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Abstract

Effect of Job Stress and Coping Strategy on Job Satisfaction in a Hospital Works

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Objective: The purpose of this study was to find out the effect of job stress, and the coping strategy of hospital workers on job satisfaction.

Methods: 468 self-administered questionnaires, were obtained from 120 doctors, 194 nurses, 45 pharmacists and 109 administrators at a university hospital located in Seoul. The sociodemographic characteristics, personality types, degree of social support, job stresses, coping strategies, and job satisfaction were all assessed from the questionnaires.

Results: The analysis of job stress, according to occupation, showed that the most important job-related stress-inducing factors were: for doctors, role overload, and poor advancement opportunity; for nurses, role overload, and career development and wages; for pharmacists, role overload and lack of recognition from other health professionals; and for administrators, career development and wages, and organizational inefficiency. Job satisfaction had a significant positive correlation with control strategy, and a negative correlation with role ambiguity, career development and wages, personal relationship, role overload, and symptom management strategy. Job satisfaction was significantly influenced by control strategy, occupation, role ambiguity, person with an 'A' type personality and gender, from a multiple regression analysis.

Conclusion: The results of this study suggested that to increase the job satisfaction for hospital workers, they need to be encouraged to use control strategies; create a supportive hospital atmospheres for social supports; re-evaluation, structuring and a new job design are all required to reduce role ambiguity.

Key Words: Hospital workers, Job stress, Coping strategy, Job satisfaction

가 , Hiscott (1990)

Karasek Therell(1990)

가

가 , Wolfgang(1988)

HPSI(Health Profession Stress Invention)

(Schnake, 1990)

70~90% 가

(Dalton, 1992).

(NIOSH) 1986

130

(1997)

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(Sarason Johnson,

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(William Laurice, 1993).

Latack(1986)

1. Likert 5 20
Cronbach's alpha 0.66 (1988)

2002 3 25 4 20 (=0.92)가

600 Likert 5 20
Cronbach's alpha 0.84

485 81%가
가 17 468 (78%) 4)

2. Likert 5 5
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Ivancevich(1982) Matteson SPSS 10.0
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1988; , 1990; , 1992; ,
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Likert 5 Chi-square
Cronbach's
alpha 0.80

Wolfgang(1988)

HPSI(Health Professionals
Stress Inventory)
HPSI
Cronbach's alpha 0.74

2) 1.

Vicker(1976)
A Likert 5 120 , 194 , 45 ,
Cronbach's 109 Table 1
alpha 0.81 가 65.0%,

(1988) 99.5%, 95.6%
Cronbach's alpha 0.71 49.5%, 50.5%
가 (p=0.000).

3) 57.7% , 30 가 77.5%,
68.9%, 49.5% 가 31~40 가

가 (p=0.000). , 1 (p=0.000). 가 66.7%, , 6 ~ 10 35.1%,
 24.2%, 18.3% (p=0.000). 37.8%, 10 45.0%
 67%, 84.4%가
 , 68.3%, 56.9%가 가 (p=0.000).

Table 1. General, behavioral, and occupational characteristics of the subjects

Characteristics		Occupation								Total		p	
		Doctor		Nurse		Pharmacist		Administrator		(n=468)			
		No	(%)	No	(%)	No	(%)	No	(%)	No	(%)		
Gender	Male	78	(65)	1	(0)	2	(4)	54	(50)	135	(29)	188.1	0.000
	Female	42	(35)	193	(100)	43	(96)	55	(50)	333	(71)		
Age	30	93	(77)	112	(58)	12	(27)	24	(22)	241	(51)	110.3	0.000
	31~40	26	(22)	64	(33)	31	(69)	54	(50)	176	(38)		
	>40	1	(1)	18	(9)	2	(4)	31	(28)	51	(11)		
Educational level	High school	0	(0)	0	(0)	0	(0)	13	(12)	13	(3)	166.8	0.000
	College	0	(0)	102	(53)	0	(0)	36	(33)	138	(29)		
	University	120	(100)	92	(47)	45	(100)	60	(55)	317	(68)		
Marital status	Single	97	(81)	120	(62)	21	(47)	34	(31)	272	(58)	66.7	0.000
	Married	23	(19)	74	(38)	24	(53)	75	(69)	196	(42)		
Children	No	109	(91)	140	(72)	25	(56)	43	(39)	317	(68)	78.0	0.000
	Yes	11	(9)	54	(28)	20	(44)	66	(61)	151	(32)		
Religion	Christian	62	(52)	102	(53)	24	(53)	43	(39)	231	(50)	6.1	0.413
	Buddhism	9	(7)	18	(10)	4	(9)	13	(12)	44	(9)		
	Others	49	(41)	74	(37)	17	(38)	53	(49)	193	(41)		
Personality	B type	71	(59)	126	(65)	31	(69)	57	(52)	285	(61)	6.1	0.108
	A type	49	(41)	68	(35)	14	(31)	52	(48)	183	(39)		
Social support	Low	54	(45)	66	(34)	17	(38)	47	(43)	184	(39)	4.6	0.203
	High	66	(55)	128	(66)	28	(62)	62	(57)	284	(61)		
Smoking	Yes	29	(24)	1	(0)	1	(2)	20	(18)	51	(11)	54.8	0.000
	No	91	(76)	193	(100)	44	(98)	89	(82)	417	(89)		
Alcohol	Yes	82	(68)	64	(33)	7	(16)	102	(57)	215	(46)	68.7	0.000
	No	38	(32)	130	(67)	38	(84)	47	(43)	253	(54)		
Position	Manager	1	(1)	20	(10)	3	(7)	9	(8)	33	(7)	5.5	0.136
	Subordinate	119	(99)	174	(90)	42	(93)	100	(92)	435	(93)		
Employment duration	1	36	(30)	32	(17)	6	(13)	11	(10)	85	(18)	146.6	0.000
	2~5	80	(67)	58	(30)	16	(36)	24	(22)	178	(38)		
	6~10	3	(2)	69	(35)	17	(38)	25	(23)	114	(24)		
	>10	1	(1)	35	(18)	6	(13)	49	(45)	91	(20)		

Table 2. Mean score of stressor, coping strategy and job satisfaction by general, behavioral & personality and occupational characteristics of the subjects.

Characteristics		Coping strategy						Job satisfaction
		Stress		Control strategy	Symptom management	Escape strategy	Organization strategy	
		No	Mean \pm SD	Mean \pm SD	Mean \pm SD	Mean \pm SD	Mean \pm SD	
Gender	Male	135	2.6 \pm 0.4	3.2 \pm 0.4	2.7 \pm 0.5	2.3 \pm 0.5	3.8 \pm 0.6	3.3 \pm 0.6
	Female	333	2.7 \pm 0.3	3.2 \pm 0.5	3.0 \pm 0.6	2.0 \pm 0.4	4.0 \pm 0.6	3.2 \pm 0.5
	t(p)		0.61(0.435)	1.15(0.285)	28.49(0.000)	53.36(0.000)	9.67(0.002)	4.07(0.044)
Age	30	241	2.6 \pm 0.4	3.2 \pm 0.4	3.0 \pm 0.6	2.1 \pm 0.5	3.9 \pm 0.6	3.2 \pm 0.5
	31-40	176	2.7 \pm 0.3	3.2 \pm 0.5	2.8 \pm 0.5	2.1 \pm 0.5	3.9 \pm 0.7	3.1 \pm 0.5
	>40	51	2.5 \pm 0.4	3.2 \pm 0.5	2.7 \pm 0.6	2.2 \pm 0.4	3.9 \pm 0.6	3.3 \pm 0.6
	F(p)		3.86(0.009)	1.07(0.380)	9.43(0.000)	1.94(0.145)	1.53(0.207)	1.32(0.267)
Educational level	High school	13	2.6 \pm 0.4	3.1 \pm 0.5	2.7 \pm 0.4	2.2 \pm 0.5	3.9 \pm 0.7	3.2 \pm 0.5
	College	138	2.7 \pm 0.4	3.2 \pm 0.5	2.9 \pm 0.6	2.1 \pm 0.4	4.0 \pm 0.6	3.2 \pm 0.5
	University	317	2.6 \pm 0.3	3.2 \pm 0.5	2.9 \pm 0.6	2.1 \pm 0.5	3.9 \pm 0.6	3.2 \pm 0.5
	F(p)		1.35(0.260)	1.18(0.309)	0.82(0.444)	0.88(0.417)	2.20(0.112)	0.40(0.672)
Marital status	Single	272	2.6 \pm 0.4	3.2 \pm 0.4	3.0 \pm 0.6	2.3 \pm 0.5	4.0 \pm 0.6	3.2 \pm 0.5
	Married	196	2.7 \pm 0.4	3.2 \pm 0.5	2.8 \pm 0.6	2.3 \pm 0.5	3.9 \pm 0.6	3.2 \pm 0.5
	t(p)		0.09(0.917)	2.47(0.086)	11.03(0.000)	0.32(0.573)	0.01(0.986)	0.84(0.432)
Children	No	317	2.7 \pm 0.3	3.2 \pm 0.4	3.0 \pm 0.6	2.1 \pm 0.5	4.0 \pm 0.6	3.2 \pm 0.5
	Yes	151	2.6 \pm 0.4	3.2 \pm 0.5	2.7 \pm 0.6	2.1 \pm 0.4	3.9 \pm 0.6	3.2 \pm 0.5
	t(p)		0.05(0.820)	0.93(0.335)	20.22(0.000)	0.31(0.579)	0.20(0.888)	0.94(0.332)
Personality	B type	285	2.6 \pm 0.4	3.1 \pm 0.4	2.9 \pm 0.5	2.1 \pm 0.4	3.1 \pm 0.5	2.6 \pm 0.3
	A type	183	2.7 \pm 0.3	3.3 \pm 0.5	2.9 \pm 0.6	2.1 \pm 0.5	3.3 \pm 0.5	2.7 \pm 0.3
	t(p)		0.96(0.328)	29.04(0.000)	1.70(0.193)	1.22(0.270)	11.60(0.001)	10.71(0.001)
Social support	Low	184	2.7 \pm 0.4	3.1 \pm 0.4	2.9 \pm 0.5	2.1 \pm 0.5	3.9 \pm 0.6	3.1 \pm 0.5
	High	284	2.6 \pm 0.4	3.3 \pm 0.4	2.9 \pm 0.6	2.1 \pm 0.4	4.0 \pm 0.6	3.2 \pm 0.5
	t(p)		2.55(0.111)	21.51(0.000)	1.05(0.307)	0.00(0.984)	5.39(0.021)	6.68(0.010)
Smoking	No	417	2.6 \pm 0.4	3.2 \pm 0.5	2.9 \pm 0.6	2.1 \pm 0.4	4.0 \pm 0.4	3.2 \pm 0.5
	Yes	51	2.7 \pm 0.4	3.2 \pm 0.4	2.6 \pm 0.5	2.6 \pm 0.4	4.0 \pm 0.6	3.2 \pm 0.7
	t(p)		1.23(0.268)	0.00(0.966)	14.62(0.000)	95.78(0.000)	0.00(0.945)	0.03(0.864)
Alcohol	No	253	2.6 \pm 0.3	3.2 \pm 0.5	2.9 \pm 0.6	2.0 \pm 0.4	4.0 \pm 0.6	2.6 \pm 0.4
	1-2/wk	197	2.7 \pm 0.4	3.2 \pm 0.4	2.9 \pm 0.5	2.2 \pm 0.4	4.0 \pm 0.6	2.7 \pm 0.4
	>3/wk	18	2.8 \pm 0.4	3.1 \pm 0.4	3.1 \pm 0.6	2.6 \pm 0.5	3.8 \pm 0.8	2.8 \pm 0.4
	F(p)		2.28(0.110)	0.22(0.804)	1.28(0.278)	47.16(0.000)	0.88(0.414)	1.15(0.319)
Occupation	Doctor	120	2.6 \pm 0.4	3.2 \pm 0.4	2.9 \pm 0.6	2.2 \pm 0.5	3.9 \pm 0.5	3.4 \pm 0.5
	Nurse	194	2.7 \pm 0.4	3.2 \pm 0.5	3.0 \pm 0.6	2.0 \pm 0.4	4.1 \pm 0.6	3.2 \pm 0.5
	Pharmacist	45	2.6 \pm 0.3	3.2 \pm 0.4	3.0 \pm 0.6	1.9 \pm 0.4	3.9 \pm 0.7	3.0 \pm 0.5
	Administrator	109	2.6 \pm 0.4	3.2 \pm 0.5	2.6 \pm 0.5	2.3 \pm 0.5	3.8 \pm 0.7	3.1 \pm 0.5
	F(p)		1.53(0.205)	0.20(0.894)	13.00(0.000)	10.37(0.000)	7.35(0.000)	6.70(0.000)
Position	Manager	28	2.4 \pm 0.3	3.4 \pm 0.5	2.7 \pm 0.6	2.2 \pm 0.4	3.8 \pm 0.6	3.4 \pm 0.5
	Subordinate	440	2.7 \pm 0.4	3.2 \pm 0.4	2.9 \pm 0.6	2.1 \pm 0.5	4.0 \pm 0.6	3.2 \pm 0.5
	t(p)		12.65(0.000)	5.37(0.021)	2.27(0.132)	1.51(0.219)	1.06(0.304)	4.21(0.041)
Employment duration	1	85	2.6 \pm 0.3	3.2 \pm 0.5	3.0 \pm 0.5	2.2 \pm 0.5	3.9 \pm 0.6	3.2 \pm 0.5
	2-5	178	2.7 \pm 0.4	3.2 \pm 0.4	2.9 \pm 0.6	2.1 \pm 0.5	3.9 \pm 0.6	3.2 \pm 0.5
	6-10	114	2.7 \pm 0.3	3.2 \pm 0.5	2.9 \pm 0.6	2.0 \pm 0.4	4.0 \pm 0.7	3.1 \pm 0.5
	>10	91	2.6 \pm 0.4	3.2 \pm 0.5	2.7 \pm 0.6	2.2 \pm 0.4	3.9 \pm 0.6	3.2 \pm 0.5
	F(p)		12.65(0.000)	5.37(0.021)	2.27(0.132)	1.51(0.219)	1.06(0.304)	4.21(0.041)

2. , A , (p<0.05).

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Table 2

Table 3

31 ~ 40 , (p=0.000).
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 (p<0.05), (HPSI) Table 4
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Table 3. Mean score of stress according to occupation

Stress	Occupation				F	p
	Doctor Mean ± SD	Nurse Mean ± SD	Pharmacist Mean ± SD	Administrator Mean ± SD		
Role overload	3.0 ± 0.5	2.9 ± 0.5	2.8 ± 0.4	2.5 ± 0.5	14.17	0.000
Role ambiguity	2.8 ± 0.6	2.6 ± 0.5	2.8 ± 0.6	2.6 ± 0.6	2.49	0.060
Career development & wages	2.9 ± 0.7	3.2 ± 0.7	3.1 ± 0.7	3.2 ± 0.8	6.63	0.000
Organizational inefficiency	2.2 ± 0.5	2.3 ± 0.6	2.1 ± 0.4	2.4 ± 0.6	4.06	0.007
Personal relationship	2.4 ± 0.5	2.4 ± 0.6	2.3 ± 0.4	2.4 ± 0.6	2.42	0.066
Total	2.6 ± 0.4	2.7 ± 0.4	2.6 ± 0.3	2.6 ± 0.4	1.53	0.205

Table 4. Mean score of Health Professionals Stress Inventory according to occupation

Health Professionals Stress Inventory	Occupation			F	p
	Doctor Mean ± SD	Nurse Mean ± SD	Pharmacist Mean ± SD		
Role overload	3.5 ± 0.6	3.2 ± 0.5	3.4 ± 0.6	12.35	0.000
Lack of recognition from other health professionals	2.7 ± 0.6	2.7 ± 0.5	3.2 ± 0.6	14.46	0.000
Poor advancement opportunity	3.6 ± 0.6	3.4 ± 0.5	3.2 ± 0.7	8.47	0.000
Personal relationship	2.6 ± 0.5	2.6 ± 0.5	2.6 ± 0.5	1.31	0.270
Inadequate feedback on job performance	2.4 ± 0.5	2.4 ± 0.5	2.5 ± 0.5	2.22	0.110
Total	3.0 ± 0.3	2.9 ± 0.3	3.0 ± 0.3	4.29	0.014

Table 5. Pearson correlation coefficient between job satisfaction and stress and coping strategy of a hospital workers

Variable	Correlation coefficient	p
Stress		
Role overload	-0.141	0.002
Role ambiguity	-0.310	0.000
Career development & wages	-0.253	0.000
Organizational inefficiency	0.075	0.104
Personal relationship	-0.235	0.000
Coping strategy		
Control strategy	0.304	0.000
Symptom management	-0.117	0.011
Escape strategy	-0.013	0.787
Organizational strategy	-0.010	0.821

Table 6. Multiple regression analysis for stress and coping strategy of a hospital workers on job satisfaction

Variable	Parameter estimate	Standard error	t-value	p
General characteristics				
Gender	-0.121	0.063	-2.151	0.032
Age	0.032	0.053	0.455	0.649
Educational level	-0.071	0.044	-1.527	0.128
Marital status	0.110	0.068	1.631	0.104
Children	-0.097	0.078	-1.348	0.178
Behavioral & personal characteristics				
Personality	0.113	0.046	2.531	0.012
Social support	0.057	0.045	1.311	0.190
Smoking	0.055	0.087	-1.029	0.304
Alcohol	-0.049	0.042	-1.029	0.304
Occupational characteristics				
Occupation	-0.214	0.024	-4.121	0.000
Position	-0.020	0.104	-0.414	0.679
Employment duration	-0.006	0.036	-0.084	0.933
Stress				
Role overload	-0.052	0.048	-1.018	0.309
Role ambiguity	-0.161	0.052	-2.834	0.005
Career development	-0.098	0.039	-1.787	0.075
Organ inefficiency	0.043	0.041	0.973	0.331
Personal relation	-0.046	0.047	-0.918	0.359
Coping strategy				
Control strategy	0.264	0.055	5.443	0.000
Symptom management	-0.088	0.043	-1.799	0.073
Escape strategy	0.003	0.061	0.061	0.951
Organizational strategy	-0.018	0.042	-0.372	0.710
Constant		3.897		
F-value		6.749		
R ²		0.259		

가 109 (44.7%)
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Table 6
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