

1. Introduction

Nowadays, work plays a key role in individuals' lives. In some contexts, there are specific requirements that make professionals more vulnerable to stress and emotional distress. In health organizations such as hospitals, professional performance can be characterized by multiple demands and can be influenced by different factors of occupational stress. When these factors are associated with unfavourable working conditions, health workers become particularly susceptible to psychological distress and job dissatisfaction, contributing to stress and burnout syndrome (Carlotto, 2010; Maslach, Schaufeli & Leiter, 2001; Schaufeli & Buunk, 2003). These professionals work under great psychological pressure, sometimes in adverse work contexts in which they directly contact with disease, pain, suffering and death are part of their daily lives, leading them to an emotional distress caused by labour demands (Avellar, Iglesias & Valverde, 2007).

Key words: Job satisfaction, Burnout, Nurses.

2. Aims

This study aims to identify the influence of job satisfaction on Portuguese nurses' burnout of Oporto district (Portugal).

3. Methods

Participants: Non-probabilistic sample of **1216 Nurses** working in Oporto Hospitals; 78% are female, age between 22 to 64 years (M= 34.7 and SD=8.63), 58% married, without children (53%), with 10 years of service; 99% with degree in nursing and 21% graduate; 71% with a fixed work contract, 44% with exclusive contract and 42% with a weekly workload of more than 35 hours.

Instruments: Questionnaire to collect individual and professional characterization; Burnout assessed by *Maslach Burnout Inventory* (MBI-HSS, Maslach & Jackson, 1997; adapted Portuguese version by Marques-Pinto, 2009); Job Satisfaction assessed by Cuestionario de Satisfacción Laboral S20/23 (QSL, Meliá & Peiró, 1989; adapted Portuguese version by Carlotto, 2008).

Procedure: Data were collected in different services of Hospital, during 2011, using self-completion questionnaire, anonymous and confidential, after formal hospital authorization.

Data analysis: SPSS-18 was used to do a descriptive, correlation analysis (*R Pearson*) and regression analysis.

4. Results

Results show that job satisfaction is negatively correlated with burnout and it is a significant predictor of burnout. Nurses who have more satisfaction in their work have more personal accomplishment, less emotional exhaustion, and less depersonalization (Table 1). We found that intrinsic satisfaction, supervision satisfaction and environment condition's satisfaction negatively predict emotional exhaustion (Table 2). Furthermore, intrinsic satisfaction and supervision satisfaction negatively predict depersonalization. Finally, personal accomplishment is significant predicted by intrinsic satisfaction, satisfaction with benefits and political organization, participation satisfaction, and supervision satisfaction.

Table 1. Means, Standard deviations, Cronbach's Alpha and inter-correlations* of MBI and QSL dimensions

		M	SD	α	1	2	3	4	5	6	7
MBI (0-6)	1. Emotional exhaustion	2.53	1.17	.88							
	2. Depersonalization	1.19	1.01	.70	.38						
	3. Personal accomplishment	4.28	.86	.76	-.19	-.26					
QSL (1-7)	4. Supervision satisfaction	4.40	1.14	.90	-.39	-.24	.22				
	5. Environment condition's satisfaction	4.25	1.34	.89	-.28	-.15	.11	.38			
	6. Benefits and political organization satisfaction	3.20	1.15	.83	-.33	-.13	.08	.56	.46		
	7. Intrinsic satisfaction	4.71	1.12	.79	-.44	-.25	.30	.55	.38	.49	
	8. Participation satisfaction	4.15	1.11	.77	-.35	-.22	-.22	.69	.37	.61	.55

* All correlations are significant at .01 level

Table 2. Predictive value of the QSL subscales for burnout dimensions

Predictive Variables	Emotional exhaustion	Depersonalization	Personal accomplishment
Supervision satisfaction	-.216**	-.146**	.090**
Environment condition's satisfaction	-.096**	-.061	.022
Benefits and political organization satisfaction	-.057	.098	.093**
Intrinsic satisfaction	-.448**	-.259**	.305**
Participation satisfaction	.010	-.083	.160**
Adj R ²	.24	.08	.11
R ² Change	.24	.09	.11
F	77.76**	23.83**	32.28**

*p < 0,05 **p < 0,01

5. Conclusions

These results suggest that job satisfaction lead nurses to adopt more positive attitudes to work, increasing their motivation and protecting them from burnout as reported by the literature (Dias, Queirós & Carlotto, 2010; Riahi, 2011; Utriainen & Kyngas, 2009). The combination of individual and organizational factors is an important influence for the mental well-being of nurses. Furthermore, health professionals satisfied with their work provide better care to the patients.

6. Bibliography

- Avellar, L.Z., Iglesias, A., & Valverde, P.V. (2007). Sofrimento psíquico em trabalhadores de enfermagem de uma unidade de oncologia. *Psicologia em Estudo*, 12 (3), 475-481.
- Carlotto, M. S. (2010). O papel do psicólogo frente ao adoecimento e sofrimento ocupacional. *Pessoas e Sintomas*, 11, 49-54.
- Dias, S., Queirós, C. & Carlotto, M.S. (2010). Síndrome de Burnout e fatores associados em profissionais da área da saúde: um estudo comparativo entre Brasil e Portugal. *Aletheia*, 32, 4-21.
- Maslach, C., & Jackson, S. (1997). *MBI – Inventário “Burnout” de Maslach – síndrome del “quemado” por estrés laboral asistencial – manual*. Madrid: TEA (portuguese version by Alexandra Marques Pinto, 2009, Lisboa: FPCEUL).
- Maslach, C., Schaufeli, W.B., & Leiter, M.P. (2001). Job burnout. *Annual Review Psychology*, 52, 397-422.
- Meliá, J.L. & Peiró, J.M. (1989). La medida de la satisfacción laboral en contextos organizacionales: el Cuestionario de Satisfacción S20/23. *Psicologemas*, 5, 59-74 (portuguese version by Mary Sandra Carlotto, 2008, Porto Alegre: ULBRA).
- Riahi, S. (2011). Role stress amongst nurses at the workplace: concept analysis. *Journal of Nursing Management*, 19, 721-731.
- Schaufeli, W. & Buunk, B. (2003). Burnout: an overview of 25 years of research and theorizing. In M. Schabracq, J. Winnubst, & C. Cooper (Eds.). *The Handbook of Work and Health Psychology*, 2nd edition (pp. 383-425). Chichester: Wiley.
- Utriainen, K. & Kyngas, H. (2009). Hospital nurses' job satisfaction: a literature review. *Journal of Nursing Management*, 17, 1002-1010.