

Abstract: communication satisfaction and job satisfaction among critical care nurses and the impact on burnout and turnover intention

Background

High levels of job satisfaction are associated with decreased turnover intention, burnout incidence and absenteeism among health care professionals. Moreover, turnover and burnout negatively impact on quality of care and healthcare costs. As the intensive care unit (ICU) represents a highly complex and stressful environment, prevention of conflicts among team members as well as improvement of communication and job satisfaction can as such reduce burnout risk.

This study explores the relationship between communication - and job satisfaction and the impact on burnout and turnover intention among ICU nurses.

Methods

In a multicentre study, ICU nurses of three hospitals were included (N = 303). Data included the Communication Satisfaction Questionnaire (Downs & Hazen, 1977) (translated in Dutch and validated by a factor analysis and pilot tested), the scale 'Turnover intention' of the Questionnaire on the Experience and Evaluation of Labour (Van Veldhoven & Meijman, 1994) and the Maslach Burnout Inventory (Maslach et al., 1996). To measure job satisfaction a visual analogue scale was used.

Findings

77.6% (235/303) of the respondents were female. The ICU nurses had an average age of 38.31. Their mean work experience was 15.28 years. The majority worked fulltime (60.1%, 182/303). An average job satisfaction of 7.66/10 was found (job satisfaction scores among nurses in other studies: table1) 5.33% (16/300) had a score ≤ 5 on job satisfaction, indicating significant dissatisfaction. ICU nurses were most satisfied with the trust received from their supervisor (76.6%) and least with the information about accomplishments and/or failures of the organization (21.8%). 49.5%, (150/290) had a low, 39.6% (120/290) an average and only 6.6% (20/290) a high turnover intention. 3% of the ICU nurses had an indication for burnout. 23.7% of the nurses had a low experience of their personal accomplishment. These data were comparable with ward nurses and are summarized table2

Discussion

In this survey ICU nurses had a reasonable job satisfaction. They are most satisfied with the trust received from supervisors. Despite a low indication for burnout risk, a quarter of ICU nurses report low personal accomplishment. This may represent a particular focus for both preventive and interventional actions, which should preferably be developed through and in conjunction with the supervising staff.

Table1:

Authors	Scores
Debra, 1991	<i>8.1/10</i>
Keith, Coburn and Mahoney, 1998	<i>7.4/10</i>
Misener and Cox, 2001	<i>7.3/10</i>

Schiestel, 2007	7.8/10
Dunaway, 2008	7.7/10
Gandhi et al., 2014	8.1/10

Table2:

	ICU nurses	Ward Nurses
Average job satisfaction	7,66/10	7.49/10
Trust received from their supervisor	76,6%	81.8%
information about accomplishments and/or failures of the organization	21,8%	29,2%

TURNOVER INTENTION	ICU nurses	Ward Nurses
LOW	49,5%	59.9%
AVERAGE	39,6%	33.3%
HIGH	6,6%	6.9%

BURNOUT	ICU nurses	Ward Nurses
INDICATIVE FOR BURNOUT	3%	2.9%
LOW PERSONAL ACCOMPLISHMENT	23,7%	21.9%

