



Identification of the Burnout and Job Satisfaction Levels of the Beginner Nurses who were in the Process of Orientation

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ABSTRACT

Background: Nursing is one of the professions which require constantly being involved with people. Based on the negative work conditions, job satisfaction of the nurses may decrease and their burnout levels may increase in the long term. **Objective:** This study was conducted with the aim of identifying the burnout and job satisfaction levels of the beginner nurses. **Methods:** The sample of the research comprised nurses who newly started working at a university hospital in Istanbul (n=218). Nurse information form, Maslach Burnout Inventory, and the Minnesota Satisfaction Questionnaire were used for the research. **Results:** It was identified that 91.28% of the nurses were women, burnout level of the nurses was low and job satisfaction level was high. A statistically significant positive relationship was present between the burnout and job satisfaction levels ($p < 0.05$). **Conclusions:** It was detected that the beginner nurses who were satisfied with the unit they were working at had a low level of emotional burnout and high level of job satisfaction. It was also identified that nurses who willingly chose the unit of work to have high levels of job satisfaction. Providing well-planned orientation training could be helpful for the beginner nurses to adjust and to embrace the work environment.

Keywords: Beginner nurses, Burnout, Job satisfaction, Orientation training

INTRODUCTION

Nurses are irreplaceable members of the health care team and it is important to ensure that they adjust to the units they will be working at. In this context, orientation process includes suitability between the qualities and skills the job requires and the nurses have satisfaction with the job and the activities to make nurses more efficient [1]. It is indicated that orientation training is necessary to enhance the beginner nurses' commitment to the job and the institution, the quality of health care service provided, the individual and organizational performance and thereby the job satisfaction [2]. Beginner nurses may experience emotions like failure, inadequacy, insecurity during orientation and this kind of negative emotions may cause burnout and a decrease in job satisfaction [2,3].

Job satisfaction is related to a person's expectations with the job and if the job fulfills these expectations [4]. Long working hours, lack of job and employee safety, inadequate number of staff, material, equipment etc. and political and economic issues such as low prestige may lead to a decrease in the job satisfaction of the employees and consequently burnout [2].

Burnout is a process which arises from being exposed to constant stress and is defined as emotional and physical exhaustion [5]. Burnout may be detrimental for the employee, the institution and the patients. An exhausted person has a tendency to develop health issues, psychological damage, a decrease in the feeling of personal success and dissatisfaction with the job. Emotional exhaustion may be accompanied by physical exhaustion. Effects of the burnout syndrome on personal level are hypertension, tachycardia, ulcer, stomach disorders, increase in cholesterol, cold and fatigue, physical and psychosomatic symptoms, unhappiness, decrease in self-respect and confidence, job dissatisfaction, dysmnnesia and sensitivity, depression and anxiety, agitation and failure in communication, instability and family based problems. Organizational effects caused by burnout syndrome include a decline in the quality of service, absenteeism, low performance, weariness, willingness to quit job, theft, neglecting work, increase in medical mistakes, increase in the complaints about employees, adverse effects on patient's health and increase in the personnel turnover [5,6]. First two years are vital for burnout, which is a progressive and chronic incident. A person going

through burnout may quit their job during this period. In a study conducted by Korkmaz, et al., it is stated that more than half of the nurses consider quitting their jobs during the first five years of employment [7]. In another study conducted with beginner nurses, it is stated that leave of employment rate for these nurses was at alarm levels and a statistically significant negative relationship was present between job stress and job satisfaction [8,9]. The fact that the beginner nurses want to quit their jobs at early periods because of job dissatisfaction and burnout causes a decrease in the number of personnel at the institution and thereby a decrease in the quality of care provided. Thus, institutions should evaluate the job satisfaction and burnout levels of the beginner nurses and properly plan the orientation process. From this point forth, burnout and job satisfaction levels of the beginner nurses were examined in this study.

PATIENTS AND METHODS

Questions of the Research

- What are the socio-demographic and occupational characteristics of the beginner nurses?
- What are the job satisfaction and burnout levels of the beginner nurses?
- Is there any relationship between the job satisfaction and burnout levels of the beginner nurses?
- Is there a statistically significant difference between the socio-demographic and occupational characteristics of the nurses and their job satisfaction and burnout levels?

Type and Aim of the Research

The aim of this descriptive type of research is to identify the burnout and job satisfaction levels of the nurses who attended the orientation program because they just started work or changed units.

Population and Sample of the Research

The population of the research comprised a total of 220 nurses who newly started working at a university hospital in Istanbul. It was aimed to include all of the population in the sample without performing calculations for the sample. The research was completed with a total of 218 nurses (99% of the population) who voluntarily accepted to participate in the research and completely filled out the questionnaire forms.

Data Collection Tools

Data were collected by using “Nurse Information Form”, “Maslach Burnout Inventory” and “Minnesota Satisfaction Questionnaire”.

- Nurse Information Form: Socio-demographic and occupational characteristics of the nurses such as age, gender, marital status, educational status, job experience, having received orientation training etc. were questioned with this form
- Maslach Burnout Inventory (MBI): Maslach Burnout Inventory (MBI) was developed by Maslach and Jackson and adapted into Turkish by Ergin [10,11]. In the Turkish version of MBI, there are a total of 22 items; 3 scales which are emotional exhaustion (EE), depersonalization (DP) and personal accomplishment (PA) and each scale of the inventory are evaluated separately. The inventory is a 5-point likert scale and for emotional exhaustion and depersonalization dimensions each item is evaluated as “1-never, 2-rarely, 3-sometimes, 4-often, 5-always”. The scoring for the personal accomplishment scale is performed oppositely. Items 1,2,3,6,8,13,14,16,20 indicate “emotional exhaustion”, items 5,10,11,15,22 indicate “depersonalization” and items 4,7,9,12,17,18,19,21 indicate “personal accomplishment”. Higher scores on the scales indicate a high level of burnout and lower scores on the scales indicate a low level of burnout [2,11]. Cronbach alpha values were accepted as 0.84 and 0.93 for the English and Turkish versions of the inventory, respectively. In our study, Cronbach’s alpha value was identified as 0.83, 0.76 and 0.61 for the EE, DP and PA scales of MBI, respectively
- Minnesota Satisfaction Questionnaire (MSQ): It was developed by Weiss, et al., and adapted into Turkish by Baycan [12,13]. Minnesota Satisfaction Questionnaire (MSQ) is a measurement tool which reveals intrinsic and extrinsic factors of satisfaction and it is a 5-point likert type scale (1-very unsatisfied, 2-Unsatisfied, 3-Neutral, 4-Satisfied, 5-Very Satisfied) consisting of 20 items. Intrinsic satisfaction includes factors related to

the inner qualities of the job such as success, recognition, the job itself, responsibilities of the job, promotion. Extrinsic satisfaction includes factors related to the environment of the job such as company policy and management, type of supervision, manager, relationship with the coworkers and sub workers. The lowest score can be taken from the questionnaire is 1 and the highest score is 5. It is accepted that as the scores get close to minimum job satisfaction decreases and as it gets close to maximum job satisfaction increases. By this way, general satisfaction, intrinsic satisfaction, and extrinsic satisfaction scores are obtained from the short form scale. General satisfaction score is calculated by dividing the total score obtained from the items of the scale into 20. Cronbach's alpha values are 0.87 and 0.77 for the English and Turkish versions of the questionnaire, respectively. In our study, Cronbach's alpha value was 0.88 for the total MSQ scale, 0.84 for intrinsic satisfaction and 0.72 for extrinsic satisfaction

Procedure of the Research

The research was conducted at a university hospital in Istanbul. The hospital in which the research was conducted is a high capacity hospital with a total of 950 nurses employed. The research was conducted with nurses who started working at the hospital in the last 18 months. The nurses were explained about the aim of the research and given the questionnaire forms. The forms were collected after the nurses filled them in.

Data Analysis

NCSS (Number Cruncher Statistical System) 2007 (Kaysville, Utah, USA) program was used for statistical analysis. Non-parametric data were indicated as number (n) and percentage (%) values. Arithmetic means (X) and standard deviations (SD) of the scale scores of the parametric data were calculated. Mann-Whitney U Test and Kruskal Wallis H-Test were used to analyze if there was a statistically significant difference between the variables. Pearson Correlation test was used to analyze the relationships between the dimensions of the scales. The significance level was accepted as 0.05.

Ethical Considerations

Declaration of Helsinki was abided by throughout the study. Consent was obtained from the dean's office, head of the department and department of nursing services by explaining the aim and scope of the research with an information form. Nurses included in the sample were explained about the aim and benefits of the study and their roles in the study, they were informed that the data collection forms would be anonymous and written informed consent was obtained from the nurses.

RESULTS

It was identified that the average age was 23.83 ± 2.19 (Min=18, Max=41), 91.28% (n=199) of the nurses were women and all of them had a bachelor's degree. When the time passed since the nurses started their jobs were examined, it was detected that 55.05% (n=120) of the nurses had been working for 12 months and more, 27.68% (n=61) had been working for 6 months-1 year. It was also detected that 53.67% (n=117) of the nurses were working as a nurse for less than 6 months and 17.43% (n=38) of them were working as a nurse for 6 months-1 year. It was identified that 60.55% (n=132) of the nurses did not work at a different institution before, 62.39% (n=136) did not attend an in-service training or orientation program at a different institution, 70.18% (n=153) received in-unit orientation training, 62.84% (n=137) willingly chose the unit they are working at and 80.73% (n=176) were satisfied with the unit they are working at (Table 1).

Table 1 Distribution of socio-demographic and occupational characteristics of the nurses (N=218)

Variables		n	%
Sex	Female	199	91.28%
	Male	19	8.72%
Marital Status	Married	27	12.38%
	Single	191	87.62%
Education Level	Bachelor's degree	218	96.33%

Time passed since the beginning of the job	<6 months	37	16.97%
	6-12 months	61	27.98%
	≥ 12 months	120	55.05%
Period of occupation as a nurse	<6 months	117	53.67%
	6-12 months	38	17.43%
	≥ 12 months	63	28.90%
Work experience at another institution previously	Yes	86	39.45%
	No	132	60.55%
Attending in-service education or orientation program in another institution	Yes	82	37.61%
	No	136	62.39%
Receiving in-unit orientation training at the institution	Yes	153	70.18%
	No	65	29.82%
Willingly choosing the unit of work	Yes	137	62.84%
	No	81	37.16%
Satisfaction with the unit	Yes	176	80.73%
	No	42	19.27%
Age Mean ± SD (min.-max.)	23.83 ± 2.19 (18-41)		

By investigating the burnout and job satisfaction levels of the nurses, it was detected that total mean score for the EE dimension of MBI was 2.21 ± 0.62 (1-3.89), total mean score for the DP was 3.67 ± 0.56 (1-5.00), total mean score for the PA was 1.64 ± 0.51 (1-3.80). Intrinsic satisfaction and extrinsic satisfaction of MSQ and the total satisfaction score from MSQ was found 3.65 ± 0.53 (1-5.00), 3.31 ± 0.63 (1.63-4.75), 3.51 ± 0.52 (2.20-4.75), respectively (Table 2).

Table 2 Distribution of the nurses' average of burnout and job satisfaction scales and its dimensions

Variables		Mean	SD	Minimum	Maximum
Emotional Exhaustion	(EE)	2.21	0.62	1.00	3.89
Depersonalization	(DP)	3.67	0.56	1.38	5.00
Personal Accomplishment	(PA)	1.64	0.51	1.00	3.80
Intrinsic Satisfaction	-	3.65	0.53	2.00	5.00
Extrinsic Satisfaction	-	3.31	0.63	1.63	4.75
General Satisfaction	-	3.51	0.52	2.20	4.75

By investigating the relationships between the nurses' job satisfaction and its scales and their burnout levels, it was detected that there was a negative relationship between emotional exhaustion and personal accomplishment and there was a statistically significant positive relationship between emotional exhaustion and depersonalization ($p < 0.05$). No statistically significant relationship was found between the ages of nurses and their job satisfaction and burnout scores ($p > 0.05$) (Table 3).

Table 3 Relationship between the burnout and job satisfaction levels of the nurses

Variables		Emotional Exhaustion	Depersonalization	Personal Accomplishment	Intrinsic Satisfaction	Extrinsic Satisfaction	General Satisfaction
Emotional Exhaustion	r	-0.205**	-	-	-	-	-
	p	0.002	-	-	-	-	-
Personal Accomplishment	r	0.503**	-0.312**	-	-	-	-
	p	$p < 0.01$	$p < 0.01$	-	-	-	-
Intrinsic Satisfaction	r	-0.417**	0.395**	-0.376**	-	-	-
	p	$p < 0.01$	$p < 0.01$	$p < 0.01$	-	-	-
Extrinsic Satisfaction	r	-0.500**	0.249**	-0.324**	0.648**	-	-
	p	$p < 0.01$	$p < 0.01$	$p < 0.01$	$p < 0.01$	-	-
General Satisfaction	r	-0.499**	0.363**	-0.388**	0.929**	0.884**	-
	p	$p < 0.01$	$p < 0.01$	$p < 0.01$	$p < 0.01$	$p < 0.01$	-
Age	r	-0.086	0.039	-0.11	-0.03	-0.043	-0.038
	p	0.205	0.569	0.1	0.68	0.523	0.575

** Correlation is significant at the 0.01 level (2-tailed)

By comparing the sociodemographic and occupational characteristics of the nurses with their burnout and job satisfaction levels; it was detected that there was a statistically significant difference between the gender of the nurses and only depersonalization dimension of MBI; depersonalization was experienced less by men compared to women ($p < 0.05$) and there was a statistically significant difference between being satisfied with the unit and emotional exhaustion dimension of MBI, intrinsic satisfaction, extrinsic satisfaction, and general MSQ satisfaction levels ($p < 0.05$). Furthermore, it was detected that there was a statistically significant difference between willingly choosing the unit and intrinsic satisfaction dimension of MSQ; intrinsic job satisfaction and general job satisfaction of the nurses who chose their units willingly were found higher than those who did not choose willingly ($p < 0.05$). General job satisfaction, intrinsic and extrinsic job satisfaction of the nurses who were satisfied with the unit they were working at was found higher than those who are not satisfied. Job satisfaction and burnout levels of the nurses did not show a statistically significant difference according to their marital status, working at a different institution before, attending orientation or in-service training at a different institution, presence of an in-unit orientation program, time passed since they started working as a nurse and duration of working at the institution ($p > 0.05$) (Table 4).

Table 4 Comparison of the sociodemographic and occupational characteristics of the nurses with burnout and job satisfaction scales

Variables	Mean±SD; Median (min-max.)	Emotional Exhaustion	Depersonalization	Personal Accomplishment	Intrinsic Satisfaction	Extrinsic Satisfaction	Total Satisfaction
Sex	Female (n=199)	2.21 ± 0.62; 2.11 (1-3.89)	3.70 ± 0.52; 3.75 (1.38-4.88)	1.61 ± 0.49; 1.60 (1-3.80)	3.67 ± 0.52; 3.75 (2-4.83)	3.31 ± 0.63; 3.37 (1.63-4.75)	3.52 ± 0.51; 3.55 (2.20-4.75)
	Male (n=19)	2.22 ± 0.55; 2.37 (1-3.44)	3.33 ± 0.76; 3.37 (2-5)	1.90 ± 0.69; 2 (1-3.40)	3.35 ± 0.63; 3.58 (2.33-5)	3.30 ± 0.62; 3.37 (2.13-4.38)	3.40 ± 0.55; 3.45 (2.25-4.35)
	Test value ^a	Z=-0.465	Z=-2.537	Z=-1.890	Z=-1.648	Z=-0.147	Z=-0.886
	p	0.642	0.011*	0.059	0.099	0.883	0.376
Marital Status	Married (n=27)	2.28 ± 0.65; 2.22 (1.22-3.56)	3.65 ± 0.47; 3.50 (2.75-4.63)	1.56 ± 0.50; 1.40 (1-2.60)	3.64 ± 0.44; 3.67 (2.50-4.67)	3.28 ± 0.56; 3.37 (2.13-4.25)	3.50 ± 0.46; 3.55 (2.45-4.50)
	Single (n=191)	2.20 ± 0.61; 2.11 (1-3.89)	3.67 ± 0.57; 3.37 (1.38-5)	1.65 ± 0.52; 1.60 (1-3.80)	3.65 ± 0.54; 3.75 (2-5)	3.31 ± 0.64; 3.37 (1.63-4.75)	3.51 ± 0.52; 3.55 (2.20-4.75)
	Test value ^a	Z=-0.627	Z=-0.854	Z=-0.817	Z=-0.291	Z=-0.293	Z=-0.256
	p	0.531	0.393	0.414	0.771	0.77	0.798
Work experience at another institution previously	Yes (n=86)	2.15 ± 0.62; 2.11 (1-3.89)	3.68 ± 0.60; 3.75 (1.38-5)	1.63 ± 0.53; 1.60 (1-3.40)	3.63 ± 0.50; 3.71 (2.25-4.67)	3.30 ± 0.55; 3.37 (1.63-4.38)	3.50 ± 0.50; 3.50 (2.20-4.50)
	No (n=132)	2.25 ± 0.61; 2.17 (1-3.89)	3.66 ± 0.53; 3.75 (2-4.88)	1.66 ± 0.50; 1.60 (1-3.80)	3.66 ± 0.55; 3.75 (2-5)	3.31 ± 0.61; 3.44 (1.75-4.75)	3.52 ± 0.53; 3.60 (2.25-4.75)
	Test value ^a	Z=-1.299	Z=-0.723	Z=-0.350	Z=-0.417	Z=-0.231	Z=-0.311
	p	0.194	0.469	0.726	0.677	0.817	0.756
Attending in-service education or orientation program in another institution	Yes (n=82)	2.16 ± 0.59; 2.11 (1-3.89)	3.69 ± 0.57; 3.69 (1.38-5)	1.65 ± 0.55; 1.60 (1-3.80)	3.62 ± 0.50; 3.75 (2.25-4.67)	3.30 ± 0.63; 3.44 (1.63-4.38)	3.49 ± 0.50; 3.55 (2.20-4.50)
	No (n=136)	2.233 ± 0.620; 2.11 (1-3.89)	3.65 ± 0.56; 3.75 (2-4.88)	1.63 ± 0.501; 1.60 (1-3.40)	3.67 ± 0.56; 3.75 (2-5)	3.28 ± 0.64; 3.37 (1.63-4.75)	3.51 ± 0.54; 3.55 (2.20-4.75)
	Test value ^a	Z=-0.638	Z=-0.502	Z=-0.126	Z=-0.655	Z=-0.493	Z=-0.271
	p	0.523	0.616	0.9	0.513	0.622	0.787

Receiving in-unit orientation training at the institution	Yes (n=153)	2.23 ± 0.62; 2.22 (1-3.89)	3.66 ± 0.54; 3.75 (1.38-5)	1.66 ± 0.53; 1.60 (1-3.80)	3.62 ± 0.50; 3.67 (2.25-4.75)	3.27 ± 0.64; 3.37 (1.63-4.75)	3.48 ± 0.51; 3.50 (2.20-4.75)
	No (n=65)	2.16 ± 0.60; 2.11 (1-3.56)	3.68 ± 0.59; 3.75 (2-4.88)	1.60 ± 0.47; 1.60 (1-3.40)	3.76 ± 0.53; 3.92 (2.58-5)	3.36 ± 0.59; 3.44 (2.13-4.50)	3.60 ± 0.49; 3.60 (2.50-4.50)
	Test value ^a	Z=-0.785	Z=-0.193	Z=-0.438	Z=-1.835	Z=-0.585	Z=-1.328
	p	0.432	0.847	0.661	0.067	0.558	0.184
Willingly choosing the unit of work	Yes (n=137)	2.17 ± 0.62; 2.11 (1-3.89)	3.69 ± 0.58; 3.75 (1.38-5)	1.69 ± 0.58; 1.60 (1-3.80)	3.71 ± 0.53; 3.83 (2.25-5)	3.34 ± 0.64; 3.50 (1.63-4.75)	3.56 ± 0.53; 3.65 (2.20-4.75)
	No (n=81)	2.29 ± 0.61; 2.22 (1-3.89)	3.63 ± 0.52; 3.75 (2.38-4.75)	1.57 ± 0.45; 1.40 (1-3)	3.53 ± 0.51; 3.50 (2-4.83)	3.24 ± 0.61; 3.37 (1.63-4.48)	3.41 ± 0.49; 3.45 (2.30-4.30)
	Test value ^a	Z=-1.581	Z=-1.048	Z=-1.366	Z=-2.242	Z=-1.159	Z=-2.085
	p	0.114	0.295	0.172	0.008	0.247	0.037
Satisfaction with the unit	Yes (n=176)	2.14 ± 0.59; 2.11 (1-3.89)	3.70 ± 0.55; 3.75 (1.38-5)	1.63 ± 0.50; 1.60 (1-3.40)	3.72 ± 0.48; 3.83 (2.33-5)	3.42 ± 0.58; 3.50 (1.63-4.75)	3.60 ± 0.47; 3.70 (2.25-4.75)
	No (n=42)	2.55 ± 0.65; 2.61 (1.56-3.89)	3.48 ± 0.62; 3.50 (2-4.38)	1.75 ± 0.59; 1.60 (1-3.80)	3.31 ± 0.64; 3.31 (2-4.83)	2.80 ± 0.62; 2.87 (1.63-4.13)	3.11 ± 0.55; 3.05 (2.20-4.30)
	Test value ^a	Z=-3.226	Z=-1.888	Z=-1.008	Z=-3.657	Z=-4.934	Z=-4.595
	p	0.001	0.059	0.313	p<0.01	p<0.01	p<0.01
Time passed since the beginning of job (SD=2)	<6 months (n= 37)	2.06 ± 0.72; 2.00 (1-3.44)	3.75 ± 0.59; 3.62 (1.50-4.88)	1.46 ± 0.40; 1.40 (1-2.60)	3.731 ± 0.641; 3.97 (2.25-5)	3.34 ± 0.58; 3.50 (2.13-4.38)	3.58 ± 0.56; 3.60 (2.20-4.50)
	6-12 months (n=61)	2.20 ± 0.53; 2.11 (1.22-3.56)	3.57 ± 0.62; 3.75 (1.38-4.63)	1.64 ± 0.54; 1.60 (1-3.40)	3.62 ± 0.47; 3.67 (2.33-4.83)	3.29 ± 0.60; 3.37 (1.63-4.38)	3.49 ± 0.60; 3.50 (2.25-4.50)
	≥12 months (n= 120)	2.27 ± 0.62; 2.11 (1-3.89)	3.69 ± 0.50; 3.75 (2-5)	1.69 ± 0.52; 1.60 (1-3.80)	3.64 ± 0.52; 3.75 (2-4.75)	3.30 ± 0.65; 3.37 (1.63-4.75)	3.51 ± 0.52; 3.55 (2.20-4.75)
	Test value ^b	Chi-square=3.296	Chi-square=1.453	Chi-square=5.672	Chi-square=2.250	Chi-square=0.070	Chi-square=1.169
	p	0.192	0.484	0.059	0.325	0.966	0.557
Period of occupation as a nurse (SD=2)	<6 months (n=117)	2.23 ± 0.59; 2.22 (1-3.89)	3.70 ± 0.48; 3.75 (2-4.75)	1.67 ± 0.54; 1.60 (1-3.80)	3.66 ± 0.53; 3.75 (2-4.83)	3.31 ± 0.61; 3.50 (1.63-4.75)	3.53 ± 0.52; 3.55 (2.20-4.75)
	6-12 months (n=38)	2.21 ± 0.67; 2.11 (1-3.89)	3.57 ± 0.70; 3.62 (1.50-5)	1.61 ± 0.46; 1.60 (1-2.80)	3.62 ± 0.52; 3.79 (2.33-4.50)	3.32 ± 0.73; 3.56 (1.88-4.38)	3.50 ± 0.56; 3.62 (2.25-4.35)
	≥12 months (n= 63)	2.19 ± 0.64; 2.11 (1-3.89)	3.67 ± 0.59; 3.75 (1.38-4.75)	1.59 ± 0.491; 1.60 (1-3)	3.64 ± 0.52; 3.75 (1.63-4.38)	3.25 ± 0.59; 3.37 (1.63-4.38)	3.49 ± 0.49; 3.50 (2.20-4.50)
	Test value ^b	Chi-square=0.607	Chi-square=0.947	Chi-square=0.938	Chi-square=0.155	Chi-square=0.946	Chi-square=0.493
	p	0.738	0.623	0.626	0.925	0.623	0.782

^aMann Whitney U Test, ^bKruskall-Wallis Test, *p<0.05

DISCUSSION

It was detected in the research that the average of age of the beginner nurses was low, mean scores of emotional exhaustion and depersonalization were mid-level, mean scores of personal accomplishment were low. No relationship was present between age and burnout and job satisfaction levels. It can be said that the nurses in our research group experience mid-level of depersonalization and low-level of emotional exhaustion and personal accomplishment. In a study conducted by Kaya, et al., it is stated that the burnout level is higher in the group which consists of beginner and mostly young nurses [14]. It is stated that burnout emerges due to long term exposure to job and higher levels of

burnout are especially common in occupational groups such as nursing where employees are closely associated with people [5,6,15,16]. Burnout is related to occupational stressors. Occupational stressors for nurses include overtime work, lack of job experience, not having time for leisure activities, negative working conditions and low wages [2]. It is stated that beginner nurses experience higher levels of burnout due to these occupational stressors and personality traits of the nurses may also affect their burnout levels [6,17].

Job satisfaction is defined as meeting the physical, mental and social needs of the employees in line with their expectations and it is an emotional response which arises as a result of evaluating the job and its surroundings [4]. In our research, it was observed that beginner nurses had a high-level of job satisfaction. In literature, there were similar studies indicating that the job satisfaction levels of the nurses were low, normal and high [4,18,19]. Although job satisfaction of nurses is considered as a contribution to the quality of patient care, its components need further investigations [20].

In our research, it was detected that the job satisfaction of the beginner nurses decrease when they experience a lack of personal accomplishment and their job satisfaction increase when they experience more depersonalization. Employees' dissatisfaction about their needs leads to important behavioral consequences. If people cannot fulfill the needs which are important for them, symptoms such as laziness, passiveness, resistance to change, not taking responsibility, low productivity, social and mental problems, and burnout syndrome may arise [2,5]. In literature, there are studies in which a relationship was found between burnout and job satisfaction, similar to our results, and there are studies in which no relationship was found between burnout and job satisfaction [21,22].

In our research, it was detected that male nurses experience lower levels of depersonalization compared to female nurses. On the contrary to our results, a similar study states depersonalization levels are higher among male nurses than female nurses [22]. The fact that the number of female nurses in our research group was higher than male nurses might be the reason for this result.

It was also observed in our research that the nurses who are satisfied with their unit experience lower levels of emotional exhaustion and higher levels of job satisfaction; intrinsic job satisfaction and general job satisfaction levels were higher for the nurses who willingly chose their units. Factors such as work environment, support of coworkers, public approval etc. are among the factors which have a significant effect on burnout levels of the employees. Emotional exhaustion, which is the most important dimension of burnout, is defined as loss of energy, burnout, fatigue. It includes emotions of being overloaded and exhausted due to the workload [22]. On the other hand, it is stated that emotional exhaustion levels decrease as people get older and gain more work experience [3]. Emotional exhaustion levels might be affected by the fact that although the majority of the nurses in the study group were young they were satisfied with the work environment. Furthermore, allowing nurses to be autonomous by giving them the right to choose the unit they will be working at is an important factor which increases job satisfaction [23]. There are other studies showing that the nurses who willingly chose their units and satisfied with it are highly satisfied with their jobs [4]. This literature knowledge supports the results of our research.

CONCLUSION AND RECOMMENDATIONS

It was detected in our research that the beginner nurses experience low levels of burnout and are highly satisfied with their jobs. It was also identified that socio-demographic characteristics such as gender might affect depersonalization dimension of burnout, being satisfied with the unit might affect both emotional exhaustion and job satisfaction levels, willingly choosing the unit might affect job satisfaction. A statistically significant positive relationship was detected between the job satisfaction and burnout levels of the beginner nurses. Accordingly, beginner nurses could give the chance to choose the unit they will be working at and their work environment could be enhanced. By doing so, it is believed that early leave of jobs can be reduced, nurse turnover rate could be reduced, nurses' commitment to the institution could be achieved and quality of patient care could be enhanced.

DECLARATIONS

Conflict of Interest

The authors declared no potential conflicts of interest with respect to the research, authorship, and/or publication of this article.

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