



“A Study To Assess The Burnout And Resilience Among Staff Nurses Working In Selected Hospital, New Delhi”

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ABSTRACT

Background: Nurses play a pivotal role in any health care institution and encompass the largest workforce in any health care institution; they act as direct caregiver's who 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. Nursing is a demanding and stressful job. Burnout is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. Developing and fostering resilient environments and individuals within the health profession is emerging as a way to reduce negative, and increase positive outcomes of stress in health professionals. Resilience in nursing generally accepted as a positive adjustment when confronted with adversity. **Objectives:** The objectives of the study were to assess the level of burnout, level of resilience and to find out the co-relation between level of burnout and resilience among staff nurses working in a selected hospital, New Delhi. **Methods:** A descriptive research design was used. 180 staff nurses were selected by stratified random sampling technique. Data was collected using the Mashlach Burnout Inventory (MBI) Scale and Connor-Davidson Resilience Scale (CD-RISC). **Result:** The study revealed majority of the samples that is 46.7% had moderate degree of burnout, while 33.3% had high degree burnout and 20% had low degree burnout. Total mean score for burnout is 69.7. The study also reveals majority of the samples 61.7% had higher resilience, while 35.6% average resilience and 2.7% had lower resilience. Mean score for resilience is 69.9. There was significant positive correlation between the level of Burnout score and Resilience score as evident from the “r” value of 0.28. The study concluded that there is a need of necessary action to be taken to reduce burnout among staff nurses to improve the quality care provided by them and also to have a conducive working environment for the staff nurses.

Keywords: Burnout, Resilience, Staff Nurse

INTRODUCTION

Nursing is an integral part of health care sector. It is the art of caring individuals, families and communities so they may attain, maintain or recover optimal health and quality of life. The goal of nursing professionals throughout the world is to ensure quality of care for all. Nursing is a demanding and stressful job.¹ Nurses play a significant role in care of patient are often found to be facing physical and mental exhaustion which

may lead to burnout. Burnout is a global issue which is confronted by nursing professionals throughout the world. Burnout is a syndrome conceptualized as resulting from prolonged workplace stress that has not been successfully handled. The contributing factors that lead to burnout include poor working environment, heavy workload, job dissatisfaction, unequal nurse-patient ratio, overtime, work-family conflict.²

According to WHO, burnout is declared as an “occupational phenomenon”. It is not considered a medical condition but it is one of the factor which affect the health status.³ Burnout was first coined in the year 1974 by the American psychologist Herbert Freuden berger.⁴ Burnout is associated with adverse health outcome, increased turnover of nurses and decreased patient satisfaction.⁵ Studies conducted in tertiary care hospital in South India regarding burnout among nurses revealed that job burnout among nursing staff is about 13%-27% which is significantly higher than other occupations.⁶

However, nurses often encounter challenges on their day-to-day basis which requires them to adopt resilience so that they can work efficiently.⁷ Resilience is the way in which an individual adapts to difficult situation in their lives. Resilience is a key factor for the smooth functioning of their nursing profession so that nurses will be able to overcome the negative experiences they face at their workplace. So, it is important to assess the rate of nurse burnout and how resilience fulfils a vital role in minimizing burnout.⁸

STATEMENT

“A study to assess the burnout and resilience among staff nurses working in selected hospital, New Delhi.”

OBJECTIVES

- To assess the level of burnout among staff nurses working in a selected hospital, New Delhi.
- To assess the level of resilience among staff nurses working in a selected hospital, New Delhi.
- To find out the co-relation between level of burnout and resilience among staff nurses working in a selected hospital, New Delhi.

METHODOLOGY

In present study Descriptive and Correlation Design was adopted to assess the burnout and resilience among staff nurses working in selected hospital, New Delhi. 180 staff nurses were by Stratified Random Sampling Technique from Intensive Care Unit, Emergency, Obstetrics and Gynecology, Pediatric, Medical and Surgical ward. The data was collected by using Mashlach Burnout Inventory (MBI), Connor-Davidson Resilience Scale (CD- RISC) tool after taking informed consent from all the study participants.

MAJOR FINDINGS

Majority of samples 69 (38.3%) were belong to age group of 20-24 years and 25-29 years, 23 (12.8%) were in between 30-34 years and 19 (10.6%) of the samples were of the age of more than 35. 126 (70%) were single, 53 (29.4%) were married and 1(0.6%) was separated. 134 (74.5%) Staff nurses were belongs to nuclear family, 44 (24.4%) having joint family and 2 (1.1%) of the samples having extended type of family. Most of the samples 81 (45%) having GNM qualification, 74 (41.1%) having B.Sc (H) nursing qualification and 25(13.9%) of samples having Post Basic B.Sc. Majority of the samples 83 (46.1%) having more than 2 years of clinical experience, 67(37.3%) having 6 months to 1 year of clinical experience and 30(16.6%) having 1-2 years of clinical experience. Out of 180, 73(40.6%) were elder child, 47 (26.1%) were younger child, 46 (25.6%) were middle child and 14(7.7%) of the samples were only child. 83 (46.1%) staff nurses stays at home, 67 (37.3%) stay in hostel and 30 (16.6%) stay in PG.

Table: 1
Frequency and percentage distribution of burnout of Staff Nurses

n=180

BURNOUT	FREQUENCY (f)	PERCENTAGE (%)
Low degree (≤ 53)	36	20
Moderate degree (54-78)	84	46.7
High degree (≥ 79)	60	33.3

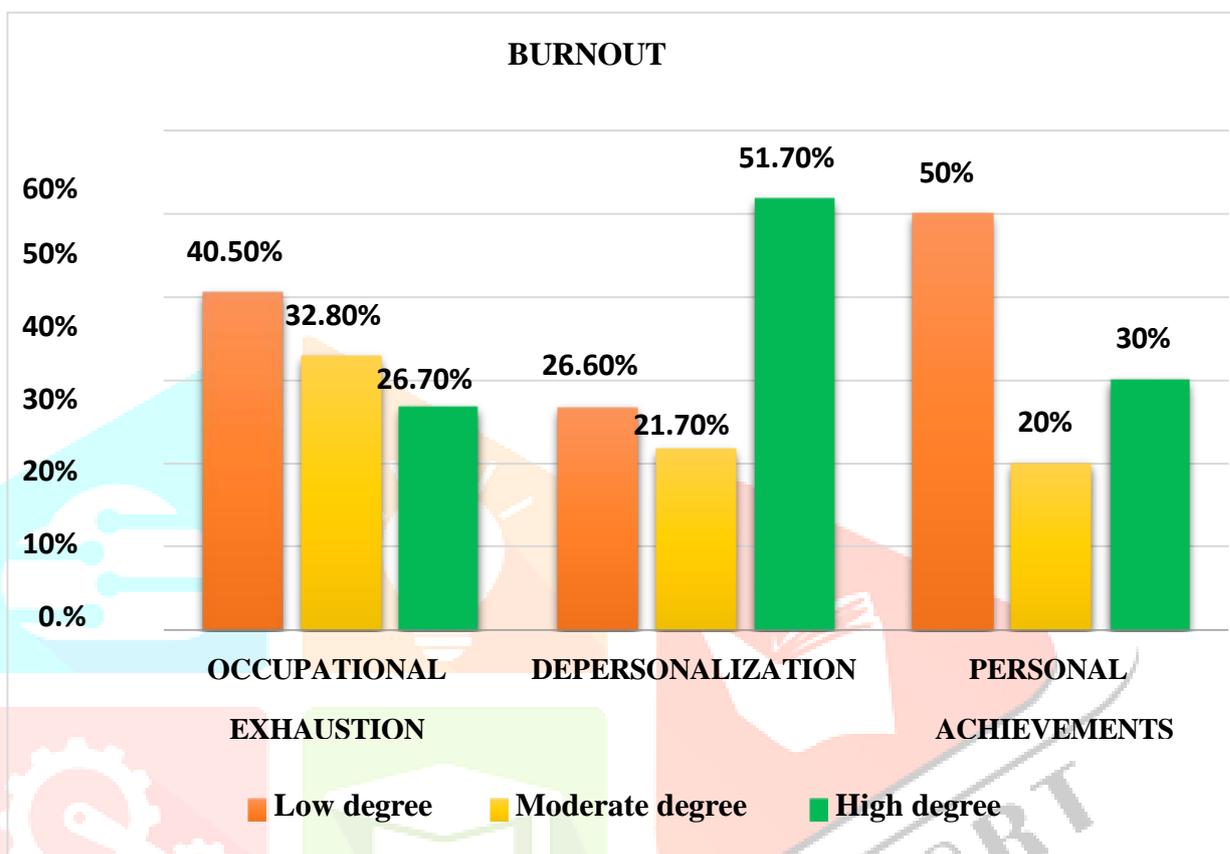


Figure 1: Percentage distributions of Occupational Exhaustion, Depersonalization and Personal Achievements among staff nurses

- Majority of the samples 73 (40.5%) had low degree occupational exhaustion, while 59 (32.8%) had moderate level occupational exhaustion and 48 (26.7%) had high degree occupational exhaustion.
- Majority of the samples 93 (51.7%) had high degree of depersonalization, while 48 (26.6%) had low degree of depersonalization and 39 (21.7%) had moderate degree of depersonalization.
- Out of 180 staff nurses 90 (50%) had low degree personal achievement, while 54 (30%) had high degree of personal achievement and 36 (20%) had moderate degree of personal achievement.

Table: 2**Frequency and percentage distribution of burnout of staff nurses according to area of posting****n=180**

AREA OF PRACTICE	Low degree	Moderate degree	High degree
Medical ward	2 (1.1%)	20 (11.1%)	8(4.4%)
Surgical ward	4 (2.2%)	12 (6.7%)	14 (7.8%)
Pediatric ward	6 (3.3%)	16 (8.9%)	8 (4.4%)
ICU	7 (3.9%)	8 (4.4%)	15 (8.4%)
Emergency ward	5 (2.8%)	14 (7.8%)	11 (6.1%)
Obstetrical/Gynaecology ward	12 (6.7%)	14 (7.8%)	4 (2.2%)

Table 2 revealed that out of 6 ward, burnout was seen highest among staff nurses who were working in Intensive care unit i.e High degree 15(8%).

Table 3**Frequency and percentage distribution of resilience among staff nurses****n= 180**

LEVEL OF RESILIENCE	SCORE	FREQUENCY (f)	PERCENTAGE (%)
Lower Resilience	(<33.33)	5	2.7
Average Resilience	(33.33-66.66)	64	35.6
Higher Resilience	(>66.67)	111	61.7

Data represented in Table 3 shows that Majority of the samples 111 (61.7%) had higher resilience, while 64 (35.6%) had average resilience and 5 (2.7%) had lower resilience.

Table 4**Frequency and percentage distribution of resilience among staff nurses according to area of posting****n=180**

AREA OF PRACTICE	Low Resilience	Moderate Resilience	High Resilience
Medical ward	1 (0.6%)	10 (5.6%)	19 (10.5%)
Surgical ward	1 (0.6%)	6 (3.3%)	23 (12.8%)
Pediatric ward	1 (0.6%)	15 (8.3%)	14 (7.8%)
ICU	0 (0%)	7 (3.9%)	23 (12.8%)
Emergency ward	0 (0%)	13 (7.2%)	17 (9.4%)
Obstetrical/Gynaecology ward	2 (1.1%)	13 (7.2%)	15 (8.3%)

Table 4 shows that, In ICU, majority 23 (12.8%) had higher resilience while 7(3.9%) had average resilience. In surgical ward, majority 23 (12.8%) had higher resilience, 6 (3.3%) had average resilience while 1 (0.6%) had lower resilience.

Table 5

Pearson Coefficient Correlation between the level of burnout and resilience among staff nurses

n= 180

VARIABLES	MEAN	SD	r value
Burnout	69.7	20.12	0.28
Resilience	69.9	17.82	

Table 4 data shows that calculated t value is 0.28 which indicates significant positive correlation between the level of Burnout score and resilience score as evident from the “r” value of 0.28.

CONCLUSION

The present study revealed majority of the samples that is 84 (46.7%) had moderate degree of burnout, while 60 (33.3%) had high degree burnout and 36 (20%) had low degree burnout. Majority of the samples that is 73 (40.5%) had low degree occupational exhaustion, 93(51.7%) had high degree of depersonalization and 90 (50%) had low degree personal achievement. The study also reveals majority of the samples 111 (61.7%) had higher resilience, while 64 (35.6%) average resilience and 5(2.7%) had lower resilience. There was significant positive correlation between the level of Burnout score and Resilience score as evident from the “r” value of 0.28. A similar descriptive study was conducted by R V Anchu. et.al, in tertiary care hospital, South India on burnout among Nurses in 2020 to determine the burnout among staff nurses. 100 staff nurses were selected by non-probability purposive sampling technique.¹⁴ The study revealed that majority (83%) of the nurses had high level of burnout, 3% had very high level of Burnout and 14% had moderate level of burnout. The study concluded that there is a need of necessary action to be taken to reduce burnout among staff nurses to improve the quality care provided by them and also to have a conducive working environment for the staff nurses.

RECOMMENDATIONS

Similar study can be conducted on:

- Large samples to identify their stress and resilience.
- Nursing students and other professionals like paramedical and others in hospitals settings.
- To explore specific strategies for managing burnout and improving job satisfaction among the staff nurses.

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