

Original Research Article

The Impact of Job satisfaction on Nurses' Burnout among Registered Nurses at Jinnah Hospital Lahore, Pakistan

Rubina Kousar¹, Muhammad Afzal², Hajira Sarwar³, Ali Waqas⁴, Dr. Syed Amir Gillani⁵

¹Post RN Student, Lahore School of Nursing, the University of Lahore, Pakistan

²Principal, Lahore School of Nursing, the University of Lahore, Pakistan

³Lecturers, Lahore School of Nursing, the University of Lahore, Pakistan

⁴Bio-statistician, Lahore School of Nursing, The University of Lahore, Pakistan

⁵Dean, Faculty of Allied Health Sciences, the University of Lahore, Pakistan

***Corresponding Author:**

Rubina Kousar

Email: rkousar41@gmail.com

Abstract: Job dissatisfaction can cause the nurse's burnout. The job at the hospitals produces the severe mental exhaustion or burnout. The purpose of the study is to examine the relationship between job satisfaction and nurse's burnout among the registered nurses at Jinnah hospital Lahore, Pakistan. The descriptive correlational study design was utilized. The questionnaire was distributed to 260 registered nurses at Jinnah hospital included in the study, and head nurses midwives, assistance nurses were excluded from the study. Data was collected through convenient sampling technique and data was analyzed by using SPSS version 21. The results of the study depict that job satisfaction has significant negative relationship with nurses' burnout. Therefore, hospital's administration should emphasize on the factors which keep the nurses satisfied and the burnout of the nurses can be avoided. The study provides the limitations and recommendation in the end.

Keywords: Job Satisfaction, Nurse Burnout, Registered Nurse, Relationship

INTRODUCTION

Nurses are backbone of any health care organization. The dissatisfaction of nurses can increase the issues of the of the poor services among the hospital [7]. Burnout is a typically syndrome which consists of depersonalization (DP), emotional exhaustion (EE) and reduce personal accomplishment (PA) [12]. Mentally exhausted person cannot work accurately and many errors occurs like medication errors, if the nurses perform the work in the burnout conditions [7].

The nurses in the hospital are more stressed as compare to other nurses which are outside the hospital e.g. home health nurses and home nurses [12]. In hospital, there are multiple departments like Allied Health Sciences, Paramedical staff and others medical professionals do interact with each other and may face conflicts which may increase the mental stresses [12]. Further, nurses cannot work effectively when they face the stressful condition or high workload.

In addition, there exists significant association between staff's job satisfaction and burnout [5]. This also affects the employee's performance and ultimately the patient care services suffered. Similarly, the study

noted that there is significant relationship exists between burnout and nurses' job satisfaction [5].

Furthermore, job burnout influences the individual's mental health and become the reason of weak productivity. The study also emphasizes on the need of the further work to investigate the strategies which may affect the burnout and helps to increase the job satisfaction [5].

Nurses' job satisfaction is a key role in work performance and production. If the job satisfaction is decrease due to multiple reason e.g. high patient ratios, high work Burdon, low salary package and absence or decrease job security can cause unbearable stress among nurses. Job dissatisfaction produces stress which decreases the quality of health care [12].

Problem Statement:

Nurses play a key role in the efficient health care services. However, workplace elements may create the issues for the nurses and affect the services. In Pakistan, nurses of public hospital especially face a lot of pressures and other key factors which decrease the satisfaction and ultimately increase the burnout. Therefore, it is need of the time to investigate the

relationship between the nurses' job satisfaction and burnout at workplace, so that the solution to the problem can be provided and the quality healthcare services are not compromised.

Significance of study

This study will provide the benefits to the administration of public hospital to reduce the burnout among the nurses. Further, this study will highlight the importance of the job satisfaction to reduce the negative work outcomes in the public-sector healthcare. Moreover, the current study results can become helpful for the private healthcare institutes as well.

Objectives

- To identify the job satisfaction among the registered nurses at public hospitals.
- To assess the nurses' burnout among the registered nurses at public hospital.
- To determine the relationship between job satisfaction and nurses' burnout.

Hypothesis

Null Hypothesis

There is no negative relationship between job satisfaction and nurse's burnout.

Alternate Hypothesis

There is negative relationship between job satisfaction and nurses' burnout.

Purpose of the study

The purpose of this study is to determine or examine the relationship between job satisfaction and nurses' burnout at hospital setting. However, this evidence is not fully supported to this relationship. Review of literature provide the more evidences and logics for clarify this relationship.

Theoretical framework

The study closely related to the theory and model of Imogene King. A famous nursing theorist published her conceptual framework in 1971 and developed it into theory of goal attainment in 1981. The Imogene King 3 interacting systems and 6 assumptions closely linked with this study.

LITERATURE REVIEW

Teeter [12] stated that the job satisfaction depends on interpersonal and intrapersonal interactions. The interaction of registered nurses with nurse managers is important to examine burnout. When the manager nurses interact negatively with their subordinates (registered nurses) give the mental stress to them, it produces conflicts and these conflicts decrease the job satisfaction.

The study noted that job satisfaction is a favorable or pleasurable emotional state resulting from job appraisal or job experiences because the dissatisfaction from job cannot provide the holistic care to the patients [2]. Similarly, the study conducted in South Africa which depicts that job dissatisfaction originated from the stress and leads the negative work outcomes [5].

Some nurses perceive the stress and experience the emotional exhaustion (EE), depersonalization (DP) and reduce personal accomplishment. Burnout not only effects on patient care but it also affects the nurses physically and mentally. In addition, high level of physical complaints leads to the nurse's burnout [12].

The study noted that nurses of Palestinian hospitals show the burnout due to low satisfaction at the workplace [1]. Moreover, job burnout develops the negative attitude among the employees and it should be investigated among the developing countries organizations. Similarly, issue of job burnout remained unfocused in the Arab countries and many factor can cause the issue of the job satisfaction and burnout there like job insecurity, workload and organizational structure etc.

Likewise, the study noted the significant negative relationship between job satisfaction and nurse's burnout. The study also suggests that the occupation also decrease the job satisfaction which also be considered to the cause of nurses' job burnout. However, the nurses of the health care are also more exposed to the job burnout and increase in the job burnout causes the lower efficiency of the healthcare services [4].

The other study provide the evidence that the nurses work environment has significant impact on nurses job satisfaction which increase their job stress, if the environment are good for nurses they increase their job satisfaction and decrease their stress level and if the environment is stressful, it decrease their job satisfaction [9].

There is bad impact of nurses stress on the moral value of nurses which produce by job dissatisfaction [11]. And less moral valued person does not perform their duty very well, he is helpless to do their duty on regular basis and absenteeism and turnover rate is increased [6].

Myhren *et al.* [8] conducted a study to check that the nurses are more stressed and less satisfied with their jobs as compare to physician and the main reason of this statement high Burdon of work and less job security. High ratio of the patient also a key role in

decreasing the job satisfaction and increasing burnout [3].

METHODOLOGY

The current study is quantitative and descriptive correlational study design. 26 items questionnaire of 22 items for measuring the nurses burnout [12] and 4 items for measuring nurses job satisfaction [10] measure the job satisfaction and nurses burnout. Questionnaire was distributed to 260 registered nurses at Jinnah Hospital Lahore, Pakistan through convenient sampling. Registered nurses from all departments of Jinnah hospital were included in this research. Head nurses, student nurses and midwifery were excluded in this research study. The data was

collected after getting the permission letter from the Head of department, Principle school of nursing, the University of Lahore. And this letter was signed by the Chief Nursing Superintendent (CNS) Jinnah Hospital Lahore. The participation of study participants was purely on voluntary basis. The data was analyzed by using the statistical package of social science (SPSS) version 21.

RESULTS

This section consists on the demographic information of study participants and determines the relationship by implementation of different tests, the Pearson correlation, regression analysis and ANOVA. Reliability, validity of questionnaire also checked.

Table 01: Age of participants					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25yrs	128	49.2	49.2	49.2
	26-30yrs	80	30.8	30.8	80.0
	31-35yrs	23	8.8	8.8	88.8
	36-40yrs	25	9.6	9.6	98.5
	41-45yrs	4	1.5	1.5	100.0
	Total	260	100.0	100.0	

(Table # 01) shows the five classes of age was the inclusion criteria of the study, majority of the participants ages were 20-25years which were 49.23%

(n=128) > others 26-30years ages 30.77% (n=80) > 31-35years years ages 8.8% (n=23) < 36-40years ages 8.85% (n=25) > 41-45years ages 1.54% (n=4).

Table 02: Gender of participants					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	260	100.0	100.0	100.0

(Table # 02) shows that all participants were female nurses and no any male participant, female

respondent 100% (n=260) and male respondent 0% (n=0).

Table-03: Marital status of participants					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	129	49.6	49.6	49.6
	Unmarried	131	50.4	50.4	100.0
	Total	260	100.0	100.0	

(Table # 03) shows that marital status of the study participants resulted that the unmarried

participants were 50.4% (n=131) and married participants 49.6% (n=129).

Table-04: Job experience of participants					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	6months-5yrs	134	51.5	51.5	51.5
	6-10yrs	79	30.4	30.4	81.9
	11-15yrs	35	13.5	13.5	95.4
	16-20yrs	12	4.6	4.6	100.0
	Total	260	100.0	100.0	

(Table # 04) show the job experience of the participants were categories into four classes. Majority of the participants were experienced 6months-5years

experience were 51.5% (n=134)> 6-10years experienced participants were 30.4% (n=79)> 11-15yrs 13.5% (n=35) > and 16-20years 4.6% (n=12).

Table-05: Qualification of participants					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	registered nurses	135	51.9	51.9	51.9
	BSN nurses	85	32.7	32.7	84.6
	post RN nurses	22	8.5	8.5	93.1
	specialized nurses	18	6.9	6.9	100.0
	Total	260	100.0	100.0	

(Table # 05) show the qualification of the participants classify into four classes registered nurses/diploma holder registered nurses were 51.9%

(n=135) > BSN registered nurses 32.7% (n=85) > post RN registered nurses 8.5% (n=22) > and specialized registered nurses 6.9% (n=18).

Table-06: Designation of participants					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	registered nurse	260	100.0	100.0	100.0

(Table # 06) show the designation of the participants were resulted that only registered nurses was the inclusion criteria of the study, registered nurses 100% (n=260), Head nurses 0% (n=0) and licensed practice nurses 0% (n=0).

Sample characteristics

The purpose of the study is to check the relationship between job satisfaction and nurse burnout. To check this relationship first to check the reliability, validity, KMO Bartlett's, of the questionnaire.

Reliability

Table #07: Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.757	.779	26

(Table#07) shows the reliability of the questionnaire which contained 26 items, the normal value of reliable data is above (0.70) and the value of questionnaire for measuring of job satisfaction and nurse burnout is (0.757) which shows strong reliability

of questionnaire for measurement. 4 items measure the job satisfaction and 22 items measure nurse burnout.

Validity

Table-08: KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.943
Bartlett's Test of Sphericity	Approx. Chi-Square	7362.539
	Df	325
	Sig.	.000

Assumption proves that KMO value should be above the (0.60) and significance value should be less than (0.05). In the (table # 08) the value of KMO is (0.943) which is above the (0.60) and the value of significance is (.000) and chi-square value is 7362.539 which show the significant association between two variable job satisfaction and nurse burnout.

There is no relationship between job satisfaction and nurse burnout.

Alternate Hypothesis H1

There is relationship between job satisfaction and nurse burnout.

To check this null and alternate hypothesis, Pearson Correlation test is applied.

Reporting the results of Pearson correlation test Null Hypothesis H0

Table-09: Correlations			
		JS	Burnout
JS	Pearson Correlation	1	-.475**
	Sig. (2-tailed)		.000
	N	260	260
Burnout	Pearson Correlation	-.475**	1
	Sig. (2-tailed)	.000	
	N	260	260
**. Correlation is significant at the 0.01 level (2-tailed).			

(Table # 09) represent the test statistics is negatively statistically significant ($r = -0.475$, $p < .001$).

Thus, job satisfaction has significant negative relationship with nurses' burnout.

Regression Analysis

Table-10: Model Summary										
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.475 ^a	.225	.222	.555	.225	75.001	1	258	.000	.482
a. Predictors: (Constant), JS										
b. Dependent Variable: Burnout										

(Table # 10) shows that R square value is 22.5% which means that 22.5% variation in the nurses' burnout is explained by job satisfaction.

Table-11:ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	23.094	1	23.094	75.001	.000 ^b
	Residual	79.441	258	.308		
	Total	102.534	259			
a. Dependent Variable: Burnout						
b. Predictors: (Constant), JS						

The ANOVAa (table # 11) shows that model of the current study is significant and fit ($P < 0.05$).

Table-12: Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.890	.111		17.045	.000
	JS	-.299	.035	-.475	-8.660	.000
a. Dependent Variable: Burnout						

The table shows that the increase in one unit of job satisfaction the change of -0.299 occurs in the nurses' burnout ($t = -8.66$, $p < 0.05$).

DISCUSSION

The study determines and examines the relationship between job satisfaction and nurse's burnout among the registered nurses Jinnah hospital Lahore. It is important that nurses job satisfaction increase the stress level of nurses which decrease the

quality of work production. In the current study 26 questions analyzed to check the job satisfaction and nurses burnout and relationship between job satisfaction and nurses stresses at public hospitals Lahore Pakistan. The (Table # 01 to 06) shows the demographics of participants which was the inclusion criteria of this study.

(Table # 07 and 08) shows the reliability and validity of the adopted questionnaire by Teeter [12] and

Poddar [10]. (Table # 09) the results of Pearson correlation test which used to check the relationship between variables job satisfaction and nurse burnout. The results show that significant negative relationship was found between these two variables. According to [12], the significant negative relationship between job satisfaction and nurses stress, if the job satisfaction is increased then the nurses stress will decreased and if job satisfaction is decreased then the nurses burnout will increased.

Results of regression analysis, ANOVA a (Table 10, 11 and 12) also used to check the relationship and collected results shows that significant negative relationship was found. It is important to assess the causes of job dissatisfaction and nurse's burnout and its impact on nurse's behaviors, work production and quality of work. According to [2] Aron job dissatisfaction decrease the quality of work.

Therefore, the results of this study concluded that the administration does not focus on the causes of job dissatisfaction and nurse's burnout and impact of job satisfaction on nurse's burnout. This is a reason that low work quality was found at some departments at Jinnah hospital.

CONCLUSION

The current study examined the impact of job satisfaction on the nurses' burnout among the registered nurses hospitals of Lahore, Pakistan. The results shows that job satisfaction have significant negative relationship with nurses' burnout. Therefore, hospitals administration should emphasize on the strategies which can increase the satisfaction of the nurses and ultimately decrease the job burnout.

Limitation & recommendation

1. This study conducted only public hospitals due to lack of time. Further studies will be conducted at private hospital as well.
2. This study was on quantitative basis further studies will be conducted on qualitative basis.
3. This study was conducted to check the relationship between job satisfaction and nurse's burnout, further studies to find the causes of job dissatisfaction or burnout.
4. This study is conducted at single hospital due to shortage of time, further studies must be conducted on this important topic.
5. To find the further literature on this topic.

REFERENCES

1. Abushaikha, L., & Saca Hazboun, H. (2009). Job satisfaction and burnout among Palestinian nurses.
2. Aron, S. (2015). Relationship between Nurses' Job Satisfaction and Quality of Healthcare They Deliver.
3. Asegid, A., Belachew, T., & Yimam, E. (2014). Factors influencing job satisfaction and anticipated turnover among nurses in sidama zone public health facilities, south Ethiopia. *Nursing research and practice*, 2014.
4. Gulavani, A., & Shinde, M. (2014). Occupational stress and job satisfaction among nurses. *International Journal of Science and Research (IJSR)*, 3(4), 733-740.
5. Khamisa, N., Oldenburg, B., Peltzer, K., & Ilic, D. (2015). Work related stress, burnout, job satisfaction and general health of nurses. *International journal of environmental research and public health*, 12(1), 652-666.
6. Malhi, L. D., Akkadechanunt, T., & Sirakamon, S. (2016). Job Stress and Presenteeism among Nurses in Tertiary Level Hospitals in Pakistan. *Imperial Journal of Interdisciplinary Research*, 2(10).
7. Mudihanselage, H. S. S. S., & Chamaru, A. A. A. (2015). The Nursing Shortage Impact on Job Outcome (The Case in Sri Lanka). *Journal of Competitiveness*, 7(3).
8. Myhren, H., Ekeberg, Ø., & Stokland, O. (2013). Job satisfaction and burnout among intensive care unit nurses and physicians. *Critical care research and practice*, 2013.
9. Nantsupawat, A., Kunaviktikul, W., Nantsupawat, R., Wichaikhum, O. A., Thienthong, H., & Poghosyan, L. (2017). Effects of nurse work environment on job dissatisfaction, burnout, intention to leave. *International nursing review*, 64(1), 91-98.
10. Poddar, A., & Madupalli, R. (2012). Problematic customers and turnover intentions of customer service employees. *Journal of Services Marketing*, 26(7), 551-559.
11. Rushton, C. H., Batcheller, J., Schroeder, K., & Donohue, P. (2015). Burnout and resilience among nurses practicing in high-intensity settings. *American Journal of Critical Care*, 24(5), 412-420.
12. Teeter, K. (2014). Relationship Between Job Satisfaction and Nurse to Patient Ratio with Nurse Burnout.