

CHAPTER IV

RESULT

The study subjects involved 882 professional nurses, of which, 88 with no response were eliminated. Thus, the study analysed the results for 794 subjects. Descriptive statistics were performed to assess the demographic data and level of burnout as following.

Table 4.1: Frequency and Percentage of Demographic Data

Demographic data	n	%
Sex		
Male	5	0.6
Female	789	99.4
Marital Status		
Single	537	67.6
Married	240	30.2
Widowed	10	1.3
Divorced	5	0.6
Religion		
Buddhist	786	96.7
Christian	16	2.0
Muslim	7	0.9
Other	2	0.3

Table 4.1: (continue)

Demographic data	n	%
Education Level		
Certificate	19	2.4
Diploma	24	3.0
Bachelor degree	730	91.9
Master degree	19	2.4
Salary		
4,000 - 6,000 Baht	381	48.0
6,001 - 8,000 Baht	129	16.2
8,001 - 10,000 Baht	169	21.3
more than 10,000 Baht	113	14.2
Working Overtime in Ward		
None	108	13.6
1-2 times/month	329	41.4
3-4 times/month	248	31.2
more than 4 times/month	105	13.2
Patient		
Ordinary	174	21.9
VIP	76	9.6
Ordinary and VIP	540	68.0
Working Extra Job		
Work	347	43.7
Don't work	439	55.3

Table 4.2 : Mean and SD of age and experience

Demographic data	Mean	SD
Age	32.25	7.74
Experience	10.08	7.04

Table 4.3: Mean and SD of subscales in MBI

Subscales	Mean	SD
Emotional exhaustion	23.98	11.89
Depersonalization	4.45	4.89
Personal accomplishment	40.90	4.88

Table 4.4: Range of perceived burnout in nurses (%)

MBI scale	low	moderate	high
Emotional exhaustion	29.7	25.7	41.8
Depersonalization	72.4	16.2	9.2
Personal accomplishment	65.4	23.4	4.0

Stepwise multiple regression was performed to assess the relative importance of each independent variable in determining burnout. There are three subscales of burnout : emotional exhaustion, depersonalization and personal accomplishment. These are computed at second step of analysis process.

Table 4.5: Stepwise multiple regression of all predictor variables influencing Emotional Exhaustion

Variables	R	R ²	R ² change	F	Sig F	B	SE B	Beta	T	Sig T
1. Workload	.369	.136	.136	99.309	0.0	0.710	.150	.183	4.738	.000
2. Quality of work	.463	.215	.079	85.953	0.0	-0.745	.211	-.154	-3.536	.000
3. Conflict with other nurses and supervisors	.512	.262	.047	74.279	0.0	1.573	.263	.218	5.989	.000
4. Experience	.549	.301	.039	67.501	0.0	-0.283	.057	-.169	-4.976	.000
5. Survival/personal maintenance	.569	.324	.023	60.099	0.0	-0.519	.109	-.171	-4.740	.000
6. Death and dying	.576	.332	.008	51.724	0.0	0.355	.136	.096	2.620	.009
7. Autonomy	.582	.338	.006	45.553	0.0	-0.377	.154	-.102	-2.455	.014
(constant)						37.392	3.105		12.042	.000

Table 4.5 reports the result of the predictor of emotional exhaustion. Seven predictor variables accounted for 34 percent of variance ($p < 0.05$). Their correlations with EE scores are : Workload ($p < 0.001$); Quality of work ($p < 0.001$); Conflict with other nurses and supervisors ($p < 0.001$); Experience ($p < 0.001$); Survival and personal maintenance ($p < 0.001$); Death and dying ($p < 0.01$) and Autonomy ($p < 0.05$).

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Table 4.6: Stepwise multiple regression of all predictor variables influencing Depersonalization

Variables	R	R ²	R ² change	F	Sig F	B	SE B	Beta	T	Sig T
1. Inadequate preparation	.341	.116	.116	83.323	0.0	.590	.143	.160	4.133	.000
2. Conflict with physicians	.405	.164	.048	61.916	0.0	.350	.120	.120	2.919	.004
3. Experience	.449	.202	.038	53.122	0.0	-.151	.026	-.213	-5.904	.000
4. Autonomy	.485	.235	.033	48.346	0.0	-.250	.058	-.158	-4.333	.000
5. Conflict with other nurses and Supervisors	.501	.2251	.016	42.131	0.0	.400	.127	.128	3.147	.002
6. Survival/personal maintenance	.508	.258	.007	36.344	0.0	-.099	.046	-.077	-2.143	.033
7. Lack of staff support	.513	.263	.005	31.990	0.0	.251	.111	.082	2.252	.025
8. Working overtime in ward	.518	.268	.005	28.707	0.0	.752	.356	.076	2.116	.035
(constant)						6.809	1.435		4.744	.000

The amount of variance explained in depersonalization (27%) by eight predictor variables (see Table 4.6) : Inadequate preparation ($p < 0.001$); Conflict with physicians ($p < 0.005$); Experience ($p < 0.001$); Autonomy ($p < 0.001$); Conflict with other nurses and supervisors ($p < 0.005$); Survival and personal maintenance ($p < 0.05$); Lack of staff support ($p < 0.05$) and working overtime in ward ($p < 0.05$).

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Table 47: Stepwise multiple regression of all predictor variables influencing Personal Accomplishment

Variables	R	R ²	R ² change	F	Sig F	B	SE B	Beta	T	Sig T
1. Autonomy	.234	.055	.055	35.683	0.0	.298	.059	.194	5.040	.000
2. Conflict with physicians	.305	.093	.038	31.406	0.0	-.267	.128	-.093	-2.078	.038
3. Inadequate preparation	.327	.107	.014	24.475	0.0	-.335	.150	-.093	-2.233	.026
4. Salary	.342	.117	.010	20.266	0.0	-1.157	.402	-.111	-2.880	.004
5. Conflict with other nurses and supervisors	.359	.129	.012	17.989	0.0	-.371	.131	-.123	-2.822	.005
(constant)						39.521	1.365		28.961	.000

The amount of variance explained in personal accomplishment (13%) by five predictor variables (see Table 4.7) : Autonomy ($p < 0.001$); Conflict with physician ($p < 0.05$); Inadequate preparation ($p < 0.05$); Salary ($p < 0.005$); Conflict with other nurses and supervisors ($p < 0.005$).

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