



# The resilience of nurses at a major public hospital in Lebanon

## Impact on job satisfaction and organizational outcomes



**Karen Bou Karroum – MPH-HMP**

**Preceptor: Mr. Abdullah Fannir**

**Advisor: Dr. Mohamad Alameddine**

### BACKGROUND

- Resilience plays an important role in mitigating the impacts of workplace stressors and could serve as a factor influencing job satisfaction.
- Lebanon is perceived to be struggling with shortage of skilled nurses, high rates of turnover, and low job satisfaction.
- The **International Red Cross Committee (ICRC)** has been supporting **Rafik Hariri University Hospital (RHUH)** since 2015 and played a significant role in boosting RHUH's capacity to combat the COVID-19 pandemic.
- Limited studies are available on resilience and its predictors among Lebanese nurses.

### OBJECTIVES

- Assess the average resilience scores among nurses currently practicing at RHUH.
- Determine the association between nurses' resilience, job satisfaction, and intention to quit.
- Develop recommendations to support nurses' well-being, improve job satisfaction, and reduce turnover intention.

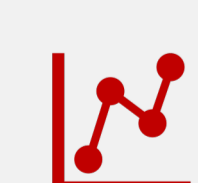
### METHODOLOGY



Mixed methods cross-sectional design was employed.



An online survey was developed and administered.



Descriptive and bivariate analysis were conducted.

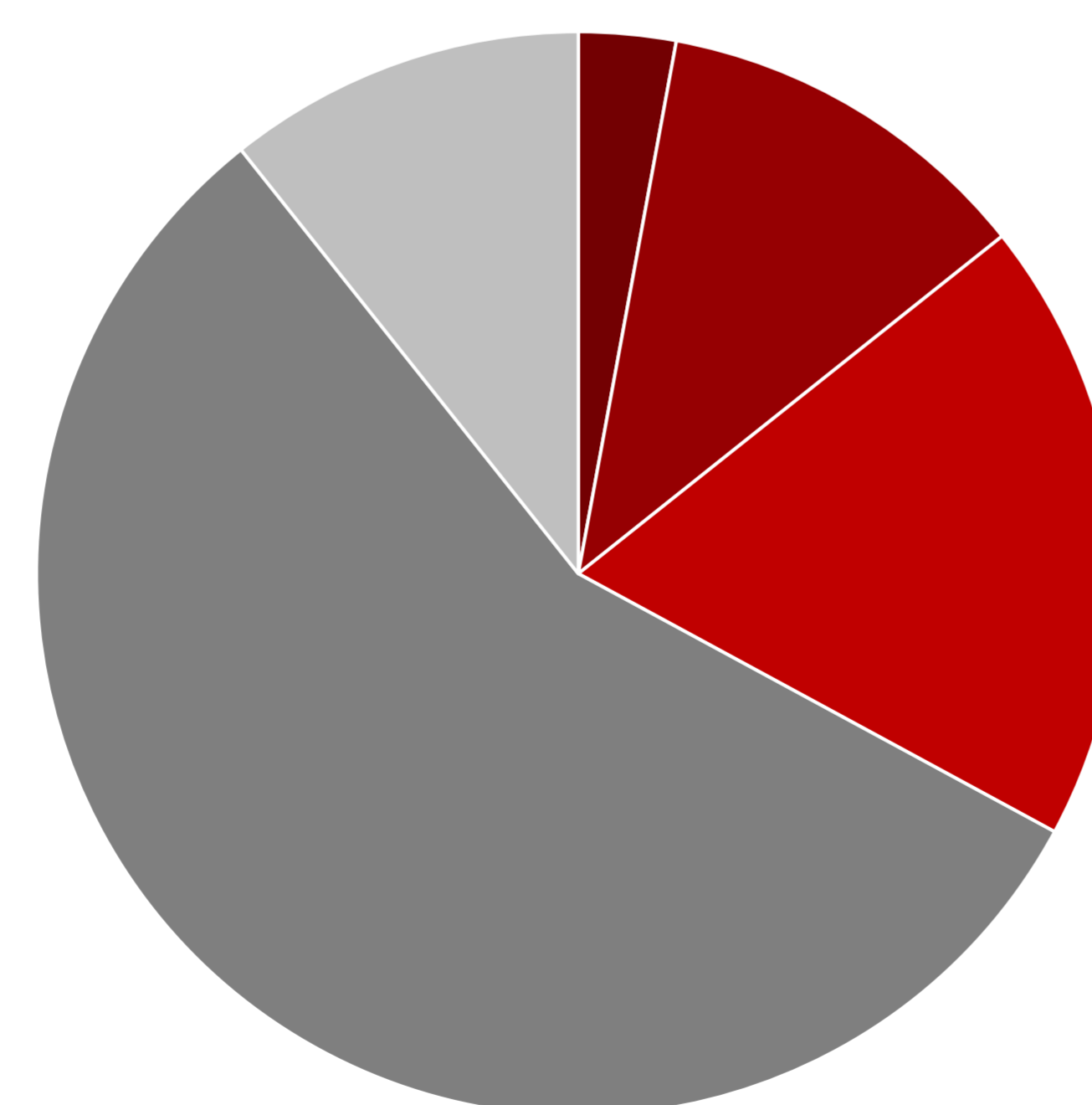
**Challenges:** Due to the COVID-19 pandemic the response rate might have decreased.

### RESULTS

Demographic variables	Frequency	Percentage (%)
<b>Age</b>		
Below 30 years old	27	18.8
30-45 years old	107	74.3
46-55 years old	8	5.6
Over 55 years old	2	1.4
<b>Gender</b>		
Male	50	34.7
Female	94	65.3
<b>Marital status</b>		
Ever married	102	70.8
Never married	42	29.2
<b>Years of experience</b>		
Less than 10 years	32	22.2
More than 10 years	112	77.8
<b>Degree type</b>		
BSN	56	38.9
Masters	21	14.6
Diploma	11	7.6
BT	25	17.4
TS	4	2.8
LT	27	18.8

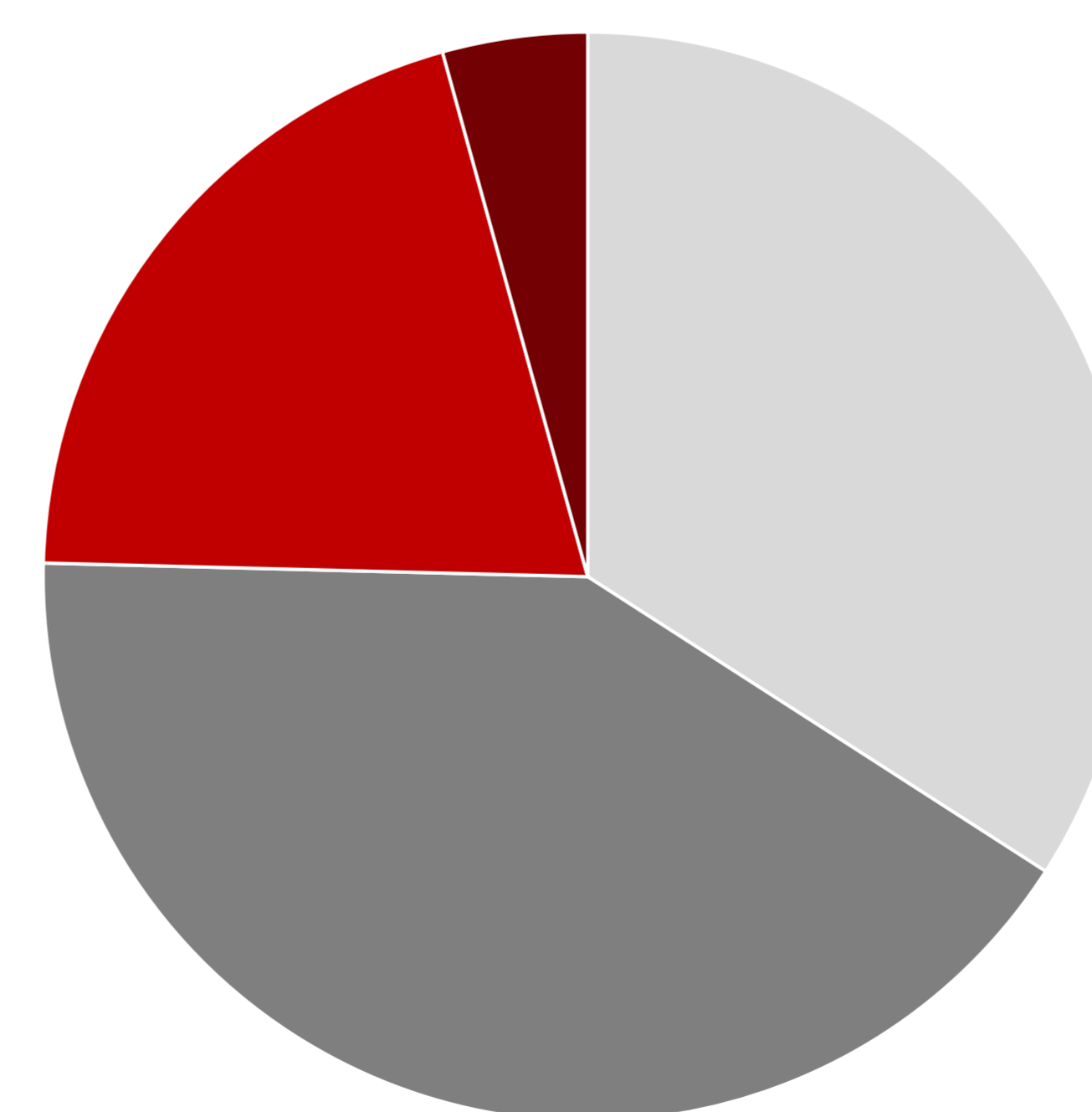
- Nurses showed **moderate resilience levels** with an average of  $M = 64.86$  ( $SD = 11.432$ ) on the CD-RISC scale.

#### JOB SATISFACTION



- Highly dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Highly satisfied

#### INTENTION TO QUIT



- Very unlikely
- Unlikely
- Likely
- Very Likely

### DISCUSSION

- Nurses at RHUH have good tenacity, strength, and optimism.



- Work-related factors that influence nurses' job satisfaction:**
  - Work environment factors
  - Personal values and beliefs
  - Managerial appreciation and support
  - Perceptions of favoritism
- Future studies should investigate a larger and representative sample of nurses from both public and private hospitals.

### ETHICAL CONSIDERATIONS



Ethical approval was obtained from the Institutional Review Board at AUB and RHUH.



An online consent was obtained from the participants



Anonymity of the respondents was guaranteed



Participation was entirely voluntary

### CONCLUSION & IMPLICATIONS

Personal resilience can help nurses **adjust successfully to workplace adversities, provide high quality care, and maintain their well-being.** Therefore, nurse leaders should:

- Implement effective strategies to reduce nurses' turnover intention and improve job satisfaction levels.
- Integrate employee support systems, education programs, and cognitive behavioral therapy.
- Provide a safe working environment, social support, effective teamwork, and financial incentives to support nurses in the fight against COVID-19.