of a total of 22 items with three sub-dimensions. Answers are provided on a 5-point Likert scale. It was translated into Turkish (Ergin, 1992) and its validity and reliability study was conducted. Within the emotional exhaustion subscale, there are a total of nine items that are related to fatigue, boredom, and decreased emotional energy. Within the subscale of desensitization, there are a total of five items on the behavior of the people toward the individuals they serve. It assesses whether a person acts devoid of any emotions toward others. Lastly, within the eight-item subscale of personal accomplishment assessment, the feelings of the individual are assessed concerning their success in overcoming tasks. A decrease in the sense of personal accomplishment is the perception of oneself as inadequate and unsuccessful.

3. Findings

3.1. Descriptive statistics

Demographic information was obtained from the survey respondents related to their education, sex, marital status, and whether they have children. In terms of education, 7 % of the respondents had a vocational school degree, 10 % reported having an associate degree, 74 % had a bachelor's degree, 5 % had a master's degree, and 4 % had a doctorate degree. Most of the respondents were female, 79 %. Around 61 % were married, with 56 % reporting having children. The average age for the participants was 33.5 % with an age range between 21 and 54.

3.2. Measurement model

After the examination of descriptive statistics, confirmatory factor analyses were conducted on both the perceived organizational support measure (Eisenberger et al., 1986) and Maslach's Burnout Inventory (Maslach et al., 2001) to test the measurement model. Model fit was assessed utilizing descriptive measures: the comparative fit index (CFI), goodness-of-fit (GFI), and Tucker-Lewis index (TLI). The descriptive measures help determine if the model fits well rather than utilizing certainty such as accept or reject (Schermelleh-Engel et al., 2003). Due to the model fit being low for perceived organizational support, exploratory factor analysis was run with half the data. The analyses were conducted utilizing principal-axis factoring. The Kaiser-Meyer-Olkin measure was 0.81, which was above the recommended 0.6 recommended value. The Barlett's test of sphericity was significant ($\chi^2(28) = 431.59, p < .05$). Two factors were retained. The result contrasted with

previous studies that refer to the perceived organizational support measure as unidimensional (Eisenberger et al., 1997).

One factor focused more on questions related to being valued, such as, “The organizational values my contributions to its well-being”, while the other factor focused more on being noticed, such as, “Even if I did the best job possible, the organization would fail to notice”. Therefore, the variables were named “Being Valued” and “Being Noticed”, respectively. This resulted in a change made to the originally proposed hypotheses model. Construct validity, convergent validity, and discriminant validity were also assessed. For this, the Average Variance Extract (AVE) and the Maximum Shared Variance (MSV) were calculated as seen in Table 1.

Reliability was checked utilizing Cronbach's alpha and the Composite Reliability (CR). The Cronbach alpha for perceived organizational support was 0.84 while Maslach's Burnout Inventory was 0.76, both acceptable (Hair et al., 2010). The CR for factors from both measures was 0.7 or above, indicating good reliability (Hair et al., 2010). Although AVE values were higher than MSV values, thus achieving discriminant validity, not all AVE values were above 0.5. This, however, was not an issue since the composite reliability is higher than 0.6, thus indicating an adequate convergent validity (Fornell & Larcker, 1981).

Maslach's Burnout Inventory was adjusted for the current study by removing items with poor loading from the measure. Specifically, items two, 14, and 16 were removed from the emotional exhaustion factor, items four, seven, nine, and 21 were removed from the personal accomplishment assessment factor, and item 22 was removed from the depersonalization factor. While item 11 had a factor loading of 0.5, it was retained because it contributes to the construct. Unlike the other items, which primarily describe current behaviors, this item captures the fear or concern about the job's impact, addressing self-awareness and the early recognition of burnout. Due to its role in enhancing the theoretical relevance of the depersonalization factor and providing a more comprehensive understanding of burnout, its inclusion is justified. Additionally, research supports retaining such items when they contribute conceptually, even if their factor loadings are below 0.7 (Hair et al., 2010). Results of the CFA indicated an acceptable fit for the

confirmatory measurement model (CFI = 0.9, TLI = 0.9, GFI = 0.9, AGFI = 0.8, NFI = 0.9) of Maslach's Burnout Inventory. Similarly, the CFA indicated an acceptable fit for the confirmatory measurement model (CFI = 0.9, TLI = 0.9, GFI = 0.9, AGFI = 0.9, NFI = 0.9) of the perceived organizational support.

3.3. Structural equation model

Statistics were calculated using the Structural Equation Model (SEM). The data fit the suggested model. As seen in Table 2, the model fit indices indicate an acceptable fit. Therefore, the model is retained. Squared multiple correlations (SMC) were examined. Results indicated that the model explained 13.6 % of the variance in perceived addiction, 15.6 % of the variance in depersonalization, 3.0 % of the variance in personal accomplishment assessment, and 18.3 % of the variance in emotional exhaustion. Interestingly, adding a direct link from the number of years on the job to perceived social media addiction is what increased the model explanation from 7.1 % to 13.6 % for perceived social addiction. To determine the significance of the indirect effects, a bootstrapping method was utilized with a 95 % confidence interval. Although the standardized indirect effects of being noticed, the number of years on the job, and emotional exhaustion were rejected, the indirect effect of being valued on perceived addiction was significant with a 95 % confidence interval of (−2.89, −0.29).

4. Discussion

The current study assessed the relationship between perceived organizational support, burnout subscales, sex, the number of years on the job, and perceived social media addiction. The findings both support existing literature while also expanding it from several angles. The variable being valued, a factor from the perceived organizational support scale, was found to have a significant relationship with emotional exhaustion. The relationship between them is negative, indicating that as an employee feels valued in the workplace and can perceive

Table 1
Reliability and validity assessment ($N = 300$).

Measures	Factors and items	Standardized Factor loading	Composite Reliability (CR)	Average Variance Extracted (AVE)	Maximum Shared Variance (MSV)
Perceived Organizational Support	Being Valued		0.91	0.55	0.36
	2	0.5			
	3	0.7			
	5	0.7			
	7	0.7	0.86	0.44	0.36
	Being Noticed				
	1	0.9			
	4	0.7			
Burnout	6	0.7	0.76	0.44	0.35
	8	0.7			
	Depersonalization				
	5	0.7			
	11	0.5	0.86	0.48	0.35
	10	0.8			
	15	0.6			
	Emotional Exhaustion				
	1	0.8	0.73	0.41	0.21
	3	0.9			
	6	0.7			
	8	0.8			
	13	0.6	0.73	0.41	0.21
	20	0.6			
	Personal Accomplishment Assessment				
	12	0.7			
	17	0.6			
	18	0.7			
	19	0.7			

Table 2
Hypothesis testing results.

Relationships			Standardized regression	t-values	p values	Hypothesis Results
Being Valued	—>	Perceived Addiction	−0.13	−1.64	0.10**	Rejected
Being Noticed	—>	Perceived Addiction	−0.01	−0.06	0.95	Rejected
Sex	—>	Perceived Addiction	0.11	2.4	*	Supported
Being Valued	—>	Emotional Exhaustion	−0.35	−4.44	***	Supported
Being Noticed	—>	Emotional Exhaustion	−0.12	−1.56	0.12	Rejected
Number of Years on the Job	—>	Emotional Exhaustion	0.00	−0.06	0.95	Rejected
Emotional Exhaustion	—>	Perceived Addiction	0.18	2.68	*	Supported
Depersonalization	—>	Perceived Addiction	0.00	0.04	0.97	Rejected
Personal Accomplishment Assessment	—>	Perceived Addiction	0.04	0.71	0.48	Rejected
Emotional Exhaustion	—>	Depersonalization	0.40	7.45	***	Supported
Emotional Exhaustion	—>	Personal Accomplishment Assessment	−0.17	−3.04	*	Supported
Number of Years on the Job	—>	Perceived Addiction	−0.23	−4.30	***	Supported

Fit indices: CFI = 0.9, TLI = 0.9, GFI = 0.9, AGFI = 0.9, NFI = 0.9.

*** Significant at 0.01.

** Significant at 0.01.

* Significant at 0.05.

organizational support, he/she feels less emotional exhaustion. This finding is critical, especially since it supports the explanation of emotional exhaustion, which is the core dimension of burnout (Lahti et al., 2022). Being valued not only predicted emotional exhaustion but also indirectly predicted perceived social media addiction. The more that individuals felt they were not valued, the more likely they were to feel emotionally exhausted, which then predicted whether they believed they were addicted to social media. This finding supports the importance of perceived organizational support and although it has been examined in the context of job performance (Çelik & Yıldız, 2018; Erdem, 2021), this study is the first that examined perceived organizational support concerning perceived social media addiction.

These results are in-line with both the COR theory and OST. A decrease in perceived value can lead to greater exhaustion, which, according to COR theory, depletes an individual's resources. As a result, the individual may turn to social media as a coping resource to manage stress and burnout. On the other hand, the “being noticed” component of perceived organizational support was not significantly related to emotional exhaustion, further emphasizing the importance of feeling valued. This finding aligns more closely with OCT and COR, as being valued can be considered a resource that buffers against emotional exhaustion. Interestingly “being valued”, similar to “being noticed” had an insignificant relationship with perceived social media addiction. Thus, it is through emotional exhaustion that being valued related to perception of social media addiction. Even if one is not valued, if it does not lead to emotional exhaustion, it does not deplete one's resources and does not require one to compensate by turning to social media.

Furthermore, other significant findings were found related to emotional exhaustion. The importance of emotional exhaustion has been previously supported by research (Özmen, 2016), even referring to emotional exhaustion as having the most effect on turnover (Bayeret al., 2021). The relevance of emotional exhaustion in the other aspects of burnout as suggested by Lahti et al. (2022) was also supported. Lahti et al. (2022) refer to how emotional exhaustion leads to a cynical attitude as well as professional decline. One of the aims of the current study was to determine if emotional exhaustion also led to depersonalization and personal accomplishment assessment, the other two subscales of Maslach's Burnout Inventory. Results supported the hypothesis, indicating that emotional exhaustion does predict depersonalization and personal accomplishment assessment. The current findings align with OCT. According to the OCT, an employee who experiences exhaustion is more likely to detach from their work and have a reduced professional

efficacy; therefore, it is reasonable for emotional exhaustion to lead to depersonalization and lower personal accomplishment.

Due to the stressful environment in hospital settings, and the increase in burnout in recent years (Gönültaş et al., 2018), it is important to look at not only the relationship between burnout and perceived organizational support but also other variables that may be involved. The current study looked at the role of perceived social media addiction due to the widespread use of social media, finding significance. This is the first study to look at perception of addiction, rather than actual social media addiction. This study makes evident the importance of perception. Emotional exhaustion was found to be positively related to perceived social media addiction, meaning that as individuals feel emotionally exhausted, they start to feel like they are addicted to social media. This is probably due to an increase in the usage of social media. This finding supports previous findings (Choi et al., 2019; Pohl et al., 2021), while also being the first study to shine a light on the fact that burnout not only has a strong relationship with social media addiction but also has a significant relationship with how people perceive themselves as addicted to social media. Specifically, concerning social media use by nurses, the current study's findings supported that of Gencer (2020) and Yilmazel (2021) rather than Balci et al. (2020) and Hoşgör et al. (2021), showing a perceived excessive use of social media.

Although emotional exhaustion was significantly related to perceived social media addiction, both depersonalization and personal accomplishment were not. This once again highlights the integral role of emotional exhaustion in determining burnout. Based on the COR theory, it could be argued that emotional exhaustion may contribute to a greater depletion of resources compared to other components of burnout, making it more closely linked to the perception of social media addiction.

Due to the global issue of nurses' low job satisfaction and high burnout levels (Kaçan et al., 2016; Lo et al., 2018; Roelen et al., 2013), the number of years on the job was assumed to contribute to emotional exhaustion. However, although the number of years on the job was significantly related to perceived social media addiction, the indirect effect on perceived social media addiction was not significant. In other words, the number of years on the job did not significantly predict emotional exhaustion. The reasoning could be explained from a theoretical viewpoint. It could be argued based on the COR theory that over the years employees develop adaptive coping mechanisms with experience, which is why emotional exhaustion may not be related. However, since the relationship between years on the job was significantly related

to perception of social media addiction, one possible explanation could be that although employees find coping techniques to deal with emotional exhaustion, they may want to use social media more to deal with boredom, stress, etc., in other words, as a resource for something else. From the perspective of OST, one possible explanation is that as individuals work for longer years, they feel disconnected from employees that are new, leading them to use social media to maintain connections with others. More research is needed in this area since the only other study found related to the number of years on the job was by Lou et al. (2022). Lou et al. (2022) found social media addiction to be more common with earlier years compared to later years.

Lastly, sex was significant in predicting perceived social media addiction. When perceived social media addiction was examined 42.2 % of the males and 24.1 % of females felt they were addicted to social media 70 %–100 %. Thus, the findings support those of (Alnjadat et al., 2019; Andreassen et al., 2014). The results of the current study can help guide hospitals in planning and strategizing to decrease burnout levels and increase perceived organizational support, thus supporting better patient care (Kadioğlu, 2022).

5. Future studies

Quality of life decreases as occupational burnout increases (Çelik & Yıldız, 2018). Therefore, making sure employees perceive organizational support is important. By respecting the contributions and well-being of employees (Eisenberger et al., 1986), the attachment of the employee to the organization increases (Sun, 2019), thus decreasing burnout. Shahidi et al. (2022) discuss how adverse psychosocial conditions at work are what causes burnout rather than the other way around. Future research can look into specific psychosocial conditions that cause burnout and perceived social media addiction. Moreover, since the current study examined perception and therefore relied on self-reports, future studies can utilize other forms of research to examine the relationship of the variables.

Additionally, research highlights the importance of professional sabbaticals in order to “retain and revitalize valuable employees”, suggesting that nursing sabbaticals can provide relief from burnout (Schaar et al., 2012, p.340). This option can be beneficial for nurses, a profession with high turnover rates (Schaar et al., 2012). However, as Swenty et al. (2011) note, most of the literature on nursing sabbaticals is anecdotal or based on expert opinion, with limited practical implementation. Future studies should emphasize the value of healthcare sabbatical while examining its cost-benefit analysis.

The current study found that the less value an employee felt, the more burnout they experienced. The study revealed the significance of emotional exhaustion both in relation to perceived organizational support and the other subscales of burnout. Lahti et al. (2022) refer to how in the three-dimensional definition of burnout, emotional exhaustion is followed by cynicism, which is then followed by the deterioration of professional skills. Future studies can look into this directionality due to the significance of emotional exhaustion in the current study and determine its relationship with social media use and perception of addiction.

Due to the stressful environment in hospital settings, and the increase in burnout in recent years (Gönültaş et al., 2018), it is important to look at not only the relationship between burnout with perceived organizational support but also other variables that may be involved. The current study looked at the role of perceived social media addiction due to the widespread use of social media, finding significance. This is the first study to look at perception of addiction, rather than actual social media addiction. This study makes evident the impact of perception on organizational behavior. Future studies can further examine this relationship.

Could the sex differences in different studies be due to the different roles sex takes depending on the location? The region a person is from is a moderating influence on the results related to social media addiction

(SMA) and Internet gaming disorder (IGD) (Su et al., 2020). Future studies can examine region as a moderator variable, with regard to perceived social media addiction. Social media addiction has also been shown to impact both work-family and family-to-work conflicts (Samaraweera & Wijesinghe, 2021). Examining if a similar impact is found when perceived social media addiction is viewed can be vital for the field of psychology.

6. Limitations

The current study utilized self-report measures. Self-reports rely on participant knowledge of self. Due to the subjective interpretation of each individual, perception may not always align with reality. However, the study aimed to examine the perception of organizational support, perception of social media addiction, and burnout. Although there are studies that examine social media addiction, this is the first to explore the relationship between the perception of social media addiction and the perception of organizational support and burnout. The study evaluated perception since self-perception and perception of our surroundings are important contributors to our identities (Markus et al., 1985; Markus & Smith, 1981). Nevertheless, it is important to not take the results as representative of reality. Further studies are warranted.

7. Conclusion

Lahti et al. (2022) identify emotional exhaustion as the central component of burnout, which subsequently leads to other aspects of burnout. Researchers often study emotional exhaustion independently when examining burnout (Kurtessis et al., 2017). Consequently, a positive correlation was anticipated between emotional exhaustion and the subscales of depersonalization and personal accomplishment in Maslach's Burnout Inventory. This expectation was confirmed in the study. Additionally, the less valued nurses felt, the more likely they were to experience emotional exhaustion, which in turn predicted perceived social media addiction. While the number of years on the job was significantly related to perceived social media addiction, its indirect effect on perceived social media addiction was not significant. In other words, the number of years on the job did not significantly predict emotional exhaustion. This study was the first to explore the relationship between years on the job and perceived social media addiction. Further research is needed to understand this relationship and its underlying causes.

Although research on the impact of sex on social media addiction has yielded mixed results—some studies suggest females are more addicted while others suggest males—many studies indicate a significant relationship between sex and social media use (Andreassen et al., 2014; Shava & Chinyamurind, 2018). The current study found that males reported feeling more addicted to social media.

Statements and declaration

The XXX University Non-Invasive Clinical Trials Ethical Review Board approved the study (No: 2022/86; No: 2022077). The research was carried out at a hospital in XXX. Informed consent was received from the participants and ethical standards were followed according to the principles in the Declaration of Helsinki. The researchers declare no conflict of interest and no funding. The datasets generated during and/or analyzed during the current study are available on Zenodo, with access provided through DOI: <https://doi.org/10.5281/zenodo.8130765>.

CRedit authorship contribution statement

Fatima Zehra Allahverdi: Writing – review & editing, Writing – original draft, Methodology, Formal analysis, Conceptualization. **Nükhet Bayer:** Writing – original draft, Resources, Data curation, Conceptualization. **Mustafa Kart:** Data curation.

Ethical approval

The Lokman Hekim University Non-Invasive Clinical Trials Ethical Review Board approved the study (No: 2020/86; No: 2020077). All participants consented to participate in the study.

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Declaration of competing interest

The authors declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

Data availability

The datasets generated during and/or analyzed during the current study are available on Zenodo, with access provided through DOI: <https://doi.org/10.5281/zenodo.8130765>.

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