Nurses perceived emotional labour, safety climate, and their relationships with health status

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Job pressure has been explored in previous studies. However there is a room to understand nurses’ emotional labor and safety climate. The aim of this study was to examine nurse's perceived emotional labor and safety climate in hospital, and then their relationships with health status. We adopted a cross-sectional study using a questionnaire to collect data. A purposive randomly selected sample of 445 full-time nurses participated in this study. We found that nurses had a moderate level of emotional labor (92.17 ± 27.33; total scores ranging 26-156) and safety climate (106.99 ± 12.52; total scores ranging from 60 to 146). Overall, emotional labor had no significant correlation with health status, whereas safety climate revealed a significant correlation with health status. Among three dimensions of emotional labor, only controlling negative emotion revealed a significant correlation with health status. Among six dimensions of safety climate, except working conditions, the other five dimensions (including team work climate, safety climate, job satisfaction, stress recognition, and perceptions of management) revealed significant correlation with health status. Our study supported that safety climate is a key factor for nurses' health status whereas the influence from emotional labour is not so significant except controlling negative emotion. Health care organizations and administrators should pay more attention in building a better climate, increasing job satisfaction, improving stress management skill, and adopting a humanistic management to increase safety climate. Encouraging nurses to adopt more effective strategies to handle their negative emotion and expressing positive emotions are also recommended.

Biography
Shu Yu has completed her PhD in 1996 from National Taiwan University School of Public Health. She is a Professor and the Dean of School of Nursing, National Yang-Ming University in Taiwan. She has published and presented many papers in scientific journals and at international conferences.

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