INFLUENCE OF HARDINESS IN BURNOUT OF NURSES

Sofia Dias1,2,3 & Cristina Queirós2,3
1 Escola Superior de Saúde – Instituto Politécnico de Viana do Castelo, Portugal
2 Faculdade de Psicologia e de Ciências da Educação da Universidade do Porto, Portugal
3 Laboratório de Reabilitação Psicossocial (F.P.C.E.-U.P. / E.S.T.S.P.-I.P.P.), Portugal

sodiass@ess.ipvc.pt  cqueiros@fpce.up.pt

1. Introduction

Actually there is a new conception of the relationship between worker and work, existing new demands that can lead to the impersonal contacts in health context. Nurses are confronted with long work days, emotional involvement in the patients’ problems, excessive work load and other elctors of conflicts and chronic occupational stress. All those situations can provoke burnout (Maslach & Jackson, 1997) expressed with irritability, emotional exhaustion, weak professional accomplishment, etc, leading the professional to care dehumanization. Some studies have found that personality traits can explain how each individual copes with stress (Kobasa et al., 1982; Schaufeli & Enzmann, 1998). One of these traits is hardiness, which is related with stress resistance, appearing as a protective factor of burnout (Mallar & Capitão, 2004). We did not found any studies in Portugal relating burnout and hardiness in nurses.

Key words: burnout, hardiness, nurses

2. Objectives

- Participants: non-probabilistic sample of 250 Nurses working in Oporto Hospitals; 78% are female; age between 22-59 years (M = 33.6, SD = 7.96); 55% married, without children (54%); 11 years of service; 99% with degree in nursing and 21% graduate; 65% with a definite link (70%); only 44% with exclusively and 41% has a weekly workload of more than 35 hours.
- Instruments: Questionnaire to collect individual and professional characterization; burnout assessed by a translated version of Maslach Burnout Inventory (M.B.I., Maslach & Jackson, 1997) done by Marques-Pinto (2009) and hardiness assessed by Personal View Survey (P.V.S., from Moreno-Jimenez et al., 2000) through a version that we adapted from Brazilian version by Mallar and Capitão (2004), authorized by the authors (Alpha Cronbach MBI = 0.855; Alpha Cronbach PVS= 0.884).
- Procedure: Data were collected in different services of Hospital, during 2010, using self-completion questionnaire, anonymous and confidential, after formal authorization.
- Data analysis: SPSS-17 was used to do a descriptive, 1 Student and correlation analysis (R Pearson).

3. Method

- We found some emotional exhaustion in this sample of nurses, suggesting that they are at risk of developing burnout (Table 1). The results are similar with other studies of vulnerable Professionals (Nurses and Teachers), showing a greater emotional exhaustion, less depersonalization and an increased presence of hardiness.
- Significant correlations were found between all dimensions of burnout and hardiness (Table 2), like related in international scientific literature, showing that higher hardiness, greater personal accomplishment and less burnout, emotional exhaustion and depersonalization. All dimensions of the MBI and PSV are negatively correlated with each other, except for personal accomplishment.

4. Results

- The results are similar to other studies, revealing the presence of some burnout and higher hardiness, as well a negative correlation between both variables (Mallar, 2003; Mallar & Capitão (2004).
- The hardness seems to be is a protector personality trait against stressful situations (Kobasa, 1979).
- The knowledge of personality traits can help the individual to prevent burnout and help nurses to give better health care to the patients.

5. Conclusions

6. Bibliography

- Marques-Pinto, A. (2009). Maslach Burnout Inventory (MBI) – Human Services Survey tradução a partir da versão original (Maslach et al., 1986) cedida por Alexandra Marques Pinto (amarcospinto@ipce.up.pt). Lisboa: F.P.C.E.U.L.

4th International Seminar of Positive Occupational Health Psychology
L.S.C.T.E. Lisboa 31 May – 2 June 2010