CORRELATION OF JOB RELATED STRESS, RESILIENCE, AND JOB SATISFACTION AMONG STAFF NURSES WITH A VIEW TO DEVELOP AN EMPOWERMENT PROGRAMME.

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Abstract:

Introduction: Nurses play a pivotal role in any health care organization. Nurses may experience job related stress due to various causes. This may decrease their job satisfaction. Resilience is the key factor for nurses to function effectively in the face of adversity

Objective: To determine the correlation between job related stress, resilience and Job satisfaction among staff nurses.

Methodology: A descriptive correlation design was adopted, 150 staff nurses were selected by simple random sampling technique based on inclusion criteria. The instruments used were a structured questionnaire, Connor Davidson Resilience scale and Modified Minnesota Satisfaction Questionnaire, to assess job related stress, resilience and job satisfaction respectively.

Results: The findings revealed that majority of staff nurses had moderate levels (68%) of job related stress and resilience (59.33%),and average degree of job satisfaction (65.30%). The results also revealed that there was a weak positive correlation (0.25) between job related stress and resilience[p=0.001], a moderate negative correlation(-0.38) between job satisfaction and job related stress[p= <0.001] and a weak positive correlation (0.11) between resilience and job satisfaction which was not statistically significant. There was no significant association between job related stress, resilience and job satisfaction with baseline variables.

Conclusions: Measures need to be taken to decrease job related stress of staff nurses and increase job satisfaction. Resilience is one of the key components that staff nurses need to develop in order to maintain personal and professional well being in the face of on-going work stress and adversity.

Key words: Job related stress, resilience, job satisfaction, empowerment programme.

INTRODUCTION:

Nurses play a pivotal role in any health care organization and encompass the largest workforce in any health care institution; they act as direct caregivers and serve a hospital

twenty-four hours a day, seven days a week. This gives nurses a unique perspective on both patient care and hospital operations. Nurses work for long hours in hospitals, and the job is physically taxing. In addition, nurses deal with human suffering daily. Nursing requires a high level of vigilance to assure patient safety in an environment that is complex and may even be chaotic. Medical emergencies add to the tension of patient care, and nurses deal with grief and loss when a patient dies.[1]

Job related stress can result in nurses being less productive, which may impact the quality of services provided by health professionals. This may also place nurse at a greater risk of making errors. The International Labour Organization describes negative behaviors of stressed employees to include apathy, paranoia, and distrust. The failure to identify these problems amongst nurses at an early stage is thus likely to have a major impact on effectiveness of nursing services, patient care and job satisfaction. [2]

In the face of adversity and stress, individuals show a variety of different responses. Some individuals fare well, and thrive in the face of a difficult situation. Others struggle greatly in the same situation, but eventually regain their balance. Some are never the same. Because of the stressful nature at the workplace, resilience has been put forth as an important trait for nurses to foster. Resilience helps individuals mitigate job related stress and burn out[3].

Developing and fostering resilient environments and individuals within the health profession is a way to reduce negative, and increase positive outcomes of stress in health professionals. A resilient person is not immune to the pain of failure, experience of loss or distress. How one reacts after the initial emotion is what discriminates between the resilient and the non resilient person. Resilience is a series of clear thoughts, actions and behaviors that help recover from failure and achieve success.[4]

It is therefore recommended for nurses to develop resilience in themselves, in order to decrease their stress level and increase their job satisfaction. The higher the resilience, greater the job satisfaction and lesser the job related stress. Hence the topic selected for the study was to correlate job related stress, resilience and job satisfaction among staff nurses with a view to develop an empowerment programme.

METHODOLOGY

Objective: To determine the correlation between job related stress, resilience and Job satisfaction among staff nurses.

Operational definition

1. **Job Related Stress**: In this study job related stress is the natural reaction that nurses have to excessive pressure or other types of demand placed on them at work as measured by scores obtained by structured questionnaire on job related stress.

2. **Resilience:** In the present study it refers to the ability of staff nurses to maintain personal and professional wellbeing in the face of on-going work stress and adversity as measured by scores obtained by the Connor Davidson Resilience Scale.

3. **Job Satisfaction:** In this study job satisfaction is defined as nurses' experience, contentment and satisfaction of work as expressed and measured by scores obtained by Modified Minnesota Satisfaction Questionnaire.

4. **Staff nurse**: In the present study Staff nurse is a person formally educated (GNM/ B.Sc Nursing) and licensed, working as bed side nurse in a selected hospital.

5. **Base line variables:** In this study it refers to age, birth order, number of siblings, marital status, type of family, educational qualification, income, religion, type of college studied, type of institution worked, and years of experience.

6. **Empowerment programme:** In the study the term empowerment programme refers to a programme which includes a PPT and video on tips on resilience, job related stress- causes and stress reduction strategies which will help nurses to increase resilience, job satisfaction and maintain personal and professional well being in the face of ongoing work stress and adversity.

Assumption

- Nurses may experience job related stress at work

- Resilience and job related stress may have an impact on job satisfaction.

- Resilience may decrease stress and increase job satisfaction.

Delimitation: The tool is subjective and Staff nurses age, year of experience, the institution in which they have trained, marital status vary from each other.

Projected outcome

- The findings will reveal the existing status of job related stress, resilience and job satisfaction among staff nurses.

- The Empowerment programme will enable the individual nurse to overcome job related stress and improve resilience and enhance job satisfaction

Materials and methods: Quantitative approach, descriptive correlational design

Variables under the study: The variables used in the present study are job related stress, resilience and job satisfaction.

Settings: The study was conducted in St. John's Medical College Hospital, Bangalore, which is a tertiary care hospital with 1350 beds. The total number of staff nurses working is 900.

Population: The population comprises of all staff nurses working in SJMCH, Bangalore.

Sampling technique: Simple random sampling technique was used

Sample size: Based on the review of literature the sample size of 34 was adequate to conduct study with relative precision10% and desired confidence level 95% .The samples of the present study were 150 staff nurses working at St. John's Medical College Hospital, Bangalore .

Inclusion criteria

Staff nurses with minimum of one year experience in SJMCH, Working in Critical care unit, Private and common wards and who are working at bed side.

Exclusion criteria: Staff nurses who are having less than one year of experience in SJMCH, Head nurses, Staff nurses who have joined recently after maternity leave and Staff nurses with health issues at the time of data collection.

Instrument used

Section a: Proforma to elicit baseline variables of staff nurses.

Section 2: a structured questionnaire to assess job related stress

Section 3: Connor Davidson Resilience scale

Section 4: Modified Minnesota satisfaction questionnaire

Data collection method

Administrative permission and the ethical clearance was obtained and the samples were identified as per the inclusion and exclusion criteria by using a simple random sampling technique. The nursing staff roaster with the name and ward of staffs was obtained from each ward. The list of staff nurses who had minimum of one year experience in St. John's were made. From this list of staff nurses of critical care unit, private and common wards subjects were taken by computer random table method in order to obtain the sample size of 150. The investigator explained the purpose of the study and obtained a written consent. The data collection was done according to the staff nurses' convenient time, after working hours or during their break. Demographic data and tools to assess job related stress, resilience and job satisfaction were administered. The subjects took 30 to 40 minutes to complete the questionnaires. The data obtained were prepared and organized for data analysis..

RESULTS

The demographic data revealed that 57.3% of staff nurses age was less than and equal to 25 years of age, 46% of them were first child of the family and most (92%) of them were born with 1-3 siblings. Majority (76%) of the staff nurses were single, 83.3% belonged to nuclear family and 60% of them had the qualification of B Sc. Fifty four percentage of them received an income of more than Rs 15000, most (82%) of them are Christians, majority (80.6%) of them studied in private institution, 68% of them worked only in SJMCH as they started their career in the parent institution, and 84% had less than five years of experience.

The findings of the study showed that staff nurses had moderate levels of job related stress (68%) and resilience(59.33%), with average satisfaction (65.30%).The results also revealed that there is a weak positive correlation (0.25) between job related stress and resilience [p=0.001]. A moderate negative correlation (-0.38) between job satisfaction and job related stress which was found to be significant [p<0.001]. A weak positive correlation (0.11) was found between resilience and job satisfaction which was not statistically significant. There was no significant association between job related stress, resilience and job satisfaction with baseline variables.

Table 1: Mean, mean%, standard deviation, correlation and 'p' value of job related stress and resilience   n=150

Study Variable	Mean	Mean %	SD	r- value	'p' value
Job related stress	68.82	49.15	21.09		
				0.25	**0.001***
Resilience	66.04	66.04	13.84		

*- Significant

Table 2 : Mean, mean%, standard Deviation, correlation and 'p' value of resilience and job satisfaction   n=150

Study Variable	Mean	Mean%	SD	r-value	'p' value
Resilience	66.04	66.04	13.84		
				0.11	**0.05 NS**
Job satisfaction	69.44	69.44	11.85		

NS- Not significant

Table 3 : Mean, mean %, standard deviation, correlation and 'p' value of Job satisfaction and Job related stress   n=150

Study variable	Mean	Mean %	SD	r value	p value
Job satisfaction	69.44	69.44	11.85		
				-0.38	**< 0.001***
Job related stress	68.82	49.15	21.09		

*-Significant

DISCUSSION

Findings related to job related stress

The study revealed that the majority 68% of the staff nurses had moderate level of stress. Administration related causes of job related stress was ranked the highest with the mean of 15.54. Similar findings were seen in a study conducted in Maharashtra where the mean level of occupational stress of 83.76. The causes for stress reported were dealing with patient and family, workload, inadequate emotional preparation, conflict with doctors, supervisors, death and dying, conflict with peers and discrimination[6]

Findings related to resilience of staff nurses

The study revealed that majority 59.33 % of the staff nurses had moderate level of resilience and 40% of them had high level of resilience. In a similar study done in Stanford Health Care, 42% of nurses had moderately high level and 23% of nurses had a high level of resilience with desire to improve and 28% of staff nurses had moderate level of resilience, and 8% of nurses had very low or low level of resilience.[7]

Findings related to job satisfaction of staff nurses

The study revealed that majority 65.30% of staff nurses had an average job satisfaction and 34.70% of staff nurses reported high degree of job satisfaction. A similar study in Nizam's Institute of Medical Sciences, Hyderabad showed that 42% participants were very satisfied with their job, 24.6% of them were somewhat satisfied with their job, only 5.8% reported dissatisfaction about their jobs.

Findings related to correlation between job related stress with resilience

The study revealed that weak positive correlation (0.25) between job related stress and resilience which was statistically significant at p<0.001 level. This implies that as the stress increases the resilience also increases. A similar study conducted in China showed contradictory result which was a negative correlation between burnout symptoms and resilience [9]

Findings related to correlation between resilience with job satisfaction

The study revealed that there is a weak positive correlation (0.11) between resilience and job satisfaction which was not statistically significant at 0.05 levels of significance. Similar

study conducted in Singapore, A positive and significant association was seen between satisfaction and resilience scores (P = 0.001).

Findings related to correlation between job satisfactions with job related stress

The study revealed that there is a moderate negative correlation (-0.38) between job satisfaction and job related stress which is statistically significant at p<0.01 level. A Study conducted in Ghana showed a weak negative correlation between stress and job satisfaction (-0.0255). Similar result was found in study conducted by department of maternity and gynaecology nursing in Egypt where negative correlation was found between stress and job satisfaction (r= -0.437,P<0.05).[6] Thus it is statistically evident that as the job related stress decreases the job satisfaction increases.

Findings related to association of job related stress with selected baseline variables

The present study revealed that there was no significant association of job related stress, resilience and job satisfaction with selected baseline variables. This could be due to the homogeneity of the subjects and majority had less than five years of experience.

A study conducted in Hyderabad Telangana, the relation between job satisfaction and age, designation and experience was subjected to ANOVA test. The obtained 'p' value for age (0.0008), designation (0.0001) and experience (0.0017) was found to be significant. [8]

EMPOWERMENT PROGRAMME

An empowerment programme was developed with PPT and video on tips on resilience, job related stress- causes and stress reduction strategies which will help nurses to increase resilience, job satisfaction and maintain personal and professional well being in the face of ongoing work stress and adversity. This Video and PPT given to CNE cell of the Hospital for future use and reference.

CONCLUSIONS

The implications of the study show that measures need to be taken to decrease job related stress of staff nurses, this will increase job satisfaction. Resilience is a key component which needs to be developed. This will enable nurses to maintain personal and professional well being in the face of on-going work stress and adversity.

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