Relationship between Occupational Stress and Burnout among Registered Nurses of A Public Hospital

Presented by:

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Research background

The nursing profession has been portrayed as one of the most stressful occupation across the world and this makes nurses exceptionally prone to burnout. The negative impact of occupational stress and burnout on organizational performance is undisputable.

Research background

Burnout is defined as a syndrome of feelings of emotional exhaustion, deep depersonalization and reduced personal accomplishment.

(Ilhan, 2008)

Research background

Burnout affects not only nurses' job satisfaction and performance, but also the quality of clinical care and patients' well-being.

(Van Bogaert *et al*., 2013)

Research background

Workers are exposed to different situations that can lead to stress; work place could be distress generated environment, according to the American Medical Association, 95 million Americans are using medicines to reduce the risk of continuous stress at work, in addition to 2 hundred billion dollars loose per year, resulted from productivity decline.

(Nasr, 2012)

These health problems will obviously have an adverse effects on employees' performance which will ultimately detract from the quality of care.

Research objective

1. To investigate the level of occupational stress among Registered Nurses in medical ward at Hospital Sultanah Aminah Johor Bahru.

2. To investigate the level of burnout (frequency of burnout and intensity of burnout) among Registered Nurses in medical ward at Hospital Sultanah Aminah Johor Bahru.

Research objective

3. To identify the relationship between occupational stress and burnout (frequency of burnout and intensity of burnout) among Registered Nurses at Hospital Sultanah Aminah Johor Bahru.

Research hypotheses

- Ho_1: There is no significant relationship between occupational stress and frequency of burnout among Registered Nurses of Hospital Sultanah Aminah Johor Bahru.

- Ho_2: There is no significant relationship between occupational stress and intensity of burnout among Registered Nurses of Hospital Sultanah Aminah Johor Bahru.

Research methodology

❑ Study design

• Quantitative cross-sectional survey

❑ Study setting

• Hospital Sultanah Aminah Johor Bahru

• Government-funded multi-specialty hospital under Ministry of Health Malaysia

Research methodology

❑ Population and sample

- 210 Registered Nurses

- Seven Medical wards at Hospital Sultanah Aminah Johor Bahru Johor (Dahlia 1, Dahlia 2, Dahlia 3, Dahlia 4, Cempaka 3, Cempaka 4 and Perubatan Perempuan 1).

- Convenience sampling

- This study has been conducted from February 2016 until June 2016.

Instrument

- Self-administered questionnaires

- Three sections includes:

- Demographic

- Job Stress Measure (Sakketou, 2014)

- Maslach Burnout Inventory (MBI) (Maslash & Jackson, 1986)

Validity and reliability

❏ Job Stress Measure (Sakketou, 2014)

- Reliability test was carried out using Cronbach's alpha – 0.86

- Convergent validity was carried out using An Organizational Stress Screening Tools (ASSET) scale- statistically significant, positive correlation with the following subscales.

❏ Maslach Burnout Inventory (MBI) (Maslash & Jackson, 1986)

- Reliability test was carried out using Cronbach's alpha – 0.83 (frequency) 0.84 (intensity).

- Convergent validity - statistically significant, positive correlation with the following subscales.

Ethical consideration

- Online research registration

- National Medical Research Register (NMRR) ID: 27662

- MREC approval : 15-2093-27662

- Ethical approval granted from Ethic Committee at Faculty of Nursing and Allied Health Sciences (FONAS), Open University Malaysia

Pilot study

- To ensure nurses understand all the relevant instructions and to identify any problem with the instrument before commencement of the main study.

- Self-administered questionnaires along with a plain sheet of paper for comments and feedback.

- 10% or 20 Registered Nurses working in medical wards at Hospital Sultanah Aminah Johor Bahru.

Data analysis

- Descriptive analysis

- Inferential analysis

  o Pearson's correlation test

Analysis of the first research objective : Level of Occupational stress among Registered Nurses

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Table 1.1: Descriptive analysis on Occupational stress

No.	Item	Mean	Level
1.	The degree to which politics rather than performance affects organizational decisions	2.59 ⬆	Moderate
2.	The amount of traveling I must do	2.21 ⬇	Low
Overall Mean		2.40	Moderate

Analysis of the second research objective: Level of Burnout (Frequency and Intensity) among Registered Nurses

Analysis of the second research objective: Level of Burnout (Frequency and Intensity) among Registered Nurses

Table 1.2: Mean Analysis on Job Burnout (Frequency and Intensity)

Job Burnout	Frequent Mean	Intensity Mean
Emotional Exhaustion	1.98	2.50
Personal Accomplishment	2.53	4.40
Depersonalization	1.52	2.50
Overall mean	2.01	3.13

Analysis of the third research objective: Correlation analysis between Occupational stress and Burnout (Frequency of Burnout and Intensity of Burnout) among Registered Nurses

Analysis of the third research objective: Correlation analysis between Occupational stress and Burnout (Frequency of Burnout and Intensity of Burnout) among Registered Nurses

Table 1.3: Correlation analysis between Occupational stress, Frequency of Burnout and Intensity of Burnout

Pearson	Frequency of Burnout	Intensity of Burnout
Occupational Stress	.604** .000	.345** .000

**Significant positive association (p < .01, two-tailed)

Result

- Registered Nurses in medical ward at Hospital Sultanah Aminah Johor Bahru were found to experience a moderate level of occupational stress with the average mean value 2.40 and not indicated to burnout syndrome.

- Personal Accomplishment aspect showed the highest mean value in both categorical, job burnout intensity 4.40 and job burnout frequency 2.53, while Depersonalization aspect showed the lowest mean value 2.50 and 1.52 respectively.

- Pearson correlation indicated that there was a significant positive association between occupational stress and both variables, frequency of burnout ($r(210) = +.604$), and intensity of burnout ($r(210) = +.345$), $p < .01$, two-tailed.

Discussion

<u>Limitation of the study:</u>

• Cross-sectional survey

o Gather data at one point with causal connections between variables of interest.

• Questionnaires survey

o Convenience sampling technique

o Results and conclusions may be limited.

• The small population as a sample size

o Findings to only be relevant within the hospital it was taken from, and cannot be generalized outside of this study.

o These limitation may decrease the ability of generalizing the results to other organizational setting within the period of study.

Recommendation

- The most effective way to manage occupational stress among nurses is for management to take a proactive stance and target nurses who are potentially vulnerable to burnout.

- Organizational intervention generally focus on strategies to minimize stressful work condition. It would seem that management's first responsibility might be to try and reduce nurses' workload.

- Nurses should be provided opportunities for learning and multitude of stress management strategies and self-soothing techniques directly applicable to the nursing environment and easily utilizable on the job.

Future research

- Expanded to all healthcare services in Malaysia - findings in difference context.
- Study need to move beyond the tendency to use descriptive design.
- Several department surgical, orthopaedic, psychiatric or clinics should be further explored - individual similarities and differences impact from work-related stress and burnout.

Conclusion

There is a linear relationship between occupational stress and burnout syndrome among Registered Nurses working in the medical ward. Increasing Personal Accomplishment and reducing Depersonalization in burnout subscales may contribute a lesser level of occupational stress and burnout in this nursing population. Therefore, it is important to reduce occupational stress in nurses and strengthen their coping mechanism to prevent burnout.

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THANK YOU