

The Relationship Between Job Stressors And Job Burnout Among Nurses: A Case Study At Metro Specialist Hospital

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ABSTRACT

This study made effort to examine the relationship between job stressors and job burnout among nurses at Metro Specialist Hospital. Among the helping professions, nurses are the largest group with the mission to nurture and care for people in the health/ illness experience. Services are provided by nurses in a variety of areas: hospitals, long-term care facilities, homes, and communities. Comfort, help, support, presence, and skilled services are provided when individuals are facing pain, loss, disease, death, and loneliness. Increasing number of patients by each year compare to the shortage of nurses faced by both government and private hospital and health care institution create higher workload and burdens for nurses to deal with. The burdens and work overload faced by nurses create job stress among them. There is a fatal or even chronic problem as the stress faced by those nurses will lead them to experience job burnout. The job burnout can be in form of emotional exhaustion, depersonalization and lack of personal accomplishment. The results gained by this research will be used to examine how strong the job stressors influenced job burnout and which job stressor that mostly influenced the job burnout. The results also will be used in order to make any appropriate recommendations to the management as the researchers' view the seriousness of the job burnout among nurses can be a fatal problem that need to be curb in making the health care institution become more productive and effective in serving the humanity.

Keywords: *Job stressors, Job burnout*

INTRODUCTION

The purpose of this study is to investigate the relationship between job stressors and job burnout among nurses in Metro Specialist Hospital and to identify which stressor that mostly influence and give the greatest effect on the job burnout among nurses. Based on the statistics stated by Ministry of Health Malaysia, in 2008 there were 71, 905 nurses worked in Malaysia as 51, 350 nurses worked with the government hospital (Ministry of Health) and 17, 555 nurses worked with private hospital or private health care institution. In 10 years to come, the Ministry of Health estimates that the nation will be needed about 110, 185 nurses in order to fulfill the demand from patients as the number of patients increase by each year. The ratio of number of nurses proportionate to number of patients aims by Ministry of Health is 1:200 but the actual ratio now is 1:770. The increasing numbers of patients and shortage of nurses caused the increasing work burdens for nurses and also create stress. As a nurse, it is important to have a good mental and physical state in order to give good and quality services to the patients. But stress seems to be a major barrier for nurses to deliver good services to the patients. Job stress will make those nurses losing their focus on serving the patients and become ineffective on their job. As the results, some of them experienced burnout which leads them to do mistakes during delivering the services.

Refer to previous research Maslach et al. (2001), burnout is prolonged response to chronic exposure to a variety of job stressors, and it consists of three dimensions: emotional exhaustion, depersonalization, and reduced personal accomplishment. Emotional exhaustion, the central component of burnout, is characterized by a feeling that one's emotional resources are used up. Research conducted by Ayse Kuruuzum, Nilgun Anafarta & Sezgin Irmak (2007), stated that depersonalization is characterized by negative and inappropriate attitudes towards customers, frustration, loss of idealism, and withdrawal. The third component of burnout, reduced personal accomplishment is marked by sense of ineffectiveness and inadequacy in relation to job performance accompanied by negative self evaluation.

From Babin and Boles, (1996); Rizzo et al., (1970) job ambiguity is stressful condition caused by employee's confusion concerning expectation of his/her job responsibilities are. According to research conducted by Maslach, Schaufeli, & Leiter (2001, p. 407), role ambiguity occurs when there is a lack of adequate information to do the job well. As discussed by Cedoline (1982), role conflict may be defined as the simultaneous occurrence of two or more opposing pressures such that a response to one makes compliance with the other impossible (e.g., mass education versus individualized instruction). According to Maslach (1982), stated that one common factor in many job setting that are burnout prone is overload, and that the burden that exceeds a person's ability to handle it is what is meant by stress. Refer to previous study by Robinson, Roth, Kim, Levinson, Flentje & Bashor, (1991) concluded that all three aspects of burnout are influenced by perception high work pressure and low involvement of administrator. Research done by La Rocco et al., & La Rocco and Jones, (1978), stated that for a number of decades, researchers have consistently demonstrated that social support is an important resource in that it facilitates the psychological, physical and overall well-being of individuals.

METHODOLOGY

The objective of the study is to identify the relationship between job stressors and job burnout among nurses at Metro Specialist Hospital. Besides that these study also objectively to determine which job stressor that mostly influenced the job burnout among nurses at Metro Specialist Hospital. This study is focusing to examine the job burnout of nurses at Metro Specialist Hospital thus the respondents or unit of analysis for this study are the nurses that working at Metro Specialist Hospital. The sample size of this study, S are 169 nurses taking from total population of nurses at Metro Specialist Hospital, N amounted of 300 nurses.

Data Collection

The data collection method in this study will use questionnaire which is personally administered questionnaire. The questionnaire will be divided into three (3) sections which are Section A, Section B and Section C.

In Section B, role ambiguity and role conflict questions are adapted from Low et al., (2001), while role overload questions are adapted from Glazer and Beehr (2005) and supportive management questions are adapted from Yoon et al., (2001). For Section C, the questionnaire is adapted from Maslach Burnout Inventory – Human Services Survey (MBI – HSS).

Data Analysis

In this study, researchers used SPSS Version 16.0 in order to obtain results gained by data collected from the questionnaire that disseminated to the nurses. In addition, to test the hypothesis for this study, Pearson Correlation and Multiple Regression will be used.

Descriptive Statistics

In this study, researchers will use descriptive statistics in order to know the profile of the respondents which are age, gender, marital status and education level shows any differences between the variables. The researchers use descriptive statistics to show the frequency of occurrence of continuous variable and categorical variable.

Pearson Correlation

Pearson correlation is used in order obtain or measure the interrelationship between the variables. In this study, researchers will use Pearson correlation to see the significant relationship between independent variables which are role overload, role ambiguity, role conflict and supportive management and dependent variable which is job burnout among nurses. The relationship will significant if the alpha value, P is below 0.05 ($P < 0.05$).

Multiple Regression Analysis

In this study, researchers also want to identify which job stressor that mostly influenced the job burnout among nurses. Thus, researchers will use standard and stepwise regression analysis in order to obtain the most significant job stressor related to the job burnout among nurses.

RESULT

The study focuses on investigating the relationship between job stressors and job burnout among nurses. The data gained by researchers will be analyzed. The results derived from the data will help the management of hospital to view job burnout problem in a clear picture. The management also can know which job stressors give most influences to the job burnout. So, the management can come out with a greater job description or solutions in order to avoid job overload and job burnout.

For nurses, the results of this study will provide them a better understanding about job burnout. This study also will provide the nurses some information about the elements that can lead them to job burnout. By knowing the elements that drive them to experience job burnout, nurses can come out with their own solution despite waiting the management to provide them those solutions. This can create a proactive environment to the nurses where they will be more aware and be prepared in order to avoid from doing some mistakes during performing the services to the patients.

CONCLUSION

As discussed above, job stress problem is becoming the barrier for the nurses to give the best performance in serving the patients. Being tired at work, lack of self motivation and ineffective services provided by the nurses may affect the hospital performance thus prolong the job stress problem among the nurses in becoming job burnout problem. This job burnout makes

the nurses losing their focus while delivering the services to the patients and some mistakes may occur during the time of delivering the services. In order to avoid this job burnout scenario to be more serious, both the management and the nurses need to set up new strategies and plans to curb this problem. As the day goes by, the productivity and effectiveness of services provided by the health care institution become more reliable to be employed by the patients.

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