

정신요양시설 간호사의 업무활동, 직무스트레스 및 직무만족도

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Nursing Activity, Job Stress, and Job Satisfaction of Nurses in Community Mental Health Facilities

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요약 본 연구는 정신요양시설 간호사의 업무활동, 직무스트레스 및 직무만족도 정도를 파악하고 직무만족도에 영향을 미치는 요인을 확인하기 위해 시도되었다. 본 연구의 대상은 2012년 보건복지부에 등록된 전국 59개 정신요양 시설에 근무하고 있는 간호사 201명이다. 자료수집기간은 2011년 7월 1일에서 8월 31일까지였으며, 수집된 자료는 서술통계, t-test, χ^2 -test, multiple regression을 이용하여 분석하였다. 연구결과, 정신요양시설 간호사의 직무만족도에 영향을 미치는 요인은 지각된 건강상태, 직무스트레스, 간호업무활동 중 일상생활관리 정도로 나타났으며 이들 전체 변수의 설명력은 21%였다. 따라서 정신간호사들의 전문성을 높이고 직무스트레스를 효율적으로 관리할 수 있는 역량강화프로그램의 개발과 제공이 요구된다.

주제어 : 정신요양시설, 정신간호사, 업무활동, 직무스트레스, 직무만족도

Abstract The purpose of this study was to describe and identify factors that affect job satisfaction of nurses in community mental health facilities. The participants were 201 nurses from 59 nationwide community mental health facilities in Korea. The collected data were analyzed using a t-test, ANOVA, Pearson's correlation coefficients, and hierarchical multiple regression with SPSS 20.0 for Windows. The mean scores of nursing activity, job stress, and job satisfaction were 2.0, 2.4, and 3.1, respectively. Nursing activity and job stress were significantly correlated with job satisfaction. According to the multiple regression analysis, perceived health status, nursing activity (management of daily living), and job stress explained 21% of the variance in job satisfaction. This study suggested the necessity of developing and conducting programs for job stress reduction and job competency enhancement to improve job satisfaction of nurses in community mental health facilities.

Key Words : Community, Nurse, Stress, Job Satisfaction

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1. Introduction

In general, mental health care in South Korea is delivered using various facilities such as mental health outpatient facilities, day treatment facilities, community-based psychiatric inpatient units, and hospitals, depending on the severity of the patients' illness. Community-based psychiatric inpatient units refer to residential treatment centers designed for consumers who need appropriate psycho-social recovery intervention.

The purpose of community mental health nursing is to provide treatment and rehabilitation for patients in the community with mental illness [1]. Current studies suggest that experience more stress and stress that is more serious than other populations [2][3][4]. CMHNs have a demanding role that requires a wide range of clinical and organizational skills, and they engage in greater patient acuity, unpredictable and challenging workspaces, violence, increased paperwork and reduced managerial support [5].

In particular, CMHNs in community mental health facilities must engage in various activities while providing treatment and rehabilitation for chronic and older patients with mental illness. Mental health facility, including mental hospital patients seen in clinical patients with acute psychiatric symptoms is not much different. Because it is a lack of everyday life and social life function, social support systems that long-term residential facility serves as a constant protection is needed. Unlike the other nurses, everyday life support based on medication treatment is a crucial part for rehabilitation nursing as the provide care service to chronically-ill patients.

The National Human Rights Commission [9] shows that lack 127 nurses, following the legal manpower standard. According to the Ministry of Health & Welfare [10], the number of nursing professionals working for 59 mental health facilities nationwide is 1,857 while the number of nursing home patients or

occupants is 11,988. This supports the argument that nurses at mental health facilities have heavy duties. This result is consistent with The National Human Rights Commission of Korea's report that the number of nurses in Korea is significantly low compared to the other countries; Korea's level of mental care work force was in 2008 while the OECD average was 43 per 100,000 people in 2001. CMHNs' stress may be related to unclear job definition and workloads and tends to impact negatively on job satisfaction and, ultimately, affect patient care quality [6] [7] [8].

Despite this, few studies exist describing CMHNs' work conditions and job satisfaction. Therefore, the purpose of this study is to identify the job description and the factors influencing job satisfaction of CMHNs in community mental health facilities.

2. Methods

2.1 Design and sample

This is a descriptive, cross-sectional study for identifying the job description and the factors influencing job satisfaction of CMHNs. The present study was conducted after receiving approval from the C University Hospital Institutional Review Board (IRB No. 11-14). Participants were 201 nurses from 59 community mental health facilities in Korea. The required sample size was determined by G*Power 3.13; the total sample size of 138 subjects was calculated through an effect size of .15, an alpha of .05, a power of .90, a number of predictor of 5, and through multiple regression.

The first stage of research was to develop the nursing activity instruments to apply to CMHNs in community mental health facilities. Through a focus group interview and analysis, experts reviewed the clarity and appropriateness of the qualitative content. The data were collected by mail according to the data collection protocol. The initial number of participants

was 257, and the data for 201 nurses were analyzed, excluding data from participants with inadequate responses.

2.2 Measures

Data were collected using a series of validated self-reports measuring job satisfaction, the characteristics of the participants and their jobs, and participants' nursing activity and job stress.

2.2.1 Job satisfaction

The job satisfaction scale was developed by Paula, etc. [11], and revised by Go [12]. A five-point scale was used, with higher scores indicating a higher level of job satisfaction. The Cronbach's alpha was .77 in Go's study [12] and .74 in this study.

2.2.2 Job stress

The job stress scale used was developed by Bae [13] and revised by Kim [14]. This 35-item scale was rated with a 4-point Likert scale ranging from 1 (strongly disagree) to 4 (strongly agree). As an indicator of reliability, the Cronbach's alpha was .92 in a study by Kim [14] and .95 in this study.

2.2.3 Nursing activity

The nursing activity scale was developed in this study. This measure included 79 items (physical health care, administrative and financial management, document tasks, counseling and mental health care, advocacy and research, education and referral, generic medicines management, program management, management of daily living, and medication and emergency care) using a 4-point scale in which higher scores represented greater participant work-load. The Cronbach's alpha was .96 in this study.

2.2.4 General and job characteristics

Demographic characteristics, work environment-

associated features, and perceived health status were assessed with a self-report questionnaire.

2.3 Statistical Analysis

To find the influencing factors of participants' job satisfaction, we used hierarchical multiple regression analysis including general and job characteristics, nursing activity, and job stress.

3. Results

3.1 General and job characteristics

Nurses' mean age was 40.8 years old, women accounted for 96.0% of the participants, and 84.1% of the subjects were married. For their level of education, 59.7% held diplomas, and 45.3% were psychiatric mental health nurse practitioners. The health status currently perceived by the subjects was "very good" in 10.4% of cases, "good" in 38.8% of cases, "average" in 44.8% of cases, and "bad" in 6.0% of cases.

For job characteristics, nurses' average length of clinical experience was 13.2 years, and 79.1% were staff nurses. More than half of the subjects (60.2%) worked twelve-hour shifts in community mental health facilities; 54.7% worked with fewer than 200 patients. For income level, the highest percentage received 25 - 30 million won/year <Table 1>.

3.2 Mean job satisfaction, nursing activity, and job stress

The mean result of nursing activity was 2.0; the highest was medication & emergency care, and the lowest was administrative & financial-management. Means of job stress and job satisfaction were 2.4 and 3.1, respectively <Table 2>.

<Table 1> Characteristics of the subjects (N=201)

Characteristics		n	%	Mean (SD)
Age (year)	<30	10	5.0	40.8 (7.06)
	30 - 39	77	38.3	
	40 - 49	93	46.3	
	≥50	21	10.4	
Gender	Male	8	4.0	
	Female	193	96.0	
Marital status	Married	169	84.1	
	Single	32	15.9	
Education level	Diploma	120	59.7	
	≥	81	40.3	
	Bachelor			
PMHNPs certification*	Have	91	45.3	
	Have not	110	54.7	
Perceived health state	Bad	12	6.0	
	Average	90	44.8	
	Good	78	38.8	
	Very good	21	10.4	
Clinical career (year)	<10	68	33.8	13.2 (5.53)
	10 - 15	69	34.3	
	>15	64	31.8	
Position	Staff nurse	159	79.1	
	nurse	42	20.9	
	Head nurse			
Shift turn	12 hours	121	60.2	
	No	80	39.8	
Number of patients	<200	110	54.7	
	200 - 300	68	33.8	
	>300	23	11.4	
Income (million won/year)	<25	34	16.9	
	25 - 30	92	45.8	
	>30	75	37.3	

*MHNPs = psychiatric mental health nurse practitioners

<Table 2> Mean score of the variables (N=201)

Variables	M (SD)
Nursing activity	2.0 (0.47)
Job stress	2.4 (0.51)
Job satisfaction	3.1 (0.36)

3.3 Relationship of job satisfaction, nursing activity, and job stress

As presented in Table 2, management of daily living ($r = .14, p = .039$) and job stress ($r = -.38, p < .001$) were significantly correlated with job satisfaction <Table 3>.

<Table 3> Correlations among variables (N=201)

Variables	Management of daily living	Job stress	Job satisfaction
	r (p)	r (p)	r (p)
Management of daily living	1		
Job stress	.08 (.222)	1	
Job satisfaction	.14 (.039)	-.38 (.001)	1

3.4 Predictors of job satisfaction

In hierarchical regression analysis (Durbin-Watson 1.90, Tolerance .99, VIF 1.00), the predictors of job satisfaction were positive perceived health status ($\beta = -.20, p = .001$), more nursing activity (management of daily living) ($\beta = .17, p = .006$), and low job stress ($\beta = -.41, p < .001$). They explained 21% of the variance in job satisfaction of CMHNs in community mental health facilities <Table 4>.

<Table 4> Influencing factors on job satisfaction

Variables	β	t	p	Adjusted R ²	F(p)
Perceived health status	.20	3.23	.001	.21	18.87 (<.001)
Management of daily living	.17	2.75	.006		
Job stress	-.41	-6.49	<.001		

4. Discussion

This study was conducted to identify nurse activities, job stress, and job satisfaction of the nurses who work at community mental health facilities, and the factors that affect their job satisfaction. The study pinpointed 79 nursing activities and the final 10 areas at such facilities after research studies and subsequent discussion and modification by mental health professionals. This study explores activity performance and the importance of the selected job activities as well as the sample professionals' job stress and satisfaction.

The score for nursing activity was 2.0 out of 3, 3.8

out of 5 for position of lower than clinical nurse [15], and 3.5 out of 5 for PMHNPs [16]. In sub-areas, the score for medication and emergency care was highest at 2.0 out of 3. The job activities of mental health nurses' with the highest frequency was case management [17] and information management [18]. Unlike previous studies, this report suggests that everyday life support based on medication treatment is a crucial part of rehabilitation nursing as the mental nursing facilities provide care services to patients.

Job stress was rated at 2.4 out of 4, lower [14] [19] than for other mental health nurses. The highest levels of stress in the sub-areas were in work overload and shortage of staff. The average age of the sample (40.8 years old) and possession of over 13 years of clinical experience may contribute to the nurses' ability to deal with stress. It also appears that less stressful situations could be a reason for these effects as CMHNs deal with chronic illness rather than emergency circumstances. Therefore, programs (a system) that can lower job stress and facilitate job performance.

The mean job satisfaction of the sample nurses was 3.1 out of 5. This is similar to or slightly lower than [14] for psychiatric mental health nurses. The sub-areas of interaction had the highest level of satisfaction. Previous study [14] suggests the job satisfaction of mental care nurses increases when they feel security from interaction with their coworkers, bosses, and . The lowest was found for salary and work requirement. Previous studies [14] argue that, with the reality of work overload and under-recognition, there is no accommodation for the nurses' opinions concerning improvement, and, therefore, they decide to move to another work place.

The study showed significantly negative correlation between job stress and job satisfaction and positive correlation between job activity and job stress. This showed that job stress negatively affects job capability and satisfaction. Thus, when nurses are exhausted or burned out, they are unable to deal with high stress,

and this ultimately affects job turnover. Therefore, job satisfaction improves the quality of nursing care and affects the need satisfaction of care receivers. In nursing management, it is important to lower job stress and enhance job satisfaction to maintain nurses' health status.

The multiple regression results suggest that perceived health status, job stress, and management of daily living were the factors affecting job satisfaction. Therefore, ways to promote job satisfaction should include lowering job stress by effectively performing management of daily living activities and improving self-perceived health status. To move forward in this direction, it is necessary to establish long-term policies to improve working environments as well as professional education programs that can promote and better recognize the role of nurses in mental health facilities.

5. Conclusion

In conclusion, this study might provide an opportunity for others to view CMHNs in community mental health facilities from a different perspective. Strategies for the reduction of job stress and improvement of job competency could enhance levels of satisfaction for CMHNs in community mental health facilities. However, more research is required for issues such as whether job satisfaction is related to better consumer outcomes, and whether it is linked to the dynamic nature of workplace stress in community mental health facilities.

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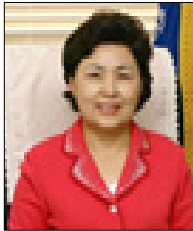
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