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## Burnout among staff nurses working in hospitals

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### Abstract

On 25 of February 2015, Dr. Peter Carter, the General Secretary of the Royal college of nursing (RCN) in the UK addressed the issue of nursing shortage by stating that it is still indeed a very huge problem with patients waiting on trolleys for hours in order to receive treatment as well as nurses' poor working conditions (RCN 2015). It is also important to assess the nurses burnout as it affects the performance of the nurse and the quality of care he or she provides to the patient. The objectives of this study is to assess the burnout among the Staff Nurses and to identify the factors leading to burnout among the staff nurses. A non-experimental descriptive study was adopted enrolling 200 staff nurses selected by Non probability convenient sampling technique from various selected Hospitals of Pune City. Analysis was done using frequency and percentage distribution and chi square test.

**Findings:** It was found that majority (96%) of the staff nurses had high level of burnout in terms of emotional exhaustion and only 04% of the subjects had moderate level of burnout in terms of emotional exhaustion. that almost all of the subjects (99%) of the staff nurses had high level of burnout in terms of depersonalization and only 1% of the subjects had moderate level of burnout in terms of depersonalization. Almost half of the subjects (47%) of the staff nurses had high level of burnout in terms of professional accomplishment. 26.5% of the subjects had moderate as well as low level of burnout in terms of professional accomplishment. Maximum (74.5%) of the staff nurses had experienced high level of overall burnout (Score 89 – 132) and 25.5% of the staff nurses had experienced moderate level of overall burnout. The table also depicted that none of the staff nurses experience low level of overall burnout. So, it shows that nurses are affected with some or the other factors for burnout that most leading professional & organizational factor was frequent night shifts (75.5%) and the least leading professional & organizational factors were intra team conflict and unsupportive supervisors. The most leading socio cultural & psychological factor was feeling of disrespect (69%) and the least leading socio cultural & psychological factors was discrimination (10%) for burnout among staff nurses working in hospitals.

**Conclusion:** Majority of the staff nurses had high level of burnout in terms of emotional exhaustion and only few subjects had moderate level of burnout in terms of emotional exhaustion. And maximum of the staff nurses had experienced high level of overall burnout and some of the staff nurses had experienced moderate level of overall burnout.

**Keywords:** Burnout, Staff Nurses, Hospital

### Introduction

The healthcare industry has been widely acknowledged to be a stressful industry with manpower shortage and high demands. Compared to other healthcare professionals, nurses have the highest level of stress and burnout. This is because other healthcare workers such as doctors and therapists spend limited amounts of time with patients. Comparatively, nurses are the first line of contact; they spend the most time with patients and are constantly exposed to the emotional strains of dealing with the sick and dying. Such stressors when left unchecked lead to burnout.

Burnout is a psychological term used for the experience of long-term exhaustion, frustration, anger and depression. It is associated with feelings of hopelessness, difficulties in dealing with work and doing one's job effectively. Although closely related, stress and burnout are not synonymous. Negative consequences of burnout include drug and alcohol misuse, marital and family conflicts. Psychiatric consequences include depression, anxiety disorders and even suicide. It can also lead to increased incidence of clinical errors, patient dissatisfaction and staff turnover. This further compounds the shortage of nurses. Therefore, there has been much research worldwide in the study of stress and burnout in nurses.

Burnout syndrome can be defined as long-term work stress resulting from the interaction between constant emotional pressure associated with intense interpersonal involvement for long periods of time and personal characteristics. We investigated the prevalence/proensity

of Burnout syndrome in clinical nurses, and the factors related to Burnout syndrome-associated such as socio-demographic characteristics, work load, social and family life, leisure activities, extra work activities, physical activities, and work-related health problems. Nurses are commonly exposed to stress due to work overcharge. In this context, Burnout syndrome can be defined as long-term work stress resulting from the interaction between constant emotional pressure associated with intense interpersonal involvement for long periods of time and personal characteristics. Frequent Burnout syndrome symptoms include emotional exhaustion and development of negative attitudes and feelings towards work colleagues as well as to their own professional achievement.

**Objectives of the study**

1. To assess the burnout among the Staff Nurses.
2. To identify the factors leading to burnout among the staff nurses.
3. To associate the findings with demographic variables.

**Materials and Methods**

**Study Design:** Non- experimental descriptive research design

**Study Area:** Selected hospitals of Pune City

**Sample Size:** 200

**Time Frame:** 6 Months

**Selection Criteria of Sample:** staff Nurses from Selected hospitals of Pune City

**Sampling Technique:** non-probability convenient sampling technique.

**Study Population:** staff Nurses working in Selected hospitals of Pune City.

**Inclusion Criteria**

- Staff nurses having 1- 3 years of experience.
- Staff nurses who are available at the time of study.

**Description of data Collection Tool**

- **Section I:** Demographic variables which include age, gender, professional qualification, marital status, income, years of experience and area of experiences, clinical profile or co-morbidities.
- **Section II:** Consists of Likert questionnaire of Maslach inventory standard tool (MBI-HSS) which consists of 22 Questions categorizing into Emotional exhaustion(9Qs), Depersonalisation (5Qs) and Personal accomplishment (8Qs). And overall scoring of 22 Qs are made
- **Section III:** Consists of 38 item questionnaires of factors leading to burnout in nurses categorising into Personal, Professional and Organisation and Socio Cultural Psychological factor. In this there is a list of factors which is considered to be responsible for nurse’s burnout and the participants are requested to tick the applicable factors so as to identify the factors leading burnout.

**Method of Data Collection**

- Researcher has obtained approval from appropriate review boards to conduct the study.
- A formal permission was taken from Hospital Authority to conduct Study

- Researcher dully explains the purpose of the study.
- Samples that were willing to participate included.
- Confidentiality was maintained

**Result**

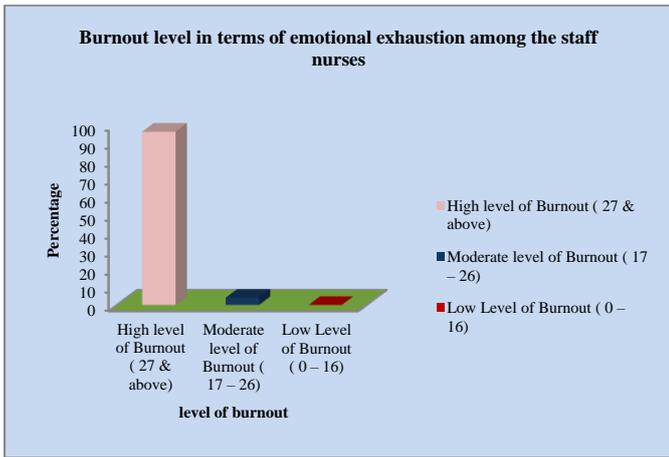
**Section I:** Description of the samples (Staff Nurses) according to their demographic characteristics

**Table 1:** Description of samples (staff nurses) based on their demographic characteristics in terms of frequency and percentages (n=200)

Sl. No	Demographic variables	Frequency (f)	Percentage (%)
<b>1.</b>	<b>Age (in years)</b>		
	19- 25.	<b>95</b>	<b>47.5</b>
	26-30.	<b>95</b>	<b>47.5</b>
	31-35.	10	5.0
	Above 35	00	00
<b>2.</b>	<b>Gender</b>		
	Male	53	26.5
	Female	<b>147</b>	<b>73.5</b>
<b>3.</b>	<b>Professional Qualification</b>		
	GNM.	<b>120</b>	<b>60.0</b>
	BSC.	64	32.0
	PBBSC.	16	8.0
	MSC	00	00
<b>4.</b>	<b>Marital status</b>		
	Married.	54	27.0
	Unmarried.	<b>81</b>	<b>40.5</b>
	Separated.	00	00
	Single.	65	32.5
	Widow.	00	00
	Widower	00	00
<b>5.</b>	<b>Monthly Income</b>		
	<Rs.10000/	4	2.0
	Rs.11000	<b>126</b>	<b>63.0</b>
	Rs.16000	69	34.5
	Rs.21000	00	00
	>Rs.30000/	1	0.5
<b>6.</b>	<b>Years of Experience</b>		
	<2years.	96	48.0
	2-3years.	<b>104</b>	<b>52.0</b>
<b>7.</b>	<b>Area of Experience</b>		
	Casualty.	38	19.0
	ICU.	35	17.5
	OT.	17	8.5
	OPD.	17	8.5
	General ward.	<b>75</b>	<b>37.5</b>
	Psychiatric ward.	7	3.5
	Dialysis.	11	5.5
	Others	00	00
<b>8.</b>	<b>Any health problem?</b>		
	Yes	00	00
	No	<b>200</b>	<b>100</b>

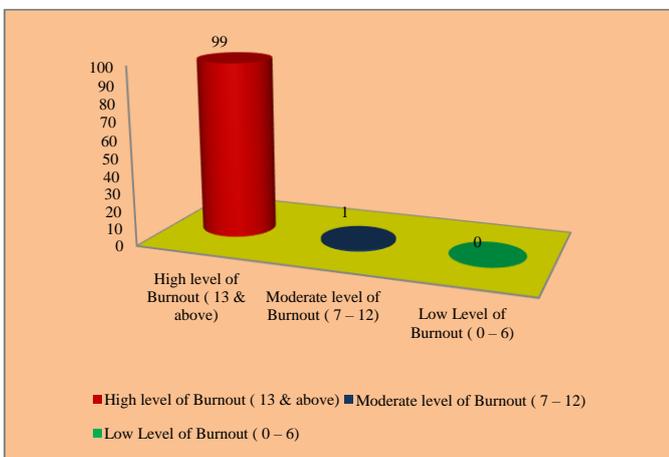
**Section II:** Findings related to the level of burnout among staff nurses working in hospitals.

Frequency and percentage distribution of the level of burn out in terms of emotional exhaustion among the staff nurses working in hospitals



**Fig 1:** Column diagram showing distribution of the staff nurses according to their level of burnout in terms of emotional exhaustion.

Frequency and percentage distribution of the level of burn out in terms of Depersonalization among the staff nurses working in hospitals



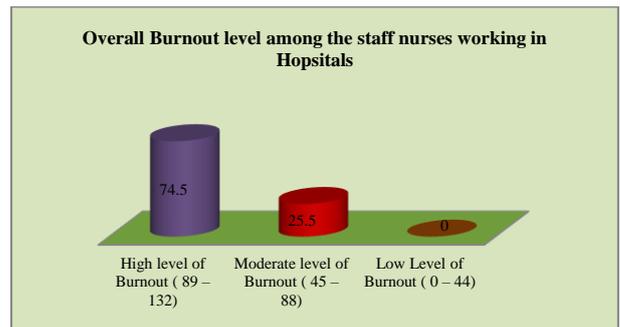
**Fig 2:** Cylinder diagram showing distribution of the staff nurses according to their level of burnout in terms of depersonalization.

Frequency and percentage distribution of the level of burn out in terms of professional accomplishment among the staff nurses working in hospitals



**Fig 3:** Cylinder diagram showing distribution of the staff nurses according to their level of burnout in terms of professional accomplishment.

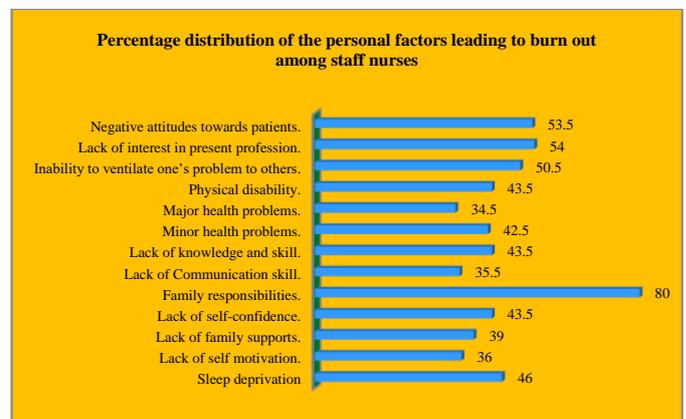
**Frequency and percentage distribution of the level of overall burn out among the staff nurses working in hospitals**



**Fig 4:** Cylinder diagram showing percentage distribution of the staff nurses according to their overall burnout level.

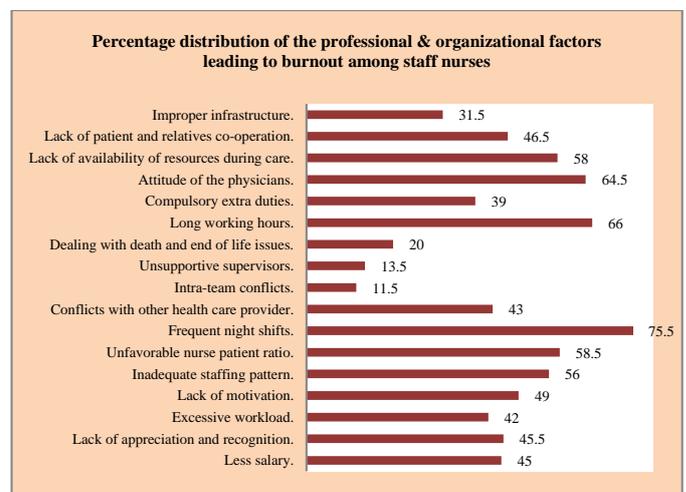
**Section III: Findings related to the factors leading to burnout among staff nurses working in hospitals**

Item wise analysis of the factors (personal factors) leading to burnout among the staff nurses



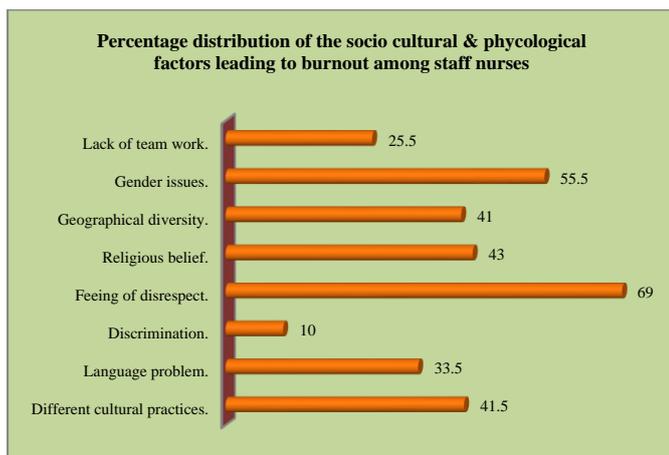
**Fig 5:** Bar diagram showing percentage distribution of the personal factors leading to burnout among staff nurses.

Item wise analysis of the factors (professional & organizational factors) leading to burnout among the staff nurses



**Fig 6:** Bar diagram showing percentage distribution of the professional & organizational factors leading to burnout among staff nurses.

Item wise analysis of the factors (socio cultural and psychological factors) leading to burnout among the staff nurses



**Fig 7:** Bar diagram showing percentage distribution of the socio cultural & psychological factors leading to burn out among staff nurses.

**Section IV:** Findings related to association of level of burn out with selected demographic variables.

There is no statistically significant association between levels of burnout in terms of emotional exhaustion, depersonalization, professional accomplishment with selected demographic variables.

#### Discussion

The finding of the study was discussed with objective and assumption stated. This study undertaken to evaluate burnout of staff nurses.

According to Suprakash Chaudhury in 2018 on Stress and Burnout in Nursing Profession. Nursing has been regarded as a particularly stressful profession. Stressors for nurses identified by various studies include care about patients, shift duty and frequent night shifts. A meta-analysis of 20 studies on the effect of effect of stressors on job and attitude towards job are the most powerful factors that affect job stress. It can lead to isolation from patients, absenteeism and turnover, and consequently detract from the quality of care. Managerial support and participative management reduced stress. Thus, institutional leaders must focus on financial aspects of nurse pay<sup>[9]</sup>.

In this study, from the data analyzed, it is evident that the Demographic variable was not found to have significant burnout effect. Almost all of the subjects (99%) of the staff nurse had high burnout of depersonalization and only 1% of the subjects had moderate level of burnout in terms of depersonalization.

Maximum of the staff nurses had experienced high level of overall burnout and some of the staff nurses had experienced moderate level of overall burnout.

#### Recommendations

These were following recommendations

1. It is suggested that the study may be replicated using a larger population.
2. A study can be carried out to assess burnout among teachers in nursing colleges.
3. Similar study can be done to assess the burnout among government and private sector.

#### Conclusion

The study was conducted with the purpose to evaluate burnout among nurses working in hospital.

Majority of the staff nurses had high burnout and only few subjects had moderate burnout. And maximum of the staff nurses had experienced high level of overall burnout and some of the staff nurses had experienced moderate level of overall burnout.

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