





# Presenteeism among nurses: burnout and engagement as predictors

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#### 1. Background

Sickness absence and presenteeism become a concern on workplaces (Suzuki et al., 2015). Presentism is the presence of employees at work even when they are sick (Paschoalin et al., 2013). Among nurses, presenteeism prejudices patients, since nurses can't perform job tasks with their entire capacities (Palha, 2014). As a multifactorial phenomenon, presenteeism associates with burnout (Ferreira & Martinez, 2012). However, engagement can be a protective factor, since it is opposed to burnout (Bakker et al., 2014).

#### 2. Aims

To identify presenteeism, burnout and engagement levels among nurses, to analyze the correlation between these three variables searching burnout and engagement as predictors of presenteeism, and to verify their variations according socio-demographic and professional characteristics.

#### 3. Method

We applied Portuguese versions of SPS-6 (Koopman et al., 2002, Ferreira et al., 2010), MBI (Maslach & Jackson, 1997; Marques-Pinto & Picado, 2011), UWES (Schaufeli & Bakker 2003; Marques-Pinto & Picado, 2011) and a sociodemographic questionnaire to 299 nurses, being 77% female, 67% from hospitals, 64% working by shifts, 67% with the definitive job contract. Mean age was 34.5 years and mean job experience was 11.2 years. The study is include in INTSO project, about occupation health among nurses in Portugal, Brasil and Spain.

Regarding instruments, they were applied anonymously to a voluntary sample, after formal institutions' authorizations. SPS-6 evaluates the presenteeism and labor productivity losses through two dimensions: completing work and avoiding distraction, the first focused on the physical causes of presenteeism and corresponding to the amount of work done despite presenteeism causes of; the second related with psychological aspects and corresponding to the amount of concentration mobilized to produce when there is an effect of presentism. Each dimension includes 3 items evaluated in a 5-point scale (between 1 - strongly disagree to 5 - completely agree). Greater value in the total score of presenteeism and completing work dimension and lowest in avoiding distraction means better psychological state and lower impact of presenteeism in its classic version. Thus, the professional is present at his job and despite his disease can work effectively. MBI and UWES are the classical questionnaires to evaluate burnout (in its 3 dimensions of emotional exhaustion, depersonalization and professional achievement) and engagement (in its 3 dimensions: of vigor, dedication and absorption).

#### 4. Results

Among the sample, job was considered stressful by 78%. However, we found moderated presenteeism, moderated emotional exhaustion, low depersonalization, high personal accomplishment and high engagement in all dimensions (Table 1). Significant correlations were found between most of the analyzed variables (Table 1). Differences of presenteeism, burnout and engagement were found, according sex, shifts, job stress perception and job place (Table 2). Presenteeism was predicted by 21% of burnout, and 6% of job characteristics, while individual characteristics and engagement are not significand predictors (Table 3).

Table 1. Mean, Standard deviation and inter-correlations between age, job experience, MBI, UWES and SPS-6 dimensions

MBI, UWES and SPSS6 dimensions	М	SD	1	2	3	4	5	6	7	8	9	10
1. Age	34.5	8.57										
2. Job experience	11.2	8.28	.963**									
3. Emotional exhaustion (0-6)	2.75	1.22	111	124*								
4. Depersonalization	1.06	1.08	140*	177**	.407**							
5. Personal accomplishment	4.50	0.86	.052	.073	262**	221**						
6. Vigor (0-6)	4.36	1.28	.116	.103	454**	187**	.508**					
7. Dedication	4.41	1.35	.104	.082	453**	216**	.512**	.820**				
8. Absorption	4.11	1.33	.091	.067	287**	114*	.328**	.705**	.716**			
9. Completing Work (1-5)	3.89	0.74	.048	.092	231**	227**	.305**	.274**	.292**	.123**		
10. Avoiding Distraction	2.92	1.04	143*	162**	.451**	.149*	166**	363**	366**	253**	359**	
11. Presenteeism	3.48	0.74	.124*	.161**	431**	220**	.272**	.391**	.402**	.238**	.755**	883**
*p<.050 **p<.010												

#### Table 2. Comparative analysis between sex, job stress perception and job place

			Sex		Shift			Job stress perception			Job place				
		Dimensions	F n=230	M n=69	t (p)	Fixed N=101	Rotating n=190	t (p)	No n=41	Yes n=232	t (p)	Hospital n=200	Primary Health Care n=72	Other n=27	F (p)
		Emotional exhaustion				2.41	2.91	-3.353 (.001)	1.8	2.87	-5.287 (.000)				
	MBI	Depersonalization	.98	1.13	-2,349 (.019)	.71	1.23	-4.021 (.000)				1.14	.79	1.20	3.089 (.047)
		Personal accomplishment							4.94	4.42	3.641 (.000)				
		Vigor				4.57	4.24	2.108 (.036)	4.93	4.28	3.056 (.002)	4.27	4.70	4.11	3.587 (.029)
	UWES	Dedication				4.67	4.27	2.397 (.017)	5.08	4.31	3.401 (.001)	4.31	4.78	4.20	3.582 (.029)
		Absorption				4.37	3.97	2.459 (.015)	4.73	4.03	3.131 (.002)	3.95	4.62	3.96	7.085
		Completing Work	3.94	3.74	2.003 (.046)										
	SPS-6	Avoiding Distraction							2,47	2.99	-2.869 (.004)	2.88	2.84	3.46	4.076 (.018)
		Presenteeism							3.80	3.43	2.938 (.004)				

## 5. Conclusions Table 3. Regression (enter) analysis of predicted value of individual variables, burnout and engagement

These results support the need to implement continuous improvement programs promoting workers' safety and well-being. Occupational health services have an important role to disseminate prevention programs. The INT-SO project alerts for this phenomenon among nurses on Portugal, Spain and Brazil.

on presenteeism Dependent variable **Predictors** R<sup>2</sup> change (p) .027 .027 Sociodemographic variables .328 1.163 .062 .089 2.348 .032 **Professional variables** Presenteeism .206 14.789 .000 **Burnout** .307 .011 1.627 .199 Engagement .021 Sociodemographic variables .474 .024 .513 Professional variables **Completing Work** .169 .123 7.501 .000 Burnout .188 .019 2.346 .098 Engagement .035 .035 1.515 .186 Sociodemographic variables .111 .076 2.941 .009 Professional variables **Avoiding Distraction** .197 .307 14.345 .000 Burnout .006 .314 .915 .402 Engagement

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