

Abstract

Current status, risk factors, and health effect of emotional labor among workers dealing with clients

Objectives: The objective of this study was to evaluate current status of emotional labor (EM) and workplace violence (WV) and to find out risk factors and health effects of EM and WV.

Methods: We selected 50 job categories (among entire 139 categories) frequently dealing with client based on Korean working condition survey 2010 and 2011. A total of 5,152 workers (male: 2,588 female: 2,564) were surveyed.

Results: We suggested that crews, Information/receipt/customer response/statistical research related clerks, car drivers, and so on are EM high risk jobs, and meterman/bill collector/parking management related simple workers, realtors, entertainment service personnels, and so on are WV high risk jobs. Work-related factors gave a significant impact on EM and WV, in particular, surveillance and monitoring of the organization increased the level of EM. Many of gastrointestinal and psychological problems were associated with both EM and WV, and cardiovascular problems were associated with WV in man. According to the structural equation modeling, EM and WV affected depression and insomnia, directly or indirectly, and factors of organizational management system influenced indirectly via the stress.

Conclusion: It might be expected that list of job categories suggested as high-risk group in this study will be used to conduct intensive control measures and will help to policies establishment. Prospective studies to evaluate causal relationship of EM and WV to the adverse health effect are required.

Keywords : Emotional labor, Workplace violence, Job stress, Health effect, Current status evaluation