

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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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

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