

Relation of Psychosocial Job Factors to Job Satisfaction, Quality of Life, Sense of Harmony among Officers of Correctional Institutions

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Abstract

This article analyses the significance of psychosocial job factors among correctional institution officers to their mental and physical health. In addition to that, a research conducted in Lithuania is presented, the results analysis of which reveals the most important factors causing job stress among correctional institution officers and their intensity; moreover correlations among psychosocial job factors, job stress and job satisfaction, quality of life and sense of harmony are provided. The research results reveal the most important job motives among correctional institution officers. Moreover, the research results obtained disclose the efficiency of efforts of correctional institution officers themselves to get rid of job stress. The research results allow presuming the need for external intervention with regard to correctional institution officers (Critical Incident Stress Management, debriefing).

Keywords: internal harmony, psychosocial job factors, quality of life, job satisfaction, job stress, coping with stress.

Introduction

Research problem, novelty and relevance. According to the data of the World Health Organisation (2003), recently scientists have been interested not in how a person dies but in how he lives. According to the research data, 12% of all illness cases include mental diseases. Moreover, tendencies related to increase in mental diseases have been rather obvious. Stress at work remains among fundamental factors causing health problems. According to the data of WHO (2001), 28% of the European Union employees undergo stress. Referring to scientific research data it should be noted that psychosocial job factors may cause job truancy, decrease in productivity, deterioration in work quality, more frequent errors, loss of motivation and job satisfaction, punctuality, strain and conflicts among work colleagues, unsatisfactory relationship with customers, order infringements and more frequent requests to go on leave.

It is therefore important to analyse psychosocial job factors among correctional institution officers since referring to studies performed by foreign scientists they are considered dangerous from both the physical and the mental point of view. On the daily basis correctional institution officers both as participants and as observers meet the lowest strata of the society, unacceptable attitudes, values, and violence. Moreover, they spend a lot of time in isolation, dealing with problems of the convicts, observing their life, subculture and being responsible for maintaining order and discipline in a correctional institution.

Beyond a doubt, working environment of correctional institution officers is similar throughout different countries in many aspects; however a great number of job factors are predetermined by cultural, economic and social factors. Impact of psychosocial job factors on health, job satisfaction and life quality of correctional institution officers has hardly been investigated in Lithuania. A very first research directed towards correctional institution officers was conducted in Lithuania in 2002. The research was started by University of Greifswald, Germany. The project was named “Mare Balticum” and the aim of the study was to compare the “quality of life” in prisons of different countries with special reference to the situation of the human rights for people imprisoned. However, their focus was also on work conditions for prison officers and they assessed the “climate” in prisons in the Baltic Sea countries (Lithuania, Latvia, Estonia, Poland, Russia, Finland and Sweden). Kuginyte-Arlauskiene and Deksnyte (2007) studied frequency and causes of conflicts among correctional institution officers and convicts. Brewer, Wilson (1995) proposed that officers engaged in practical work have a lot of liberty in taking important, vital decisions and therefore job satisfaction, commitment among police officers influence their work quality since in one case an officer may perform his task in a minimal man-

ner and in another to contribute significantly to the social life. It is supposed that due to job gravity among police officers in both physical and psychological aspect, job satisfaction and commitment become affected. Referring to statements by Brewer and Willson, it is possible to presume that upon the establishment of a relationship among psychosocial job factors, job strain and job satisfaction of correctional institution officers it would be feasible to continue discussion on the organizational climate for the officers as well as the improvement of their job quality.

Subject of the research is the significance of environment correctional institution officers working in to job satisfaction, quality of life and sense of harmony.

Aim of the research is to establish the main job stressors among correctional institution officers and to reveal the relation of psychosocial job factors to satisfaction with life quality, job satisfaction and sense of harmony.

Research objectives are to ascertain job stressors, their intensity and individual ways of coping with strain among correctional institution officers; to establish the strength of sense of harmony in correctional institution officers, to reveal the related correlation to job stress; to establish the relationship between psychosocial job factors causing job stress well as job satisfaction and life quality.

In the research, reference is made to a **hypothetical presumption** that correctional institution officers suffer from job stress. The lower is the job stress experienced by correctional institution officers, the higher is their level of evaluation of internal harmony. Psychosocial job factors causing job stress among correctional institution officers are related to job satisfaction, life quality.

Methods of the research: A qualitative research method was applied for the collection of empirical data. A standardized inquiry was performed in writing. In addition to that, the analysis of theoretical sources was performed and the connection of psychosocial job factors to mental and physical health among correctional institution officers was analysed.

Stress of correctional institution officers at their workplace and related consequences: theoretical approach

Definitions of job satisfaction, quality of life, psychosocial work factors, job stress, and sense of harmony. Job satisfaction is the collection of a person's positive and negative feelings demonstrating how the employee assesses his job. The employee coming to an organisation already has the system of particular values and expectations, namely wishes,

needs, expectations, values, and experience. Such totality comprises what the person expects from that particular job (Juceviciene, 1996).

A greater interest in job satisfaction and commitment among police officers was taken in 80s of the last century, when the significance of job satisfaction and commitment to job quality was demonstrated and it was related to the significance of job of police officers as well as thanks to the research it was proven that attitude by police officers is more negative than the general population average (Brewer, Wilson, 1995). Further, the scientists' attention was focused on the study related to the impact of job environment factors on officers' mental and physical health. Two decades ago the police officers' job gravity was proven and the singularities of their job specifics were revealed. Despite this, recently the significance of psychosocial job factors with regard to job satisfaction and life quality has been started to investigate.

O'Boyle (2001) asserts that job satisfaction is some part of a person's life satisfaction and therefore affects the latter. Quality of life is defined as the individual's perception of their position in life in the context of the culture and value systems in which they live and in relation to their goals, expectations, standards and concerns. Good quality of life is when individual aspirations conform to and fill up a person's current experience. Poor quality of life exists when there is wide discrepancy between aspirations and current experience (Dirzyte, 2001). The respondents are considered to be the best experts of their life quality (O'Boyle, 2001).

The International Labour Office (ILO, 1986) defines psychosocial work factors as "interactions between and among work environment, job content, organizational conditions and workers' capacities, needs, culture, personal extra-job considerations that may, through perceptions and experience, influence health, work performance, and job satisfaction" (Carayon, Lim, 1999). Job factors are multiple and various, and are produced by different interacting aspects of work. The five elements of the work system are: (1) the individual, (2) tasks, (3) technology and tools, (4) environment, and (5) organizational factors. The interplay and interactions between these different factors can produce various stressors for the individual which then produce "stress load" that has both physical and psychological components (Carayon et. al., 1999).

Job stress arises when demands exceed abilities, while job-related strains are reactions or outcomes resulting from the experience of stress. (Westman, 2005).

Job stress is defined by the European Commission as the totality of emotional, cognitive, beha-

vioural and physiologic reactions to unpleasant and harmful aspects related to job content, job organisation and job environment. This condition is defined as strong agitation and high dissatisfaction and also as feeling that the demands are too high (Mikalajuniene, 2006).

Job stress is a complex, multidimensional phenomenon with a variety of contributing factors. The psychosocial work environment is a major (but not the only) contributor. It is defined by workers' perceptions of social, environmental, and organizational factors in their jobs. Studies to date on physical therapists provide evidence of potential issues in the psychosocial work environment that may cause job stress. These issues include perceptions of excessive work demands, loss of control, lack of support, frustration with clients, and difficulty with professional relationships (Campo, Weiser, Koenig, 2009).

How officers adapt themselves to stressors clearly depends on many factors, such as microclimate as well as individual factors. In the presence of stressor, a person characterised by strong sense of harmony will: believe that it is meaningful or useful to overcome difficulty; believe that this life challenge is implied; believe that he has sufficient strength to overcome difficulty. Therefore, sense of harmony is the factor of adaptation, the resource for overcoming difficulties reasoned on individual grounds, which pre-determines social adaptation, somatic health, perception and explanation of social environment, conduct in various life situations (Pileckaite-Markoviene, 2001).

Peculiarities of job stress among correctional institution officers. Since working environment of correctional institution officers as well as its impact on mental and physical health have hardly been investigated in Lithuania, we will refer to the research analyses by foreign scientists in this article. Results of psychosocial job factors and negative stress consequences among correctional institution officers are rather intermixed. Results differ depending on study sources and individual characteristics.

Ganster, Mayes, and Fusilier (1986) found that support from co-workers and supervisors has a stronger association with lower work stress than family support. Graf (1986) found significant inverse relationships between social support (both work and non-work) and perceived levels of stress and lack of job satisfaction. Work support is not related to distress when officers had high levels of home support. When home support is low, there is a stronger inverse relationship between work support and emotional distress (Seifert, 1997).

Role conflict and ambiguity are significantly related to lower productivity, and more tension and dissatisfaction, and work stress (Cullen et al., 1985). Che-

ek and Miller (1983) note that ambiguity and conflict are significant features of the correctional officers' role. While the primary goal of an officer is well defined as maintaining security and safety, the means of accomplishing the prime directive are usually less clear. The task of managing inmates often involves the interpretation and application of existing rules and regulations as well as a set of unwritten rules. These informal rules are passed on to officers during socialization process. In many prisons there often are employee factions that support very different sets of informal rules about officer behaviour.

Prisons are dangerous work environments (Cullen, Link, Wolfe, and Frank, 1985). Prison violence includes danger from the hostile and sociopathic behaviour of offenders (Graf, 1986). Prison overcrowding can create an atmosphere where violence is likely to occur. Inmates fight with each other, victimize each other, and attack staff. Groups of inmates sometimes create disruptions or riots in a particular area of a prison. When these violent events occur, they increase feelings of lack of control and helplessness among employees. Lack of control over danger in one's environment is a significant environmental stressor.

Cullen et al. (1985) found that self-report job dangerousness was significantly associated with work stress, job dissatisfaction, and life stress among 155 correctional officers. Only role problems had a stronger association with work stress.

The percentage of mental disorders (anxiety, sleep disorders) is higher among prison staff than that determined for other occupational samples. The results show that, in the sample, the factors concerning the subjective evaluation of work conditions and social support are more closely related to mental disorders than work conditions. In addition, seniority is associated with depressive symptoms and anxiety among the men (Goldberg, Landre, David, Goldberg, Dassa, Marne, 1996). Psychologically inadequate workplace, insufficient basic work conditions, no leisure time, lack of sports practice, \geq nine years working in the prison system, long work hours, \geq 48 hours work/week, and inadequate organizational conditions at work are associated with minor psychological disorders, and what concerns women with persistent stress. (Fernandes, Silvany Neto, Sena Gde, Leal Ados, Carneiro, Costa, 2002).

A great number of studies supported the hypothesis that work stress is related to coronary heart diseases. (Schnall, Schwartz, Landsbergis, Warren and Pickering, 1992). A series of investigations have shown that employees with low control, monotonous tasks, and few opportunities to learn new things at work show an increased risk of cardiovascular disease (Harenstam, Theorell, Kaijser, 2000). Some studies have

also indicated that cardiovascular symptoms are more common among prison staff than in many other occupational groups. (Harenstam et al., 2000). Dollard and Winefield (1998), Harenstam et al. (2000) proposed that officers with high-strain jobs learn to use less active coping style than those with lower strain jobs. Prevalence of coronary heart disease (CHD) is characteristic to both men and women who rarely deal with conflicts in an open manner and tend to repress their emotions and actions. And one of the most important predictors of CHD in the Framingham study was a non-supporting boss (La Rosa, 1988).

Literary sources discuss the relationship between psychosocial job factors as well as physical diseases, mental health and self-feeling in a wide manner, however bias is inevitable since it is rather difficult to establish the factors causing the greatest stress at work. Even though the study results show that the working conditions perceived by employees reflect the objective working conditions, only person's individual characteristics determine the fact how employees value such conditions. Moreover, such relations are not based on longitudinal studies. Therefore, a question remains unanswered what predetermines mental and physical health among correctional institution officers, namely individual personal characteristics or psychosocial job factors.

Generalizing study results it is possible to presume that correctional institution officers experience rather large amount of stress which affects their mental and physical health. According to John, Ream (1999), a better health of an employee is much more useful to the employee himself, institution and society.

John and Ream (1999) indicate that throughout the 1980s and 1990s the recognition of the need for crisis intervention, after a critical incident, became apparent. The earliest crisis intervention programs for correctional employees were conducted post-incident. Traditionally, in the correctional field, any type of assistance offered to employees and their families was post-incident, usually upon request from the employees or families, and in the form of referrals to the agency's Employees Assistance Program or private contractors (John, Ream, 1999).

Staffing plan for psychologists has recently been established at Lithuanian correctional institutions. Psychologists work with convicts. Unfortunately, psychological assistance to correction institution officers is practically not rendered due to many reasons: unformed traditions and practices, number of psychologists being too small.

Methodology of the research

A questionnaire distributed to respondents comprised the following: personal data (age, gender, marital status, education), job characteristics (work experience, function, distribution of work hours, work load), questions on psychosocial job factors, questions on a sense of harmony (Antonovsky, 1987), scale for coping with job strain, a question related to life quality and a question related to job satisfaction, and job motivation scale.

The questions on sense of harmony were selected as valid means dedicated to the evaluation of adaptive scheme which determines successful coping with stress and health (Antonovsky, 1987). The questionnaire on sense of harmony was prepared by Antonovsky in 1987. With the help of the questionnaire on sense of harmony it is sought to assess to what extent a person is capable to cope with the life difficulties, i.e. a cognitive construct called harmony. The original questionnaire on sense of harmony (SOC – 29) includes 29 questions, and the one simplified, modified and applied in Lithuania (SOC – 13) contains 13 questions. Each proposition of the scale is related to one of the harmony components: comprehensibility, manageability and meaningfulness. The respondents had to assess every proposition within the scale of 5 points, starting from “surely not” (1) and going up to “surely yes” (5).

With the help of the questionnaire on psychosocial job factors it was sought to assess the main job stressors. The scale of psychosocial job factors comprises three components: attitudes towards job (5 propositions), psychosocial support from the employees (1 proposition), and attitudes towards the convicts (6 propositions). The respondents were also provided with a questionnaire compiled by the authors of this research with the help of which it was sought to ascertain specific factors of job environment characteristic only to correctional institutions. Correctional institution officers had to indicate how often they encounter specific behaviour among the convicts causing stress at work. The respondents were provided with a list with some specific propositions describing the convicts' behaviour (3 propositions) and the stressful situation in which the respondents participate as observers (4 propositions). Moreover, an open question was provided, asking to indicate, what other job stressors encountered by correctional institution officers at work are. In addition to that, propositions were provided that describe features of irritability (constant irritation related to the convicts' behaviour, sleeping disorders, attention deficit disorders) in order to ascertain what consequences are caused by job stress among correctional institution officers. The respon-

dents had to assess every proposition within the scale of 5 points, starting from “very often” (1) and ending with “never” (5).

With the help of the scale for coping with job stress, methods for coping with job stress and relaxation were identified. Within the scale for coping with job stress, separate propositions were named (8 propositions) and one open question was provided, helping the respondents to cope with professional stress. Work motivation scale reflects officers’ attitudes towards their work and job satisfaction. Moreover, several questions that reflect the attitude towards social support among officers were accentuated. Within the motivation scale, 6 propositions were named along with one open question, encouraging carrying out the selected job. The respondents had to assess every proposition within the scale of 5 points, starting from “surely not” (1) and ending with “surely yes” (5).

For processing the research data, SPSS 11.5 for Windows and Excel 2000 software were used. As general, significance levels of 0.05 or 0.01 were selected. Statistical data analysis was performed: averages, standard deviations, value minimums and maximums, correlations, significance levels were calculated. Statistical hypotheses were verified with non-parameter, independent sample Mann Whitney U test, Kruskal-Wallis H criteria, multiple regression was applied for the evaluation of impact of independent variables on one dependent, qualitative correlations were verified with the help of Pearson, rank correlations with the help of Spearman correlation coefficients. Credibility was verified with Chi-test, F and determination coefficients.

Sample of the research

The research was conducted in December of 2004. The group of respondents comprised 62 persons: 18 officers from Vilnius correctional institution No. 1, 20 from Vilnius correctional institution No. 2 and 24 from Siauliai interrogation ward. In each correctional institution 25 questionnaires were distributed, 75 in total, 64 of which were returned and 2 were rejected. In total, 50 men and 12 women took part in the poll. Persons belonging to almost all incumbencies of correctional institution personnel were investigated, namely 36 squad heads, 8 senior squad heads, 4 inspectors, 5 specialists, 5 department heads, 1 deputy watcher, 1 director assistant on duty, 2 deputy directors.

Relationship between job satisfaction, quality of life and psychosocial job factors among correctional institution officers

By the research it was striven to ascertain the significance of psychosocial job factors to life quality, indicator related to overall life satisfaction. About two thirds of the respondents are satisfied with their life quality. Satisfaction with life quality perceived by correctional institution officers is related to self-comprehension at work, work type and work payment. Work routine ($r = .258, p = .043$), poor career perspectives ($r = .374, p = .003$), low work payment ($r = .227, p = .076$) are positively associated with dissatisfaction with life quality. A relationship is found between satisfaction with life quality and meaningfulness component of sense of harmony (Beta = .329, $p = .031$). The more activity of correctional institutional officers is given a sense, the greater is their satisfaction with life quality. Satisfaction with life quality perceived by correctional institution officers positively correlates with work type (work with people ($r = .504, p = .000$), possibility to assist customers ($r = .260, p < .041$), liking work activity and profession ($r = .426, p = .001$).

Relationship with the family occupies a very important place in the life of the respondents since satisfaction with life quality is related to family support. However, a statistically significant correlation between communication with work colleagues ($r = .079, p = .542$, Spearman’s correlation) and satisfaction with life quality was not found.

Moreover, there is no correlation between perceived job stress and perceived satisfaction with life quality. Despite this, perceived satisfaction with life quality positively correlates with job satisfaction ($r = .376, p = .003$, Spearman’s correlation).

One of the highest job motives among correctional institution officers is the fact that they enjoy working with people (4), helping them (3.1774) (see Table 1). Job selection is predetermined by liking the profession (3.0806). Some respondents mentioned social guarantees (lesser length of service, earlier retirement age), salary stability. However, according to the research results many officers are not satisfied with the level of their work payment, and they are engaged in this type of work since they do not have any other choice.

Averages of job motivation scale with regard to correctional institution officers

	I like working with people	Namely here I can be of help to people	Namely in this activity I can express myself	Rather good work payment	I do not have any other choice	This activity is close to my profession
M	4	3.17	2.96	2.8	2.70	3.08
Moda	5.00	4.00	4.00	4.00	2.00	1.00
SD	1.07	1.07	1.29	1.32	1.28	1.65

Job satisfaction positively correlates with perceived satisfaction with life quality ($r = .376$, $p = .003$, Spearman's correlation), however statistically significant relationship between perceived job stress and job satisfaction was not found ($r = .122$, $p = .342$, Spearman's correlation). The research results of Whiteacre, Kevin (2006) survey also identified variables associated with higher levels of employee stress, including increased contact with inhabitants, a higher level of concern for respect, a lower level of self-reported life satisfaction and working noonday shifts. Results of this research revealed that job satisfaction among correctional institution officers negatively correlates with job monotony ($r = .322$, $p = .011$) and poor career perspectives ($r = .374$, $p = .003$). It means that if the respondent has a strong belief in his career opportunities, his job has a higher diversity and thus his job satisfaction is of a higher level.

While generalizing the research results it is possible to assert that perceived satisfaction with life quality is related to self-comprehension at work, work type, career possibilities, and work payment. Job dissatisfaction among correctional institution officers is related to job monotony, poor career perspectives; moreover the respondents are not satisfied with their work payment.

Peculiarities of job stress among correctional institution officers

By this research it was striven to assess the level of stress perceived by correctional institution of-

ficers at work as well as to establish the general job stress sources. 32.3% of respondents experience job stress.

Three fourths of respondents indicated that the highest stress at work is caused by "unpredictable", difficult customers and low work payment; moreover, over a half of respondents agree that stress is caused by big responsibility for convicts, poor career perspectives. Job stress among correctional institution officers is related to inability to control convicts' conduct, especially when it is necessary to suppress violence among convicts ($r = .246$, $p = .027$), and related responsibility. On the other hand, although aggression, physical traumas among convicts occur in prison almost every day, no relationship is found between job stress perceived by correctional institution officers and aggression, physical traumas among prisoners. Such results may demonstrate that sensitivity of correctional institution officers to convicts' distress, violence and aggression is rather decreased. Seifert (1997) notes that a correctional officer's job is to control the selfish, self-serving, and exploitative behaviour of inmates who have contempt for authority. Many criminal justice employees agree that the frustration of managing inmates and the daily exposure to the cynical attitudes of offenders hardens one's own attitudes. Over time, employees may generalize these negative attributes (lack of goodness and trustworthiness) to all individuals. This may increase employee cynicism.

Table 2

**Relationship between psychosocial job factors and job stress perceived
by correctional institution officers**

	IT1	IT2	IT3	IT4	IT5	IT6	IT7	IT8	IT9	IT10	IT11	IT12
BIT	.439**	.433**	.303*	.154	.133	.000	.005	.037	.154	-.021	.390*	.321*
	.000	.000	.017	.231	.301	.999	.969	.773	.233	.873	.002	.011
IT1		.501**	.169	.111	-.053	.075	.151	-.016	.231	.048	.069	.150
		.000	.190	.391	.684	.563	.241	.904	.071	.712	.592	.243
IT2			.127	.040	-.156	-.082	.008	.190	.094	.225	.105	.259*
			.323	.759	.226	.527	.952	.138	.469	.079	.417	.042
IT3				-.210	.288*	.495**	.363**	.318*	.278*	.013	.165	.284*
				.102	.023	.000	.004	.012	.029	.920	.200	.025
IT4					.337**	-.146	.090	.067	-.031	.069	.248	-.072
					.007	.259	.486	.603	.810	.593	.052	.578
IT5						.137	.329**	.369**	.215	.048	.093	.002
						.287	.009	.003	.093	.712	.470	.985
IT6							.437**	.193	.379**	.309*	.206	.142
							.000	.132	.002	.015	.107	.270
IT7								.376**	.433**	.306*	.020	-.076
								.003	.000	.015	.879	.558
IT8									.591**	.284*	.070	.124
									.000	.025	.586	.336
IT9										.404*	.160	.161
										.001	.214	.212
IT10											.172	.125
											.182	.333

Note: **- $p < .01$, *- $p < .05$. BIT – perceived job strain, IT1 – high work load; IT2 – work routine; IT3 – unpredictable, difficult clients; IT4 – workplace social support; IT5 – aggression and violence at work; IT6 – large responsibility for clients; IT7 – high expectations from clients and their family members; IT8 – poor, slow work results; IT9 – insufficient feedback from client's side; IT10 – negative surrounding persons' attitude towards convicts; IT11 – poor career perspectives; IT12 – low work payment.

Correctional institution officers had to answer the questions on how many times within the period of 6 months they encountered stressful situations related to convicts' conduct. Half of the respondents indicated that within the period of 6 months they received verbal insults from convicts, two fifths witnessed injured convicts (85 cases) and also had to suppress conflicts among convicts (81 cases). 6 respondents indicated that they get verbally insulted by convicts on a daily basis. For the largest part, job stress is related to verbal insults of convicts ($p = .017$, $df = 4$, Chi test = 12.046, Kruskal Wallis test). The more threatenings, verbal insults respondents receive, the greater job stress they experience. Correctional institution officers also named other factors causing job stress, such as slander, threat from a convict's side, lack of security, absence of support from their management, excessive care of clients forgetting employees, very rapid changing of normative acts.

Self-feeling of correctional institution officers is negatively affected by cases when it is necessary to suppress violence among convicts ($r = .372$, $p = .001$), when they receive verbal insults ($r = .3$, $p = .009$), physical violence or related threat ($r = .324$, $p = .005$). These stressors among respondents are re-

lated to sleep disorders, permanent irritation towards convicts' conduct, difficulties in concentrating at work.

Similar results were also received when analysing the relationship of correctional institution officers' psychosocial job factors with perceived job stress which positively correlates with high work load ($r = .439$, $p = .000$), work routine ($r = .433$, $p = .000$), poor career perspectives ($r = .390$, $p = .002$), low work payment ($r = .321$, $p = .011$), unpredictable, difficult clients ($r = .303$, $p = .017$) (see Table 2).

In order to investigate efforts of correctional institution officers to cope with stress and establish efficiency of the methods selected by them, respondents were provided with a scale for coping with job stress. It was ascertained that 93.5% of correctional institution officers reduce their job stress with the help of their recreational activities (4.4355) (relaxing in the garden, exercising, etc.), 67.7% by communicating with their friends (3.7258) and 53.2% by communicating with their work colleagues (3.1452) (see Table 3). 32.3% of the respondents discuss their work problems with their family members or close relatives (2.5484). A few correctional institution officers indicated that they reduce job stress by consuming al-

coholic beverages, being on vacation, studying at university. Others plunge into their family troubles, even

ryday life which also assists in leaving the job problems aside.

Table 3

Averages and standard deviations related to coping with job strain by correctional institution officers

	M	SD	Yes, %	No %
I have good friends I meet often and relax from work	3.72	1.34	68	32
I have activity in which I can relax (garden, hobby, sport, etc.)	4.43	.82	94	6
I participate in professional self-help group	1.27	.83	6	94
I pay visits to psychologist	1.14	.56	3	97
Talks with work colleagues are helpful	3.14	1.35	53	47
I take tranquilizers	1.11	.44	2	98
I meditate	1.20	.77	3	97
I share my problems with my family members, close relatives	2.54	1.41	32	68

96.8% of the respondents indicate that they are supported and understood by their close relatives, however a significant relationship between psychosocial support and perceived job stress was not found ($r = .066$, $p = .609$, Spearman's correlation). 71% of the officers state that they feel psychosocial support from their work colleagues. Although respondents indicate that job stress is reduced by recreational activities, communication with friends, colleagues and family, statistically significant relationship between perceived job stress and methods for coping with stress was not found. It means that methods for coping with stress applied by officers do not reduce job stress.

In order to assess general indicator for sense of harmony among correctional institution officers, the analysis of scale averages and correlations was performed. High component of understanding of sense of harmony is characteristic to correctional institution officers (1.8645). It means that they are aware of many environmental requirements. Management component is average (2.3145). It shows inner ability and efforts to control the situation and inner belief that problems can be overcome. Meaningfulness component is lower than the average (3.2460). All external and internal impulses and requirements are not given a sufficient sense by respondents since they believe that the latter is not worth any involvement and efforts. This demonstrates a lower level of motivation.

Perceived job stress among correctional institution officers positively correlates with their sense of harmony ($r = .432$, $p = .000$). The stronger sense of harmony among respondents is, the less job stress correctional institution officers experience.

Generalizing the research results it is possible to assert that work at correctional institutions is rather tense, decreasing sensitivity in attitudes. Perceived job stress is related to traditional psychosocial job factors and lack in control of convicts' conduct (prisoners' verbal insults, threatenings, inability to

control convicts' conduct and large responsibility for convicts). Every person accepts stress and deals with it in a different way. The fact how a person would be able to cope with job stress undoubtedly depends on psychical personality processes. However, whether a person would be able to cope with stress depends on stressor duration, intensity and number. The level of evaluation of inner harmony among correctional institution officers is average. The lesser the job strain experienced by correctional institution officers is, the higher their level of evaluation of inner harmony is. Referring to the research results it is possible to presume that continuous stress at work wears officers' inner resources and therefore exterior intervention is required assisting in the restoration of inner balance.

Conclusions

1. Analysis of singularities performed with regard to the work environment of correctional institution officers confirms the hypothesis put forward that some specific variables of psychosocial job factors (career opportunities, work payment size, job diversity, and type of job satisfaction) are related to life satisfaction. The discussion could be continued solely on one aspect of the hypothesis, namely the significance of perceived job stress with regard to job satisfaction and life quality. Direct research results could probably deny this part of the hypothesis; however some of the job factors are common with regard to job satisfaction and job stress (career opportunities, work payment size). Although the results of this research did not reveal direct relationship between job stressors related to badly controlled convicts' conduct and job satisfaction, researches conducted abroad demonstrated that factors causing stress (contact with convicts, lack of respect) are also the factors reducing job satisfaction among officers.

2. The most important job motives among correctional institution officers include job type (work

with people) and social guarantees; however they are not satisfied with the work payment size.

3. As a rule, every third correctional institution officer suffers from job stress. Job of correctional institution officers is rather tense. Job stress is related to unpredictable, hard to control clients' conduct, large responsibility for convicts, slander and threat from convicts, lack of security. Correctional institution officers also indicated other factors causing stress at work, such as low work payment, poor career perspectives, and absence of support from their direction, excessive care of clients while forgetting employees, very rapid changes of normative acts.

4. Suppression of violence among convicts, disrespect (threats, slander, and verbal insults), physical violence or related threat from convicts are, in the opinion of correctional institution officers, related to sleep disorders, constant irritation with convicts' conduct, difficulties in concentrating at work, and decreased sensibility to social attitudes.

5. It is difficult to make any forecasts about what aspects better determine successful coping with stress at work: personal characteristics or intensity of job stress. However, the fact that the average level of evaluation of inner harmony is characteristic to the respondents, despite the fact that officers' mental and physical health is examined thoroughly prior to their employment in correctional institutions, allows presuming that inner resources of correctional institution officers are exhausted and therefore a qualified psychological intervention is required. Crisis intervention programmes after traumas, debriefing, Critical Incident Stress Management are applied in other countries. Unfortunately, psychological assistance is not yet rendered to officers in Lithuanian correctional institutions.

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Psichosocialinių darbo veiksmų ryšys su pataisos įstaigų pareigūnų pasitenkinimu darbu, gyvenimo kokybe, vidine darba

Santrauka

Stresas darbo vietoje – vienas pagrindinių sveikatos problemų sukėlėjų. Pataisos įstaigų pareigūnų darbas yra laikomas pavojingu tiek fiziškai, tiek psichiškai, nes jie kasdien tiesiogiai susiduria su žemiausiais visuomenės sluoksniais, nepriimtinais nuostatomis, vertybėmis, smurtu kaip dalyviai ir kaip stebėtojai. Be to, jie ilgą laiką praleidžia izoliacijoje, sprendžia nuteistųjų problemas, stebi jų gyvenimą, subkultūrą, yra atsakingi už įkalinimo įstaigoje tvarkos ir drausmės palaikymą. Nuteistieji kovoja tarpusavyje, vienas kitą žaloja, puola personalą. Kalinių grupės atskirose kalėjimo vietose kelia tarpusavio konfliktus, naudoja fizinį smurtą. Kai reikia malšinti smurtą tarp nuteistųjų, pataisos įstaigų pareigūnai susiduria su bejėgiškumo jausmu, kontrolės stoka. Kontrolės stoka esant pavojui yra stiprus aplinkos stresorius (Graf, 1986). Tyrimais įrodyta, kad pataisos įstaigų pareigūnų darbas yra įtemptas, o darbo stresoriai siejasi su širdies ir kraujagyslių ligomis (Harenstam ir kt., 2000), psichologiniais ir net psichiniais (nerimu, miego sutrikimais) sveikatos sutrikimais (Goldberg ir kt., 1996).

Pasitenkinimas darbu yra žmogaus pasitenkinimo gyvenimu dalis ir apskritai veikia bendrą žmogaus pasitenkinimą gyvenimu (O'Boyle, 2001). Dėl teisėtvarkos pareigūnų darbo pavojingumo tiek fiziniu, tiek psichologiniu požiūriu manoma, kad nukenčia pasitenkinimas ir pasišventimas darbui. Brewer, Wilson (1995) teigia, kad pareigūnai, dirbantys praktinį darbą, turi didžiulę laisvę primant svarbius, dažniausia lemtingus sprendimus, todėl teisėtvarkos pareigūnų pasitenkinimas, pasišventimas darbui turi įtakos darbo kokybei, nes vienu atveju pareigūnas gali minimaliai atlikti savo užduotį, kitu – turėti reikšmingą indėlį visuomenės gyvenime.

Šio straipsnio *tikslas* – nustatyti pataisos įstaigų pareigūnų pagrindinius darbo stresorius ir atskleisti psichosocialinių darbo aplinkos veiksmų ryšį su pasitenkinimu gyvenimo kokybe, pasitenkinimu darbu ir vidine darba. Tyrimo *objektas* – pataisos įstaigų pareigūnų psichosocialinių

darbo veiksmų reikšmė pasitenkinimui darbu, gyvenimo kokybei, vidinei darbai. Tyrimo *uždaviniai*: 1) nustatyti pagrindinius pataisos įstaigų pareigūnų darbo stresorius, jų intensyvumą ir individualius streso įveikos būdus, pataisos įstaigų pareigūnų vidinės darnos stiprumą; 2) atskleisti ryšį su stresu darbo vietoje; 3) nustatyti psichosocialinių darbo veiksmų, suvokto streso darbo vietoje ryšį su pasitenkinimu darbu, gyvenimo kokybe. Tyrime remtasi hipotetinėmis prielaidomis, kad pataisos įstaigų pareigūnų darbas yra įtemptas. Kuo pataisos įstaigų pareigūnai jaučia mažesnę stresą darbo vietoje, tuo yra aukštesnis vidinės darnos įverčių lygis. Pataisos įstaigų pareigūnų psichosocialiniai darbo veiksniai, keliantys įtampą darbe, yra susiję su pasitenkinimu darbu, gyvenimo kokybe.

Tyrimas atliktas 2004 m. gruodžio mėn. Vilniaus 1-uosiuose pataisos namuose, Vilniaus 2-uosiuose pataisos namuose ir Šiaulių tardymo izoliatoriuje. Tyrime dalyvavo 62 pataisos įstaigų pareigūnai (50 vyrų ir 12 moterų), užimantys beveik visas pataisos įstaigų personalo pareigyles.

Tyrimui atlikti parengtas vidinės darnos klausimynas (Antonovsky, 1988), psichosocialinių darbo veiksmų klausimynas, darbo įtampos įveikimo, darbo motyvacijos skalės, pasitenkinimo darbu, pasitenkinimo gyvenimo kokybe, suvokto streso darbo vietoje klausimai.

Atlikta pataisos įstaigų pareigūnų darbo aplinkos ypatumų analizė patvirtina iškeltą hipotezę, kad psichosocialiniai darbo veiksniai (karjeros perspektyvos, darbo užmokesčio dydis, darbo įvairumas, pasitenkinimas darbo pobūdžiu) siejasi su pasitenkinimu darbu ir gyvenimo kokybe. Vienus svarbiausių darbo motyvų pataisos įstaigų pareigūnai nurodė darbo pobūdį (darbas su žmonėmis), socialines garantijas, tačiau tiriamieji nėra patenkinti darbo užmokesčio dydžiu ir tai kelia papildomą įtampą darbe. Būtų galima diskutuoti tik apie vieną hipotezės aspektą – streso darbo vietoje sąsajas su pasitenkinimu darbu ir gyvenimo kokybe. Tiesioginiai tyrimo rezultatai lyg ir

paneigtų šią hipotezės dalį, tačiau kai kurie darbo veiksniai yra bendri pasitenkinimui darbu ir stresui darbo vietoje (karjeros perspektyvos, darbo užmokesčio dydis). Nors šio tyrimo rezultatai ir neatskleidė statistiškai reikšmingo ryšio tarp psichosocialinių darbo veiksnių, susijusių su sunkiai kontroliuojamu nuteistųjų elgesiu ir pasitenkinimo darbu, gyvenimo kokybe, tačiau užsienio šalių tyrimai rodo, kad stresą keliantys veiksniai (kontaktas su nuteistaisiais, pagarbos stoka) taip pat mažina pareigūnų pasitenkinimą darbu.

Tyrimo rezultatai atskleidė, kad vienas trečdalis respondentų dažnai jaučia įtampą darbe. Stresas darbo vietoje siejasi su dideliu darbo krūviu, darbo rutina, menkomis karjeros perspektyvomis, mažu darbo užmokesčiu, sunkiais, neprognozuojamais klientais. Pataisos įstaigų pareigūnai įvardijo ir kitus stresą darbo vietoje keliančius veiksnius: didelę atsakomybę už nuteistuosius, šmeižimus ir grasinimus iš nuteistojo pusės, saugumo stoką, perdėtą rūpinimąsi klientais, pamirštant darbuotojus, labai greitą norminių aktų kaitą, paramos iš vadovybės nebūvimą.

Tyrimo rezultatai atskleidė, kad pataisos įstaigų pareigūnų vidinės darnos skalės vidurkis yra vidutiniškas. Kuo stipresnė vidinė darna, tuo pataisos įstaigų pareigūnai jaučia mažesnę įtampą darbe. Smurto tarp nuteistųjų malšinimas, psichologinis ir fizinis smurtas arba fizinio smurto

grėsmė iš kalinių pusės pataisos įstaigų pareigūnams siejasi su miego sutrikimais, nuolatinio susierzinimu dėl kalinių elgesio, kylančiais sunkumais susikaupiant darbe.

Beveik visi pataisos įstaigų pareigūnai teigia, kad juos palaiko artimieji. Kas septintas tiriamasis tvirtina, kad jaučia paramą iš bendradarbių, tačiau tarp šeimos, bendradarbių paramos ir suvokto streso darbo vietoje statistiškai reikšmingo ryšio nerasta. Nors tiriamieji ir teigia, kad stresą darbo vietoje mažina rekreacine veikla, bendravimu su draugais, kolegomis ir šeima, tačiau tarp suvokto streso darbo vietoje ir streso įveikos būdų statistiškai reikšmingo ryšio nerasta. Vadinasi, pareigūnų naudojami streso įveikos būdai nesumažina streso darbo vietoje lygio.

Kadangi darbas pataisos įstaigose yra įtemptas ir pavojingas, galima teigti, kad būtinas krizių intervencijų programų, debriefingo po traumos patyrimo taikymas. Krizių intervencijos programų, debriefingo tikslas – sušvelninti stresą, galintį sukelti potrauminio streso sutrikimus.

Pagrindiniai žodžiai: vidinė darna, psichosocialiniai darbo veiksniai, gyvenimo kokybė, pasitenkinimas darbu, stresas darbo vietoje, streso įveika.

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