

The Relationship between Distress Tolerance, Emotional Labor and Job Satisfaction in Private Hospital Workers

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INDEXING

Keywords:

Hospital employees;
Distress tolerance;
Emotional labor;
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ABSTRACT

This study aims to examine the state of tolerating the distress of private hospital workers and whether emotional labor is related to job satisfaction. Three scales, namely distress tolerance, emotional labor, and job satisfaction, were used in the study. The research population consists of employees working in a private hospital in Ankara. In this context, the research was carried out with 220 hospital employees. Convenience sampling was used to collect the data. Necessary permissions were obtained for the research. The findings obtained in the study were analyzed through the IBM SPSS Statistics 22 program. T-test and ANOVA test were used because the data took values suitable for normal distribution. While there was no significant difference between tolerating the profession and distress and job satisfaction, a significant difference was obtained with emotional training. As a result, a fragile positive and significant relationship was obtained between distress tolerance and emotional labor. In contrast, a weak positive and significant relationship was found between distress tolerance and job satisfaction and between emotional labor and job satisfaction.

Kata kunci:

Pegawai rumah
sakit;
Toleransi terhadap
tekanan;
Kerja emosional;
Kepuasan kerja

Dalam penelitian ini bertujuan untuk menguji apakah keadaan menoleransi penderitaan pekerja rumah sakit swasta dan apakah kerja emosional berhubungan dengan kepuasan kerja. Tiga skala yang digunakan dalam penelitian tersebut adalah toleransi terhadap tekanan, kerja emosional dan kepuasan kerja. Populasi penelitian terdiri dari pegawai rumah sakit yang bekerja di rumah sakit swasta di Ankara. Dalam konteks ini, penelitian dilakukan terhadap 220 pegawai rumah sakit. Convenience sampling digunakan untuk mengumpulkan data. Izin yang diperlukan diperoleh untuk penelitian ini. Temuan yang diperoleh dalam penelitian ini dianalisis melalui program IBM SPSS Statistics 22 (IBM SPSS, Turki). Uji T dan uji ANOVA digunakan karena data mengambil nilai yang sesuai dengan distribusi normal. Meskipun tidak ada perbedaan yang signifikan antara menoleransi tugas dan kesusahan serta kepuasan kerja, perbedaan yang signifikan diperoleh dengan pelatihan emosional. Hasilnya, diperoleh hubungan positif dan signifikan yang sangat lemah antara toleransi terhadap tekanan dan kerja emosional, sedangkan hubungan positif dan signifikan yang lemah ditemukan antara toleransi terhadap tekanan dan kepuasan kerja, dan antara kerja emosional dan kepuasan kerja.

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INTRODUCTION

The basis of health services is people and human health. Health has some unique characteristics, unlike other services. It is kept separate from other services due to its special features, such as the urgent need for treatment and being unable to be replaced with another service. Tolerating distress is an important issue that can be expected from healthcare professionals for some situations that are difficult to predict and plan in healthcare. On the other hand, healthcare professionals spend more emotional labor than other fields. In the face of these features of health services, the job satisfaction of employees is also important. Research conducted in this context is essential for the service to be sustainable and of high quality and for healthcare workers to continue their profession by providing job satisfaction.



This study examines the relationship between distress tolerance, emotional labor, and job satisfaction of individuals working in a private hospital. In this study, firstly, information about distress tolerance, emotional labor, and job satisfaction is presented. Then, methodological information regarding the field research is given. What follows is the findings and conclusion of the study.

Distress tolerance controls emotions against physical or psychological negativities (Simons & Gaher, 2005). People encounter problems that can cause problems at almost every moment of daily life. However, not everyone can successfully cope with or tolerate the issues that arise (Akça, & Gülşen, 2015). People with lower distress tolerance have difficulty or cannot cope with the negativities experienced (Simons & Gaher, 2005). Raising awareness about tolerating distress may be helpful. Giving cognitive awareness to individuals with low distress tolerance levels reduces their distress caused by anxiety and stress. In this way, individuals' ability to tolerate distress can be increased (Broderick & Frank, 2014).

Arlie Hochschild first introduced emotional labor in her book "The Managed Heart: Commercialization of Human Feeling" (Kruml & Geddes, 2000). Hochschild defined emotional labor as dynamic management, which aims to create facial expressions and physical movements that everyone can observe, and as a game in which the working environment is described as a stage, the staff as actors, and the customers as spectators (Karaman, 2017). Emotional labor is a fundamental concept for workplaces where staff are constantly in contact with customers and colleagues (Yürür & Ünlü, 2011).

In this period, the importance given to the service sector has gradually increased, and this increase has enabled the understanding of the importance of people and human emotions, which are the basis of the service sector. In this period of intense competition, customer satisfaction beyond the service provided enables us to gain a competitive advantage. For customer satisfaction, all personnel providing health services must keep their emotions under control and take care to meet the expectations and needs of the other party. At this stage, the employees' emotional labor, in coordination with their physical labor, comes to the fore (Özen & Yüceler, 2019).

Job satisfaction is defined as the satisfaction that arises from the harmony between the employee's working life and the conditions offered by the organization she works for and the positive emotions felt towards the job (Ugboro & Obeng, 2000). The factors that determine job satisfaction consist of different variables. These variables can be defined as salary policy, promotions, social opportunities offered by the organization, relations with colleagues, relations with managers, and working hours (Kök, 2006). In other words, job satisfaction measures the quality of business life (Schultz & Schultz, 2015).

RESEARCH METHOD

This research was carried out with a quantitative method. This study is of a descriptive type. The hypotheses of the research are as follows:

Hypothesis 1. Distress tolerance is positively related to emotional labor.

Hypothesis 2. Tolerating distress is positively associated with job satisfaction.

Hypothesis 3. Emotional labor is positively associated with job satisfaction.

The research population consists of employees working in a private hospital in Ankara (Acibadem Ankara Hospital). Approximately 350 people work in the hospital. The table

created (Yazıcıoğlu & Erdoğan, 2004) was used to determine the sample of the research. In this context, it seems sufficient for the sample to consist of 217 people. In this context, the study was conducted with 220 hospital employees.

Before the research, ethics committee permission dated 27.01.2022 and numbered 2022/62 was obtained from the Selçuk University Faculty of Health Sciences Non-invasive Clinical Research Ethics Committee. Ethical rules were taken into consideration when citing sources.

The study's data was collected using the online survey technique prepared by the researcher using the Google Forms application. Three different scales were used to manage the data for this research. Information about the scales is given below.

Distress Tolerance Scale: The Turkish validity and reliability study of the scale developed (Simons & Gaher, 2005) was conducted (Akça & Gülşen, 2015). The scale consists of 15 items and four sub-dimensions. The internal consistency reliability coefficients of the CSO subscales were found to be 0.82 for the whole scale, 0.62 for the endurance subscale, 0.66 for the concentration subscale, 0.71 for the evaluation subscale, and 0.61 for the regulation subscale.

Emotional Labor Scale: The Development, Reliability, and Validity Study of the Emotional Labor Scale was conducted (Pala & Sürgevil, 2016). The scale consists of 12 items and three sub-dimensions. The reliability of the superficial behavior dimension is 0.78; the reliability of the suppression of emotions dimension was determined as 0.68; the reliability of the deep behavior dimension was defined as 0.53, and the reliability of the dimensions was found to be at a medium-good level.

Job Satisfaction Scale: The current research was conducted (Başol & Çömlekçi, 2020) for the Turkish validity-reliability study of the reinterpreted version of the job satisfaction scale developed by Brayfield and Rothe (1951) and shortened (Judge et al., 1998). The scale consists of 5 items and a single factor. The scale's internal consistency was calculated as 0.93.

The findings obtained in the study were analyzed through the IBM SPSS Statistics 22 program. Firstly, the suitability of the data for normal distribution was evaluated. These values are -1.5; A range of +1.5 indicates a normal distribution (Tabachnick & Fidell, 2013). As a result of the analysis, skewness, and kurtosis coefficients were found as (-.198; -.106) for distress tolerance, (-.111; .009) for emotional labor, and (-.274; -.494) for job satisfaction. Therefore, since the data had values suitable for normal distribution, t-test and ANOVA tests were used. Additionally, as a result of the analysis, Cronbach Alpha values were 0.85 for distress tolerance and 0.83 for emotional labor; It was obtained 0.87 for job satisfaction.

RESULTS AND DISCUSSION

The demographic data of respondents involved in this study can be seen in Table 1:

Table 1. Descriptive Characteristics of The Participants

No.	Characteristics	n	%
1	Gender	Female	149
		Male	71
2	Age	18-25	48
		26-33	96
		34-41	44
		42 ≥	32

Table 1. Descriptive Characteristics of The Participants (cont')

No.	Characteristics		n	%
3	Marital Status	Married	109	49,5
		Single	111	50,5
4	Educational Level	High school	72	32,7
		Associate degree	49	22,3
		Bachelor's degree	68	30,9
		Postgraduate degree	31	14,1
5	Profession	Physician	31	14,1
		Other health staff *	79	35,9
		Administrative staff **	67	30,5
		Support services staff***	43	19,5
6	Monthly Income	Minimum wage	120	54,5
		Two times the minimum wage	69	31,4
		Three times the minimum wage and more	31	14,1
7	Working Year	0-5	90	40,9
		6-11	82	37,3
		12 ≥	48	21,8
8	TOTAL		220	100

* Nurse, midwife, ATT, etc.

** Human Resources, IT, invoicing, purchasing, etc.

*** Cleaning, dining hall, security, information desk, etc.

The research was conducted on 220 people. 67.7% (149 people) of the research participants are women, 43.6% (96 people) are aged 26-33, 50.5% (111 people) are married, 30.9% (68 people) are married. It is seen that they have a bachelor's degree, 35.9% (79 people) are Other health staff, 54.5% (120 people) receive minimum wage, and 40.9% (90 people) are employees between 0-5 years.

As a result of the t-test conducted with the data obtained, no significant difference was found between gender and marital status and distress tolerance, emotional labor, and job satisfaction. As a result of the ANOVA test, no significant difference was found between age, educational status, income, years of work tolerance of distress, emotional labor, and job satisfaction. Likewise, while there was no significant difference between profession and distress tolerance and job satisfaction, a significant difference was found with emotional labor.

Table 2. ANOVA Test Between Participants' Professions with Distress Tolerance, Emotional Labor, and Work Satisfaction Scale Averages

	Profession	n	mean	sd	F	p	Post-hoc (scheffe)
Distress Tolerance	1. Physician	31	3,24	0,63	0,585	0,625	
	2. Other Health Staff	79	3,33	0,70			
	3. Administrative Staff	67	3,18	0,77			
	4. Support Services Staff	43	3,20	0,86			
Emotional Labor	1. Physician	31	3,47	0,87	3,266	0,022	3>2
	2. Other Health Staff	79	3,23	0,77			
	3. Administrative Staff	67	3,62	0,83			
	4. Support Services Staff	43	3,59	0,87			

Table 2. ANOVA Test Between Participants' Professions with Distress Tolerance, Emotional Labor, and Work Satisfaction Scale Averages (cont')

	Profession	n	mean	sd	F	p	Post-hoc (scheffe)
Job Satisfaction	1. Physician	31	3,19	1,15	0,375	0,771	
	2. Other Health Staff	79	3,37	0,97			
	3. Administrative Staff	67	3,34	1,14			
	4. Support Services Staff	43	3,21	1,03			

According to Table 2, while there was no significant difference between distress tolerance and job satisfaction and the profession, a significant difference was found between the profession and emotional labor. Accordingly, it was determined that the emotional labor of the administrative staff was higher than that of the Other health staff, and the difference was due to the average score of the administrative staff being higher than the mean score of the Other health staff.

Table 3. Correlation Analysis for the Relationship Between Distress Tolerance, Emotional Labor and Job Satisfaction

	1	2	3
1. Distress Tolerance	1		
2. Emotional Labor	0,215**	1	
3. Job Satisfaction	0,287**	0,278**	1

** Correlation is significant at the 0.01 level (2-tailed).

Table 3 includes the correlation analysis evaluating the relationship between distress tolerance, emotional labor, and job satisfaction. It is stated that the coefficient here is expressed as r and should take a value between -1 and +1. Additionally, in the interpretation of the obtained value, it is stated that 0.00-0.25 is very weak, and 0.26-0.49 is weak (Kalaycı, 2014). Accordingly, a fragile, positive, and significant relationship was detected between distress tolerance and emotional labor ($r= 0.215$; $p<0.01$). A weakly positive and meaningful relationship was seen between boredom tolerance and job satisfaction ($r= 0.287$; $p<0.01$) and between emotional labor and job satisfaction ($r= 0.278$; $p<0.01$). Therefore, the research hypotheses are as follows: "Hypothesis 1. Tolerating distress is positively related to emotional labor." "Hypothesis 2. Tolerating distress is positively related to job satisfaction.", Hypothesis 3. Emotional labor is positively related to job satisfaction." It is accepted.

The research showed no significant difference between gender, marital status, age, education level, income, years of work tolerance of distress, emotional labor, and job satisfaction. Likewise, while there was no significant difference between profession and distress tolerance and job satisfaction, a significant difference was found with emotional labor. When similar and different studies in the literature are examined, While no significant difference was found between job satisfaction and gender by Elibüyük and Güney (2019), a significant difference was found between age, educational status, working years, and position. Similarly, in the study conducted by Negiz, Oksay, and Akman (2011), no significant difference was found between gender and job satisfaction. On the contrary, in the study conducted by Kılıç and Saygılı (2021), job satisfaction differs according to gender, marital status, and working year. When the relationship between emotional labor and socio-

demographic variables is examined, In the study by Oral and Köse (2011), no significant difference was found between emotional labor and gender, age, marital status, and working hours. On the contrary, according to the study conducted by Gemlik and Tunç (2023), significant differences were found between emotional labor and gender, age, duty, seniority, and working status. In the study conducted by Erdoğan (2022), which addressed distress tolerance and socio-demographic variables, a significant difference was obtained with age.

When the relationship between distress tolerance, emotional labor, and job satisfaction, which is the primary purpose of the research, is evaluated, a fragile positive and significant relationship is obtained between distress tolerance and emotional labor. At the same time, there is a weak relationship between distress tolerance and job satisfaction and between emotional labor and job satisfaction. A positive and significant relationship was determined. When the studies in the literature are examined, in parallel with the research results, Karakaş et al. (2016) found a weak positive correlation between emotional labor and job satisfaction. Sy et al. According to the study's results (2006), a positive relationship was found between emotional labor and job satisfaction.

Similarly, in the survey conducted (Kocakula, 2021) with municipal employees, a positive relationship was obtained between emotional labor dimensions and job satisfaction. Contrary to these results, research conducted by Karakaş and Gökmen (2018) found a weak negative relationship between emotional labor and job satisfaction. In addition, according to the study conducted by Avşaroğlu and Koç (2019), life satisfaction and distress tolerance were significantly and positively related.

CONCLUSION

As a result of the analyses conducted within the scope of the research, a very weakly positive and significant relationship was found between distress tolerance and emotional labor. In contrast, a weakly positive and significant relationship was found between distress tolerance and job satisfaction and between emotional labor and job satisfaction. Therefore, the hypotheses of the study are "Hypothesis 1. Tolerating distress is positively related to emotional labor." "Hypothesis 2. Tolerating distress is positively related to job satisfaction.", Hypothesis 3. Emotional labor is positively related to job satisfaction." It is accepted.

It is seen that the research results overlap with the results of the studies conducted in the literature. Although similar studies were conducted in different professional groups with other samples, broadly identical results were obtained. One of the essential contributions of this study to the literature is to reveal the relationship between the emotional states and job satisfaction of private hospital employees with intense working tempo and different wages. The satisfaction gained from work creates positive results throughout the employee's life because it can affect the employee's entire life. In hospitals, which are complex and stressful structures, emotional labor and tolerating distress will reduce employee costs and ensure organizational peace.

Finally, it may be suggested that similar research be conducted in public and private institutions. In addition, it may be recommended to compare the differences between private and public hospitals. It may be suggested that a study be conducted by adding variables negatively related to emotional labor and distress tolerance behaviors (intention to quit or burnout).

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