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EMOTIONAL LABOR AND WORKPLACE VIOLENCE OF PRESCHOOL TEACHERS

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Purpose: The purpose of this study was to assess emotional labor and workplace violence of preschool teachers and to analyze the relationship between emotional labor and workplace violence.

Methods: The study surveyed 255 preschool teachers from July to September 2016 in Korea. The questionnaire was structurally designed to include items about emotional labor and workplace violence. For the analysis of the collected data, the SPSS 24.0 software was used, and descriptive statistics, t-test and correlation analysis were conducted.

Results: In emotional labors of preschool teachers, 'effort for emotional control/diversity' scored 76.25(±17.61), 'Overload for client service/conflict' 65.28(±25.94), 'emotional dissonance and damage' 57.52(±24.79), 'organizational supervision/monitoring' 49.23(±25.82), and 'organizational support/protection system' scored 41.66(±19.03) out of 100. According to the reference guideline of this measures, the score of 'Overload for client service/conflict' and 'organizational supervision/monitoring' were 'warning/caution' level. In workplace violence of preschool teachers, 'customer's emotional and sexual violence' scored 7.12(±11.84), 'colleague's emotional and sexual violence' 4.98(±12.34), 'customer/college's physical violence' 1.67(±10.50) and 'organizational support system against violence' scored 43.69(±28.87) out of 100. According to the reference guideline of this measures, the score of 'colleague's emotional and sexual violence' was 'warning/caution' level. In the correlation analysis between emotional labor and workplace violence, 'effort for emotional control/diversity', 'Overload for client service/conflict', 'emotional dissonance and damage', 'organizational supervision/monitoring' were positively correlated with 'customer's emotional and sexual violence', 'colleague's emotional and sexual violence', 'customer/college's physical violence'.

Conclusions: Emotional labor level of preschool teacher was high and emotional labor were positively correlated with workplace violence. Therefore, measures are needed to reduce the emotional labor of preschool teachers and organizational support are required.

Biography

Souk Young Kim presently working in Eulji University, South Korea. His main research interest includes Clinical Physiology, Health Psychology, and Abnormal physiology.

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