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The relationship between burnout and job Satisfaction among registered nurses at a hospital in Johannesburg

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DECLARATION

I, Beauty Sangweni, declare that this report is my own work. It is being submitted for the degree of Master of Science in Nursing at the University of the Witwatersrand, Johannesburg. It has not been submitted before for any degree or examination at this or any other University.

---------- Beauty Sangweni

---------- day of ----------, 2007

DEDICATION

This report is dedicated with love and gratitude to my mother, Mary Letlhatlhe, for being there all the time, and to my children. May God bless them

ABSTRACT

Introduction: Registered nurses (RNs) are becoming increasingly dissatisfied with factors in the workplace; monthly resignations are related to organizational management issues, diminishing resources, staff shortage, increasing responsibilities and lack of support

The purpose of this study: This research sought to determine the relationship between burnout and job satisfaction among registered nurses at a hospital in the city of Johannesburg.

The methodology: A quantitative descriptive survey was used as study design. The Job Satisfaction scale of Warr et al (1979) was used to measure overall satisfaction with both extrinsic and intrinsic factors. The Maslach Burnout Inventory-Human Service Survey (MBI-HSS) was used to measure emotional exhaustion; depersonalization and personal accomplishment. The sample comprised 165 RNs, who met the inclusion criteria and who agreed to participate.

Results: The RNs reported dissatisfaction with selected extrinsic factors in their work environment, such as the physical work condition, the way their institution is managed and the rate of pay. The RNs at this hospital are satisfied with hours of work, their immediate boss, their fellow workers and job security; they are dissatisfied with intrinsic factors of their job such as promotion opportunities and recognition. The majority (75.76%) of RNs reported moderate to high emotional exhaustion. There is a significant relationship between emotional exhaustion and job satisfaction factors. The results show a significant relationship between emotional exhaustion and depersonalization; 68.48% of RNs reported moderate depersonalization. There is a significant relationship between depersonalization and extrinsic factors. The majority of RNs (76.97%) reported high levels of personal accomplishment.

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TABLE OF CONTENT

Declaration	i
Dedication	ii
Abstract	iii
Acknowledgement	iv
Table of content	v
Abbreviations	xi
List of figures	xii
List of tables	xiii
CHAPTER ONE-ORIENTATION OF THE STUDY	1
1 Introduction	1
1.2 Background	2
1.3 Rationale for the study	4
1.4 Statement of the problem	4
1.5 Purpose of the research	5
1.6 Objectives of the study	5
1.7 Definitions of terms	5
1.8 Significance of the study	6
1.9 Summary	7

CHAPTER TWO- LITERATURE REVIEW 8

2.1 Introduction 8

2.2 Overview of the literature 8

2.3 Theoretical framework 14

2.3.1 Herzberg's theory 14

2.3.2 The Maslach Burnout Inventory 15

2.3.2.1 Emotional Exhaustion subscale 16

2.3.2.2 Depersonalization 17

2.3.2.3 Personal Accomplishment subscale 17

2.4 Conclusion 18

CHAPTER THREE- RESEARCH METHODOLOGY 19

3.1 Introduction 19

3.2 Research design 19

3.3 The research setting 19

3.4 Research methods 20

3.4.1 Population, sample and sampling method 20

3.4.2 Data collection and research instruments 21

3.4.2.1 Job satisfaction scale 21

3.4.2.2 Maslach Burnout Inventory 22

3.4.2.3 Reliability and validity of instruments 22

3.4.2.3.1 Job satisfaction scale 23

3.4.2.3.2 Maslach Burnout Inventory 23

3.5 The pilot study 24

3.6 Approach to data analysis 24

3.7 Ethical considerations 25

3.8 Conclusion 26

CHAPTER FOUR- RESULTS OF THE STUDY 27

4.1 Introduction 27

4.2 Approach to data analysis 27

4.3 Results 27

4.3.1 Demographic data 28

4.3.1.1 Gender 29

4.3.1.2 Age 29

4.3.1.3 Years of work experience 30

4.3.1.4 Job grade 31

4.3.2 Job Satisfaction 32

4.3.2.1 Extrinsic job satisfaction variables 33

4.3.2.1.1 Overall satisfaction with extrinsic factors 33

4.3.2.1.2 Satisfaction with specific extrinsic factors 34

4.3.2.1.3 Association between age and extrinsic factors 35

4.3.2.1.4 Association between years of work experience and extrinsic job satisfaction 37

4.3.2.1.5 Comparison between job grade and extrinsic job satisfaction variables 38

4.3.2.2 Intrinsic job satisfaction variables 38

4.3.2.2.1 Overall satisfaction with intrinsic factors 39

4.3.2.2.2 Satisfaction with specific intrinsic factors 40

4.3.2.2.3 Association between age and intrinsic factors 41

4.3.2.2.4 Association between years of experience and intrinsic job satisfaction 43

4.3.2.2.5 Association between job grade and intrinsic job satisfaction 44

4.3.3 The Maslach Burnout Inventory 45

4.3.3.1 Emotional exhaustion (EE) subscale 45

4.3.3.1.2 Association between emotional exhaustion and extrinsic factors 46

4.3.3.1.3 Association between emotional exhaustion and intrinsic factors 48

4.3.3.1.4 Association between age and emotional exhaustion 49

4.3.3.1.5 Association between emotional exhaustion and job grade 52

4.3.3.1.6 Association between emotional exhaustion and depersonalization 52

4.3.3.2 Depersonalization (Dp) subscale 55

4.3.3.2.1 Association between depersonalization and extrinsic job satisfaction factors 56

4.3.3.2.2 Association between depersonalization and intrinsic 57

job satisfaction factors

4.3.3.2.3 Association between age and depersonalization 59

4.3.3.2.4 Association between depersonalization and job grade 61

4.3.3.3 Personal Accomplishment subscale (PA) 62

4.3.3.3.1 Relationship between personal accomplishment and extrinsic job satisfaction 63

4.3.3.3.2 Association between PA and intrinsic job satisfaction factors 64

4.3.3.3.3 Association between age and personal accomplishment 67

4.3.3.3.4 Association between personal accomplishment and job grade 69

4.4 Conclusion 69

CHAPTER FIVE- DISCUSSION, CONCLUSION, RECOMMENDATION AND LIMITATIONS 71

5.1 Introduction 71

5.2 Discussion of results 71

5.2.1 Sample demography 72

5.2.2 Job satisfaction of registered nurses 73

5.2.3 Association between extrinsic and intrinsic job satisfaction factors and emotional exhaustion 76

5.2.4 Level of emotional exhaustion 77

5.2.5 Association between emotional exhaustion and depersonalization 77

5.2.6 Level of depersonalization among registered nurses 78

5.2.7 Association between depersonalization and extrinsic and intrinsic job satisfaction factors 78

5.2.8 Level of personal accomplishment of registered nurses 79

5.3 Conclusion drawn 79

5.4 Recommendation 81

5.4.1 Nursing management 81

5.4.2 Department of Health 82

5.4.3 Further research 82

5.5 Limitations 82

5.6 Conclusion 83

ANNEXURE 1 (Human Research Ethics Committee (Medical) 84

ANNEXURE 2 (Post Graduate Committee) 85

ANNEXURE 3 (Permission from the Department of Health) 86

ANNEXURE 4 (Information sheet) 87

ANNEXURE 5 (Consent form) 88

ANNEXURE 6 (Demographic data; Job Satisfaction Questionnaire and Maslach Burnout Inventory) 89

REFERENCES 92

ABBREVIATIONS

SANC	-South African Nursing Council
RN	-Registered Nurse
EE	- Emotional exhaustion
Dp	- Depersonalization
PA	- Personal Accomplishment
MBI	- Maslach Burnout Inventory
HSS	-Human Service Survey

LIST OF FIGURES

FIGURE

4.1 Gender distribution of sample (n=165) 29

4.2 Age distribution of sample (n= 165) 30

4.3 Years of work experience of sample (n= 165) 31

4.4 Characteristics of sample by job grade 32

4.5 Overall satisfaction with extrinsic factors 33

4.6 Overall satisfaction with intrinsic factors 39

4.7 Level of emotional exhaustion of sample 46

4.8 Level of depersonalization of sample 56

4.9 Level of personal accomplishment of sample 62

LIST OF TABLES

TABLE

4.1 Extrinsic job satisfaction per item of the sample 35

4.2 Association between age and extrinsic factors 36

4.3 Years of experience and job satisfaction 37

4.4 Job grade and extrinsic job satisfaction 38

4.5 Intrinsic job satisfaction item sample 40

4.6 Association between age and intrinsic factors 42

4.7 Years of work experience and intrinsic job satisfaction variables (n=165) 43

4.8 Association between job grade and intrinsic job satisfaction factors (n=165) 44

4.9 Association between Emotional Exhaustion and extrinsic factors 47

4.10 Association between EE and intrinsic factors 49

4.11 Age and Emotional exhaustion 51

4.12 Emotional exhaustion and job grade of registered nurses 52

4.13 Association between EE and Dp 54

4.14 Association between Dp and extrinsic factors 57

4.15 Association between Dp and intrinsic factors 58

4.16 Age and depersonalization 60

4.17 Depersonalization and job grade of registered nurses (n=165) 61

4.18 Association between PA and extrinsic factors 64

4.19 Association between PA and intrinsic factors 66

4.20 Age and PA 68

4.21 Association between personal accomplishment and job grade (n= 165) 69