Exploring Relationships among Emotional Labor, Job Stress, and Coping Behaviors in Nurses

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Abstract

This study explores the determinants of nurses’ emotional labor and job stress, and analyzes the relationships among their coping behaviors. This cross-sectional study uses a structured questionnaire as an instrument, and employs 229 samples from nursing department of a medical center in central Taiwan. This study reveals that nurses perceived high emotional labor (3.90) and generally high stress levels (3.42). Nurses frequently adopt approach and optimism behaviors to cope with job stresses. Personal factors including age, marriage, position, service years, and nurse advancement are significantly related to emotional-stress-coping. The three distinct categories of emotional-stress-coping are also related.

The findings of this study suggest that hospital managers should help nurses adjust themselves to their jobs in terms of emotions and job stress, through promoting a good working environment and atmosphere, constructing good nurse-patient relations, allocating adequate staffing, and establishing specialized support associations, to safeguard nurses’ physical and mental health, and improve medical care quality.

Key words: Emotional labor, job stress, coping behavior, nurses.

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