



## A human resource management approach to motivation and job stress in paramedics

Motoki Mizuno <sup>a,\*</sup>, Yasuyuki Yamada <sup>b</sup>, Anna Ishii <sup>c</sup>, Sumio Tanaka <sup>a</sup>

<sup>a</sup> *Juntendo University, 1-1, Hiragakuendai Inba-mura, Inba-gun Chiba, 270-1695 Japan*

<sup>b</sup> *Graduate School of Juntendo University, Japan*

<sup>c</sup> *Ichikawa City School for Handicapped Children, Japan*

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**Abstract.** In this study, the questionnaire investigation related to the motivation and job stress targeting paramedics in Japan was carried out in 2003. Valid respondents were 115 paramedics from several areas of Chiba prefecture in Japan. For the analysis, the method of covariance structure analysis was adopted in order to examine the cause and effect on relationships of several complex constructs at the same time. The first model investigated the job satisfaction variables leading to stress. So, there is much room to improve the model, after increasing the subject from now on. The second model investigated the confidant variables leading to stress. As a result, time factors decrease the stress of paramedics positively and human relations at work as co-workers influence the health conditions significantly. In a few decades, several health problems have allegedly been associated with physical working conditions. A great concern has been raised in the business organization and particularly among factory workers. In the near future, much attention should be paid to the medical staff, especially to paramedics who play important roles in medical scenes. © 2006 Published by Elsevier B.V.

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### 1. Introduction

Along with the divergence from the traditional human resource management in Japanese firms, occupational health services organizations are required to develop the newer types of human resource development programs in response to competitiveness pressure, as one of the essential human resource strategies. In an increasingly complex health service environment, it is more difficult for the medical staff to work comfortably than those in the past.

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\* Corresponding author. Tel.: +81 476 98 1001 350; fax: +81 476 98 1001.

*E-mail address:* [m-mizuno@sakura.juntendo.ac.jp](mailto:m-mizuno@sakura.juntendo.ac.jp) (M. Mizuno).

Under these circumstances, little approach has been made to the motivation, job satisfaction and work stress of paramedics in Japan. This research examines the motivation of paramedics who have achieved their important mission under severe labor conditions, with many restrictions. The correspondence to stress management has been an urgent and important subject to manage in all organizations since occupational stress is recognized as a social problem.

This research especially examined the job stress and the health conditions of Japanese paramedics from the aspects of the in consideration of the motivation and working conditions. We also examined the field emergency lifesaving that holds the chronic shortage of talented people from the viewpoint of activation of job organizations and human resource development of healthcare professionals.

## **2. Method**

### *2.1. Participants*

In this study, the questionnaire investigation concerning the motivation and job stress of paramedics in Japan was carried out in 2003. The questionnaire was sent to three National Fire Prevention and Control Administration in Chiba, and collected on the appointed day. We adopted the snowball sampling method based on the individual network of the paramedics who readily agreed to cooperate. The recovery rate of the questionnaire was 100%. Valid respondents were 115 paramedics from several areas of Chiba prefecture in Japan. The average age of respondents was 26.46 years old.

### *2.2. Measure*

The items used for this research were for understanding the following 4 phases on the whole: (1) job stress, (2) health condition, (3) job satisfaction and (4) human relation. The 7-point Likert scale was used for replying to all the items.

### *2.3. Analysis method*

For the analysis, the method of covariance structure analysis was adopted because the cause and effect relationships of several complex constructs at the same time. SPSS (Ver.11.5) and Amos (5.0) software were used to carry out statistic analyses.

## **3. Result**

### *3.1. Relation between job satisfaction and job stress*

In order to clarify the relation between job satisfaction and job stress, the covariance structural analysis that made job satisfaction the independent variable and made operating stress the dependent variable was conducted. The result was shown in Fig. 1A.

### *3.2. Relation between job satisfaction and health condition*

In order to clarify the relation between job satisfaction and health condition, the covariance structure analysis that made job satisfaction an independent variable and made job stress a dependent variable was conducted. The result was shown in Fig. 1B.

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