

Chapter 1 : CDC - NIOSH Publications and Products - STRESSAt Work ()

Background. Job stress and job satisfaction are important factors affecting workforce productivity. This study was carried out to investigate the job stress, job satisfaction, and workforce productivity levels, to examine the effects of job stress and job satisfaction on workforce productivity, and to identify factors associated with productivity decrement among employees of an Iranian.

Perhaps now more than ever before, job stress poses a threat to the health of workers and, in turn, to the health organizations. Through its research program in job stress and through educational materials such as this booklet, NIOSH is committed to providing organizations with knowledge to reduce this threat. This publication highlights knowledge about the causes of stress at work and outlines steps that can be taken to prevent job stress. For weeks he had been plagued by aching muscles, loss of appetite, restless sleep, and a complete sense of exhaustion. At first he tried to ignore these problems, but eventually he became so short-tempered and irritable that his wife insisted he get a checkup. Her gentle poke in the ribs brought him around, and within minutes they were talking and gossiping as if she had never left. It used to be that as long as you did your work, you had a job. They expect the same production rates even though two guys are now doing the work of three. I swear I hear those machines humming in my sleep. Guys are calling in sick just to get a break. In my new job, the computer routes the calls and they never stop. I even have to schedule my bathroom breaks. All I hear the whole day are complaints from unhappy customers. We all go to our own little cubicles and stay there until quitting time. If only I could use some of my sick time to look after her. A lot of the reps are seeing the employee assistance counselor and taking stress management classes, which seems to help. But sooner or later, someone will have to make some changes in the way the place is run. Job stress has become a common and costly problem in the American workplace, leaving few workers untouched. For example, studies report the following: One-fourth of employees view their jobs as the number one stressor in their lives. Paul Fire and Marine Innsuance Co. Fortunately, research on job stress has greatly expanded in recent years. But in spite of this attention, confusion remains about the causes, effects, and prevention of job stress. This booklet summarizes what is known about job stress and what can be done about it. What Is Job Stress? Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Job stress can lead to poor health and even injury. The concept of job stress is often confused with challenge, but these concepts are not the same. Challenge energizes us psychologically and physically, and it motivates us to learn new skills and master our jobs. When a challenge is met, we feel relaxed and satisfied. Thus, challenge is an important ingredient for healthy and productive work. But for David and Theresa, the situation is different-the challenge has turned into job demands that cannot be met, relaxation has turned to exhaustion, and a sense of satisfaction has turned into feelings of stress. In short, the stage is set for illness, injury, and job failure. What are the Causes of Job Stress? Nearly everyone agrees that job stress results from the interaction of the worker and the conditions of work. Views differ, however, on the importance of worker characteristics versus working conditions as the primary cause of job stress. These differing viewpoints are important because they suggest different ways to prevent stress at work. According to one school of thought, differences in individual characteristics such as personality and coping style are most important in predicting whether certain job conditions will result in stress-in other words, what is stressful for one person may not be a problem for someone else. This viewpoint leads to prevention strategies that focus on workers and ways to help them cope with demanding job conditions. Although the importance of individual differences cannot be ignored, scientific evidence suggests that certain working conditions are stressful to most people. Such evidence argues for a greater emphasis on working conditions as the key source of job stress, and for job redesign as a primary prevention strategy. In , a Michigan court upheld a compensation claim by an automotive assemblyline worker who had difficulty keeping up with the pressures of the production line. To avoid falling behind, he tried to work on several assemblies at the same time and often got parts mixed up. As a result, he was subjected to repeated criticism from the foreman. Eventually he suffered a psychological breakdown. By , nearly one-half

of the States allowed worker compensation claims for emotional disorders and disability due to stress on the job [note, however, that courts are reluctant to uphold claims for what can be considered ordinary working conditions or just hard work]. However, the role of individual factors is not ignored. According to the NIOSH view, exposure to stressful working conditions called job stressors can have a direct influence on worker safety and health. But as shown below, individual and other situational factors can intervene to strengthen or weaken this influence. Examples of individual and situational factors that can help to reduce the effects of stressful working conditions include the following: David works to the point of exhaustion. Theresa is tied to the computer, allowing little room for flexibility, self-initiative, or rest. Lack of participation by workers in decision-making, poor communication in the organization, lack of family-friendly policies. Poor social environment and lack of support or help from coworkers and supervisors. Job insecurity and lack of opportunity for growth, advancement, or promotion; rapid changes for which workers are unprepared. Unpleasant or dangerous physical conditions such as crowding, noise, air pollution, or ergonomic problems. David is exposed to constant noise at work. Job Stress and Health Stress sets off an alarm in the brain, which responds by preparing the body for defensive action. The nervous system is aroused and hormones are released to sharpen the senses, quicken the pulse, deepen respiration, and tense the muscles. This response sometimes called the fight or flight response is important because it helps us defend against threatening situations. The response is preprogrammed biologically. Everyone responds in much the same way, regardless of whether the stressful situation is at work or home. Short-lived or infrequent episodes of stress pose little risk. But when stressful situations go unresolved, the body is kept in a constant state of activation, which increases the rate of wear and tear to biological systems. Ultimately, fatigue or damage results, and the ability of the body to repair and defend itself can become seriously compromised. As a result, the risk of injury or disease escalates. In the past 20 years, many studies have looked at the relationship between job stress and a variety of ailments. Mood and sleep disturbances, upset stomach and headache, and disturbed relationships with family and friends are examples of stress-related problems that are quick to develop and are commonly seen in these studies. These early signs of job stress are usually easy to recognize. But the effects of job stress on chronic diseases are more difficult to see because chronic diseases take a long time to develop and can be influenced by many factors other than stress. Nonetheless, evidence is rapidly accumulating to suggest that stress plays an important role in several types of chronic health problems-especially cardiovascular disease, musculoskeletal disorders, and psychological disorders. What the Research Tells Us Cardiovascular Disease Many studies suggest that psychologically demanding jobs that allow employees little control over the work process increase the risk of cardiovascular disease. Musculoskeletal Disorders On the basis of research by NIOSH and many other organizations, it is widely believed that job stress increases the risk for development of back and upper-extremity musculoskeletal disorders. Psychological Disorders Several studies suggest that differences in rates of mental health problems such as depression and burnout for various occupations are due partly to differences in job stress levels. Economic and lifestyle differences between occupations may also contribute to some of these problems. Workplace Injury Although more study is needed, there is a growing concern that stressful working conditions interfere with safe work practices and set the stage for injuries at work. Suicide, Cancer, Ulcers, and Impaired Immune Function Some studies suggest a relationship between stressful working conditions and these health problems. However, more research is needed before firm conclusions can be drawn. But research findings challenge this belief. Studies show that stressful working conditions are actually associated with increased absenteeism, tardiness, and intentions by workers to quit their jobs-all of which have a negative effect on the bottom line. Recent studies of so-called healthy organizations suggest that policies benefiting worker health also benefit the bottom line. A healthy organization is defined as one that has low rates of illness, injury, and disability in its workforce and is also competitive in the marketplace. NIOSH research has identified organizational characteristics associated with both healthy, low-stress work and high levels of productivity. Examples of these characteristics include the following: Recognition of employees for good work performance Opportunities for career development An organizational culture that values the individual worker Management actions that are consistent with organizational values Stress Prevention and Job Performance St. Paul Fire and Marine Insurance Company

conducted several studies on the effects of stress prevention programs in hospital settings. Program activities included 1 employee and management education on job stress, 2 changes in hospital policies and procedures to reduce organizational sources of stress, and 3 establishment of employee assistance programs. In contrast, there was no reduction in claims in a matched group of 22 hospitals that did not implement stress prevention activities. The examples of Theresa and David illustrate two different approaches for dealing with stress at work. Nearly one-half of large companies in the United States provide some type of stress management training for their workforces. Stress management programs teach workers about the nature and sources of stress, the effects of stress on health, and personal skills to reduce stress—for example, time management or relaxation exercises. EAPs provide individual counseling for employees with both work and personal problems. Stress management training may rapidly reduce stress symptoms such as anxiety and sleep disturbances; it also has the advantage of being inexpensive and easy to implement. However, stress management programs have two major disadvantages: The beneficial effects on stress symptoms are often short-lived. They often ignore important root causes of stress because they focus on the worker and not the environment. This approach is the most direct way to reduce stress at work. It involves the identification of stressful aspects of work e. The advantage of this approach is that it deals directly with the root causes of stress at work.

Chapter 2 : Work Related Stress, Burnout, Job Satisfaction and General Health of Nurses

In general, job stress has been viewed as a predecessor of job satisfaction, and the two constructs have been treated as related yet distinct (Stanton, Bachiochi, Robie, Perez, & Smith,).

Open in a separate window 3. Discussion This study examined the relationships between work related stress, burnout, job satisfaction and general health of nurses. Of the five stressors contributing to work related stress, staff issues was found to be most associated with burnout as well as job satisfaction. Burnout explained the highest amount of variance in general health of nurses. Existing literature confirms that staff issues including excessive administration, stock control and colleagues not doing their job influences the levels of stress experienced by nurses [32 , 40]. Staff issues have been reported as one of the most significant stressors among nurses [28]. In one such study, professional, enrolled and auxiliary nurses reported severe stress due to staff issues [32]. This can be explained by the overburdened South African health system where nurses may be unable to meet the demands of their job due to poor staff management which may negatively affect morale [41], lack of resources which may negatively affect patient care [29] and security issues owing to high levels of crime in the country [42]. In support of these findings, studies conducted in developed contexts have found staff issues such as poor staff management and resource inadequacy to be associated with emotional exhaustion, depersonalization and personal accomplishment [43]. These issues have been reported in several news articles, including the New York Times [44] and News24 [45], however, empirical evidence for this association has been shortcoming, with minimal impact on nursing policies and practices. Stress related to staff issues and job satisfaction with communication were also found to be associated. Although research has shown that staff issues such as poor staff management and resource inadequacy are associated with job satisfaction [43], the findings of this study revealed that security risks in the workplace also play a role in influencing job satisfaction among nurses. Within the South African context, political violence is surpassed by high levels of violent crime. As such feelings of insecurity and fear become predominant. Security risks in the workplace, has also been found to affect general health of nurses [47 , 48]. This means that nurses experiencing work related stress as a result of staff issues are more likely to feel incapable of enjoying activities and engaging in healthy social behavior. This prevents adaptational outcomes, such as psychological wellbeing and good somatic health [49]. This is supported by research showing that poor communication with doctors, negative patient outcomes and mistakes when treating patients are all associated with mental health problems [14]. Burnout emotional exhaustion and job satisfaction with communication demonstrate a negative relationship in this study. Limited research shows that opportunities for communication about stress provoking issues provides a buffer for emotional exhaustion, which results when coping resources become depleted [3]. Based on the findings of this study, stress related to staff issues is associated with burnout, job satisfaction and general health of nurses. The major staff issues identified in this study include poor staff management, resource inadequacy and security risks in the work place. Poor staff management therefore diminishes the staff morale, which leads to feelings of depersonalization burnout as well as job dissatisfaction [51]. Moreover, lack of resources invokes feelings of insecurity about obtaining and maintaining resources necessary for meeting job demands, thereby triggering stress, which manifests in burnout [40]. Lack of essential resources, such as treatment equipment, medication and examination facilities, compromises patient care and negatively affects job satisfaction [5]. In the context of South Africa, security risks in the workplace involve situations of violence and crime, whereby nurses are exposed to dangerous situations on their way to work and while at work [52]. This prompts stressful responses, which eventually leads to burnout. As such nurses are restricted from working to their full potential, thereby negatively affecting their levels of job satisfaction [5] and their health [53]. In addition to stress related to staff issues, job satisfaction is also significantly associated with general health. However, both variables explain a smaller amount of variance in general health compared to burnout in this study. Stress prevention strategies are both person level as well as organization level. Stress management programs involving education and training on coping with stress is a person level strategy that provides support for nurses dealing

with stress related outcomes. Organization centered approaches address work related stressors by reducing or eliminating them through better management of nurses and provision of adequate resources [59]. These have been found to be successful in work settings, whereby stress in the workplace is not viewed as a weakness but rather a phenomenon that can be managed by creating a culture of openness and understanding [53]. It is recommended that an integrated stress prevention strategy of both person centered and organizational centered approaches be used to address work related stress, burnout, job dissatisfaction and poor general health among nurses. This should involve input from nurses as well as management in order to ensure collective commitment towards improving nurse and patient related outcomes. These findings provide some empirical evidence confirming the relationship between work related stress, burnout, job satisfaction and general health of nurses in a developing country context. Although issues related to security risks in the workplace may be more salient within the context of a developing country like South Africa, these study findings also confirm a number of the findings that have been previously identified from studies undertaken in more developed countries. Poor staff management and resource inadequacy are associated with burnout, job satisfaction and general health of nurses in both developing and developed contexts. It is very important to identify and delineate very clearly which factors are particularly salient and relevant to developing countries because it is very important to develop strategies and intervention programs, which can either prevent or at least ameliorate these. It is also equally important to recognize that the role of work related stress, burnout, job satisfaction and general health of nurses on poor patient outcomes, high turnover, low retention, poor job performance, absenteeism and increased healthcare costs are also evident within an international context. Several studies have shown that intervention strategies such as additional training in identification and management of work related stress through assertiveness and relaxation have successfully improved job performance levels among nurses. Support groups as well as process consultation with nurse managers have also been effective in solving problems across interdisciplinary staff teams [60]. The effect of such interventions on staff absenteeism and turnover is not well researched and should be explored in the context of South Africa. Limitations include generalizability based on one province and study design cross sectional. However, it is the intention of the authors to use this study as a foundation for further evaluation of the same sample at a later stage to determine causality. Given that this study included a sample of nurses from one province in South Africa, it would be useful to replicate this study among South African nurses across the other provinces to compare findings and improve generalizability. Future research should also examine reverse relationships between the variables. Personal stressors including family problems, financial status and difficult relationships should also be studied in relation to work related stress, burnout, job satisfaction and general health of nurses. Differences between nurses working in public vs. Conclusions In conclusion, stress related to staff issues including poor staff management, resource inadequacy and security risks is most important in determining burnout and job satisfaction among nurses and possibly other health professionals. Burnout clearly impacts on the mental health and wellbeing of nurses, which is most likely compromising productivity, performance and the quality of patient care. Further research exploring specific strategies for managing stress and improving job satisfaction may reduce the impact of burnout on general health of nurses, while also minimizing absenteeism and turnover. This could be achieved through evidence based policies aimed at creating better work environments where nurses feel more secure and have adequate resources to successfully perform their jobs, hence improving their health outcomes as well as that of their patients. Acknowledgments The study was conducted using a small grant from Monash South Africa This study would not have been possible without the support from hospital, nurse and unit managers at each chosen hospital. We would like to particularly thank the participants of this study without whom this study could not have been accomplished. Author Contributions All authors contributed to this manuscript. All authors read and approved the final manuscript. Conflicts of Interest The authors declare no conflict of interest. Hospital nurse staffing and patient mortality, nurse burnout, and job dissatisfaction. Job satisfaction among nurses: A predictor of burnout levels. Burnout, role conflict, job satisfaction and psychosocial health among Hungarian health care staff: Work satisfaction of professional nurses in South Africa. A comparative analysis of the public and private sectors. Burnout in nephrology nurses in Israel. The relationship between job stressors, hardy personality, coping resources and

burnout in a sample of nurses: A correlational study at two time points. Maslach Burnout Inventory Manual. Job satisfaction among neonatal nurses. Application, Assessment, Causes and Consequences. Sage Publications; London, UK: Psychosocial job characteristics, social support, and sense of coherence as determinants of mental health among nurses. Psychosocial work environment and psychosomatic health of nurses in Hungary. A law of denervation. Burnout in nursing staff: Is there a relationship between depression and burnout? Study of Greek nursing staff. Stress, Culture and Community. The influence of culture, community and the nested-self in the stress process: Advancing conservation of resources theory. Work can burn us out or fire us up: Conservation of resources in burnout and engagement. Handbook of Stress and Burnout in Health Care. The gaps in the gaze in South African hospitals. Burnout in relation to specific contributing factors and health outcomes among nurses: A South African perspective. Perceptions of nurses in a public hospital in South Africa. Burnout in psychiatric nurses: Contributions of the work environment and a sense of coherence. Practice environment, job satisfaction and burnout of critical care nurses in South Africa. Factor structure of the Maslach burnout inventory: An analysis of data from large scale cross-sectional surveys of nurses from eight countries. Occupational stress of nurses in South Africa. Measurement of human service staff satisfaction: Development of the jobsatisfaction survey.

And when stress exceeds your ability to cope, it stops being helpful and starts causing damage to your mind and body—as well as to your job satisfaction. If stress on the job is interfering with your work performance, health, or personal life, it's time to take action.

Last updated Oct 2, Share Your jobs might be a source of stress. No matter if you were a part-time servant, a shop-assistant, or any other position, most of the people have worked jobs that could help deal with the financial needs, but were far from a job one could call a career. On the top of that, fast-paced and stressful workplaces often demand a lot of psychological strength. It affected a significant number of workers in a broad range of groups within the University. Following release of this survey reports the University has imposed different measures that aim to cope with stress in the workplace. Staff who has any of the physical symptoms related to stress should take prompt action. According to the American Psychological Association APA , stress and disappointment in the workplace can influence negatively your happiness and health on all levels. Especially your long-term heart health and mental focus. In addition to affecting employee health, chronic stress can cause severe problems for employers. In all, the American Institute of Stress estimates that tension in the working place costs U. A few employers can provide healthy working conditions. This leads to more and more employees quitting or at least thinking about the possibility of changing their job. They could help them handle their multiple demands at work. What APA recommends is to try to rest as much as possible during the breaks you get at your work. Go outside the building, walk around the block, and try to avoid eating at your desk. What is more, if you get angry during work, the APA advises taking a rest until you feel a bit more level-headed about the situation. Another great suggestion from the APA is to remind yourself not to require perfection in all levels of your job. Everybody is imperfect, after all. But working, whether paid or unpaid, is beneficial for our health and wellbeing. It contributes to our happiness, helps us to build self-confidence and self-esteem, and repays financially. But it turns out that people in work tend to have better and healthier lives than those who are not working. Physical and mental health become better through work. People recover from illness faster, and the risk of long-term illness becomes lower. It revealed that a lot of them feel content because they can make a difference in the world through the job they do. It turned out that people do not work just because of the pay. Researchers emphasized that many workers feel a lot of positive emotions because of their job. Including a feeling that they could help other people. The participants in the survey also stated that they felt happy working because their job gave them a sense of purpose. It lets them do something which can make a difference to others. Many of the participants said they would even become friends with some of their colleagues. Workers also had the chance to learn new things. Is your job stressful? Do you feel satisfied with it? Please, share your opinion.

Chapter 4 : Job Stress and Job Satisfaction among Health-Care Workers of Endoscopy Units in Korea

Job satisfaction falls into two levels: affective job satisfaction and cognitive job satisfaction. Affective job satisfaction is a person's emotional feeling about the whole life of a job.

However, because of the importance placed on appraisal and perceptions in the stress process, self-report measures are appropriate. In line with most of the findings regarding the relationship between job stress and job satisfaction Beehr et al. Overall, stressors related to lack of organizational support seem to have a greater impact on job satisfaction than stressors related to the job itself. In terms of P-E Fit theory, this finding suggests lack of fit between the individual and the environment i. However, the high negative correlations between lack of organizational support stressors and overall job satisfaction provide convincing support for assertions by Edwards and colleagues that dissatisfaction is an outcome of high levels of stress. Regarding whether intensity or frequency of stressors has a greater impact on job satisfaction, analysis revealed significant differences between correlations from the scale and subscales measuring intensity of stressors and the scale and subscales measuring frequency of stressors. In each case of significant difference, there was a higher correlation between job satisfaction and frequency of the stressor than there was between job satisfaction and intensity of the stressor. This finding suggests that the effects of stress over time are more damaging to job satisfaction than a single major stressful event is. To illustrate how this might apply to a postsecondary faculty member such as an industrial and technical professor, consider the effects of publication demands. Whereas a looming deadline might pose increased stress levels during the time period leading up to the deadline, the pressure of trying to juggle writing with various other teaching, administrative, and service demands seldom abates. Therefore, a faculty member could be at risk of developing high levels of dissatisfaction resultant from a high frequency of stressors. Two specific findings suggest that stress occurring at the institutional level might have meaningful implications for job dissatisfaction among industrial and technical teacher educators: Stressors related to lack of organizational support correlated higher with job satisfaction than stressors related to the job itself. These findings merit serious concern because of their implications for faculty retention. If a faculty member is dissatisfied with the conditions at his or her present institution, the option to leave could appear both desirable and viable. Moreover, industrial and technical teacher educators might find the large salaries offered by business and industry particularly tempting Ruhland, ; Wilson, Given that consideration, our first recommendation is replication of the study with a larger sample size. Further, we recommend that future researchers utilize such measures as sending additional follow-ups and using incentives as outlined by Dillman to increase the response rate. It also would be interesting to find out if using an electronic survey yielded a higher response rate than a traditional mail survey among this population. Although industrial and technical teacher educators seem to be satisfied with what they do, their satisfaction with where they do it appears less tenable. Therefore, future researchâ€”both basic and appliedâ€”should address job satisfaction and stress among this population at the institutional level. Administrators and researchers should endeavor to identify specific organizational policies and procedures that industrial and technical teacher educators find stressful. This information might be obtained via individual or group interviews as well as through written questionnaires. After obtaining information about stress-inducing organizational policies and procedures, special attention should be paid to how often they occur. Results from this study indicate that priority in addressing reported policies and procedures should be given to those that occur more frequently rather than those with higher perceived intensity. For example, a policy that affects faculty members weekly should be addressed before a policy that comes into play only at the end of a semester is, even if the stress associated with the latter policy is perceived as being more severe than the stress associated with the weekly policy. We also recommend that future research employ a longitudinal design to gain further insights into the effects of frequently occurring stressors over an extended period of time. Continuing study of the same sample over time could yield answers relative to how prolonged exposure to stressors affects faculty members. Such information would be vital for designing stress intervention and management strategies, which could in turn effectively increase job satisfaction. What

matters in college? Four critical years revisited. Effects of job-related stress on faculty intention to leave academia. *Research in Higher Education*, 39 , Relationship of stress to individually and organizationally valued states: Higher order needs as moderators. *Journal of Applied Psychology*, 61 , Industrial teacher education directory 39th ed. Coping, managerial support, and work demand. *Journal of the International Society for the Investigation of Stress*, 17 1 , Some moderators of associated stressors. *Research in Higher Education*, 34 , Occupational stress among university teachers. *Educational Research*, 36 , A national resource imperiled. Job satisfaction among industrial and technical teacher educators. *Journal of Industrial Teacher Education*, 40 2. Psychosocial aspects of occupational stress. *Work psychology* 2nd ed. Academic life in America. Stress and student job design: Satisfaction, well-being, and performance in university students. *International Journal of Stress Management*, 9 3 , Examining the nature of work stress: Individual evaluations of stressful experiences and coping. *Human Relations*, 42 , The American college teacher: National norms for the HERI faculty survey. Higher Education Research Institute. Mail and Internet surveys: The tailored design method 2nd ed. Job stressors and their effects on physical health, emotional health, and job satisfaction in a university. *Journal of Educational Administration*, 32 , Job satisfaction among faculty in higher education. *Dissertation Abstracts International*, 60 , Organizational stress and individual strain. The mechanisms of job stress and strain. Time for a policy. Job stress among academic health center and community hospital social workers. *Administration in Social Work*, 25 3 , Dimensions of stress among university faculty: Factor analytic results from a national study. *Research in Higher Education*, 24 , Wage equity and female job satisfaction: The role of wage differentials in a job satisfaction causal model. *Research in Higher Education*, 37 , Implications to postsecondary faculty of alternative calculation methods of gender-based wage differentials. Person-environment fit and job stress. Job satisfaction and stress in New Zealand primary teachers. *New Zealand Journal of Educational Studies*, 35 , Antecedents and organizational effectiveness outcomes of employee stress and health. The motivation to work 2nd ed. Change in job satisfaction, and its association with self-reported stress, cardiovascular risk factors and mortality. *Social Science and Medicine*, 54 , Determining sample size for research activities. *Educational and Psychological Measurement*, 30 , Occupational role stressors, coping, support, and hardiness as predictors of strain in academic faculty: An emphasis on new and female faculty. *Research in Higher Education*, 40 , The nature and causes of job satisfaction. Occupational stress in clinical nurses. *Counseling Psychology Quarterly*, 10 1 , Higher Education, 27 , Maslach burnout inventoryâ€™Human services survey. Historical and conceptual development of burnout. Recent developments in theory and research pp. Community college faculty job satisfaction and propensity to leave. Nurse faculty job satisfaction: *Journal of Professional Nursing*, 12 , Satisfied faculty and involved chairpersons:

Chapter 5 : Stress in the Workplace: Managing Job and Work Stress

It seeks to focus on factors affecting stress and job satisfaction such as number of work hours, good relations between management and employees, good function of the group and work related to employees' area of education.

This article has been cited by other articles in PMC. The management of job-related stress among health-care workers is critical for the improvement of healthcare services; however, there is no existing research on endoscopy unit workers as a team. Korea has a unique health-care system for endoscopy unit workers. In this study, we aimed to estimate job stress and job satisfaction among health-care providers in endoscopy units in Korea. We performed a cross-sectional survey of health-care providers in the endoscopy units of three university-affiliated hospitals in Korea. We analyzed the job stress levels by using the Korean occupational stress scale, contributing factors, and job satisfaction. Fifty-nine workers completed the self-administered questionnaires. The job stress scores for the endoscopy unit workers Job stress differed across job positions, with nurses showing significantly higher levels of stress. An endoscopy unit is composed of a heterogeneous group of health-care professionals. Job demand, insufficient job control, and job insecurity are the most important stressors in the endoscopy unit. In particular, the job stress experienced by health-care workers significantly affects the quality of medical services provided [3 - 6]. There is a great deal of research on the assessment of job stress among health-care providers, including doctors and nurses who are employed in various medical fields such as oncology, anesthesiology, and surgery [7 - 23]. Also, a few studies have focused on stress among gastroenterologists or nurses in the endoscopy unit [21 , 24]. However, there is no existing research on health-care workers in the endoscopy unit as a team. Moreover, there is no study on endoscopy unit workers in which the Korean occupational stress scale KOSS , a validated tool for Korean workers, was used for stress assessment. In Korea, the cost of endoscopy is low and the national health insurance service covers biennial surveillance with upper gastrointestinal endoscopy for all Korean people older than 40 years [25]. Owing to these stressors, stress assessment and management for endoscopy unit workers are necessary. In this study, we conducted a survey of job stress and job satisfaction among health-care workers of endoscopy units in Korea to aid in the efficient management of medical resources and to improve the delivery of medical services. This study was approved by the institutional review board no. ED , and all questionnaires were obtained with the consent of participants. Measures Self-administered questionnaires inquiring about demographic characteristics, job stress KOSS , and job satisfaction were completed by the participants. The KOSS was used to assess job stress. This scale was developed by Chang et al. This instrument was standardized and validated by administering it to a national sample of 12, employees from varied occupations in Korea, and the process of its development was reported in [26]. We used the short form of the KOSS, which is composed of seven subscales pertaining to job stress with a total of 24 items: The total stress score was calculated by summing the scores of each subscale and by using a formula outlined by the developers. A higher score indicates more severe or a higher level of stress. The correlations between job stress and job satisfaction were analyzed by using Pearson correlation coefficient. Among them, 24 were doctors eight professors and 16 fellows and 34 were nurses. The scores on the KOSS were significantly different among occupations and positions. The nurses, in particular, had the highest stress scores among the endoscopy unit workers. The stress scores did not differ significantly according to lifestyle habits, such as exercise and alcohol, or coffee consumption. When we compared the stress levels between doctors fellows and professors and nurses, the nurses had significantly higher stress scores KOSS: