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Exploring Differences In Job Satisfaction Among Nurses In Union And Non-Union Work Settings

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**EXPLORING DIFFERENCES IN JOB SATISFACTION
AMONG NURSES IN UNION AND NON-UNION WORK
SETTINGS**

Honors Thesis

**Presented in Partial Fulfillment of the Requirements
For the Degree of Bachelor of Science in Nursing**

In the School of Nursing
at Salem State University

By

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Abstract

This research addresses the ever growing problem of job dissatisfaction and job burnout among nurses. Job burnout is a state of “physical, emotional or mental exhaustion combined with doubts about one’s competence and the value of one’s work” (Mayo Clinic, 2015). Job burnout has negative impacts on the health and wellbeing of the nurse, as well as his or her patients. Policies and regulations can vary depending on the union status of the establishment where the nurse is employed. A union is an association made up of a group of individuals sharing a common purpose. Staffing ratios, salary, benefits and job stability can all be seen to vary within different facilities depending on their union status. There are both positives and negatives to each union and non-union facility. This research will explore these topics in order to see if any correlation among the nurse’s job dissatisfaction and union status exist. A cross-sectional electronic survey was sent out to Salem State University School of Nursing alumni. Registered Nurses (RN) participating were asked to complete a survey containing demographic information, nursing specific questions, questions regarding union status and a modified Burnout Inventory Risk questionnaire. The dichotomous outcome variable will be union versus non-union work settings. Due to a lack of research on this topic in the United States, this research will be a positive contribution to nursing science. The purpose of this study is to better identify job burnout among the nursing profession as well as researching factors that could have an effect.

Keywords: Job Burnout, Union, Non-Union

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Elizabeth Anderson

Introduction

There is limited research evidence on the topic of job dissatisfaction and job burnout among nurses in the United States (U.S.). Addressing this problem is important due to the high risk of occurrence and challenges with job retention of new graduate nurses in the nursing profession. These challenges can negatively affect the quality of patient care. Job burnout can have a negative impact on the health of the nurse as well. Understanding job burnout and job satisfaction among unionized versus non-unionized nurses can further expand knowledge in this area. Nurses will benefit from the study findings in order to inform and address future job burnout efforts. Overall this study will be a positive contribution to the nursing community and to nursing science.

Literature Review

Nursing can be both a physically and mentally demanding profession. While it is the nurse's job to care for his or her patients, they can at times forget the importance of caring for themselves. Hospitals are one of the most hazardous places to work, because of this nursing falls into the occupation with one of the highest rates of work related injuries (OSHA, 2013). High levels of work place stress can also have a negative effect on nurses. All of these factors can cause nurses to become dissatisfied with their job which can lead to a lack of interest, this phenomenon is referred to as "job burnout" (Berg, 2016). Job burnout is defined further as, "a response to chronic work related stress comprising three components: emotional exhaustion, depersonalization and personal accomplishment" (Maslach & Jackson, 1996, p. 193). According to the Mayo Clinic, a

nonprofit worldwide leader in medical care, research and education, “lack of control, unclear job expectations, dysfunctional workplace dynamics, mismatch in values, poor job fit, extremes of activities, lack of social support and work-life imbalance” (2017) are various factors that can contribute to job burnout. The Mayo Clinic continues to describe the consequence of ignored or unaddressed job burnout, some include excessive stress, fatigue, insomnia, depression, anxiety, and alcohol or substance abuse (2017). Job burnout not only has an impact on the nurse, but can have a negative impact on the care of the patient as explained in Montgomery’s (2013) study exploring the link between job burnout and quality of care. This issue must be addressed and factors put in place to help resolve and prevent job burnout from occurring.

Policies and regulations can vary depending on the union status of the establishment where the nurse is employed. A union is an association made up of a group of individuals sharing a common purpose. Staffing ratios, salary, benefits and job stability can all be seen to vary within different facilities depending on their union status. There are both positives and negatives to each union and non-union facility. The Massachusetts Nurses Association (MNA) is the “largest union and professional association of registered nurses and health professionals in the state, and the third largest in the nation, representing more than 23,000 members working in 85 health care facilities, including 51 acute care hospitals, as well as a growing number of nurses and health professionals working in schools, visiting nurse associations, public health departments and state agencies” (Massachusetts Nurses Association, 2017). The MNA’s purpose as an organization is to “Work for improvement and availability of health care services for all people. Foster high standards of nursing practice, education and research.

Promote the health and safety of nurses. Act and speak for registered nurses in Massachusetts” (2017). The MNA works with hospitals and other health care facilities to create a contract by collective bargaining to support the nurses and patients. Topics addressed in contracts include preventing mandatory overtime, preventing deskilling of Unlicensed Assistive Personnel, helping to limit non-nursing duties, preventing inappropriate floating, establishing staffing guidelines and ratio, improving health and safety, and providing retiree health benefits (2017). The MNA believe the union is strong stating “our members are making their united voices heard loud and clear” (2017).

References were obtained from the CINAHL and MEDLINE databases made available through the Salem State University Library’s research webpage. Reliable, peer-reviewed articles were chosen to be used in this research through the use of keywords such as “nursing job burnout” and “job satisfaction”. Information regarding unions were obtained by the Massachusetts Nurses Association official webpage. These articles support the topics being investigated in this research.

Purpose

The purpose of this study is to explore job satisfaction and burnout among nurses working in union and non-union facilities. Findings from this study will inform future efforts to reduce job burnout and improve job satisfaction and retention of nurses in the nursing profession. Expanding upon the science in this area will ultimately lead to better patient outcomes and improved well-being of nurses.

Methods

Research Design

A cross-sectional electronic survey method was used for this research. A revised version of the Maslach Burnout Inventory (1996) was administered to a convenient sample of nursing alumnae of Salem State University. A consulting psychologist press was contacted to verify that permission was no longer needed to use this tool (Personal Phone Communication, Consulting Psychologists Press Representative, April 27, 2017).

Data Collection

The revised Maslach Burnout Survey consisted of fifteen Likert Scale questions where participants were asked to rate how they agree with the statements. Responses ranging from “Not at All”, “Rarely”, “Sometimes”, “Often” and “Very Often” were among the choices for participants (Mind Tools Editorial Team, 2017). Each response correlated to a numerical score in order to calculate the participants total score at the end of the survey. The survey included basic demographic questions, questions about current work practices and external factors, such as family demands. Questions specific to those in the nursing profession were added to this survey including questions regarding number of years as an RN, types of shifts worked, number of hours worked weekly, and health care service area. Multiple questions explored the union status of the participant as well as their thoughts and feelings regarding unions. Questions ranged from open text box to multiple choice style. Participants were given the opportunity to express any concerns or additional thoughts at the end of the survey. A copy of the survey along with the

disclosure statement and IRB approval application is available in the appendix of this thesis.

Sample

Thirty-nine Registered Nurse (RN) alumni from Salem State University participated in the survey. Thirty-eight surveys were completed to its entirety. Sixteen participants (41.03%) responded “yes” to being a part of a Nurses’ Union, whereas 23 (56.97%) responded “no” to being a part of a Union.

Data Analysis

Data was to be analyzed using descriptive and inferential statistics. The dichotomous outcome variable was union versus non-union work settings. The survey was sent out by the Salem State University Nursing Department to alumni electronically. A study disclosure statement was provided to participants and IRB approval was in place prior to data collection.

Results

In total 39 Registered Nurse Alumni from Salem State University participated in this survey. 38 out of 39 completed this survey in its entirety.

Demographic questions revealed 100% of participants were female. The majority of participants were between the ages of 21 to 34 making up 84.61% of the total participants. Regarding ethnicity, 91.87% of participants identified themselves as Caucasian, 4.69% as African American, 2.56% as Hispanic and 0.85% as American

Indian/Alaskan Native. Some participants identified themselves as more than one ethnicity, percentages were adjusted to account for these changes. When asking about current relationship status 11 participants (28.21%) responded that they were married, 2 participants (5.13%) identified as divorced, 3 participants (7.69%) were in a domestic partnership or civil union. 12 participants (30.77%) were single but cohabiting with a significant other. 11 participants (28.21%) identified as being single, never married. When participants were asked regarding how many children they were parents or guardians of that were living in the household, 32 participants (82.05%) responded with none. 5 participants (12.82%) had 1 child they were responsible for. One participant (2.56%) identified as having 2 children. Another participant (2.56%) was responsible for 3 children.

Questions regarding the participants' nursing profession were included.

Participants who had worked as an RN for less than a year made up 20.5% (8) of surveyors. 46.2% of participants (18) had been working for 1-2.9 years. 25.6% of participants (10) have been working for 3-5.9 years. 5.1% of the participants (2) had been working for 6-9 years. 2.6% of participants (1) had been working for greater than 10 years. 35 Participants (87.2%) were considered working fulltime (32-40 hours per week). 4 Participants (12.8%) identified as being part-time employees (<32 hours per week). When participants were asked about what shifts they work 16 (42.11%) worked days, 6 (15.79%) worked evenings, 6 (15.79%) worked nights, and 10 (26.32%) were on a rotating schedule. Nursing facilities worked in included 6 participants (15.38%) in Acute Care, 6 (15.38%) in Sub-Acute Care, 6 (15.38%) in Community Health, 3 (7.69%) in Primary Care, 3 (7.69%) in Long-term Care, and 1 (2.56%) in Home Health.

Participants identified various specialties in nursing including pediatrics, orthopedics, oncology, cardiac, geriatrics, rehabilitation, emergency departments (ED), and intensive care units (ICU).

Multiple questions were asked to participants regarding Unions. When asked if part of a Nurses' Union, 16 participants (41.03%) responded "yes", whereas 23 (56.97%) responded "no" to being a part of a Union. Of the participants a part of a union, 14 identified being a part of the Massachusetts Nurses Association (MNA). Of the 16 participants who identified themselves as being a part of a Union, 9 participants (56.25%) preferred working in a union setting. 4 Participants (25%) preferred not to work in a union setting and 3 participants (18.75%) stated they were unsure. Participants were given the opportunity to write in their own comments regarding Nurse's Unions. Positive comments made by participants on Unions included:

"Enhances nurse patient ratio"; "Protection."; "More voices together are more powerful. Easy for bosses to bully and manipulate in nonunion workplace"; "Guarantee pay raise and protection for nurses"; "They (the union) are there for me"; "Job security"; "Nurses are stronger with the union, they fight for better wages and safe staffing"; "There is a whole council to support you and your right for what your group believes in"; "Better benefits, better pay, more job security"; "They keep the hospital from taking advantage of the nurses".

Negative comments made by participants on Unions included:

"Set pay scale and dues are expensive"; "Just don't really see the full point"; "When I worked for a union I found they didn't do much for the nurses except

when it came to penalizing”; “Doesn’t seem to make any difference at the hospital where I work”

Results from the modified Burnout Survey can be viewed in *Table 1* and *Table 2*.

Participants chose the option best fit to how they agreed to the statements asked.

Participants were to choose between Not at All, Rarely, Sometimes, Often, or Very

Often. Each response related to a specific numeric value: Not at All – 1, Rarely – 2,

Sometimes – 3, Often – 4, Very Often – 5. Weighted averages of participants from both

union and non-union work settings were calculated. The total of these weighted averages

were summed together in order to see what was scored in the Job Burnout Risk

Questionnaire out of the total numerical value possible.

Union Average Total Job Burnout Risk score: 38.22/75

Non-Union Average Total Job Burnout Risk score: 38.93/75

Both parties are considered to be at a higher risk for job burnout due to their average totals on the Job Burnout Risk questionnaire. Non-Union participants scoring only 0.71 points higher than those apart of a union.

Table 1: Union Nurse Responses

Union Nurse's Responses to Burnout Survey (Total:15)						
	Not at All	Rarely	Sometimes	Often	Very Often	Weighted Average
I feel run down and drained of physical or emotional energy.	0 0.00%	2 13.33%	8 53.33%	4 26.67%	1 6.67%	3.27
I have negative thoughts about my job.	1 6.67%	6 40.00%	5 33.33%	3 20.00%	0 0.00%	2.67
I am harder and less sympathetic with people than perhaps they deserve.	5 33.33%	3 20.00%	6 40.00%	1 6.67%	0 0.00%	2.2
I am easily irritated by small problems, or by my co-workers and team.	2 13.33%	9 60.00%	2 13.33%	2 13.33%	0 0.00%	2.27
I feel misunderstood or unappreciated by my co-workers.	5 33.33%	5 33.33%	2 13.33%	3 20.00%	0 0.00%	2.2
I feel that I have no one to talk to.	7 46.67%	3 20.00%	3 20.00%	1 6.67%	1 6.67%	2.07
I feel that I am achieving less than I should.	5 33.33%	5 33.33%	4 26.67%	1 6.67%	0 0.00%	2.07
I feel under an unpleasant level of pressure to succeed.	3 20.00%	6 40.00%	4 26.67%	2 13.33%	0 0.00%	2.33
I feel that I am not getting what I want out of my job.	1 6.67%	7 46.67%	2 13.33%	5 33.33%	0 0.00%	2.73
I feel that I am in the wrong organization or the wrong profession.	8 53.33%	5 33.33%	0 0.00%	1 6.67%	1 6.67%	1.8
I am frustrated with parts of my job.	1 6.67%	2 13.33%	7 46.67%	5 33.33%	0 0.00%	3.07
I feel that organized politics or bureaucracy frustrates my ability to do a good job.	3 20.00%	3 20.00%	7 46.67%	2 13.33%	0 0.00%	2.53
I feel that there is more work to do than I practically have the ability to do.	1 6.67%	1 6.67%	8 53.33%	3 20.00%	2 13.33%	3.27
I feel that I do not have time to do many of the things that are important to do a good quality job	1 6.67%	5 33.33%	4 26.67%	5 33.33%	0 0.00%	2.87
I find that I do not have time to plan as much as I would like to.	1 6.67%	4 26.67%	6 40.00%	4 26.67%	0 0.00%	2.87

Table 2 Non-Union Nurse Responses

Non-Union Nurse's Responses to Burnout Survey (Total:23)						
	Not at All	Rarely	Sometimes	Often	Very Often	Weighted Average
I feel run down and drained of physical or emotional energy.	0 0.00%	3 13.04%	12 52.17%	7 30.43%	1 4.35%	3.26
I have negative thoughts about my job.	2 8.70%	7 30.43%	13 56.52%	1 4.35%	0 0.00%	2.57
I am harder and less sympathetic with people than perhaps they deserve.	8 34.78%	10 43.48%	5 21.74%	0 0.00%	0 0.00%	1.87
I am easily irritated by small problems, or by my co-workers and team.	5 21.74%	9 39.13%	7 30.43%	2 8.70%	0 0.00%	2.26
I feel misunderstood or unappreciated by my co-workers.	8 34.78%	6 26.09%	6 26.09%	3 13.04%	0 0.00%	2.17
I feel that I have no one to talk to.	10 43.48%	7 30.43%	5 21.74%	1 4.35%	0 0.00%	1.87
I feel that I am achieving less than I should.	5 21.74%	7 30.43%	9 39.13%	2 8.70%	0 0.00%	2.35
I feel under an unpleasant level of pressure to succeed.	5 21.74%	8 34.78%	5 21.74%	4 17.39%	0 0.00%	2.36
I feel that I am not getting what I want out of my job.	4 17.39%	4 17.39%	8 34.78%	6 26.09%	0 0.00%	2.73
I feel that I am in the wrong organization or the wrong profession.	12 52.17%	2 8.70%	6 26.09%	2 8.70%	0 0.00%	1.91
I am frustrated with parts of my job.	1 4.35%	3 13.04%	7 30.43%	9 39.13%	2 8.70%	3.36
I feel that organized politics or bureaucracy frustrates my ability to do a good job.	3 13.04%	6 26.09%	7 30.43%	3 13.04%	4 17.39%	2.96
I feel that there is more work to do than I practically have the ability to do.	3 13.04%	3 13.04%	9 39.13%	5 21.74%	3 13.04%	3.09
I feel that I do not have time to do many of the things that are important to do a good quality job	2 8.70%	8 34.78%	5 21.74%	4 17.39%	4 17.39%	3
I find that I do not have time to plan as much as I would like to.	1 4.35%	6 26.09%	6 26.09%	8 34.78%	2 8.70%	3.17

Figure 1

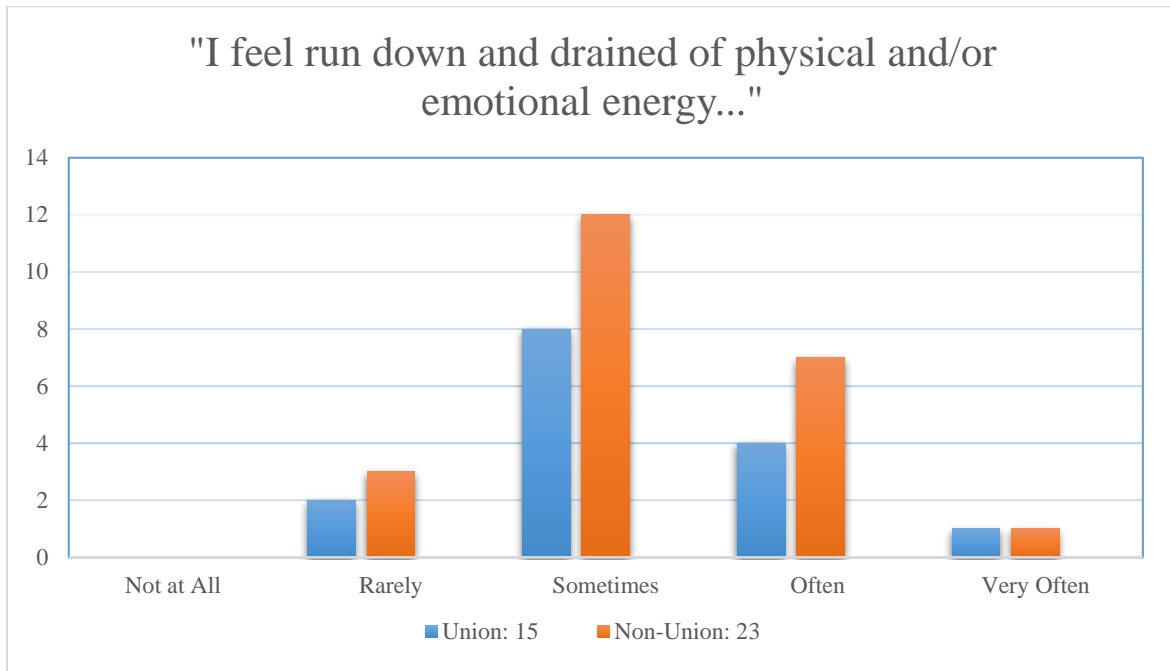


Figure 2

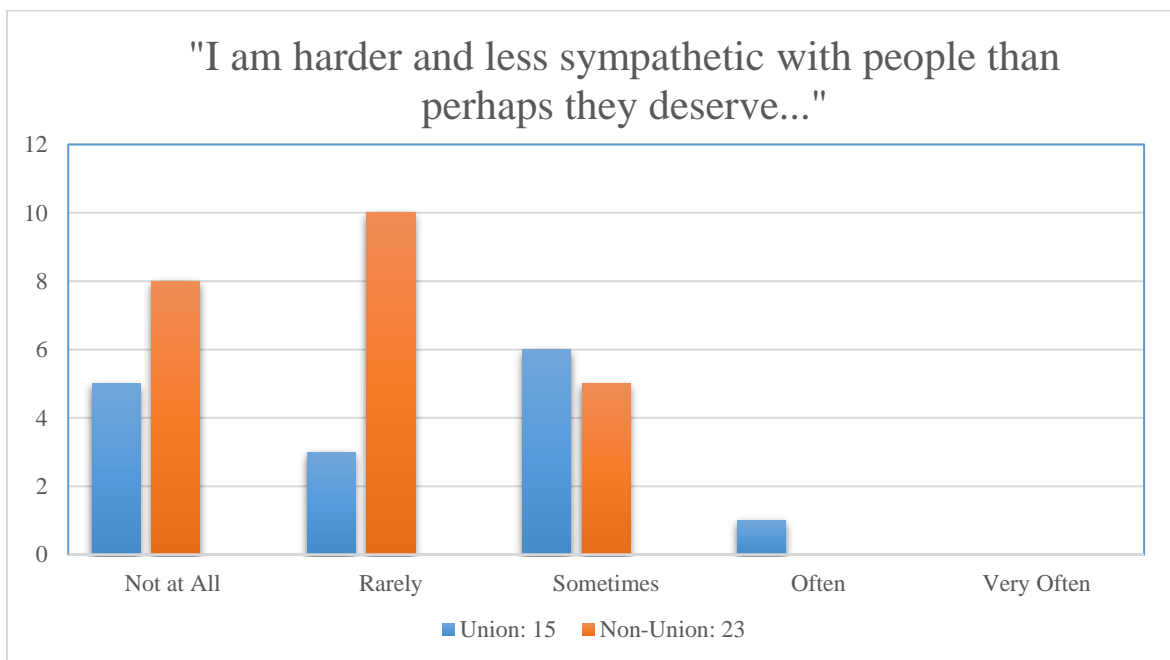


Figure 3

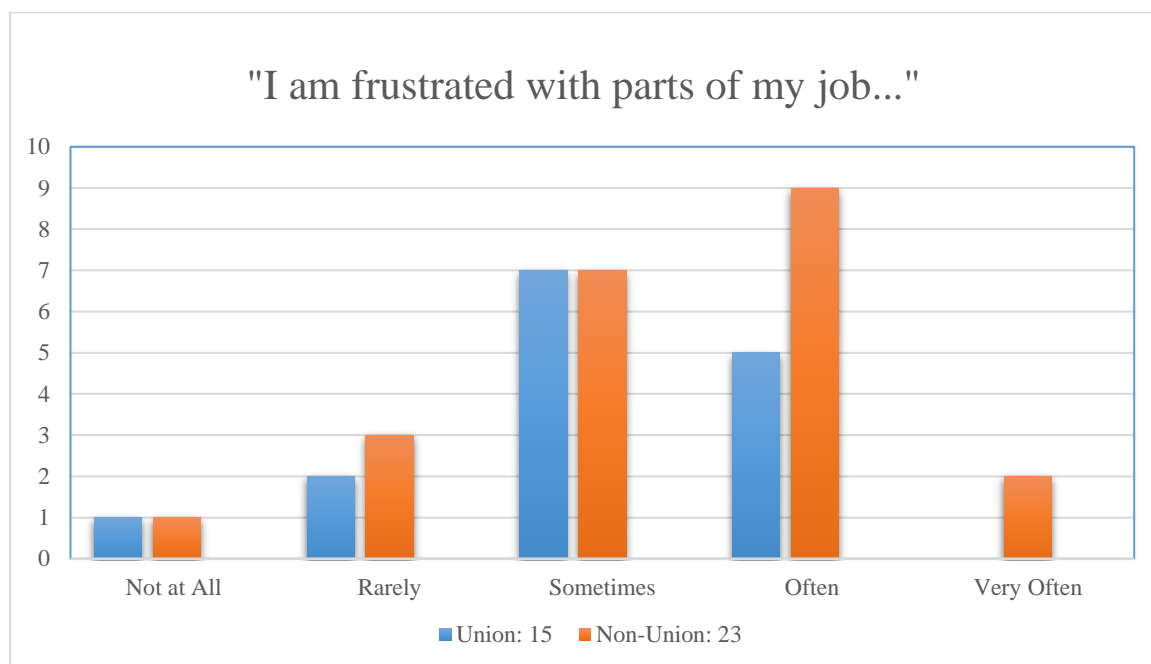


Figure 4

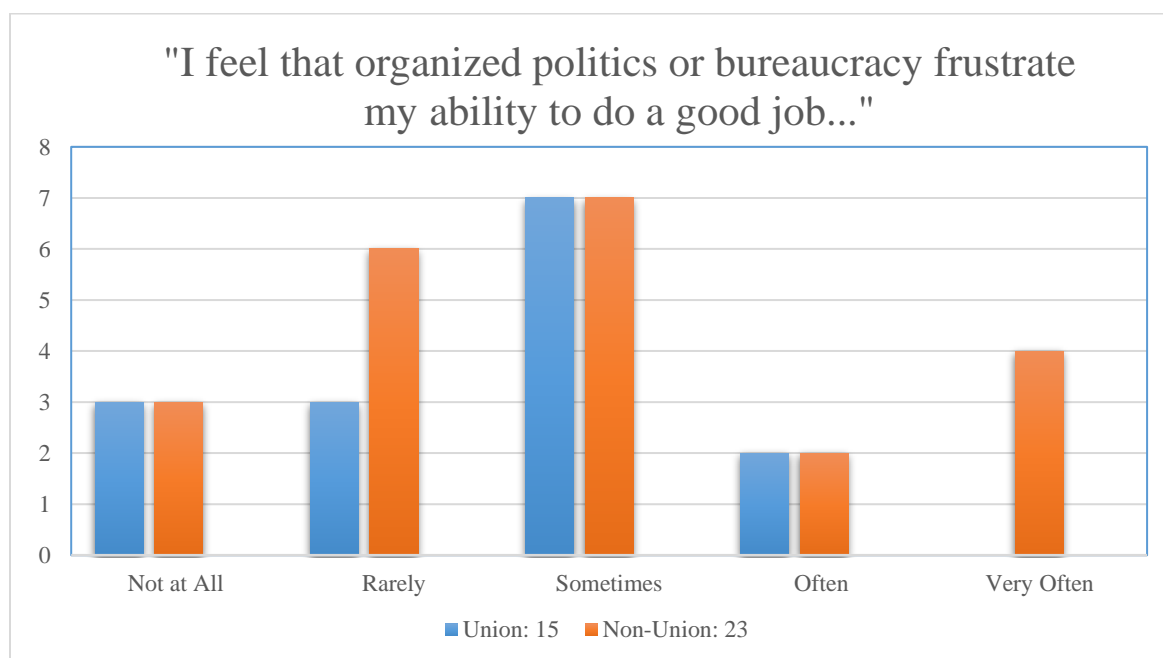


Figure 5

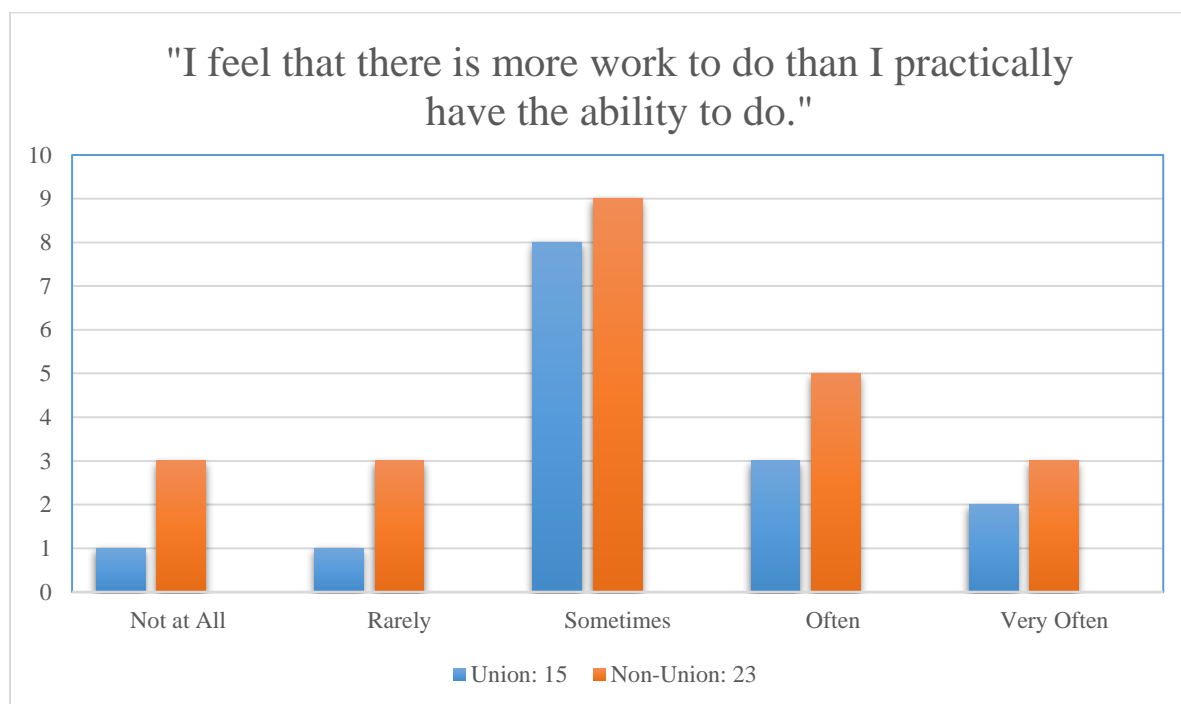
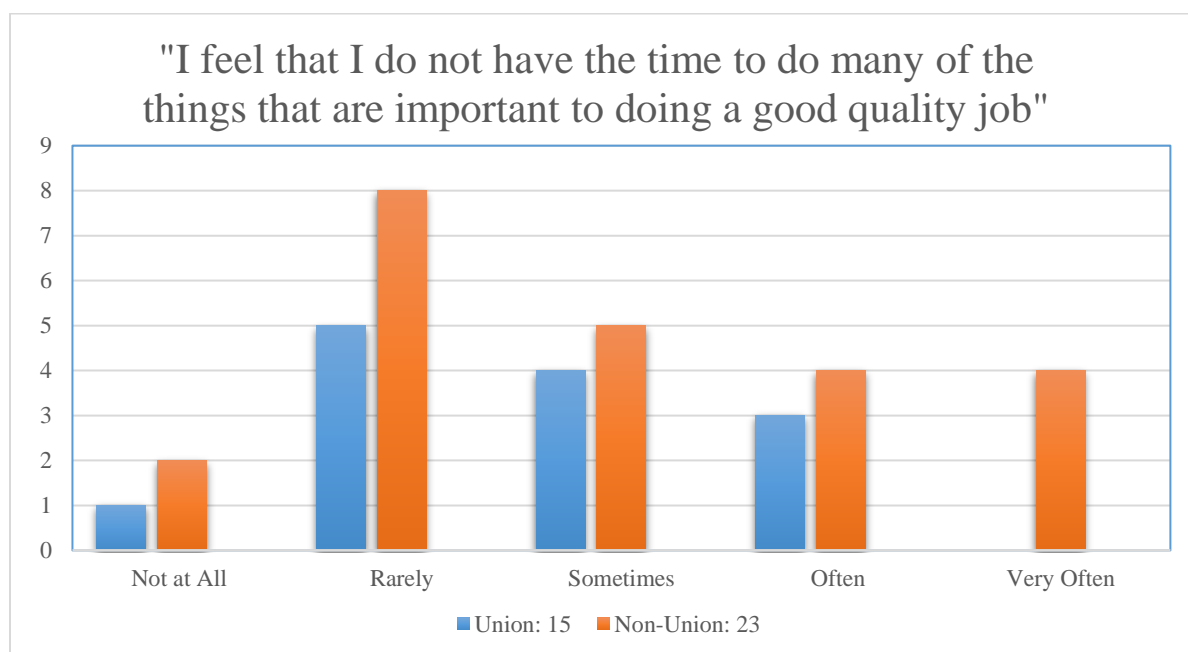


Figure 6



Conclusion

This study concluded that though there were no statistically significant differences seen when comparing job burnout and union status of the nurses; nurses across the field show high rates of job dissatisfaction due to the physical and mental stressors they face in their profession. This job dissatisfaction puts them at a greater risk of experiencing job burnout which can ultimately lead to a negative impact on their own health as well as the health of the patients they are responsible for.

When participants were allowed to share their opinions on the positives and negatives of unions, more positive responses were received despite there being fewer Union nurses participating in this survey. Many identified similar advantages to union settings, including enhanced nurse-patient ratio, more protection for nurses, job security, and better wages. Similarities among the negative comments on unions included participant's lack of knowledge in what unions contribute to the work place.

According to one participant the key to avoiding burnout "is knowing your limits. In other words, don't commit to working 40 hours per week until you have a good understanding of how demanding and tiring shifts can be... Also, having a positive attitude can go a long way". Beginning to understand preventative measure of job burnout in the workplace will allow for better patient care as well as increased wellbeing of the nurses. To educate more nurses on how to identify the signs of job burnout and what they can do to prevent it is where this research must continue.

Limitations of the Study

The small sample size of only 39 participants was a limitation of the study. The sample size did not properly represent the nursing population in an effective manner. The population was non-diverse. Participants only included alumni of the Salem State University Nursing program. All participants were female. The majority of participants identified as Caucasian making up 91.87% of surveyors. Registered nurses working less than three years made up 66.7% of the surveyors. An incomplete survey added to the limitations of this study by skewing data. One participant did not finish the survey in its entirety which lead to inconsistencies within the data.

Personal bias of the researcher was a limitation to the survey due to the researcher's background of working in a Union Hospital setting. Personal judgments and opinions could have interfered with data analysis of this research.

Small sample size, non-diverse population, incomplete survey data, and personal bias of the researcher all were limitation of this study. For future research on these topics, these limitations should be addressed to preserve the accuracy of the research.

Further Nursing Research

Further research on this topic is needed to continue to expand upon the science in this area. Addressing the high prevalence of job dissatisfaction in nurses can ultimately lead to better patient outcomes and improved wellbeing of the nurse. Conducting this survey amongst a larger sample size can better show if correlations do exist between job dissatisfaction and union status of the nurse. A larger sample size could also reveal additional factors that may affect job dissatisfaction. Further nursing research addressing

these topics should place their importance of educating the nursing profession about job burnout and the effects it may have. Working to improve upon satisfaction among individuals in the nursing profession should be the main purpose. Nurses are an essential part of the health care system and maintaining their well-being is vital.

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Annotated Bibliography

Aunguroch, Y., Yunibhand, J., & Liu, Y. (2016). Job satisfaction in nursing: A concept analysis study. *International Nursing Review*, 63(1), 84-91.

This article's purpose is to investigate the topic of job satisfaction in nursing to address the issue of the global shortage of nurses. This study emphasizes the importance of stabilizing the nursing workforce by analyzing previous studies found in CINAHL, Medline, Blackwell, PsychInfo and Google Scholar databases in order to provide a conceptualized definition of "job satisfaction". Results found that the main attributes of job satisfaction are "fulfillment of desired needs within the work setting, happiness or gratifying emotional response towards working conditions, and job value or equity". The article supports that the nurse's job satisfaction has a significant impact on both the nurse and the patient stressing the importance of this topic. This article allows the readers to understand a deeper analysis of job satisfaction among nurses, which will benefit my research.

Berg, G., Harshbarger, J., Schmidt, C. A., & Lippoldt, D. (2016). Exposing compassion fatigue and burnout syndrome in a trauma team: A qualitative study. *Journal of Trauma Nursing*, 23(1), 3-11.

This mixed methods study explores Job Burnout Syndrome (BOS) and Compassion Fatigue (CF), two problems that stem from job dissatisfaction. Twelve participants all members of a trauma team located in the Wesley Medical Center in Wichita, Kansas volunteered for this study. Participants took surveys measuring BOS and CF as well as participated in focus groups which allowed them to share their own perceptions of related

stress triggers and coping strategies that address these issues. The participants consisted of one trauma surgeon, two physician assistants, six nurses and three other staff member. The results found similarities among a majority of participants when discussing stress triggers, many agreed on issues with children and abuse being the most stress inducing. Coping strategies varied amongst the group, but all admitted to the use of some coping methods in order to relieve some work related stress. This study includes program recommendation to put in place within trauma teams in order to address and identify BOS and CF. This article's research on BOS and CF among multiple professions in the hospital as well as including personal statements on these issues will be valuable information to use toward my research.

Bogaert, P. V., Kowalski, C., Weeks, S. M., Heusden, D. V., & Clarke, S. P. (2013). The relationship between nurse practice environment, nurse work characteristics, burnout and job outcome and quality of nursing care: A cross-sectional survey. *International Journal of Nursing Studies*, 50(23), 1667-1677.

This study's purpose is to explore the conditions of a nurse practice environment and how they associate with job outcomes and nurse-assessed quality of care. The nurses' opinion on workload, social capital, decision latitude, burnout dimensions of emotional exhaustion, depersonalization, and personal accomplishment were all factors explored by the researchers. A total of 1201 registered nurses' questionnaires from 116 units from two hospitals located in Belgium were collected to be used as data for this cross sectional study. Results supported the idea of organization support impacting job outcomes of the nurses, which ultimately had an effect on patient care. This study highlights the importance of a positive nurse-physician relationship as well as a strong nurse management in order to

improve upon the nurse practice environment. This will improve upon the nurse's outlook on job satisfaction. This article adds important information related to hospital management and serves beneficial to my research.

Cañadas-De la Fuente, Guillermo A., Vargas, C., San Luis, C., Garcia, I., Cañadas, G. R., & De la Fuente, E. I. (2015). Risk factors and prevalence of burnout syndrome in the nursing profession. *International Journal of Nursing Studies*, 51(1), 240-249.

The purpose of this study was to estimate the prevalence of burnout in nurses, while identifying the variables that may influence the individual's risk. The sample of participants used in this cross sectional study consisted of 676 nursing professionals from a public health center located in Andalusia, Spain. Participants were surveyed for emotional exhaustion, depersonalization and personal accomplishments, all which are dimensions of job burnout. Participants were also asked to fill in information regarding their socio-demographics, organizational and personal-related factors. Results showed that nurses are prone to average to high rates of burnout syndrome. Variable factors such as age, gender, marital status, number of children, level of healthcare, and type of shifts worked all showed significant differences in burnout levels. The data from this study gives more information on the factors that have an impact on burn out rate in nursing making this article valuable to my research.

Montgomery, A., Todorova, I., Baban, A., & Panagopoulou, E. (2013). Improving quality and safety in the hospital: The link between organizational culture, burnout, and quality of care. *British Journal of Health Psychology, 18*(3), 656-662.

This study's purpose was to explore ways on improving upon the quality and safety of hospitals through the use of focus groups of health providers and patients. Participants included 153 physicians, 133 nurses, and 46 patients from Greece, Portugal, Bulgaria, Romania, Ireland, Turkey, Croatia, and the Republic of Macedonia. This study recognized the importance of organizational factor and their crucial role in the development of health professional's job burnout. Job burnout not only impacts the nurse, but the patient's experiences and quality of care. The results from the focus groups showed that health providers and patients understanding of quality care differ. The data also showed that both provider and patient understand the effects the hospital's environment can have on the providers, which can affect the quality of care given to the patients. By exploring both the health providers' and patients' opinions on these topics, the study become more beneficial to my research.

Spence Laschinger, H. K., & Fida, R. (2015). Linking Nurses' perceptions of Patient Care Quality to Job Satisfaction. *Journal of Nursing Administration, 45*(5), 276-283.

This study's purpose was to explore the nurse's perceptions on the relationship between patient care quality and job satisfaction by focusing on the work place environment. Authentic leadership, structural empowerment and the Magnet hospital

model were all topics addressed in this study to explore their effects on the nurses' perceptions of patient care quality and job satisfaction. A cross-sectional provincial survey of 723 Canadian nurses was used to obtain this data. Results showed authentic leadership having a positive effect on structural empowerment which increased the nurse's perception of a more positive work place environment. The work place conditions predicted the nurse's job satisfaction. This study displayed the importance of authentic leaders, proper working conditions, and their impact on both the nurses and patients. This study will benefit my research by the importance that is put on the work place environment and its effects on job satisfaction.

Study Disclosure Statement

Exploring Differences in Nurses' Job Satisfaction among Union and Non-Union Hospitals

You are invited to participate in this research project to help in better understanding factors that affect job satisfaction within the nursing population. This is a survey that is being conducted by Elizabeth Anderson, a senior nursing major at Salem State University as well as a member of the Commonwealth Honors Program. This survey is designed to explore rates of job burnout and job dissatisfaction within nurses in both union and non-union work settings.

Your participation in this research study is completely voluntary and you have the option of not participating. Should you choose to not participate in this study or withdraw your participation no punishment will result. Participation in this study will be completely anonymous. All information and results collected will be stored in a password protected electronic format. To ensure that your information be kept anonymous this survey will not contain any identifiable information such as your name, email address, IP address, or anything of the sort. All results that will be collected will be used for scholarly purposes only.

This survey includes a total of 32 questions: including multiple choice questions, open text box style questions, and Likert Scale Questions. The survey questions will include socio-demographic information, questions regarding the participants' nursing profession, and questions measuring possible risk factors of job burnout and job dissatisfaction. The survey is estimated to take around 8 minutes.

After obtaining all of the completed surveys a summary of the findings will be presented and shared with Salem State University representatives and any that wish to read the completed research project. If you wish to view the completed research project, a copy will be available in the Salem State Honors center located at the Frederick E. Berry Library and Learning Commons, Suite 112.

The benefit of this research is to gain information on factors which affect job satisfaction within nursing to address the high rates of job burnout seen in this profession. By gaining more research on this topic the hope is to ultimately find ways to improve upon rates of job burnout in order to benefit both the nurse and patient care. There are no potential risks of participating in this survey, therefore the benefits of increasing knowledge around this topic of job dissatisfaction and job burnout outweighs any risks.

Understand that your name or identity will not be used in reports or presentations of the findings of this research. The information provided to the researchers will be kept confidential with the exception of information which must be reported under Massachusetts and Federal law such as cases of child or elder abuse.

If you have any questions about the research study, please contact Elizabeth Anderson at e_anderson9@salemstate.edu or her faculty advisor Dr. Marion Frost at mfrost@salemstate.edu. This research has been reviewed according to Salem State University IRB procedures for research involving human subjects. This includes research conducted on or off campus, whether the research is federally funded or not. By clicking next you are stating that you have read and agree to the disclosure statement above.

For concerns about your treatment as a research participant, please contact:

Institutional Review Board (IRB)
Sponsored Programs and Research Administration
Salem State University
352 Lafayette Street
Salem, MA 01970

(978) 542-7556 or (978) 542-7177 or irb@salemstate.edu

This research project has been reviewed by the Institutional Review Board at Salem State University in accordance with US Department of Health and Human Services Office of Human Research Protections 45 CFR part 46 and does not constitute approval by the host institution.

IRB Application

1. Student Researcher	
1a. Position	Student
1b. First Name	Elizabeth
1c. Last Name	Anderson
1d. Email Address	s0285662@salemstate.edu
1e. SSU ID	s0285662
1f. Phone Number	6172011783
3. Faculty Principal Investigator	
3a. Name	Marion Frost
3b. SSU Email Address	mfrost@salemstate.edu
3c. Phone Number	978-542-6982
3d. Department	School of Nursing
4. Research Funding	
4a. Is this research funded?	No
5. Project Title	
5a. Title	Exploring Differences in Nurses' Job Satisfaction Among Union and Non-Union Hospitals
6. Project Start/End Date	
6a. Start Date	06/01/2017
6b. End Date	12/01/2017

7. Participants	
7a. Expected Number of Participants	50
8. Participant Population	
8a. Are any participant's children or minors under the age of 18?	No
8b. Are any participants prisoners which are confined in a correctional or detention facility?	No
8c. Is pregnancy required as a prerequisite for participation?	No
8d. Are any participants cognitively/mentally disabled and/or presumed to not be legally competent?	No
8e. Are any participants economically or educationally disadvantaged?	No
8f. Are any participants vulnerable to coercion or undue influence?	No
9. Research Project Information	
9a. Will your research involve the use of educational tests?	No
9b. Will your research involve the use of survey procedures?	Yes
9c. Will your research involve the use of interview procedures?	No
9d. Will your research involve observation of public behavior in such a manner that human subjects cannot be identified directly (anonymous)?	No

<p>9e. Will your research be conducted in established or commonly accepted educational settings such as regular or special educational practices or research on effectiveness of or comparison among instructional techniques, curricula, or classroom methods?</p>	No
<p>9f. Will your research involve the collection or study of publicly available data or documents?</p>	No
<p>9g. Will your research involve the collection or study of secondary analysis recorded so that subjects cannot be identified directly (anonymous)?</p>	Yes
<p>9h. Will participants be recorded on audio or video?</p>	No
<p>9i. Will your research collaborate with or be conducted at a secondary organization such as a school or social agency?</p>	No

10. Project Abstract

<p>10a. Summarize the goals, purpose, and methodology of your research and hypothesis to be tested.</p>	<p>The purpose of this study is to gain knowledge on job satisfaction and job burnout within the nursing population while comparing the differences in results between union and non-unionized nurses. The goals of this research is to identify the factors which have an effect on nurses' job satisfaction and finds ways to decrease rates of job burnout within this profession. This study will be conducted through an online survey sent via email to the Salem State University School of Nursing Alumni.</p>
<p>10b. State the procedures for participants. (i.e. what they will be asked to do)</p>	<p>This survey includes a total of 32 questions: including multiple choice questions, open text box style questions, and Likert Scale</p>

	<p>Questions. The survey questions will include socio-demographic information, questions regarding the participants' nursing profession, and questions measuring possible risk factors of job burnout and job dissatisfaction.</p>
<p>10c. Upload copies of research protocols and/or data collection instruments.</p>	<p>SurveyFinalElizabethAnderson.docxRecruitment Email.docx</p>
<p>10d. Provide information on research participants, including how participants are chosen and the criteria for selection or exclusion.</p>	<p>The criteria for participants are that they are members of the Salem State School of Nursing alumni. Only completed surveys will be used as data in this research project.</p>
<p>10e. Provide information on how confidentiality and/or anonymity of research participants and their data will be ensured.</p>	<p>All information and results collected will be anonymous and stored in a password protected electronic format. To ensure this survey remains anonymous, questions will not contain any identifiable information such as participants' name, email address, IP address, or anything of the sort. All results that will be collected will be used for scholarly purposes only.</p>
<p>10f. State nature and amount of potential risk involved in participation, and how risk will be minimized if necessary.</p>	<p>This research has no known risks to participants.</p>
<p>10g. Describe the potential benefit to the research participant and/or society of the proposed research, and how this outweighs the risks.</p>	<p>There is limited research evidence on the topic of job dissatisfaction and job burnout among nurses in the United States. Addressing this problem is important due to the high risk of occurrence and challenges with job retention of new graduate nurses in the nursing profession, which ultimately can negatively affect patient care.</p> <p>Understanding job burnout and satisfaction among union versus non-union nurses can further expand knowledge in this area. Nurses</p>

	will benefit from the study findings in order to inform and address future job burnout efforts.
10h. Explain the consent process and how it will take place.	The disclosure statement will be including in the email and shown before participants can begin the survey. "By clicking next you are stating that you have read and agree to the disclosure statement above." is included within the discourse statement. Continuing with the survey will be the participants' agreement to the disclosure statement.
10i. Upload a copy of the informed consent form or disclosure statement.	Study Disclosure Statement Final.docx

Survey

1. What is your gender?
 - a. Female
 - b. Male

2. What is your age?
 - a. 18 to 24
 - b. 25 to 34
 - c. 35 to 44
 - d. 45 to 54
 - e. 55 to 64
 - f. 65 to 74
 - g. 75 or older

3. What is your ethnicity? (Please select all that apply.)
 - a. American Indian or Alaskan Native
 - b. Asian or Pacific Islander
 - c. Black or African American
 - d. Hispanic or Latino
 - e. White/Caucasian
 - f. Prefer not to answer
 - g. Other (please specify)

4. Which of the following best describes your current relationship status?
 - a. Married
 - b. Widowed
 - c. Divorced
 - d. Separated
 - e. In a domestic partnership or civil union
 - f. Single, but cohabiting with a significant other
 - g. Single, never married

5. How many children are you parent or guardian for and live in your household?

None

 - a. 1
 - b. 2
 - c. 3
 - d. 4
 - e. More than 4

6. How many years have you worked as a nurse?

7. Are you apart of a Nurses' Union?

- a. Yes
- b. No

8. If you answered "Yes" to question #7, what Union do you belong to?

9. Do you prefer working in a Union setting?

- a. Yes
- b. No
- c. Unsure

10. If you answered "Yes" to question #9, please explain why.

11. If you answered "No" to question #9, please explain why.

12. What type of nursing facility do you work in?

- a. Community Health
- b. Primary Care
- c. Home Health
- d. Acute Care
- e. Sub-acute Care
- f. Long-term Care

13. What is your specialty in nursing?

14. How many hours a week do you work?

15. Do you have more than one nursing job?

- a. Yes
- b. No
- c.

16. If you answered "Yes" to question #15, how many other jobs in nursing do you have?

17. What shifts do you work?

- a. Day
- b. Evenings
- c. Nights

d. Rotating

18. This next section of the survey will help us understand your feelings about your nursing job. Please select the option that best describes how you feel according to the statement.

The following statements are graded on a Likert scale:

Not at all Rarely Sometimes Often Very Often

- a. I feel run down and drained of physical or emotional energy.
- b. I have negative thoughts about my job.
- c. I am harder and less sympathetic with people than perhaps they deserve.
- d. I am easily irritated by small problems, or by my co-workers and team.
- e. I feel misunderstood or unappreciated by my co-workers.
- f. I feel that I have no one to talk to.
- g. I feel that I am achieving less than I should.
- h. I feel under an unpleasant level of pressure to succeed.
- i. I feel that I am not getting what I want out of my job.
- j. I feel that I am in the wrong organization or the wrong profession.
- k. I am frustrated with parts of my job.
- l. I feel that organizational politics or bureaucracy frustrate my ability to do a good job.
- m. I feel that there is more work to do than I practically have the ability to do.
- n. I feel that I do not have time to do many of the things that are important to doing a good quality job.
- o. I find that I do not have time to plan as much as I would like to.

19. If you have any additional comments, questions or concerns please share them in the text box provided.