



Tehran University of Medical Sciences
School of Nursing and Midwifery
International Campus

Title:

**Evaluation of job satisfaction and burnout among nurses working
in public hospitals of Erbil city in Kurdistan region of Iraq, and
The relationship between them during 2015-16**

A Thesis Submitted to the office of Graduate Studies in Partial Fulfillment of the
Requirements for the Degree of Master (M.SC.) of Science in Management Nursing

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Abstract:

Evaluation of job satisfaction and burnout among nurses working in public hospitals of Erbil city in Kurdistan region of Iraq, and the relationship between them during 2015-16

Background: Facing people's suffering, incurable diseases and death causes nurses to have one of the most stressful jobs. As job satisfaction of nurses is one of the key factors in the provision of quality care and stress and burnout are among the factors that can affect the quality of care by having an impact on nurses' job satisfaction.

Objectives: This study aimed to determine the relationship between job satisfaction and burnout among nurses working in public hospitals of Erbil city in Kurdistan region of Iraq, during 2015-16.

Methods: This research was a descriptive, correlational and cross-sectional study in which 455 nursing staffs, who were working at the public hospitals in Erbil city, Iraqi Kurdistan, were selected to participate in the study using Random Stratified Sampling method. To collect data, demographic information form, Herzberg's job satisfaction and Maslach's burnout questionnaires were used. Collected data were analyzed using SPSS software version 20, descriptive statistics, chi-square statistical tests, and Fisher and Pearson's correlation coefficient tests.

Results: Based on the findings, 7.8% of nurses had low job satisfaction, 45.2% had moderate job satisfaction, 42.7% had high job satisfaction and 4.4% of them had very high job satisfaction. The results of burnout showed that, emotional exhaustion was (42%), depersonalization was 40% and the personal Achievement was 48%. Using Pearson's correlation coefficient test between job satisfaction of nurses and all three aspects of burnout, showed a statistically significant but inverse relationship ($P \leq 0.001$).

Discussion and Conclusion: Since the relationship between job satisfaction and Job burnout dimensions of nurses, Seems, reducing nurses' burnout should be the priority for nursing managers and health policymakers. The periodic job satisfaction evaluation and identifying the factors that have impact on job satisfaction of nurses the problem and existing dissatisfaction can be removed. To reduce nurses' burnout, methods such as communication skill promotion at work environments, nurses' participation in decision making and reduction of job contradictions and ambiguities can be used.

Keywords: job satisfaction, burnout, nurses.