

CHAPTER 4

ASSESSMENT OF JOB SATISFACTION AND BURNOUT AMONG NURSES

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INTRODUCTION

Job satisfaction is defined as an emotional expression and behavioral expression that reflects the individual's attitude towards his/her job, working life and working conditions (Golbasi, Kelleci & Dogan, 2008). It describes the perceptions of employees about various aspects of their work, such as working atmosphere or conditions (Tran, Van-Hoang & Nguyen, 2013). These attitudes/perceptions towards work can be positive or negative. Experiencing job dissatisfaction leads to being late to work, absenteeism, frequent work change and loss of performance. The hospitals are the institutes at which a large number and a variety of health professional works as a team and are considered as an important institute in regard to the importance and necessity of the concept of job satisfaction (Gider et al., 2011). Lack of job satisfaction of employees is a multi-dimensional psychosocial problem that has a negative impact on patient/caregiver, nurses and other health staff, and hospital management. Nurses are known to experience lower job satisfaction than physicians and other health staff because of being more affected by hospital management policies, such as checking, addiction and interpersonal relationships (Birgili, Salis & Özdemir, 2010).

Increased nurse satisfaction enhances patient and physician satisfaction by reducing the rate of malpractice, the side effects, and the economic burden of labor turnover (Kohlbrener, Whitelaw & Cannaday, 2011). The fact that the success of an organization will increase only if the management knows and takes into account the problems, motivations, needs and thoughts of the employees and

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