

Relationship between job stress and social support and burnout in nurses

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ABSTRACT: This study examined the relationship between job stress and social support and burnout in hospital nurses in Tehran in 2012. A cross-sectional study of nurses working in different wards of hospitals was conducted. 125 subjects were selected by stratified sampling. The data from the questionnaires, job stress, burnout, social support, and demographic data were collected and analyzed with statistical techniques, regression, analysis of variance and Tukey statistical software spss. Job stress and burnout among nurses, there was a significant positive correlation. Job stress and burnout among nurses was negatively correlated with their resilience. Age, stress and workplace burnout in nurses, nurses were able to predict. Among occupational groups, there was significant difference in terms of stress and burnout. And women were significant differences in emergency department nurses. Social support is a moderator of stress and burnout. Also, there was a direct relationship between education and social support scores. It is recommended to enable nurses to social stress increases.

Keywords: Job stress, burnout, nurses, social.

INTRODUCTION

Undoubtedly influence job stress affects people working on different aspects of life. This impact can be positive or negative evaluation of occasions to motivate people to be effective in improving the performance of (McGath, et al., 2003). In other cases, job stress, mental and emotional disorders such as aging depression, anxiety and psychosomatic diseases occur when the body (Maccabee, 1993). Job satisfaction and job stress is a consequence of the economic and social costs would be (Morcon, 1984; Tyson, 2004). Shaghlany such high levels of stress nurses experience. Problems such as work stress, shift work, nursing services, nursing care, communication with critically ill patients and communication within the organization, known as sources of stress in nurses (Al Aameri, 2003) (nurses) burnout first time Frvdynbrgr, (1970), as the dementia syndrome and physical- psychological research into clinical psychology. Burnout is a syndrome consisting of three components analysis, depersonalization and lack of personal accomplishment (Maslach and Jackson, 1993; Yaghubinia et al., 2003). Results Mahmoudi, (2006), showed the highest level of nurse burnout in the emotional exhaustion and depersonalization and emotional and physical condition of the workplace, there is a significant relationship (Mahmoudi, 2006). The findings Bousaria message, (2001) and Khazaei, (2006), the dimensions of burnout than nurses with lower levels of emotional exhaustion, depersonalization and lack of personal accomplishment at moderately high (Khazaei and Sharif, 2006; Paymai, 2002). Nasir, (2008), in their study showed a correlation between fatigue and disorder, somatic complaints, anxiety and sleep problems, social dysfunction and depression in nurses is significant. Another was revealed Drpzhvshy characteristics and social support of nurses and patients, nurses' responses to burnout is affected (Rafiee et al., 2006). Thus, studies have shown that one of the causes of burnout, job stress (Abdi and Shahbazi, 2001). Jobs in nursing, occupational stress and burnout in the long run leads to (Embrico et al., 2007). Networks, social support, stress, job stress particularly affects. This kind of support from nursing management in the workplace and increase efficiency in the workplace and increase job satisfaction and decrease burnout and psychiatric nurse and analysis (Felton, 1998). In the study, Edward, (2001), job security, and environmental protection and management support to those who were employed in hospitals was effective in preventing burnout (Waller, 2001). The study of mental health

and hospital nurses Jzayz Caribbean, job-related stress, social support and burnout linear model was presented and showed that the amount of work and social support as predictors of stress, as in those with better social support as a more sensible approach would be to use an instrumental social support (Antonovsky, 1984). Many studies show that the most important predictors of job performance and social support in nurses (Polk, 1997). Social support includes strategic positions that cause effective defense mechanism to prevent the damaging effects of stress can be used by the individual and his environment deal with stress will more formidable. Rafii and colleagues, (2006), the study found that factors affecting nurses 'responses to burnout and social support individual nurses and patients, nurses' responses to burnout is affected.

It seems to increase social support nurses in improving communication and social security office and they can better cope with changes in effective stress. Due to these issues, this study examined the relationship of job stress, social support and burnout in nurses is done.

MATERIALS AND METHODS

In this research, the study population included male and female nurses Milad Hospital Tehran was in 2012. To determine the sample size for the selection of Morgan and random selection method - the class was used. Morgan (1979), in such a society the table with sample size (179 cases) has an estimated 118 people. But to reduce sampling error, sample size was increased to 135. For sex selection and work as a class, a bachelor's degree or higher degree in nursing as the basis and attempts to do anything other than patient care (for example, clerk, or the complete file) as a measure of out considered. The issues of gender discrimination and work of nurses and nurses were selected by systematic random sampling. With reference work shifts in the morning and evening, after assuring participants of the confidentiality of information, they were asked to complete questionnaires about their accuracy. Finally, after excluding incomplete questionnaires collected data, 125 questionnaires using software spss Were analyzed. Job stress questionnaire for collecting data from Harris 3 , social support Saratzv , and burnout Tdym was used. Questionnaire Stress Job Harris, With 35 items At Background Stress Job Is And Stress The Due Ambiguity Role Role conflict, Overburden Role Low Of time, Song Work, Repeat Work And Tension Job The Size Making Slow . Questions With Scale Likert Regulation By And Individual Choice Switch The Quite Agree Until Quite Disagree With Range 175-135 To It And Reply The To . Stability The Inventory By Hosni From Way Homology Internal And the calculation of Cronbach's alpha, 0.89 Report Was (Hassani, 2005). Saratzv social support questionnaire consisted of 12 questions in six areas and intimate interaction, support, advice and guidance, feedback and camaraderie that is mentally and physically in the presence or absence of any Mrvd facilities are asked. The split-half method of reliability Zadhoush was 0.71. (Zadhoosh, 1998).

RESULTS AND DISCUSSION

Results

This study was conducted with the participation of 125 nurses at Tehran's Milad Hospital. All participating nurses, have a bachelor's degree, married least 3 years work experience.

The T test Social support scores and gender, the relationship was not significant ($p < 0/53$) But significantly more single than married individuals receive social support ($p < 0.001$). Regression analysis indicated that the demographic variables, job stress and burnout (as predictor variables), age, social support, stress, and work-related burnout in nurses were able to explain variance in the As in the first, second, third, fourth, respectively, 0/853, 0/904, 0/926 and 0/930 of burnout could be explained by these factors, but variables do not enter the equation because the value added the variance of the equation, the increase is not significant. The results of the regression analysis for credit F Obtained in the first step, the second, third and fourth, respectively, 327/1, 269/58, 240/97, 191/10 and the $p < 0.01$ Was significant. This shows the validity of this analysis is sufficient, so that it is able to explain 93% of the variance associated with burnout among nurses. For comparison with the work of nurses, the scale of occupational stress, social support and burnout of one-way ANOVA was used. The data indicated that the observed differences in occupational stress and burnout in nurses in the emergency department, cardiology, surgery, pediatrics and women's work in $p < 0.0001$ Significant. Post-hoc tests (Tukey) showed that the variables of job stress and burnout among nurses in different parts of the heart, but this difference is not significant pediatric nurses who are working in the emergency department and women have served significant.

Table 1. Average And Deviation Standard Age And History Nurses Employed in Section The 5 Tions Surgery Women Emergency Children And Heart Hospital

| Section | Mean | S | Variable | Number |
|-----------|-------|------|----------|--------|
| Surgery | 32/48 | 3/69 | Age | 26 |
| | 9/94 | 2/29 | History | 26 |
| Woman | 29/76 | 4/94 | Age | 23 |
| | 8/86 | 1/64 | History | 23 |
| Emergency | 30/49 | 3/49 | Age | 25 |
| | 9/84 | 1/79 | History | 25 |
| Children | 30/49 | 3/49 | Age | 23 |
| | 9/84 | 1/79 | History | 23 |
| Heart | 35/75 | 3/89 | Age | 28 |
| | 10/37 | 2/61 | History | 28 |
| Total | 31/43 | 3/57 | Age | 125 |
| | 9/59 | 2/24 | History | 125 |

In Table 2, the mean and standard deviation scores of job stress, social support and burnout are presented.

Table 2. Average Scores Stress Job Social support And Burnout

| Variable | Mean | S | Number |
|----------------|-------|-------|--------|
| Job Stress | 61/41 | 1/63 | 125 |
| Social support | 56/11 | 2/14 | 125 |
| Burnout | 73/93 | 19/32 | 125 |

To investigate the relationship between job stress, social support and burnout in nurses correlation coefficient were used and the results are presented in Table 3.

Table 3. The relationship between job stress, social support and burnout in nurses

| Variable | Burnout | Social support | |
|----------------|------------|----------------|--|
| Job Stress | ** 0/809 | ** - 0/697 | The correlation coefficient Significant Number |
| | 0/000 | 0/000 | |
| | 125 | 125 | |
| Social support | ** - 0/806 | 1 | The correlation coefficient Significant Number |
| | 0/000 | 0/000 | |
| | 125 | 125 | |

Correlations ** p <0/01 Significant.

The prediction of burnout on demographic variables (age, work experience and work), stress and social support of the stepwise multiple regression analysis was used (p <0.001) And the results are shown in Table 4.

Table 4. Regression coefficients of the variables in terms of burnout and beta

| | B | β | R ² | Standard error | Sig |
|----------------|--------|---------|----------------|----------------|--------|
| Constant | - 5/90 | - | 0/728 | 4/50 | 0/192 |
| Age | | | | | |
| Constant | 50/208 | - | 0/817 | 8/23 | 0/0001 |
| Age | 1/02 | 0/502 | | 0/123 | 0/0001 |
| Social support | -0/415 | -0/460 | | 0/054 | 0/0001 |
| Constant | 33/07 | - | 0/858 | 7/85 | 0/0001 |
| Age | 0/780 | 0/383 | | 0/116 | 0/0001 |
| Social support | | | | | |
| Stress | -0/304 | -0/337 | | 0/052 | 0/0001 |
| Constant | 0/360 | 0/304 | | 0/061 | 0/0001 |
| Age | 46/37 | - | | 9/21 | 0/0001 |
| Social support | 0/775 | 0/380 | | 0/114 | 0/0001 |
| Stress | | | | | |
| Section | -0/312 | -0/346 | | 0/051 | 0/0001 |
| | 0/239 | 0/202 | | 0/076 | 0/0001 |

| | | | |
|-------|--------|-------|-------|
| -2/11 | -0/132 | 0/812 | 0/010 |
|-------|--------|-------|-------|

Between social support score, age and years of service, there was no statistically significant relationship. Also, there was a direct relationship between education and social support scores (Table 5).

Table 5. Correlation between social support scores with demographic variables in the study population

| | P.v | R |
|------------------|-------|--------|
| Age | 0/005 | -0/373 |
| Education | 0/048 | 0/245 |
| Years of service | 0/040 | -0/252 |

Discussion

Strategy for health care quality is great emphasis on physical and mental health nurses and health harmful components of burnout among nurses is introduced. In a physical syndrome of burnout - emotional exhaustion that can lead to behavior and negative attitude towards their work and absence from work, ethics and lack of job satisfaction is low (Rafiee et al., 2006). Research (Marconi Cooper, 1984; Tysvn, 2004) suggests that nurses, more than other professions are experiencing burnout. According to the findings, it seems that the relationship between job stress, social support and burnout among nurses is a meaningful relationship. The results showed a significant positive relationship between job stress and burnout, which means increased job stress, job burnout also increases. The results showed that job stress and burnout among social support variables are negatively correlated. Nurses who have less social support and burnout are higher. The results of Edward, (2001) Dad and Galpryn, (1999), is consistent, he showed in his study of job security, and environmental protection and management support to those who were employed in hospitals to prevent burnout They have been effective (Edwards et al, 2001 , Baba et al., 1998). In addition, Singh et al, (2000), in their study showed that the most important predictors of social support in nurses' job performance (Siyng et al., 2007). The results of this study regarding the relationship between job stress and burnout among nurses working in different sectors are different, the results coincide with the results Tubaei and Sahraian (2006), Aziznezhad and Hoosini and Etemadi, (2004). Given the diverse nature of the sector, these differences can be explained as Zymrman and etal rooted differences in occupational stress and burnout among nurses in the different nature of the various Hoya know. They stress of nurses in ICU, is associated with mortality, whereas in other sectors such as surgeons, nurses, mainly with organizational stressors such as role overload and face with colleagues. Another purpose of this study was to determine whether we can consider the Burnout experience, work, job stress and social support predicted? The results of this study indicated that such a prediction is possible. Based on the findings, the variables predicting burnout, age of subjects, the mean age of the subjects are added to the amount of stress and burnout also increases. This variable has been a factor 0/853 to 73% of the variance in this relationship alone can explain. The present study sought to age, social support, stress and work of nurses, respectively, have been able to have a major role in predicting burnout among nurses. Aziznezhad and Hoosini, (2004), Abdi et al, (2007), in their study showed that burnout can be predicted based on gender and age. Also, increasing social support nurses in improving communication and social security office and they can better cope with changes in occupational stress and burnout reduction is effective.

Among the limitations of the present study is that the data obtained from the questionnaire responses unrealistic and likely to provide the participants due to misunderstanding of the questions, which can distort the results. Sectional study and its findings about the relationship between job stress, social support and burnout among nurses, it only indicates the significance of the groups under study. Prove a causal relationship requires longitudinal studies and controlled.

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