



Original Article

Relationship Between Job Satisfaction and Burnout Among Nurses

Sehar Nadeem¹, Humaira Saddique² and Rubina Jabeen²

¹Department of Nursing, The Superior University, Lahore, Pakistan

²Department of Nursing, Faculty of Superior University, Lahore, Pakistan

ARTICLE INFO

Key Words:

Job Satisfaction, Burnout, Nurses

How to Cite:

Nadeem, S., Saddique, H., & Jabeen, R. (2023). Relationship Between Job Satisfaction and Burnout Among Nurses: Relationship Between Job Satisfaction. NURSEARCHER (Journal of Nursing & Midwifery Sciences), 3(02).
<https://doi.org/10.54393/nrs.v3i02.44>

*Corresponding Author:

Sehar Nadeem
Department of Nursing, The Superior University,
Lahore, Pakistan
seharnadeem2000@gmail.com

Received Date: 25th January, 2023

Acceptance Date: 16th September, 2023

Published Date: 31st December, 2023

ABSTRACT

Over the last spans burnout and job satisfaction were highly momentous in nursing. Burnout and job satisfaction is a psychosomatic issue that appears in difficult personal relations as sections of their work environment **Objective:** To explore the relationship between job satisfaction and burnout among nurses. **Methods:** A descriptive correlational study design was used to determine the relationship between job satisfaction and burnout in nurses. The study sample is 133 staff nurses. A convenient sampling technique is used to collect data from nurses of Jinnah Hospital Lahore. The study took approximately 9 months. Data analysis were done through SPSS version 21.0. **Results:** The majority of nurses were found to be unsatisfied with their jobs. It was observed that staff nurses' job burnout and its element existed. Most of the nurses were higher levels of depersonalization and emotional weariness compared to low accomplishment when it came to burnout components, particularly concerning emotional exhaustion. The biggest percentage of nurses experienced severe burnout and low levels of job satisfaction. The KMO, Bartlett's test, Cronbach alpha, correlations, ANOVA, coefficients, and value have been checked the validity and reliability in our context. The value shows negative and significant results. Which also identified a substantial negative association between job satisfaction and burnout. **Conclusions:** Most nurses are facing significant levels of burnout and low level of job satisfaction. It recommended recently created techniques to overcome burnout and enhance job satisfaction, ultimately improving healthcare.

INTRODUCTION

The major group of health professionals is established by nurses across the world. Services given by nurses are an important pointer of quality care [1]. On the other side, negative surrounding left negative effects, and nursing is considered a stressful job with an excessive workload [2]. According to the international labor organization conflicts with supervisors, role conflicts, heavy workload, uncertainty, psychological strain, and working in a shift system all are examples of workplace stressors for nurses. When nurses face serious problems at the workplace, they do not cope effectively with these workplace stressors, especially job dissatisfaction, and burnout [3]. Job satisfaction is defined by the WHO as "a pleasant or beneficial emotional state resulting from the appraisal of one's employment or job experience" [4]. Job satisfaction

is an amount to which an employee feels enthusiastic, content and gratified with his/her work [5]. When a worker experience career advancement, job stability, and work-life balance, they are more likely to be satisfied with their jobs. This suggests that the employee is satisfied with their job as the work meets individual expectations [6]. Burnout is a process in which an employee's psychological resources are gradually exhausted as a result of persistent workplace stress. Burnout refers to the feelings of persons in the helping professions who discover that the stress of their work environment has changed their original feelings about themselves and their work [7]. The World Health Organization defines burnout as "feelings of energy depletion or tiredness; increased psychological distance from a profession, or thoughts of negativism or cynicism

related to one's job; and decreased efficiency at work" [8]. Different factors contribute to nurses' job burnout. These factors are having direct interaction with patients and their suffering, taking care of patients with acute or fatal conditions, a lack of professional autonomy, and ambiguity about roles and conflict. On the other side inadequate earnings, inability to adapt to the work environment, emotional stress, long-term exposure to occupational stress, and excessive energy expenditures all these factors contribute to job burnout, and decreased job motivation [9]. According to current evidence, job satisfaction is a predator of job retention, motivation, and productivity. Job satisfaction is declining all over the world. Nursing dissatisfaction is mainly caused by high care pressure, lack of staff, and lack of professional acknowledgment [10]. Nursing burnout has been associated with stressful work environments in hospitals. Nurses are at high risk of burnout and in the end, patients are facing poor healthcare outcomes. Low job satisfaction and burnout are vulnerable in nurses. Factors like 'working with patients, role conflicts, generally unsupportive workplace atmosphere, low self-esteem, lack of respect from others, and having unstructured working rules and responsibilities make nurses more vulnerable to demotivation and burnout syndrome [11]. The substantial difference in job satisfaction between what a person expects from a job and how much he/she has. If the expectation is met, they are satisfied with their job, if expectations are not met, they are dissatisfied. Job satisfaction refers to whether a person enjoys or dislikes his or her job [12]. Job satisfaction level can be influenced by various factors including payment, benefits, working environment to leadership system, organizational fairness promotion system, and social relationships. As a result, low job satisfaction among nurses and positive outcomes such as a low patient fall rate influence quality other than cost. Poor patients result, such as a raise in health care expenses, and patient frequency. Moreover, poor patient outcomes lengthen the hospital stays, increase resource utilization and raise treatment costs [13]. Nurses who are dissatisfied with their jobs are less satisfied and feel distance from their patients. Thus, satisfied nurses are more productive, and dedicated and provide higher-quality patient care [14]. However, there are instances when nurses experience "Burnout" situations such as emotional exhaustion, disinterest, and a lack of motivation to work and achieve [15]. Additionally, nursing burnout can harm patient satisfaction and patient healthcare quality. Burnout and low job satisfaction contribute to nurses' job quality and the care given to patients [16].

METHODS

A descriptive Co-relational research design used. The

study took approximately 9 months. The study setting was emergency and medical ward of the department of Jinnah hospital Lahore. This study targeted population was nurses of Jinnah Hospital Lahore, Pakistan. A Convenient sampling technique was used. The sample size was calculated through Slovin's formula of sampling which is indicated here. The sample size for this study was 133. All nurses of Jinnah hospital were included in the study. Graduated and diploma nurses are included in the study. Health care providers other than nurses were excluded from the study. Those who did not match the criteria were excluded from the study. Data analysis were done through statistical package of social sciences (SPSS) version 21.0 H₁: There is a significant relationship between job satisfaction and burnout among nurses. H₀: There is no significant relationship between job satisfaction and burnout among nurses.

RESULTS

Table 1 shows the total no of participants who responded to this study. Those in the age group 21-30 years were 77(57.9%), age 31-40 years were 28(21.1%), age 41-50 years were only 19(14.3 %), and age 51-60 years were 9(6.8%). Male nurses were 16 (12.0%), and female nurses were 117(88.0). Those with a qualification level diploma in midwifery were 14(10.5%), diploma in general nursing were 57(42.9 %), bachelor of sciences in nursing (post-RN) were 40(30.1%) and bachelor of sciences in generic were 22(16.5%). Nurses with morning duty shift were 69(51.9%), evening shift were 51(38.3%), and night shift were only 13(9.8%). Those with up to 1-year service were 62(46.6%), those with 2-5 years' service was 36(27.1%), those with 5-10 years' service were 23(17%), +10-year service were only 12(9.0%). Those with medical wards were 46(34.6%), and those with emergency wards were 87(65.4%).

Table 1: Demographic Analysis

Demographic analysis	Response (frequency) (%)
Age group	
21-30	77 (57.9%)
31-40	28 (21.1%)
41-50	19 (14.3%)
51-60	9 (6.8%)
Total	133 (100.0)
Gender	
Male	16 (12.0%)
Female	117 (88.0%)
Total	133 (100.0%)
Qualification	
Diploma in midwifery	14 (10.5%)
Diploma in general nursing	57 (42.9%)
Bachelor of science in nursing (post RN)	40 (30.1%)
Bachelor of science in nursing (generic)	22 (16.5%)
Total	133 (100.0)

Duty shift	
Morning	69 (51.9%)
Evening	51 (38.3%)
Night	13 (9.8%)
Total	133 (100.0)
Length of service	
Up to 1 year	62 (46.6%)
2-5 year	36 (27.1%)
5-10 year	23 (17.3%)
10+ year	12 (9.0%)
Total	133 (100.0)
Department	
Medical wards	46 (34.6%)
Emergency wards	87 (65.4%)
Total	133 (100.0)

Table 2 of work satisfaction demonstrates that, of the total number of participants who replied to the question "The management of this organization is supportive of me," There were 23(17.3%) strongly disagreed, 41(30.8%) disagreed, 31(23.3%) who were indifferent, and 30(22.6%) who agreed. 8(6.0%) strongly agreed. Those who replied to the question "I have learned many job skills in this position" were 2(1.5%), disagree were 19(14.3%), neutral was 27(20.3%), agree were 59(44.4%), and strongly agree were 26(19.5%). Who responded to the question "The organization rules make it easy for me to do a good job" those who responded strongly dis-agree were 17(12.8%), disagree 24(18.0%), neutral was 32(24.1%), agree were 46(34.6%), strongly agree were 14(10.5%). Those who responded to the question "I would recommend this health facility to other workers as a good place to work" who responded strongly dis-agree 32(24.1%), disagree 35(26.3%), neutral 27(20.3%), agree 32(24.1%), strongly agree were 7(5.3%).

Table 2: Response of nurses on questions regarding job satisfaction

Descriptive Analysis	Response (frequency) (%)
Job Satisfaction	
The management of this organization is supportive to me.	
Strongly Disagree	23(17.3%)
Disagree	41(30.8%)
Neutral	31(23.3%)
Agree	30(22.6%)
Strongly Agree	8 (6.0%)
Total	133 (100.0)
I have learned many job skills in this position.	
Strongly Disagree	2(1.5%)
Disagree	19(14.3%)
Neutral	27(20.3%)
Agree	59(44.4%)
Strongly Agree	26(19.5%)
Total	133 (100.0)

The organization rules make it easy for me to do a good job.	
Strongly Disagree	17(12.8%)
Disagree	24(18.0%)
Neutral	32(24.1%)
Agree	46(34.6%)
Strongly Agree	14(10.5%)
Total	133 (100.0)
I would recommend this health facility to other workers as a good place to work.	
Strongly Disagree	32(24.1%)
Disagree	35(26.3%)
Neutral	27(20.3%)
Agree	32(24.1%)
Strongly Agree	7(5.3%)
Total	133 (100.0)

Table 3 of burnout shows that from the total no of a participant who responded to the question "I feel emotionally drained from my work" those who responded strongly dis-agree 14(10.5%), disagreed 30 (22.6), neutral 49(36.8%), agree were 19(14.3%), strongly agree were 21(15.8%). who responded to the question "I feel frustrated by my work" those who responded strongly dis-agree were 17 (12.8%), disagree 19(14.3%), neutral 30(22.6%), agree 38(28.6%), strongly agree 29(21.8%). who responded to the question "I feel I am working too hard on my job" those who responded strongly dis-agree were 2(1.5%), disagree 21(15.8%), neutral 38(28.6%), agree 47(35.3%), strongly agree were 25(18.8%). Who responded to the question "I am afraid that this job is making me uncaring" those who responded strongly dis-agree were 22(16.5%), disagree 52(39.1%), neutral was 24(18.0%), agree wer14.3%), strongly agree were 16(12.0%).

Table 3: Response of nurses on questions regarding burnout

Sr#	Descriptive Analysis	Response (frequency) (%)
	Job Satisfaction	
	I feel emotionally drained from my work	
1	Strongly Disagree	14(10.5%)
	Disagree	30 (22.6)
	Neutral	49(36.8%)
	Agree	19(14.3%)
	Strongly Agree	21(15.8%)
	Total	133(100.0)
2	I feel frustrated by my work	
	Strongly Disagree	17 (12.8%)
	Disagree	19(14.3%)
	Neutral	30(22.6%)
	Agree	38(28.6%)
	Strongly Agree	29(21.8%)
3	Total	133(100.0)
	I feel I work too hard at my job	
3	Strongly Disagree	2(1.5%)
	Disagree	21(15.8%)

4	Neutral	38(28.6%)
	Agree	47(35.3%)
	Strongly Agree	25(18.8%)
	Total	133(100.0)
	I am afraid that this job is making me uncaring	
	Strongly Disagree	22(16.5%)
4	Disagree	52(39.1%)
	Neutral	24(18.0%)
	Agree	19(14.3%)
	Strongly Agree	16(12.0%)
	Total	133(100.0)

DISCUSSION

The total participant of this study was 133, of which the female participant was dominant at 88.0%. Most participants were from the age group 21-30 years 57.9%. Most nurses have 1-3 years of experience 48.9%. Job satisfaction and burnout are higher in nurses whose duty shifts were morning 51.9%, whose length of service is up to 1 year 46.6 %, and higher in the department of emergency wards 65.4% [17]. Most nurses strongly disagreed with 41(30.8%) and 30(22.6%) agreed that their management is supportive of them. 59(44.4%) nurses agreed that they learned many job skills in this position. 46(34.6%) nurses agreed that the organization's rules make it easy to do a good job [18]. There is 20.3 % of a nurse agreed that they would recommend this health facility to other workers as a good place to work [19]. Burnout reveals that of the total number of participants who replied to the question "I feel emotionally exhausted from my work," those who reacted neutrally outnumbered those who responded positively 49(36.8%). who replied to the question "I'm frustrated with my job" [20]. The majority of nurses agreed 38(28.6%), with 29(21.8%) strongly agreeing. Most nurses (47.3%) agreed when asked whether they felt they were working too hard at their jobs. 25 people (18.8%) said they strongly agreed. Those nurses who strongly disagreed with the statement "I am scared that this profession is making me heartless" (22.5%) were dominant [21]. This study determines the relationship of job satisfaction with burnout among nurses. We found a negative relationship between job satisfaction and burnout among nurses. Our results are consistent with the previous study conducted by Eseadi *et al.*, [22] which showed that job satisfaction negatively correlated with burnout. In another prior study conducted by Cydulka *et al.*, reported moderate mean burnout level and low job satisfaction between. We further showed that even with a moderate level of career satisfaction, the nurses reported high burnout. Previous research revealed that despite high levels of career satisfaction, employees reported that burnout was a significant concern[23].

CONCLUSIONS

In this study the job satisfaction is negatively correlated to

nurse's burnout and these results are consistent with previous studies. Job satisfaction negatively correlate with nurses' physical fatigue and burnout. It is advised that nurses be regularly evaluated for job satisfaction and burnout by individuals with expertise in burnout management studies in medical settings. The descriptive correlational study design was used to check the relationship between job satisfaction and burnout among nurses.

Authors Contribution

Conceptualization: SN, HS

Methodology: SN

Formal Analysis: HS

Writing-review and editing: SN, HS, RJ

All authors have read and agreed to the published version of the manuscript.

Conflicts of Interest

The authors declare no conflict of interest.

Source of Funding

The authors received no financial support for the research, authorship and/or publication of this article.

REFERENCES

- [1] Dempsey C and Assi MJ. The impact of nurse engagement on quality, safety, and the experience of care: what nurse leaders should know. *Nursing Administration Quarterly*. 2018 Jul; 42(3): 278-83. doi: 10.1097/NAQ.0000000000000305
- [2] Gysin S, Sottas B, Odermatt M, Essig S. Advanced practice nurses' and general practitioners' first experiences with introducing the advanced practice nurse role to Swiss primary care: a qualitative study. *BMC Family Practice*. 2019 Dec; 20: 1-1. doi: 10.1186/s12875-019-1055-z.
- [3] Nappo N. Job stress and interpersonal relationships cross country evidence from the EU15: A correlation analysis. *BMC Public Health*. 2020 Dec; 20(1): 1-1. doi: 10.1186/s12889-020-09253-9.
- [4] Locke EA. What is job satisfaction?. *Organizational behavior and human performance*. 1969 Nov; 4(4): 309-36. doi: 10.1016/0030-5073(69)90013-0.
- [5] Singh T, Kaur M, Verma M, Kumar R. Job satisfaction among health care providers: A cross-sectional study in public health facilities of Punjab, India. *Journal of Family Medicine and Primary Care*. 2019 Oct; 8(10): 3268. doi: 10.4103/jfmpc.jfmpc_600_19.
- [6] Gazi MA, Tushar H, Shuvro RA, Saha S, Rahaman MA. Factors Affecting Job Satisfaction of Sugar Industrial Workers in Relation to Demographic Factors: An Empirical Study in Bangladesh. *The Journal of Asian Finance, Economics and Business*.

- 2021 Mar; 8(6): 387-94. doi: : 10.13106/jafeb.2021.vol8.no6.0387.
- [7] Maslach C, Leiter MP. Burnout. In *Stress: Concepts, cognition, emotion, and behavior*. Academic Press. 2016 Jan; 351-357. doi: 10.1016/B978-0-12-800951-2.00044-3.
- [8] Golonka K, Gawlowska M, Mojsa-Kaja J, Marek T. Psychophysiological characteristics of burnout syndrome: Resting-state EEG analysis. *BioMed Research International*. 2019 Jul; 2019. doi: 10.1155/2019/3764354.
- [9] Askari R, Abarghouei HF, Heidarijamebozorgi M, Keyvanlo Z, Kargar M. Job burnout among nurses in Iran: a systematic review and meta-analysis. *Nursing and Midwifery Studies*. 2021 Apr; 10(2): 65-72. doi: 10.4103/nms.nms_48_20.
- [10] Akkoç İ, Okun O, Türe A. The effect of role-related stressors on nurses' burnout syndrome: The mediating role of work-related stress. *Perspectives in Psychiatric Care*. 2021 Apr; 57(2): 583-96. doi: 10.1111/ppc.12581.
- [11] Vasan M. Impact of job stress on job satisfaction among the pharmaceutical sales representatives. *Research Journal of Pharmacy and Technology*. 2018; 11(9): 3759-64. doi: 10.5958/0974-360X.2018.00688.1.
- [12] Koc M. Research on Correlations between Academicians' Levels of Organisational Commitment and Their Intention to Quit Their Job: A Comparison of State and Foundation Universities. *Journal of Education and Learning*. 2018 Sep; 7(1): 163-73. doi: 10.5539/jel.v7n1p163.
- [13] Eliyana A and Ma'arif S. Job satisfaction and organizational commitment effect in the transformational leadership towards employee performance. *European Research on Management and Business Economics*. 2019 Sep; 25(3): 144-50. doi: 10.1016/j.iemeen.2019.05.001.
- [14] Al Kurdi B, Elrehail H, Alzoubi HM, Alshurideh M, Al-Adailleh R. The interplay among HRM practices, job satisfaction and intention to leave: An empirical investigation. *Journal of Legal Ethical & Regulatory Issues*. 2021; 24: 1.
- [15] Van Gerven E, Vander Elst T, Vandebroek S, Dierickx S, Euwema M, Sermeus W, et al. Increased risk of burnout for physicians and nurses involved in a patient safety incident. *Medical Care*. 2016 Oct; 54(10): 937-43. doi: 10.1097/MLR.0000000000000582.
- [16] Mahmood Aziz H, Jabbar Othman B, Gardi B, Ali Ahmed S, Sabir BY, Burhan Ismael N, et al. Employee commitment: The relationship between employee commitment and job satisfaction. *Journal of Humanities and Education Development*. 2021 May; 3(3): 54-66.
- [17] Rosales RA, Labrague LJ, Rosales GL. Nurses' job satisfaction and burnout: Is there a connection?. *International Journal of Advanced Nursing Studies*. 2013 Jan; 2(1): 1. doi: 10.14419/ijans.v2i1.583.
- [18] Scully NJ. The theory-practice gap and skill acquisition: An issue for nursing education. *Collegian*. 2011 Jun; 18(2): 93-8. doi: 10.1016/j.collegian.2010.04.002.
- [19] Aiken LH, Sermeus W, Van den Heede K, Sloane DM, Busse R, McKee M, et al. Patient safety, satisfaction, and quality of hospital care: cross sectional surveys of nurses and patients in 12 countries in Europe and the United States. *BMJ*. 2012 Mar; 344. doi: 10.1136/bmj.e1717.
- [20] Hall G. Divorce: the law enforcement effect. 2013 Jul.
- [21] Aukerman R, White L, Gierach M, Miller T, Wolles B. The lived experience of nurses transitioning to professional practice during the COVID-19 pandemic. *In Nursing Forum*. 2022 Sep; 57(5): 756-64. doi: 10.1111/nuf.12759.
- [22] Eseadi C and Diale BM. Correlation of career satisfaction with burnout among Nigerian nurses. *International Medical Journal*. 2020 Aug; 27(4): 447-9.
- [23] Cydulka RK and Korte R. Career satisfaction in emergency medicine: the ABEM Longitudinal Study of Emergency Physicians. *Annals of Emergency Medicine*. 2008 Jun; 51(6): 714-22. doi: 10.1016/j.annemergmed.2008.01.005.