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Nursing related stress and associated factors at critical nursing practices in overwhelmed care facilities, Dubai, United Arab Emirates, 2016

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Background: Health care workers job satisfaction and burnout are constant public health concerns. Burnout predispose to rapid staff turnover, absenteeism or illness that ends in decreased job satisfaction. Burnout and satisfaction among nurses are serious conditions that threaten their own and patients health.

Objectives: To explore levels and determinants of job satisfaction and burnout among nurses working in Primary Health Care facilities, Dubai Health Authority, Dubai, UAE.

Methods: A cross sectional study targeting all nurses working at PHC centres (400) was carried out using self-administered questionnaires containing socio-demographic, work related, personal health status, burnout (emotional exhaustion, depersonalization, and personal accomplishment) and satisfaction variables.

Results: Overall nurses reported moderate satisfaction levels and low burnout state. Correlation between burnout and job satisfaction was significant, weak and of opposite course. Burnout increased in older and divorced nurses. Emotional exhaustion related significantly to high income level, performing physical activity and nurses' intention to leave. Emotional exhaustion had intermediate correlation

to job satisfaction. Depersonalisation was higher in nurses with chronic disease and had negative association to job satisfaction. Personal accomplishment had significant positive correlation to nurses' job satisfaction. Perception of personal accomplishment increased with age, high BMI levels and in nurses with chronic disease.

Conclusion: Findings from this study contributes to the understanding of the relationship between nurses' job satisfaction and burnout syndrome and points out that nurse burnout is not uncommon among nurses working in PHC in Dubai. Nurses burnout and satisfaction levels proved to have special characteristics relating to the unique composition of health care in the UAE. The study also indicates that some dimensions of job satisfaction and burnout had proven to be relevant to nurses' turnover tension.

Recommendations: There is a need to develop periodic screening for signs of distress, burnout or dissatisfaction, and to establish preventive strategies that are practical and can be implemented within the current healthcare structure. This will result in increasing nurses' satisfaction, commitment and motivation which will in time reflect on the quality of healthcare services and daily performance indicators.