

# Work-related stress, psychological flexibility and organizational welfare in a Sicilian hospital.

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## INTRODUCTION

Interest in stress and its negative consequences has been increasing gradually over the last thirty years in field of the social psychology of organizations. In the case of human service professions contact with a customer, who is suffering is an emotionally complex situation, can threaten psychological well-being and ability to work effectively. The organizational climate and the well-being of workers are affected by the way they relate to their own internal events (thoughts, emotions, feelings, memories, etc.). The impact of the work environment (physical and social) on individual well-being and productivity is central part of the concept of organizational health (Cox, 1998; 1992). Researches in this field emphasize the integration of individual, group and organizational variables, shown that well-being and productivity are as influenced by individual differences, characteristics of the working environment (such as the relationships between colleagues and organizational climate), however, studies does not suggest a common approach of survey (Miller, Griffin and Hart, 1999). We aimed to evaluate the relationship between stressful working environment, organizational context, individual and contextual factors.

## PARTICIPANTS

The project is aimed at staff of a Hospital in Catania (Sicily, Italy), chosen in relation to the opportunities and contingencies defined by the service. 411 subjects (Males N = 169, 41.0%; Females N = 227, 55.1%; Figure 1) aged between 25 and 72 years old (M = 49.62, D.S. = 9.061) were recruited for this study.

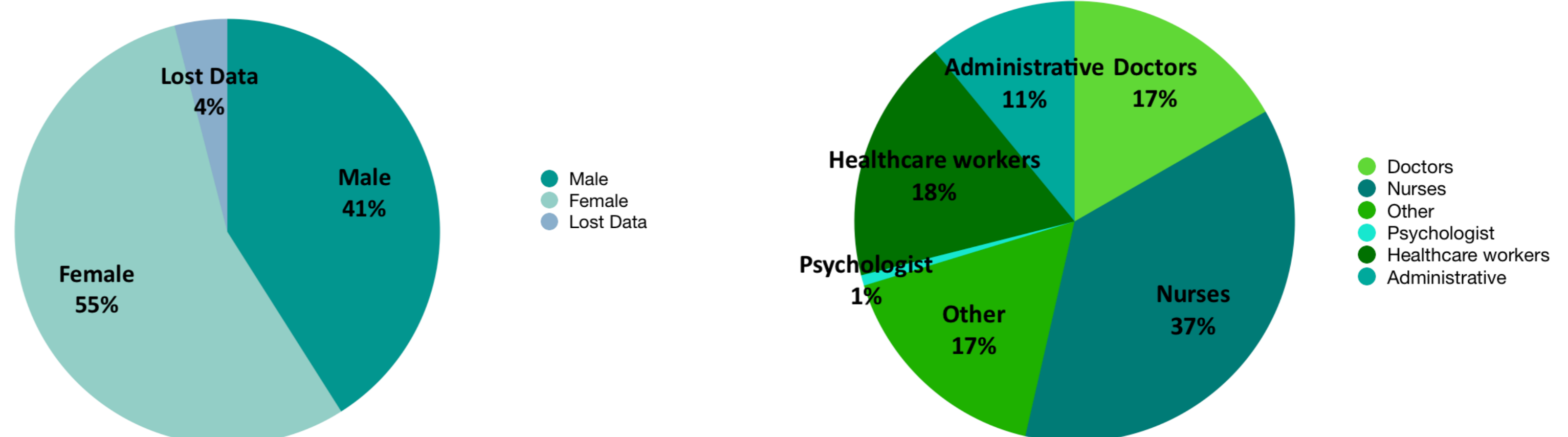


Figure 1. Study population.

## METHOD

The following scales were used in the interview:

- Majer\_D'Amato Organizational Questionnaire - 10 (M\_DOQ10; D'Amato e Majer, 2005).
- Occupational Stress Indicator (OSI; Cooper, Sloan e Williams, 1998; Ad. Ita. a cura di Sirigatti e Stefanile, 2002)
- Mindfulness Attention Awareness Scale (MAAS; Brown & Ryan, 2003; Ad. Ita. A cura di Rabitti, Miselli e Moderato, 2013)
- Acceptance and Action Questionnaire - II (AAQ II; Hayes, Luoma, Bond, Masuda e Lillis, 2006; Ad. Ita. a cura di Miselli, Rabitti, Presti e Moderato, 2009)
- Valued Living Questionnaire (VLQ; Wilson & Groom, 2002).

## RESULTS

Data show that Sicilian health workers have good levels of psychological flexibility (AAQ-II average = 52.98, D.S. = 9.05) and attention to the present moment (MAAS average = 4,68, D.S. = 0.82). OSI scores show that causes of problems are attributed to organization rather than individuals (external locus of control); the main sources of pressure are attributed to management and organizational climate.

Workers perceive intrinsic factors at work (goals, tasks, times, etc ...) as stressors, but they manage stress in a positive way. Data show that subjects tend to respond with their emotional states and not with their own values, which separates them from their goals (VLQ Importance average = 85,39 (±11.18) Consistency average = 69,90 (±17.76)) . Pearson analyse were carried out to investigate the correlation between the studied dimensions (Table 1). Data shows that those who are most mindful have a tendency to attribute less stress to health causes and to their psychological condition. Moreover, higher levels of mindfulness relate to lower levels of external locus of control and consequently a greater propensity to attribute to themselves the cause of their behaviors. In the end data shows that the less the subject gives importance to success the more he is mindful.

	OSI	MAAS
Working Satisfaction		r = .197; p < .001
Psychological health		r = - .497; p < .001
Physical health		r = - .348; p < .001
Locus of control		r = - .196; p < .001
Relationship with coworkers		r = - .221; p < .001
Career and success		r = - .246; p < .001

Table 1. Pearson analyse between the dimensions of OSI and MAAS.

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