The Effects of work and psychosocial stress on job satisfaction, organizational commitment, and leaving intention in general hospital female office workers

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This study tries to examine affects that job and socio-psychological stresses of female office workers influence job satisfaction, organization commitment, and leaving intentions. A complete data are collected by conducting a survey with 240 female office workers from 9 medical institutions regarded as almost general hospital in Seoul. It is analyzed that the relation between socio-psychological stress and job satisfaction, organization commitment, and leaving intentions by using t-test; analysis of variance; correlation analysis; principal component analysis; linear structural equation modeling; etc.

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The results of this study are summarized as following.

First, as it was comprehended by specific characteristics of subjects that the female office workers’ level of job and socio-psychological stress, job satisfaction, organizational commitment, and leaving intention, there were statistically significant distinctions from their age, marital status, presence of children, position in the organization, type of employment, and monthly average income.

Second, this study regarded relationship between the female office workers’ level of job and socio-psychological stresses, job satisfaction, organizational commitment, and leaving intention. Job and socio-psychological stresses were negatively correlated with job satisfaction and organizational commitment, but the stresses were positive with leaving intention.

Third, after evaluating effect that 8 features related to the job stress could influence job stress, the most effective valuables were in order to unfairness in organizational structure, workplace culture, inadequate compensation, and relationship conflict.

Fourth, when looking at the overall effects of the job and socio-psychological stresses on job satisfaction, organizational commitment, and leaving intention, work autonomy was the most influencing factor of work stress levels. The level of the job stress seemed to be a prevalent impact on the leaving intention and it showed the most negative relationship that path coefficient from leaving intention to organizational commitment and also from organizational commitment to job satisfaction.

Based on these findings, it can be defined that the job and socio-psychological stresses strongly influence job satisfaction, organizational commitment, and leaving intention.

*Key words: socio-psychological stresses, job satisfaction, organization commitment, leaving intentions*