‘Job Stress, Job Satisfaction and Burnout in faculty of a teaching hospital in South India: a cross-sectional follow-up survey’

Abstract

Key Words: Job stress, Job satisfaction, burnout, doctors

Background

There is a paucity of data from developing countries about job stress, satisfaction and burnout among doctors. This problem has multiple economic, psychological and physical consequences.

Methods

Consenting medical and surgical teaching faculty of a large, private, faith-based, charitable, teaching hospital in India completed questionnaires assessing the prevalence and sources of job stress and satisfaction, and coping with stress; the Maslach Burnout Inventory; the General Health Questionnaire- 12 item version; the Jefferson Scale of Physician Empathy; and a question assessing the extent to which their work was influenced by their religious or spiritual beliefs. This was compared to a previous study done in the institution using the same instruments.

Results

Of 304 respondents (58% of faculty), high job stress was reported by 31%. 70.4% of faculty reported high levels of job satisfaction; deriving intellectual stimulation from teaching and a high level of responsibility were contributory. Causes of stress and satisfaction differed by age, gender and designation.
High levels of Emotional Exhaustion were evident in 29%, Depersonalization in 21%, and low levels of Personal Accomplishment in 30%. High empathy scores correlated with high scores on Emotional Exhaustion. Religious or spiritual beliefs strongly influencing one’s attitudes to work were significantly associated with lower emotional exhaustion. High scores for mental distress correlated significantly with all indicators of burnout.

Job stress had significantly increased and job satisfaction had significantly decreased when compared with the previous study done in the institution. Burnout levels did not show significant change.

**Conclusions**

This cross sectional survey can provide information which could be used to structure large scale medical institutions in a way that minimizes work related stress and risks of burnout.