

Available online at www.sciencedirect.com

ScienceDirect

journal homepage: <http://www.elsevier.com/locate/kontakt>

Original research article

Work satisfaction and mental pressure of social workers and workers in social services

Tomáš Mrhálek^a, Alena Kajanová^{b,*}^aUniversity of South Bohemia in České Budějovice, Faculty of Education, Department of Pedagogy and Psychology, České Budějovice, Czech Republic^bUniversity of South Bohemia in České Budějovice, Faculty of Health and Social Sciences, Institute of Social and Special-paedagogical Sciences, České Budějovice, Czech Republic

ARTICLE INFO

Article history:

Received 24 May 2017

Received in revised form

11 August 2017

Accepted 16 October 2017

Available online xxx

Keywords:

Work satisfaction

Pressure of work

Social work

ABSTRACT

Working in the social sphere is a profession that involves intensive social interaction with clients. The aim of this paper is to describe work satisfaction in the research group of social workers and workers in social services from the South Bohemian region ($N = 227$). This is established by the means of a standardized Job Satisfaction Survey (JSS, Spector) and an evaluation of pressure of work by means of a Meister questionnaire. The research aim is also to test the relationships of dependent variables within the job positions and the scope of employment in this group of employees. The results show the research group is ambivalent from the aspect of work satisfaction, which means they are medium satisfied (56.1% of the research group). Total dissatisfaction has been identified in less than 5% of employees and satisfaction has been identified distinctly less than in the whole of the Czech population. The employees especially showed their satisfaction in the area of relationships at the workplace, communication and the scope of employment. Dissatisfaction was shown in possibilities for career development, evaluation of their work, and administrative stress. Less than 5% of the respondents mentioned high work stress, but despite this the group evaluated their working conditions rather negatively. The total pressure of work of most respondents conforms to the category 2, whereas temporary affection of subjective state and productivity can regularly occur. 17.4% of the research group reach the levels that increase the limit of mental pressure of work. A statistically significantly higher rate of pressure of work in the social workers compared to the workers in social services has also been proved. Generally satisfaction has been influenced by the trend of understanding social work as an obligation and support from the working collective, while negatives are connected with pay grades and work benefits.

© 2017 Published by Elsevier Sp. z o.o. on behalf of Faculty of Health and Social Sciences of University of South Bohemia in České Budějovice.

* Author for correspondence: University of South Bohemia in České Budějovice, Faculty of Health and Social Sciences, Institute of Social and Special-paedagogical Sciences, J. Boreckého 1167/27, 370 11 České Budějovice, Czech Republic.

E-mail address: kajanova@zsf.jcu.cz (A. Kajanová).

<https://doi.org/10.1016/j.kontakt.2017.10.001>

1212-4117/© 2017 Published by Elsevier Sp. z o.o. on behalf of Faculty of Health and Social Sciences of University of South Bohemia in České Budějovice.

Introduction

An analysis of work satisfaction should be done because it is a significant determinant of the work productivity of an individual in a company, and it also relates to the mental condition, health and the quality of life of an employee [1–4]. Social workers and workers in social services often face stress and emotionally demanding situations in their job; their work often does not contain benefits such as sufficient financial and social evaluation, which, according to the motivational models increase the satisfaction of employees.

The aim of this paper is to analyze the work satisfaction of social workers and workers in social services from the South Bohemian region. The research purpose was to describe the particular components of work satisfaction and mental pressure of work in this research group, and then to test mutual relations between these concepts. There were set research questions focused on the relationship between work satisfaction and the selected variables (such as work position and the scope of employment).

Theoretical data

Work is a basic human need, value and even obligation. Therefore it is an important part of human life that reflects the quality of human life [4,5]. Work satisfaction can be defined as work attitude; a positive or negative emotional state that follows from work life and work evaluation [6,7]. The factors of work satisfaction can be classified as internal and external [8]. The internal factors include individual perception of work – they are connected with the internal motivation of workers and their personal characteristics [9,10]. External factors primarily reflect the current situation in the working environment that is influenced by many sources, such as the method of evaluation, management style, relations in the workplace, the way of assigning work tasks and demarcation of work roles and competencies [11,12]. Work satisfaction is a significant factor of working efficiency, and the Czech Republic has a relatively long tradition in the evaluation of work satisfaction [12,13]. The evaluation of work satisfaction is applied in specific workplaces and the research focuses on comparisons within particular professions or other European countries [14]. In the Czech Republic 63% of the examined workers were satisfied with their work.

The basic factor correlating with work satisfaction is business engagement, which is, according to Allen and Meyer [15], a construct that is connected with a bond between an individual and a company, both at the level of the internalization of the goals of their work roles, emotional bond to their work, and acceptance of their work responsibility. Although the character of the work of our research group – helping clients in a difficult situation – may increase business engagement, the other determinants of work may influence its decrease [16]. The contradictory nature of social work as a helping and also repressive profession motivates the research of work satisfaction and the particular work factors. One of the most significant determinants of satisfaction that is not standardly assessed is the subjective perception of work pressure, which closely relates to the development of

work stress [17]. Work pressure means biological, physical or mental pressure that is connected with working conditions and requirements [18]. Židková [19] stresses a significant partial factor of work pressure to be the demands of communicating with clients. Especially the interaction with involuntary or aggressive clients, emotionally demanding work with people in an unfavourable situation, mentally demanding work with clients connected with bad working conditions, time pressure and over workflow financial evaluation and low social evaluation of this profession belong to the negative effects of work pressure. Pressure of work is a significant aspect of an occupation legislatively determined by the government regulation No. 361/2007 Coll. [20] that sets out the conditions of health and safety at work, and the regulation of the Ministry of Health No. 89/2001 Coll. [21] that categorizes jobs according to mental stress. The occupation of social workers and workers in social services are among the professions that are characterized by working with people [22]. It means that they are endangered primarily with mental stress [23]. In social services there is high demand for mental strength and frustration tolerance, because a worker often faces the negative emotion of clients and they must often deal with their interpersonal conflicts.

Work in the social services or the work of social workers can actually be classified into category one; it means there is no danger of stress that should affect mental or physical health. The problems of stress factors in social work were issued in the government regulation No. 523/2002 Coll. [24] and then cancelled by a review in the government regulation No. 361/2007 Coll. [20]. The level of pressure of work in the available researches negatively correlates with higher education [5]. Work experience, including the number of years at work, [25] is also important. Therefore we will focus on these socio-demographic variables too.

Materials and methods

The research aim was to describe the factors of work satisfaction and the pressure of work in the social workers and the workers in social services, then to compare both groups of employees and perform an analysis of relation of the measured variables with work characteristics, the rate of interaction with clients and the length of service. In order to answer this, we used the data acquired by a questionnaire survey of the workers in the field of social work. A standardized questionnaire Job Satisfaction Survey [26] that deals with nine factors measured through 36 items on the 6-point Likert scale was chosen for the examination of working satisfaction. The statements included the participants' attitude towards labour wage factors, career development, management, employee benefits, recognition, working conditions, co-workers, scope of employment and communication in the workplace. Mental stress was measured through a 10-item Meister questionnaire for the evaluation of mental stress [27]. The total stress is assessed as a combination of three factors: work overload, monotony and a nonspecific factor. Work overload is characterized by a feeling of time pressure, the pressure of high responsibility and problems in the workplace. Monotony

Download English Version:

<https://daneshyari.com/en/article/7521314>

Download Persian Version:

<https://daneshyari.com/article/7521314>

[Daneshyari.com](https://daneshyari.com)