

285th OMICS International Conference

Global Healthcare & Fitness Summit

July 20-22, 2015 San Francisco, USA

Stress, burnout, depressive symptoms and hardiness among female multidisciplinary residents

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Multidisciplinary residents are exposed to stress more situations of both academic and work environment at the same time compared to a usual student or worker. Also, female residents are generally responsible for children care and home demands which increase the risk of higher stress levels and its outcomes such as Burnout Syndrome and Depressive Symptoms. However, investigations that evaluate the association among these phenomena in this population are limited, so we analyzed the relations among stress, Burnout, Depressive Symptoms and Hardy Personality in Brazilian female residents enrolled in a multidisciplinary residence program. An analytical cross-sectional and quantitative study was conducted with 31 residents from April to June 2011 in a university hospital using the following tools: Work Stress Scale, Maslach Burnout Inventory, Beck Depression Inventory and Hardiness Scale. Pearson's Correlation Test was applied to evaluate the association among stress and other phenomena. ($p < 0.05$) were considered statically significant. Ethics Committee approved this research. We found positive and strong significant correlations between stress and Burnout ($p = 0.00$; $r = 0.7425$) and Depressive Symptoms ($p = 0.00$; $r = 0.7415$). In addition, stress was negatively and strongly associated to Commitment ($p = 0.03$; $r = -0.5201$) and Challenge ($p = 0.00$; $r = -0.5637$). Findings indicate that when stress levels increase, residents are more likely to show Burnout and Depressive Symptoms. On other hand, Hardy residents are more likely to show lower stress levels which protect them from negative stress outcomes including Burnout and Depression. University institutions should develop strategies to promote Hardiness features aiming to relieve the stress levels and its outcomes in female multidisciplinary residents.

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Investigation of intended service quality levels in health-fitness centers in Turkey

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The research goal of this article is to evaluate the quality of services in health-fitness centers a medium-sized city that located in Central Anatolia Region in Turkey. In this study, assessments of the levels of service perceived and expected by the customers in four different dimensions (staff, program, locker rooms and facility) were carried out in order to identify the levels of fitness centers in terms of service quality. The replies provided by 219 members of fitness center who filled out the scale form voluntarily and without skipping any parts were evaluated. In order to measure the service quality of fitness in the study, Service Quality Assessment Scale (SQAS) which was developed by Lam et al. (2005) and whose Turkish adaptation was done by Gurbuz et al. (2005) was used. In order to find the differences between the groups, "Paired-Samples 't' test", "Independent Samples 't' test" and "One way ANOVA" were utilized. In terms of statistics, it was discovered that there was a meaningful difference in all of staff, program, locker rooms and facility at the level of $p < 0.05$. Among those, the lowest level of quality was observed to belong to "program" dimension with the unit of -0,564. Later, with the -0,509-unit difference "locker rooms" dimension with the -0,487-unit difference "staff" dimension and with the -0,481-unit difference "facility" dimension follow respectively. It was found that the average of unit for female customers was higher compared with that of male ones according to the gender. According to age status, the average of staff and program scores of those participating in the survey who are between 15 and 20 was lower than that of the people who are between 31 and 35. According to education status, it was understood that the customers with high school degree and over have more expectations in all of 4 dimensions.

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