Title:
Exploring the Relationships of Perceived Workplace Incivility, Stress and Burnout on Nurses’ Turnover Intentions, Turnover Rate and Perceived Level of Psychological Empowerment Through the Lens of Complexity Science

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CLINICAL SESSION: Collaborating to Develop Safe Work Environments

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CD 03: Sunday, April 14, 2013: 9:00 AM-10:15 AM

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9:00 AM

Keywords:
Stress, Turnover Intentions and Workplace Incivility

References:

Abstract

This study was designed to explore the relationships between perceived workplace incivility, stress and burnout on turnover intentions, turnover rates and perceived level of psychological empowerment among critical care and medical surgical nurses in community and tertiary hospitals through the lens of complexity science. Nurses’ turnover and empowerment have become a workplace priority in healthcare. A non- experimental study was done using a 72 item survey. Findings demonstrated significant relationships (P<0.05, 2-tailed) between workplace incivility, burnout versus turnover intentions. Gender versus workplace incivility and burnout versus RN education, also had statistically significant relationships. Organizational, leadership and individuals are stakeholders in empowering and retaining nurses. Creating targeted retention strategies and policies that will be sensitive to the needs and interest of nurses at high risk for leaving their organizations is imperative.