

A Descriptive Study to Assess the Job Satisfaction and Burnout During Pandemic among Staff Nurses Working in Selected Hospital, Gurugaon.

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ABSTRACT:

Introduction: Only a satisfied person can make others happy, and there is a clear correlation between job happiness and mental health. A nurse's level of job satisfaction has a direct impact on their output and performanceⁱ. In November 2019 a pneumonia-like illness first observed in Wuhan, China was later named Coronavirus Disease 2019 or COVID-19 by the World Health Organization (WHO, 2020)ⁱⁱ. Burnout can result from an imbalance between managing stressful work settings and providing high-quality care in the event of a COVID emergencyⁱⁱⁱ.

Title: A descriptive study to assess the job satisfaction and burnout during pandemic among staff nurses working in selected Hospital, Gurugaon.

Objectives: To determine the degree of burnout and job happiness among staff nurses employed in hospitals during the pandemic, and association between burnout and job satisfaction ratings and particular demographic factors.

Methods and Materials: The design used was descriptive. A convenience selection procedure with non-probability was employed to pick 150 staff nurses for the sample. The Copenhagen Burnout Inventory Score and the Nursing Workplace Questionnaire were used to measure burnout and job satisfaction, respectively.

Results: According to the study, of the 150 nurses who worked at SGT Hospital during the pandemic, 44 (29.33%) reported having poor job satisfaction and 106 (70.66%) reported having moderate job satisfaction. Additionally, nobody is happy at work during the pandemic. The study's findings showed that staff nurses at Gurugaon's SGT Hospital had a high degree of burnout. Ninety-two percent of nurses have a high burnout score, 8% have a medium score, and none of the nurses have a low score. The findings indicate that nurses with greater hospital work experience report higher levels of job satisfaction, while graduates and nurses with larger families report higher rates of burnout.

Keywords: Job Satisfaction, Burnout, Staff Nurses ,
Pandemic

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Introduction

2020 sees the emergence of a pandemic due to the novel coronavirus disease (COVID-19), which has its origins in China. Additionally, a public health emergency was proclaimed by the World Health Organization (WHO) on January 30, 2020^{iv}. Several nations implemented strict measures to stop its spread; one such measure was a national "lockdown." The Indian government declared that a national lockdown would begin on March 25, 2020. Within the healthcare industry, nursing is a profession that combines science and art with a focus on providing care for individuals, families, and communities^v. A person can only satisfy themselves, and maintaining one's mental health depends on one's job satisfaction. When needs, wants, or expectations are met, satisfaction arises. Job satisfaction is influenced by both emotional states and behaviors connected to one's work^{vi}. The syndrome of physical and emotional exhaustion known as burnout is characterized by the emergence of a antagonistic self-concept, negative work attitudes, and a deficiency of concern for clients. The professional burnout syndrome is linked to extended exposure to work-related stress. Similar to soldiers, frontline medical personnel serve as the first line of defense and have been instrumental in the efforts to contain the COVID-19 pandemic. Interim analysis was done for data collected in one of the studies between April 6, 2020, and August 20, 2020^{vii}. At NH Mumbai, there are 3711 HCWs in total (74.32% frontline and 25.68% non-frontline). We found 1% mortality, 4% co-infection, and 11% prevalence of SARS-CoV-2 infection among HCWs. 15% of the HCWs with COVID-19 were asymptomatic, while the majority (85%) had symptoms. 19% of HCWs with COVID-19

reported having comorbidities^{viii}.

Need of the Study

According to research, frontline medical staff members who handle and diagnose COVID-19 patients are most at risk for psychological problems that might worsen their mental health. Over 7,000 HCWs have reportedly passed away since the epidemic started, according to Amnesty International, and almost 1,000 HCW deaths have been documented in the USA alone^{ix}. According to a Chinese study, there are significant rates of anxiety (45%), sleeplessness (34%), sadness (50%), and distress (72%)^x. A comprehensive evaluation of 13 trials with over 33,000 individuals confirmed these findings. Research from France and Italy revealed a high frequency of burnout, PTSD, and depressive symptoms; being a nurse, dealing with COVID-19 patients directly, being younger in age, and having female sex were risk factors for negative psychological outcomes^{xi}. The coronavirus exposes healthcare personnel on the front lines of the COVID-19 pandemic on a regular basis, which clearly puts their physical health at risk. However, as revealed by two recent studies, the public health crisis is also having an adverse effect on their mental health, aggravating issues with anxiety, stress, sadness, loneliness, and other issues^{xii}. Research on the COVID-19 pandemic has mostly focused on epidemiological analysis, control and prevention, diagnosis, and therapy thus far. Studies on HCWs' mental health and working conditions during the COVID-19 epidemic are scarcer^{xiii}. Burnout may have a dramatic effect on a person's life, the life of their team, and therefore the lives of the families that get medical treatment. The use and efficacy of major crisis preventive and control measures

are closely correlated with the work satisfaction of frontline medical professionals. As a result, this work has significant research implications. on 7th February , 2020 the "Notification on Offering Full Protection for Frontline Medical Staff and Their Families" had been issued by the People's Republic of China's National Health Commission . It stated that staff members' physical, psychological, and other needs have to be met in order for them to be fully dedicated to preventing and controlling the spread of the epidemic^{xiv}.

Aim of the Study

The current study aims to ascertain staff nurses' job satisfaction and burnout during the pandemic at SGT Hospital.

Research Methodology:

This study employed a cross-sectional study design and an approach to quantitative research. The current investigation was carried out in Gurugram's SGT Hospital, Budhera. The study's samples were the staff nurses who had been employed at SGT Hospital for more than six months. Based on sample availability, a goal of 150 samples was chosen. The data for this study were gathered using a convenience sampling method.

Data collection procedure

During the course of two weeks, from March 8 to March 21, 2021, 150 staff nurses provided all of the data that was collected. After receiving approval from the SGT Medical College Hospital and Research Institute's Medical Superintendent, the investigator approaches each patient. 178 staff nurses were first chosen by the investigator. Of them, eight were unable to attend because of a shift change, five expressed no interest in participating in the study, and fifteen were eliminated for being missing. 150 staff nurses were chosen by the investigator based on the inclusion and exclusion criteria. Following an introduction to the whole program, written informed permission was requested from the staff nurses to indicate their desire to participate in the

study. They received assurances that the information they provided would be kept private and used exclusively for study. A few casual talks were held with participants before to the tool's administration to build rapport and help them feel at ease. 150 staff nurses, both male and female, were chosen in total. Ten to fifteen staff nurses were chosen each day using a convenience sample technique. They were given the Copenhagen Burnout Inventory Scale and the Nursing Workplace Satisfaction Questionnaire (NWSQ) on a daily basis, and they were requested to provide suitable responses to every item in order to determine their degree of burnout and job satisfaction.

Result

Section I: Socio demographic variables of staff nurse working in SGT Hospital

- Of the 150 staff nurses, 20% were in the 19–24 age range, 72% were in the 26–30 age range, and 8% were in the 31–35 age range.
- Regarding sex, 62.7 % of respondents were female and 37.3% were male.
- Regarding professional qualifications, 50.1 % reported having GNM, 38.7% having B.SC. & PBB.Sc(N), and 11.3% having MSc(N).
- Of those with hospital experience, 20% had less than one year's experience, 72% had one to five years' experience, and 8% had more than five years.
- Of those with marital status, 34.7% were married, 65.3% were single, and none fell into any other category. The number of family members living in family revealed that (3.3%) were having less than 2 members, (58%) were having 2 to 5 members, (38.7%) were having more than 5 members in the family.
- The exposure to COVID-19 confirmed patients in the ward revealed that (98.7%) were exposed and (1.3%) were not exposed .
- According to the perception of safety during working in hospital revealed that (20.7%) were feeling safe and (79.3%) were not feeling safe while working in hospital.
- Regarding fear of infecting family members (2%) were not having fear while (98%) staff nurses have the fear.

Section II: Job satisfaction Level among staff nurses working in SGT Hospital.

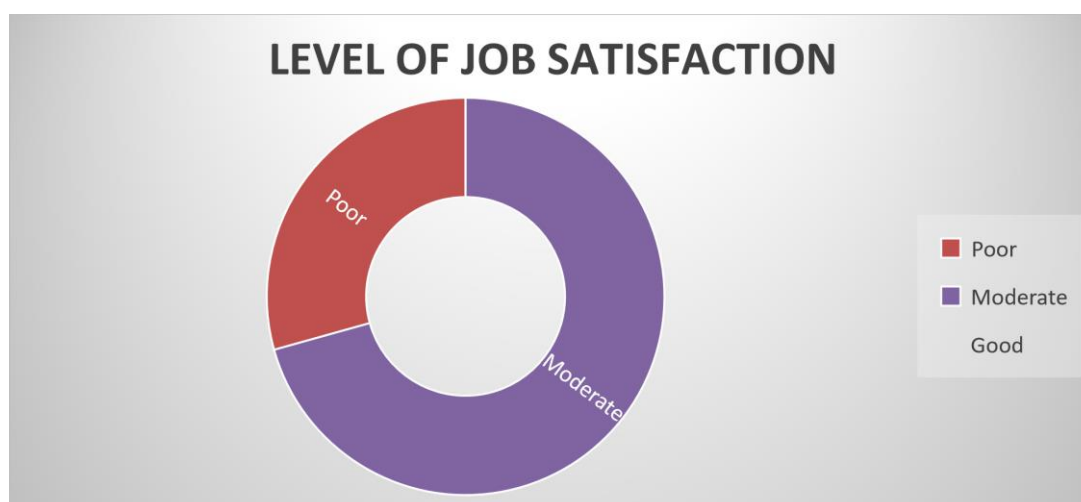
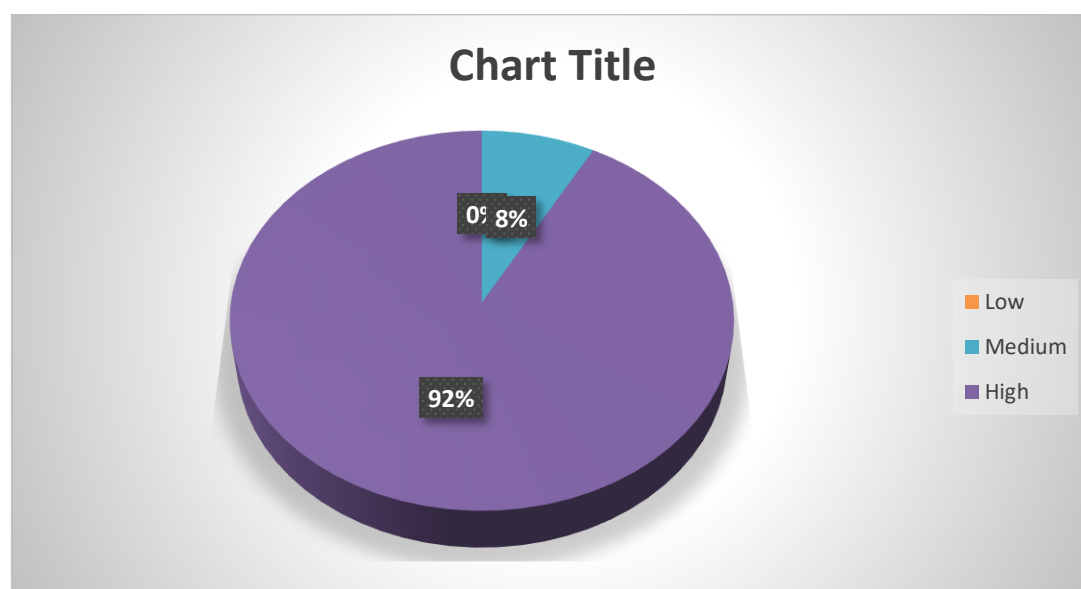


Figure 1 describes that among 150 nurses, 44 (29.33%) are having poor job satisfaction & 106 (70.66%) are having moderate job satisfaction while working in SGT Hospital during Pandemic. And also no one is having good job satisfaction during pandemic period.

Section III: Burnout Level among staff nurses among staff nurses working in SGT Hospital

Figure 2 describes that among 150 nurses, 138 (92%) are having high burnout level & 12 (8%) are having moderate level of burnout while working in SGT Hospital during Pandemic. And also no one is facing low burnout during pandemic period.



Section IV: Association among Job Satisfaction and selected socio demographic variables

According to this study, staff nurses with greater hospital work experience report higher levels of job satisfaction than their peers. The one-way ANOVA test was used to prove

statistical significance.

Section V: Association among burnout and selected socio demographic variables

According to this study, nurses with more than five family members and recent graduates have higher rates of burnout than other groups. The

one-way ANOVA test was used to prove statistical significance.

Discussion

The study shows that among 150 nurses, 44 (29.33%) are having poor job satisfaction & 106 (70.66%) are having moderate job satisfaction while working in SGT Hospital during Pandemic. And no one is having good job satisfaction during pandemic period. My research corresponds to Xiaoyan Yu, Yuxin Zhao, and Yuxi Li's work, "Factors Associated With Job Satisfaction of Frontline Medical Staff Fighting Against COVID-19: A Cross-Sectional Study in China." This study looked into how happy front-line medical staff members were with their jobs while combating COVID-19^{xv}. The average job satisfaction score of 455 frontline medical staff members who took part in the survey was 82.58 ± 11.11 , according to the survey results, indicating a "relatively decent" level of satisfaction. Because of the COVID-19 work pressure, this score was higher than previous surveys among medical staff members^{xvi}. The study result revealed that the level of burnout score among staff nurses working in SGT Hospital at Gurugaon. None of the nurses are having low burnout score, 8% of the nurses are having medium score and 92% of the nurses are having high burnout score. The finding was similar to the studies done on Singapore HCW (49.2%), and Indian HCW (44.6%) , and lower than the prevalence obtained from the United Kingdom HCW (79%) . One-way ANOVA test was used to determine the relationship between staff nurses' work satisfaction and certain sociodemographic factors. The findings indicate that nurses with greater hospital work experience report higher levels of job satisfaction than their counterparts^{xvii}. It was discovered that there is a noteworthy correlation between. Using a one-way ANOVA test, the relationship between burnout and certain sociodemographic characteristics among staff nurses was determined. The findings showed that individuals with more family members and

recent graduates who work as nurses have higher levels of burnout than other groups. A substantial correlation between a subset of the sociodemographic characteristics and work satisfaction was revealed^{xviii}.

Conclusion

The COVID-19 pandemic, which has a significant impact on the medical community, is arguably the most difficult threat to human health on a national and international scale. It has spread throughout India and the rest of the world. The study evaluated the staff nurses at SGT Hospital in Gurugaon's job satisfaction and burnout during the epidemic. Consequently, the administration of the hospital ought to place a strong emphasis on tactics that both raise nurse satisfaction and reduce job burnout. To better equip healthcare systems, individuals, and nurses to combat the COVID-19 pandemic, governments, health care organizations, and policy makers should take the following actions.

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Author's contribution: The study design, data collection and analysis, data interpretation, paper drafting, and critical revision were all equally contributed to by all authors.

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Conflict of interest: The authors declare that there are no conflicts of interest.

Ethical Approval: The study was approved by the institutional ethical committee of SGT University. (Letter No. FON/SGTU/20/.....)

Informed Consent: Informed Consent was obtained from the participants.

Data and materials availability: Upon justifiable request, the corresponding author will make all of the data sets gathered during this investigation available.

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