Influence of Job Stress on the Mental Health and Perceived Health Status of Caddies

Jeong Sil Choi¹ and Geum Sook Oh²*

¹Department of Occupational Therapy, Chungbuk Health and Science University, South Korea
²Department of Nursing, Chungbuk Health and Science University, South Korea; ohgs@chsu.ac.kr

Abstract

The aim of this study was to provide a basis for the development of nursing interventions improving the mental health and perceived health status of caddies by identifying the extent of job stress affecting the mental health and perceived health status of them. 122 caddies were selected from Y, C, and C city. The subordinate factors of job stress affecting the mental health and perceived health status of caddies were confirmed by using multiple regression analysis. The factors affecting the mental health were an interpersonal relationship, whereas those affecting the perceived health status were interpersonal relationship and the job insecurity. The explanatory power of these factors related to the mental health was 47.4% and perceived health status was 23.0% of the health, respectively. Thus, the subordinate factors should be considered to improve the health condition of caddies related to job stress.

Keywords: Caddy, Job Stress, Mental Health, Perceived Health Status

1. Introduction

Recently, as a number of people has increased, golf course' owner try to provide better service and attract more customers. And it is important to manage level of service and attitude about caddies who can affect customer's satisfaction of golf course business8,12. However, guarantees, working conditions, and health providing to caddies are universally leaned too many negative sides14,15. In other words, it is difficult to expect consistent high quality of service for caddies without fundamental alteration, countermeasure, improvement, and plan. It is necessary to analyze that caddies taking a portion in golf culture who are under stress from workplace can be aggravated and affecting factors about their mental health and perceived health conditions. Hence, it is necessary to present countermeasure to improve perceived health condition and enhance their mental health.

Job stress related to working in organization is defined as personal abilities or skills and incoherence of job demands or incoherence between personal demands and working conditions5. The job stress causes all sort of physiological, mental and behavioral problems to caddies. And, in the longterm, burnout is likely to easily break out by physical and mental responses under the stress18. Caddies who are close to customers also lower satisfaction of job and feel depression, stress, sociophobia except for burnout by long-term labor11. In particular, caddies are responsible for an assistant dealing with golfers in performance as job characteristics and extremely more stressful at work than other jobs due to atmosphere like army8. They experience employment instability, human right abuse, an unfair personality treatment due to social views considering caddies assisting golfers as a simple job10.

Upon reviewing recent preceded study about caddies’ job stress, most of the studies only focus on occurrence itself and result of factors like burnout and job exchange related to job stress. There is a lack of solution to improve their mental health or perceived health status related to job stress. It is more important to attempt to make social environment to reduce negative factor related caddies’
job. Especially, social interest related to caddies who are taking a portion in Korea’s golf culture should not be ignored. Therefore, plan to more effectively adjust negative results of mental health and conditions due to job stress caused by consistent relationships with customers for personal positive development. This study makes an attempt to synthetically confirm caddies’ job stress as factors which affect mental health and perceived health conditions. This study will be useful data to develop programs to reduce job stress of caddies and improve mental health and perceived health status.

The purpose of this study is to analyze how job stress of caddies affects mental health and perceived health status, and detail of the purpose is right below this paragraph.

• Identify the extent general characteristics of subjects.
• Identify the extent of job stress, mental health and perceived health status for caddies.
• Identify the relationship between job stress and perceived health status for caddies.
• Identify the sub-factor affecting mental health in job stress.
• Identify the sub-factor affecting perceived health status in job stress.

2. Method of Study

2.1 Subjects
Subjects of this study are 160 caddies who work at each of Gyeong-gi, Chung-cheong, Gang-won districts by convenience sampling. After describing purpose of study, content of questionnaire and reward, personal information protection, the researcher collected data from March 11 to 24, 2015. All subjects wrote their signature on consent form. The number of subjects is extracted by G-Power 3.1.9.2 program. 119 samples are needed to maintain 3 prediction factors, 15 effect size, significance level .05, power .95. by considering 20% dropout proportion, the study predict to survey over 143 subjects, 145 subjects participating in survey, and total 122 questionnaire were finally surveyed to analyze.

2.2 Tools
The questionnaire of the study consists of total 43 questions; job stress 24 questions, mental health 18 questions, health conditions 3 questions, and general characteristics 8 questions.

Job stress: A tool of Korean Occupational Stress Scale-Short Form (KOSS-SF) developed by, was used for checking the job stress. The higher the scores imply that worker have a serious stress.

Mental health: A tool of Psychosocial Wellbeing Index-Short Form (PWI-SF) developed by, was used. The higher the score means the poorer psychosocial wellbeing.

Perceived health status: Health self-rating scale that was developed by Lawston et al. (1982), and adapted and refined by Seo (1995) and by in Korea, was used.

2.3 Data Collection
Data were collected from Mar 12 to 24, 2015, and a total of 145 questionnaires were distributed for the survey. Among them, 133 out of 145 copies were collected, and 122 copies were used for the analysis in the present study.

2.4 Data Analysis
SPSS 18.0 program was used to analyze the collected data. The extent of job stress affecting the mental health and perceived health status of caddies was decided in the mean and standard deviation of the survey data. The relationships between the job stress and mental health or perceived health status of caddies were identified by using Pearson’s correlation coefficient. Stepwise Multiple Regression was performed to clarify how strong effect the job stress had on the mental health and perceived health status of caddies.

3. Results

3.1 The General Characteristics of the Subjects
General characteristics of subjects in this study are exactly equate to Table 1. Age groups had the highest percentage of in 30s (44.3%) and 40s (45.1%), The high school graduates were a half the education level (55.7%). Monthly income was mostly 2~3 million won (61.5%). Work experience over 5 years formed (54.1%). The married state was about the same percentage between single (49.2%) and married (46.2%). They also evaluated their occupational environment in the middle level (65.6%) and showed mostly a smoker (54.9%) or an alcohol drinker (40.2%).
Table 1. The general characteristics

| Characteristics          | Categories   | N (%)  |
|--------------------------|--------------|--------|
| Age (year)               | Twenty       | 13 (10.7) |
|                          | Thirty       | 54 (44.3) |
|                          | Forty        | 55 (45.1) |
| Level of education       | High school  | 68 (55.7) |
|                          | College      | 39 (32.0) |
|                          | University   | 15 (12.3) |
| Monthly income (10,000 won) | >200        | 5 (4.1)  |
|                          | 200-300      | 75 (61.5) |
|                          | ≥300         | 42 (34.4) |
| Career (year)            | >1           | 27 (22.1) |
|                          | 1-3          | 11 (9.0)  |
|                          | 3-5          | 18 (14.8) |
|                          | ≥5           | 66 (54.1) |
| Marital status           | Single       | 60 (49.2) |
|                          | Married      | 47 (46.2) |
|                          | Others       | 5 (4.1)   |
| Estimation of occupational environment | High | 23 (18.9) |
|                          | Medium       | 80 (65.6) |
|                          | Low          | 19 (15.6) |
| Alcohol drinking (≥1 times/week) | Yes  | 67 (54.9) |
|                          | No           | 54 (44.3) |
|                          | Others       | 1 (0.8)   |
| Smoking (≥5/day)         | Yes          | 49 (40.2) |
|                          | No           | 72 (59.0) |
|                          | Others       | 1 (0.8)   |

Table 2. Extents of job stress, mental status, and perceived health status

| Categories                          | Mean | SD  | Min | Max |
|-------------------------------------|------|-----|-----|-----|
| Job                                 |      |     |     |     |
| Job demand                          | 2.33 | 0.42| 1.33| 4.00|
| Insufficient job control            | 2.62 | 0.42| 1.60| 3.80|
| Interpersonal conflict              | 2.97 | 0.84| 1.00| 5.00|
| Job insecurity                      | 2.43 | 0.73| 1.00| 4.00|
| Organizational system               | 2.47 | 0.57| 1.00| 4.00|
| Lack of reward                      | 2.52 | 0.57| 1.00| 4.00|
| Total job stress                    | 2.48 | 0.22| 1.67| 3.00|
| Mental Health                       |      |     |     |     |
| Social performance and self-confidence | 3.18 | 0.76| 1.00| 5.00|
| Depression                          | 2.06 | 0.91| 1.00| 4.33|
| Sleeping disturbance and anxiety    | 2.70 | 0.51| 1.20| 3.80|
| General well-being and vitality     | 2.05 | 1.07| 1.00| 5.00|
| Total mental health                 | 2.74 | 0.40| 1.33| 4.11|
| Perceived health status             | 3.01 | 0.76| 1.33| 5.00|
3.2 Extents of Job Stress, Mental Status, and Perceived Health Status of Caddies
The job stress, mental health, and perceived health status are appear to the following Table 2 below. Looking closely, mean score of job stress was 2.48 (SD = 0.22), interpersonal conflict was the highest for among the sub-factors. Mean score of mental health was 2.74 (SD = 0.40), social performance and self-confidence was the highest mean score of sub-factor. Lastly mean score of perceived health status was 3.01.

3.3 Relationships between the Job Stress and Mental Status or Perceived Health Status of Caddies
Correlation between each key figure is shown in Table 3 below. The job stress and mental health are in positive correlations (r = .267, p = .003) and it shows that higher job stress is the unhealthier mental health. Also it is in positive correlations with perceived health status (r = .280, p = .002), and even though mental health was in unhealthy situation, perceived health status produced high score.

Table 3. Relationships between the job stress and mental status or perceived health status

| Variables | Job stress | Mental health | Perceived health status |
|-----------|------------|---------------|-------------------------|
|           | r(p)       | r(p)          | r(p)                    |
| Job stress| 1.00       |               |                         |
| Mental health | .267**(p = .003) | 1.00 |                 |
| Perceived health status | -.076(p = .403) | .280**(p = .002) | 1.00 |

3.4 Subordinate Factors of Job Stress Affecting the Mental Health of Caddies
Subordinate factor of job stress affecting the mental health of caddies was interpersonal conflict and regression equation of explanation power is 47.4% (Table 4).

Table 4. Subordinate factors of job stress affecting the mental health

| Dependent variable | Independent variables | SD  | β    | t    | p    |
|--------------------|-----------------------|-----|------|------|------|
| Mental health      | (constant)            | 0.098 | 0.692 | 17.910 | 0.000 |
|                    | Interpersonal conflict | 0.032 | 0.1454 | 0.000 |
|                    | Adjusted R²           | 0.474 |       |      |      |
|                    | F                     | 109.295 | 0.000 |

3.5 Subordinate Factors of Job Stress Affecting the Perceived Health Status of Caddies
Subordinate factors of job stress affecting the perceived health status of caddies were interpersonal conflict and job insecurity and regression equation of explanation power is 23.0% (Table 5).

Table 5. Subordinate Factors of Job Stress Affecting the Perceived Health Status

| Dependent variable | Independent variables | SD   | β    | t    | p    |
|--------------------|-----------------------|------|------|------|------|
| Perceived health   | (constant)            | 0.343 | 8.013 | 0.000 |
| health             | Interpersonal conflict | 0.075 | 0.351 | 4.253 | 0.000 |
| Status             | Job insecurity        | 0.085 | -0.272 | -3.299 | 0.001 |
|                    | Adjusted R²           | 0.230 |       |      |      |
|                    | F                     | 18.957 | 0.000 |

4. Discussion
As a result of this study, level of total job stress working as a caddie was normal level. But Among the subordinate factors in job stress, interpersonal conflict, an insufficient job control, lack of reward factors in order was above normal level. Preceding study of total job stress in other occupations showed that nurse practitioner, hotel employee, small business workers, department store workers was much more stressful than our caddies. Golf course is a workplace to express variable emotions due to service. During the job performance with customers, they make a great effort, plan, control one's feeling with the emotional expression modes which are demanded by organization. Continuance of such an atmosphere at work influence female caddies' job performance. In other words, conforming to certain norms in golf club, necessary resistance to receive customers, and psychological burdens causes burnout of job. It is necessary to analyze causes of caddies' job stress in various factors and research periodically. It is necessary to seek plan by especially focusing on sub-factors above normal level such as interpersonal conflicts, insufficient job control, lack of reward factors.

Mean score of mental health was 2.74. Among the four sub-factors, social performance and self-confidence was most highest and general well-being and vitality, depression, and sleeping disturbance and anxiety factors were causative of vulnerable mental health. This produced...
similar results in a study of nurse practitioners. In the other study, they suggested that should develop various programs to improve mental health considering such as depression, self-expression, role ambiguity, types of hospital, interaction between nurses, and professional status. Social psychological factors reduce job stress and increase level of mental health. The less workers have a job stress, the more worker get higher in mental health level. Therefore research is needed in future.

Perceived mental health was average of 3.01±.76 meaning general. This result may be related to age of participants was in their 20s to 40s, and sizeable subjects (65.6%) evaluated occupational environment to medium. Therefore it is necessary to understand general feature related to perceived health status through repetitive study.

Job stress and mental health (r = .267, p = .003), mental health and perceived health status (r = .280, p = .002) are in positive interrelation as the higher caddies have a job stress, the worse she have a mental health. It showed that four sub-factors of mental health have positive correlations and systematic relation. This has identified with study of correlations between job stresses (KOSS) and PWIT. Sub-factors of job stress affecting mental health was interpersonal conflict (β = .692, p = .000) and sub-factors of job stress affecting perceived health status were interpersonal conflict (β = .351, p = .000) and the job insecurity (β = -.272, p = .001). The explanatory power of these factors related to the mental health was 47.4% and perceived health status was 23.0% in this study. The longer emotional response time with her customers, the more negative burden increased. It causes turnover intention. Among the sub-factors of female caddies’ burnout, dehumanization has negative influence on turnover intention. To avoid negative effects caused by job stress, we may be understand mental status of caddies and establish department of counselling in workplace. Also, the programs focused on knowledge and preventive education for stress management and preventive education about overall mentally problems, will be needed. These efforts will bring decrease in job stress and moreover may be Win-Win effects on organization of golf club and workers in organization. Finally, improving a better working condition to provide high quality service may be very efficient on operation management side. Therefore we suggest that comprehend diverse factors affecting mental health and find an organizational way to improve mental health for caddies in workplace.

5. Conclusion and Suggestions

When Golf settled as an extremely popular sport, the number of golf clubs and caddies has increased. However, Presidents just try to attract more customers. They are no interested in her emotional exhaustion and lower sense of accomplishment and no improving strategies. In this study, the authors confirm the extents of the job stress affecting the mental health and perceived health status, and their relationships. Based on these results, the authors suggest that the effective strategies reducing the job stress and adaptable care programs promoting the mental health and perceived health status of caddies could be developed. In further study, we suggest that change the sampling method to generalize the outcomes and explore the relationship between the various variables affecting mental health and perceived health status with caddies. Also we are hoping for establishing a new management department for helping her mental health improvement in country club. For the last, based on this study, we expect to increase the social interest and positive support for caddies.

6. References

1. Bang KS, Park HJ. Correlation of assertiveness and depression in clinical nurses. J Korean Clin Nursing Res. 2008; 14(2):93–102.
2. Chang SJ, et al. Developing an occupational stress scales for Korean employees. Korean J Occup Environ Med. 2005; 17(4):297–317.
3. Chang SJ. Health statistics for data collection and standardization of measurement. The Korean Society for Preventive Medicine. 2000; 92–132.
4. Chung SW, Huh JY. The moderating effect of social and emotional intelligence for exchange relation, emotion labor, job related burnout, and customer-oriented behavior of golf course caddies. J Sport and Leisure Studies. 2011; 46(1):87–102.
5. French JRPR, Rogers W, Cobb S. Adjustment as a person-environment fit. In: Coelo GV, Hamburg DA, Adams JE, editors. Coping and Adaptation Interdisciplinary Perspectives. NY: Basic Book; 1974.
6. Jeong YC. A study on the job satisfaction and mental health status in ship-building male workers [Master's thesis]. Busan: Kosin University; 2007.
7. Jeong WJ, Choi SB. A study on the job satisfaction and turnover intention of golf caddies. J Korean Alliance for Health Physic Educ. 2005; 23:581–90.
8. Kim HB, Shim CS, Kim ST. Influences of caddies’ job stress
on change job and satisfaction. J Korean Alliance for Health Physic Educ. 2008; 47(1):93–103.
9. Ko YK. The effect of the emotional labor on job burnout and turnover intention in women caddies [Master’s thesis]. Sangju: Kyungbook University; 2012.
10. Lee SH. Effects of golf caddy’s emotional labor on job burnout, job stress and customer orientation: A focus on moderating effect of social support [PhD thesis]. Gwangju: Chungnam University; 2014.
11. Lee SI. How emotional labor of the golf course caddies influence on job satisfaction and on changing jobs [Master’s thesis]. Cheongju: Cheongju University; 2010.
12. Lee SI, Yu HS, Hwang IS. Analysis about how trust for the front-line employee in the golf course and the golf course itself influence on customer loyalty. Korean Alliance for Health Physic Educ. 2010; 49(1):243–54.
13. Morris JA, Feldman DC. Managing emotions in the workplace. J Managerial Issues. 1997; 9(3):257–74.
14. Oh JJ. A factor analysis and model setting for golf course caddies’ duty complaints with Q-methodology applied [PhD thesis]. Kwangju: Dongshin University; 2012.
15. Shin HJ. A study on the satisfaction of caddy services using the golf course [Master’s thesis]. Suwon: Keonggi University; 2004.
16. Shin IS. The factors that influence the quality of life in cancer patients [PhD thesis]. Seoul Kyunghee University; 2005.
17. Woo SI. Job stress of clinical nurses the impact on mental health and quality of life [Master’s thesis]. Seoul: Hanyang University; 2015.
18. Zhu D. A study on the job burnover about antecedent factors and consequence factors [Master’s thesis]. Gwangju: Chungnam University; 2009.