

Effect of Psychological Characteristics on Job Performances of Workers at Residential Homes for the Disabled

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Abstract The purpose of this research was to analyze the effect of psychological characteristics on job performances of workers at residential homes for the disabled. For the study, a survey was conducted on 170 workers at residential homes for the disabled in Gyeongsangbuk-do (Sangjoo-si, Andong-si and Yecheon-gun) from the 7th of October to 11th of November, 2016. For the analysis, SPSS WIN 18.0 and Amos 21.0 programs were used to conduct t-test, one-way analysis of variance, correlation analysis and multiple regression analysis at a significance level of 5%. The research results were as follows. First, it was found that the psychological characteristics of workers at residential homes for the disabled vary significantly upon their work loads. Second, the differences in job performances of workers at the residential homes for the disabled with their general characteristics were analyzed: it was revealed that the job performance of the workers varies significantly with their education levels, positions and monthly incomes. Third, the job performance of workers at the residential homes for the disabled was found to be having positive correlation with their psychological characteristics as follows: self-esteem ($r=.363$, $p<.001$) and self-efficacy ($r=.275$, $p<.001$), while having negative correlation with depression ($r=-.267$, $p<.001$). This paper is required to be used as a primary source for political development on the enhancement of the psychological characteristics of workers at residential homes for the disabled.

Keywords : Residential homes for the disabled, workers, psychological characteristics, job performance, social welfare

1. INTRODUCTION

1.1 Necessities for the Research

Workers at the residential social welfare facilities are required to provide the residents the food, clothing and shelter, as well as the rehabilitation services so that they can conduct normal social activities. Thus, socialization can be considered as one of the most important jobs of workers at the residential social welfare facilities, as they not only serve the residents, but also pay special attention to the residents

who are likely to be isolated or discriminated in the society [1]. Specifically for workers at the residential homes for the disabled, enhancing the quality of life of the disabled is a critical role besides providing the general services including food, clothing and shelter to the residents. Accordingly, in order to enhance the quality of life of the disabled, the working conditions of the workers at the residential homes for the disabled must be improved. The reason for this is that there is a positive correlation between the working condition and the job performance

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[2]. Furthermore, there are studies that have been reporting the importance of improvement of job performances of the workers at the residential homes for the disabled in the enhancement of the services at the facilities. Thus, in order to raise the level of satisfaction of the residents in the residential homes for the disabled, improvement of service-oriented leadership and service-oriented attitudes are necessary. Therefore, it is argued that raising the level of satisfaction of workers with the facility can improve the service-oriented attitudes and leadership, and ultimately improve the quality of services [3]. Accordingly, the psychological characteristics of workers at the residential homes for the disabled are very important in pursuing the service-oriented leadership and attitudes. For the foregoing reasons, studies has been conducted on the psychological characteristics of workers at the welfare facilities.

A preceding research on the psychological characteristics of workers at the welfare facilities - specifically on how the workers of occupational rehabilitation facilities for the disabled find their work interesting, have potentials to develop and have prospects - reported that the level of job satisfaction of the workers have positive influences on their psychological health [4]. This report implies that the higher the level of satisfaction on the working condition or the institution, the healthier the workers are psychologically. Also, it was revealed that the job stress and depression, psychological traits of workers at the residential homes for the disabled, have negative influences on the empowerment and organizational effectiveness: the higher the level of job stress and depression, the lower the degree of empowerment and organizational effectiveness [5].

Thus, the psychological state of workers at the residential homes for the disabled is considered to be very critical in the empowerment and organizational effectiveness. Furthermore, it was also argued that there are significant correlations between the personal traits of workers at the residential homes for the disabled children and the environmental characteristics, self-efficacy and job satisfaction [6].

Likewise, researches show that the empowerment and organizational effectiveness of residential homes for the disabled are negatively influenced by psychological characteristics of the workers, job stress and depression. Yet, there is a lack of studies on the influences of the psychological characteristics of workers at the residential homes for the disabled on their job performance. Thus, the existing researches are mainly focused on the influence of job satisfaction of workers at the residential homes for the disabled on the quality of life [4], the influence of social and psychological characteristics of workers at the residential homes for the disabled on the organizational effectiveness [5] and the influence of the psychological traits of workers at the residential homes for the disabled children on their job satisfaction [6]. In fact, there are only a small number of existing studies on the general and psychological characteristics on the workers at the residential homes for the disabled.

Accordingly, this study aims to analyze the factors related in considering the importance of psychological characteristics of workers at residential homes for the disabled on their job performances. Therefore, the purpose of this research is to analyze the effects of psychological characteristics of workers at residential homes for the disabled on their job performances.²

1.2 Research Questions

The detailed research questions are as follows:

1. How do the psychological characteristics of workers at residential homes for the disabled vary with their general characteristics?
2. How does the level of job performance of workers at residential homes for the disabled varies with their general characteristics?
3. What are the effects of psychological characteristics of workers at residential homes for the disabled on their job performances?

2. Research Method

2.1 Research Target

For this study, a survey was conducted on 170 workers at residential homes for the disabled in Gyeongsangbuk-do (Sangjoo-si, Andong-si and Yecheon-gun) from the 7th of October to 11th of November, 2016. The sample size was calculated using Cohen's sample size formula on G*Power 3.1, a test power analysis program. At the 5% of significance level, 95% of test power and 0.15 of medium effect power, the minimum sample size was calculated to be 119. Accordingly, from the total number of 200 sets of survey data, the non-responses and unreliable responses were excluded, leaving 170 sets of data for analysis.

2.2 Research Method

Before starting the survey, the survey respondents were informed sufficiently about the purpose and method of completing the survey. The survey was conducted in a form of

self-reporting and individual interviews with the respondents.

2.3 Research Tools

The research tools consist of 9 terms on the demographical characteristics, 20 terms on psychological characteristics and 11 terms on the job performance. The detailed classification and evaluation on each variables are as follows:

2.3.1 Demographical Characteristics

The terms developed in Investigation on the Local Social Health [7] were edited and modified to be used as the investigation tool. Questions on the following demographical characteristics of the targets were added on the survey: gender, age, marital status, religion, education level, years of service, position, monthly income and work load.

2.3.2 Psychological Characteristics Scale

The scale for Psychological characteristics of Lim Hyeonjo [8] (2012) was used as the investigation tool. The questions on subfactors of Psychological characteristics consist of 4 terms for Self-efficacy, 10 terms for Self-esteem and 6 terms for Depression. The scale for the survey questions was arranged in Likert's 5-point scale.

2.3.3 Job Performance Scale

The survey questions origin from Tseng & Fan (2011) and developed by Kim Gyeongsuk (2015), [8] were used to measure the level of job performance. The questions on subfactors consist of 3 terms for efficiency, 3 terms for effectiveness and 5 terms for working condition - total number of 11 terms. The 5-point scale of Likert was used.

2.3.4 Data Processing and Analysis

The collected data were analyzed using SPSSWIN 21.0 program. First, in order to investigate the general characteristics of the worker at residential homes for the disabled, a frequency analysis was conducted. Second, SPSSWIN 18.0 was used to conduct t-test and one way analysis of variance at the significance level of 5%. Third, in order to study the effects of psychological characteristics of the workers on their job performance, correlation analysis and multiple regression analysis were conducted.

2.4 Verification of Reliability

The different methods of verifying reliability are as follows: test-retest method (used to compare the results of using the same measuring tool before and after a certain period of time), alternative-form method and internal consistency method. In this research, Cronbach's α coefficient was used to analyze the reliability and the detailed research result are on <Table 1>.

Table 1. Verification of reliability of the psychological characteristics and job performance of workers at the residential homes for the disabled

Division	Factors	Number of Terms	Cronbach's α
Psychological characteristics	Self-efficacy	4	.762
	Self-esteem	10	.819
	Depression	6	.920
Psychological characteristics		20	.909
Job Performance	Efficiency	3	.638
	Effectiveness	3	.683
	Working condition	5	.763
Job performance		11	.841

3. Research Results

3.1 General Characteristics of Workers at Residential Homes for the Disabled

The result of investigation on the general characteristics of workers at residential homes for the disabled is as on <Table 2>. The respondents consist of 38.8% of males and 61.2% of females. The proportion of the respondents in each age group is in the following order, 43.5% in '30-39', 34.7% in '40-49', 15.9% in '50-59', 4.7% in 'less than 30' and 1.2% in '60 or older'. For education level, 58.2% responded 'junior college graduate', 26.5% 'college graduate', 7.1% 'grad school graduate or higher', 5.9% 'high school graduate' and 2.4% 'lower than high school graduate'. Also, 79.4% of the respondents were married, 17.1% were single and 1.8% were in both groups of 'divorced' and 'bereaved'. 46.5% said they believe in 'no religion', 24.7% in

'Buddhism', 16.5% in 'Christianity', 7.6% in 'others' and 4.7% in 'Catholic'. For years of service, 36.5% have worked for '11-15 years', 22.4% for '1-5 years', 21.8% for '6-10 years', 13.5% for '16 years or longer' and 5.9% for 'less than 1 year'. The majority of the respondents were 'convalescence supporter / rehabilitation teacher' (73.5%), followed by 'nutritionist/cooker/hygienist' (9.4%), 'nurse/physical therapist/occupational therapist' (8.2%), 'secretary/manager' (6.5%) and 'director' (2.4%). Also, 69.4% said their monthly income is '2-3 million won', 19.4% '3-4 million won', 8.2% '2 million won or less', 19.4% '4-5 million won' and 1.2% '5 million won or more'. Regarding the work load, 32.4% of the total responded that they are overloaded with work: 65.3% 'moderate', 27.1% 'overloaded', 5.3% 'heavily overloaded' and 2.4% 'not very overloaded'.

Table 2. General Characteristics of Research Subjects

Division		Frequency (N)	Percentage (%)
Gender	Male	66	38.8
	Female	104	61.2
Gender	Under 30	8	4.7
	30-39	74	43.5
	40-49	59	34.7
	50-59	27	15.9
	60 or older	2	1.2
Education Level	Lower than high school graduate	4	2.4
	High school graduate	10	5.9
	Junior college graduate	99	58.2
	College graduate	45	26.5
Marital Status	Grad school graduate	12	7.1
	Married	135	79.4
	Single	29	17.1
	Divorced	3	1.8
Religion	Bereaved	3	1.8
	No religion	79	46.5
	Christianity	28	16.5
	Catholic	8	4.7
	Buddhism	42	24.7
Years of Service	Others	13	7.6
	Less than 1 year	10	5.9
	1-5 years	38	22.4
	6-10 years	37	21.8
	11-15 years	62	36.5
Position	16 years or longer	23	13.5
	Director	4	2.4
	Secretary/manager	11	6.5
	Nurse/physical therapist/occupational therapist	14	8.2
	Nutritionist/cooker/hygienist	16	9.4
Monthly Income	Convalence supporter / rehabilitation teacher	125	73.5
	Less than 2 million won	14	8.2
	2-3 million won	118	69.4
	3-4 million won	33	19.4
	4-5 million won	3	1.8
Work Load	5 million won or more	2	1.2
	Heavily overloaded	9	5.3
	Overloaded	46	27.1
	Moderate	111	65.3
Not very overloaded		4	2.4
Total		170	100.0

3.2 Descriptive Statistics on Social Support and Job Performance

3.2.1 Psychological characteristics

The result of descriptive statistics on the psychological characteristics is on <Table 3>. The average for overall psychological characteristics is 3.67: ‘Self-esteem’ (M=3.66), ‘Self-efficacy’ (M=3.43) and ‘Depression’ (M=2.15).

Table 3. Descriptive statistics on psychological characteristics

Division		N	Max.	Min.	Ave.	σ
Psychological characteristics	Self-efficacy	170	2.00	5.00	3.43	.71
	Self-esteem	170	2.40	5.00	3.66	.53
	Depression	170	1.00	4.83	2.15	.80
Psychological characteristics		170	2.05	4.95	3.67	.55

3.2.2 Job Performance

The result of descriptive statistics on the job performance is on <Table 4>. The average for overall psychological characteristics is 3.38: ‘Efficiency’ (M=3.47), ‘Working condition’ (M=3.42) and ‘Effectiveness’ (M=3.22).

Table 4. Descriptive statistics on job performance

Division		N	Max.	Min.	Ave.	σ
Job Performance	Efficiency	170	2.33	5.00	3.47	.52
	Effectiveness	170	2.00	5.00	3.22	.52
	Working condition	170	2.00	5.00	3.42	.54
Job performance		170	2.36	4.91	3.38	.44

3.3 Validation of Research Questions

3.3.1 Differences in the psychological characteristics of the workers at residential homes for the disabled due to their general characteristics

The differences in the psychological characteristics of the workers at residential homes for the disabled due to their general characteristics were investigated and the result thereof is as on <Table 5>.

position and monthly income were found to be not influential at the significance level of 5%. The workers who reported to be overloaded with work (M=3.44) had higher psychological characteristics (t=-3.977, p<.001) than the workers who reported to be having moderate work load (M=3.79).

Table 5. Descriptive statistics on psychological characteristics

Division		N	Ave.	σ	t/F	p	Schefe
Gender	Male	66	3.67	.58	-.075	.940	-
	Female	104	3.68	.53			
Age Group	39 or younger	82	3.66	.55	.709	.493	-
	40-49	59	3.65	.55			
	50 or older	29	3.78	.53			
Education Level	Lower than high school graduate	14	3.64	.72	2.989	.053	-
	Junior college graduate	99	3.60	.50			
	College graduate or higher	57	3.82	.57			
Marital Status	Married	141	3.67	.54	-.238	.812	-

	Single	29	3.70	.59			
Religion	No religion	79	3.68	.57	.359	.783	-
	Christianity	28	3.73	.56			
	Buddhism	42	3.68	.51			
	Others	21	3.57	.54			
Years of Service	Less than 5 year	48	3.80	.54	1.782	.171	-
	6-10 years	37	3.65	.57			
	11 years or longer	85	3.62	.54			
Position	Director/Secretary/manager	15	3.78	.61	.911	.437	-
	Nurse/physical therapist/occupational therapist	14	3.80	.55			
	Nutritionist/cooker/hygienist	16	3.79	.64			
	Convalescence supporter / rehabilitation teacher	125	3.63	.53			
Monthly Income	Less than 3 million won	132	3.66	.55	-.830	.408	-
	3 million won or more	38	3.74	.55			
Work Load	Overloaded	55	3.44	.56	-3.977***	.000	-
	Moderate	115	3.79	.51			

* p<.05, ** p<.01, *** p<.001

The result shows that the psychological characteristics of workers at residential homes for the disabled varies significantly with their work load, whereas the gender, age, education level, marital status, religion, years of service,

3.3.2 Differences in the level of job performances of the workers at residential homes for the disabled due to their general characteristics

The differences in the job performances of the workers at residential homes for the disabled due to their general characteristics were investigated and the result thereof is as on <Table 6>.

Table 6. Descriptive statistics on job performance

Division		N	Ave .	σ	t/F	p	Sch effe
Gender	Male	66	3.40	.47	.494	.622	-
	Female	104	3.36	.42			
Age Group	39 or younger	82	3.30	.40	2.989	.053	-
	40-49	59	3.41	.45			
	50 or older	29	3.52	.49			
Education Level	Lower than high school graduate	14	3.48	.52	2.989	.053	-
	Junior college graduate	99	3.29	.39			
	College graduate or higher	57	3.51	.48			
Marital Status	Married	141	3.40	.45	1.656	.100	-
	Single	29	3.25	.40			
Religion	No religion	79	3.31	.44	1.188	.316	-
	Christianity	28	3.44	.36			
	Buddhism	42	3.42	.41			
	Others	21	3.47	.59			
Years of Service	Less than 5 year	48	3.43	.45	.992	.373	-
	6-10 years	37	3.29	.44			
	11 years or longer	85	3.38	.44			
Position	Director/Secretary	15	3.70	.57	4.190**	.007	-

	y/manager						
	Nurse/physical therapist/occupational therapist	14	3.31	.39			
	Nutritionist/cooker/hygienist	16	3.53	.51			
	Convalescence supporter / rehabilitation teacher	125	3.33	.40			
Monthly Income	Less than 3 million won	132	3.33	.41	-2.678**	.008	-
	3 million won or more	38	3.54	.50			
Work Load	Overloaded	55	3.39	.50	.199	.843	-
	Moderate	115	3.37	.41			

** p<.01

The result shows that the job performance of workers at residential homes for the disabled varies significantly with their education level, position and monthly income, whereas the gender, age, marital status, religion, years of service and work load were found to be not influential at the significance level of 5%.

The level of job performance were found to be higher for education level with college graduate of higher (M=3.51), followed by those with less than high school graduate (M=3.48) and junior college graduate (M=3.29) (F=5.251, p<.01). Also, level of job performance were found to be higher for director /Secretary/ manager (M=3.70), followed by nutritionist/cooker/hygienist (M=3.53), convalescence supporter/ rehabilitation teacher (M=3.33) and nurse/ physical therapist/occupational therapist

(M=3.31) (F=4.190, p<.01). Lastly, workers with monthly income of less than 3 million won (M=3.33) showed higher level of job performances than those with income of 3 million won or higher (M=3.54) (t=-2.678, p<.001).

3.3.3 Effects of the psychological characteristics of the workers at residential homes for the disabled on their job performances

The correlation between psychological characteristics of the workers at residential homes for the disabled on their job performances was investigated and the result thereof is as on <Table 7>.

Table 7. Correlation between psychological characteristics of the workers at residential homes for the disabled on their job performances

Division		Psychological Characteristics				Job Performance			
		Efficacy	Esteem	Depression	Total	Efficiency	Effectiveness	Condition	Total
Psychological Characteristics	Self-efficacy	1							
	Self-esteem	.507*	1						
	Depression	-.584***	-.566***	1					
Psychological Characteristics		.762*	.867*	-.866	1				
Job Performance	Efficiency	.154*	.340*	-.182	.285	1			
	Effectiveness	.196*	.276*	-.141	.247	.549*	1		
	Working condition	.292**	.297**	-.293***	.349	.464*	.578*	1	
	Job Performance	.275*	.363*	-.267	.365	.754*	.819*	.891*	1

* p<.05, ** p<.01, *** p<.001

The result shows that the job performance of workers in resident homes for the disabled has positive correlations with self-esteem (r=.363, p<.001) and self-efficacy (r=.275, p<.001), and has negative correlation with depression (r=-.267, p<.001). Specifically, the efficiency and working condition factors of the job performance showed positive correlations with the self-efficacy and self-esteem factors of psychological characteristics and showed negative correlation with depression, while the effectiveness factor of the job performance showed significant positive correlation with self-efficacy and self-esteem factors only.

4. CONCLUSION

The purpose of this study was to investigate the effects of psychological characteristics on the workers at the residential homes for the disabled on their job performance. The results of the research are as follows.

Firstly, the differences in the psychological characteristics of workers at residential homes for the disabled were investigated. As a result, the psychological characteristics of the workers varied significantly depending on their work load, where as their gender, age, education level, marital status, religion, years of service, position and monthly income were found to be not influential at the significance level of 5%. The workers who reported to be overloaded with work (M=3.44) had higher psychological characteristics than the workers who reported to be having moderate work load (M=3.79) (t=-3.977, p<.001). Such result is in accordance with a previous study [10], which reported that there is a backward correlation between delinquency of children and exhaustion of

workers and concluded that the exhaustion can be prevented when the works of each worker is clearly divided according to the work analysis on the facility of social workers, and thus the sense of responsibility and autonomy of the workers are improved. The result implies that workers at local children center can find psychological stability when they feel a sense of responsibility and autonomy with their works.

Secondly, the differences in level of job performance of workers at residential homes for the disabled were investigated. As a result, it was found that the job performance of workers at residential homes for the disabled varies significantly with their education level, position and monthly income, whereas the gender, age, marital status, religion, years of service and work load were found to be not influential at the significance level of 5%. The level of job performance were found to be higher for education level with college graduate of higher (M=3.51), followed by those with less than high school graduate (M=3.48) and junior college graduate (M=3.29) ($F=5.251$, $p<.01$). Also, level of job performance were found to be higher for director /Secretary/manager (M=3.70), followed by nutritionist/cooker/hygienist (M=3.53), convalescence supporter / rehabilitation teacher (M=3.33) and nurse/physical therapist/occupational therapist (M=3.31) ($F=4.190$, $p<.01$). Lastly, workers with monthly income of less than 3 million won (M=3.33) showed higher level of job performances than those with income of 3 million won or higher (M=3.54) ($t=-2.678$, $p<.001$). Such result is in accordance with a previous study [11], which reported that the wage, promotion and years of services of worker at welfare facilities for the elderly have significant influences and resulted that the level

of job satisfaction was the highest for nutritionists, secretaries and managers - except for 1 director and 1 doctor - and also high for nurses (physical or rehabilitation therapists), who tend to have the expertise and more direct interactions with the elderly, while the level of job satisfaction is low for cooks, drivers/guards and officers. The result indicates that the level of job performance varies with educational levels, positions and monthly incomes of workers.

Thirdly, the correlation between psychological characteristics and job performance of workers at residential homes for the disabled was analyzed. As a result, it was revealed that the job performance of workers in resident homes for the disabled has positive correlations with self-esteem ($r=.363$, $p<.001$) and self-efficacy ($r=.275$, $p<.001$), and has negative correlation with depression ($r=-.267$, $p<.001$). Specifically, the efficiency and working condition factors of the job performance showed positive correlations with the self-efficacy and self-esteem factors of psychological characteristics and showed negative correlation with depression, while the effectiveness factor of the job performance showed significant positive correlation with self-efficacy and self-esteem factors only. Such result corresponds to a study [10], which showed that the exhaustion of workers will be prevented when the works of each worker is clearly divided according to the work analysis on the facility of social workers, and thus the sense of responsibility and autonomy of the workers are improved. It also agrees with a study [12], which, from the correlation between working condition, job satisfaction and self-esteem, showed that high autonomy in working enhances the level of job satisfaction

and self-esteem, whereas low autonomy in working causes stronger intention of changing job.

There is a necessity for further researches on the influences of emotional labor of workers at the residential homes for the disabled on the quality of their services.

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