




2001 6

김수연의 보건학석사 학위논문을 인준함

심사위원 장 세 진 

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연세대학교 보건대학원

2001년 6월 일

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Morris Feldman (1996)

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481 (331 , 150)
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가 Karasek (1979)
Job Content Questionnaire(JCQ) 49
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 Cronbach's 0.4614, 0.7221, 0.6325
 (5)
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 ‘ ’(1) ‘ ’(4
) 4 가 가
 Cronbach's 0.7609

$$\bullet \quad (8) \quad$$

가

(, 2000), (1998), (2000) , ' (1) ' (4) 4 , 가 . Cronbach's 0.7643 .

$$\bullet \quad (20)$$

Center for
Epidemiologic Studies Depression Scale(CES-D)(
, 1993)
'(1) ' (4
) 4 ,
Cronbach's 0.9261

1.	Cronbach's		
	N		Cronbach's
	481	4	0.4614
	480	8	0.7221
	481	2	0.6325
	481	5	0.7609
	331	8	0.7643
	480	20	0.9261

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가 . 가
60% 가 32%
가 47% 가 37%
가 . 5.8
6.6
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70%, 30%
88%, 12% 가
가 (2).

2.

	(n=331)	(n=150)	² or t
	116(35) [§]	58(39)	0.59
	215(65)	92(61)	
()	28.8 ± 7.0 [†]	30.4 ± 7.0	- 2.20*
	197(60)	70(47)	61.51**
	107(32)	25(17)	
	27(8)	55(37)	
()	5.8 ± 4.5	6.6 ± 4.6	- 1.75
	232(70)	132(88)	17.03**
	99(30)	18(12)	

§, (%); †, ± ; *, p<0.05; **, p<0.01.

2.

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(3).

3.

	(n=331)	(n=150)	t
	$25.1 \pm 4.1^{\dagger}$	26.0 ± 4.6	- 2.20 [*]
	40.8 ± 9.2	43.0 ± 10.9	- 2.17 [*]
	5.1 ± 1.3	4.4 ± 1.1	6.00 ^{**}
	11.7 ± 2.5	12.5 ± 2.6	- 3.06 ^{**}
	44.2 ± 9.9	38.9 ± 8.8	4.52 ^{**}

†, ± ; *, p<0.05; **, p<0.01.

3.

가

가

가

가

가 (4).

4.

1.00								
0.78**	1.00							
0.10	0.10	1.00						
0.22**	0.19**	-0.08	1.00					
0.13	-0.03	0.22**	-0.09	1.00				
0.06	-0.01	-0.26**	0.36**	-0.24**	1.00			
-0.03	0.01	0.19**	-0.19**	0.23**	-0.51**	1.00		
0.05	0.13**	0.30**	-0.12**	0.18	-0.46**	0.41**	1.00	

**, p<0.01.

4.

331 , 66

117 , , , ,

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, 가 89%

가 56%, 54% 가

. 26.3 , 28.4 , 32.3

가 가

. 가 85%, 53% 가

가 . 60% 가 4.9 , 4.2 , 8.0 가 66%, 94% 가 62% 가 (5).

5.

	(n=148)	(n=66)	(n=117)	² or F
	16(11) [§]	37(56)	63(54)	69.16 ^{**}
	132(89)	29(44)	54(46)	
()	26.3 ± 6.2 [†]	28.4 ± 5.6	32.3 ± 7.3	28.13 ^{**}
	126(85)	35(53)	36(31)	87.76 ^{**}
	15(10)	22(33)	70(60)	
	7(5)	9(14)	11(9)	
()	4.9 ± 4.0	4.2 ± 3.1	8.0 ± 4.9	24.55 ^{**}
	97(66)	25(38)	110(94)	66.08 ^{**}
	51(34)	41(62)	7(6)	

§, (%); †, ± ; **, p<0.01.

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가 (6).

6.

	(n=148)	(n=66)	(n=117)	F
	$24.0 \pm 3.7^{\dagger}$	25.8 ± 4.2	25.9 ± 4.3	8.41^{**}
	40.0 ± 8.9	40.9 ± 10.2	41.7 ± 9.0	1.20
	4.6 ± 1.1	6.0 ± 1.2	5.1 ± 1.1	32.22^{**}
	11.6 ± 2.8	11.3 ± 2.5	12.1 ± 2.1	2.60
	22.6 ± 3.6	23.0 ± 4.0	23.2 ± 3.4	0.75
	42.9 ± 9.8	45.0 ± 9.9	42.5 ± 10.0	1.55

†, ± ; **, p<0.01.

5.

가.

가 (7).

7.

			P
			59.46
			- 0.04 0.09 0.633
(=0,	=1)	0.58 0.89 0.515
			- 0.02 0.14 0.862
	(=0)	- 1.84 0.91 0.045
	(=0)	0.33 1.17 0.774
	(=0, =1)	- 1.68 1.04 0.106
			0.14 0.10 0.148
			0.02 0.04 0.729
			1.21 0.37 0.001
			- 1.74 0.17 0.000
(=0,	=1)	- 2.86 0.91 0.002
R ²			0.32

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가
가 (8). , 가 ,
가
32% 가 .

8.

	P		
	44.76		
	- 0.04	0.12	0.711
(=0, =1)	0.10	1.24	0.934
	- 0.03	0.19	0.885
(=0)	- 1.90	1.07	0.078
(=0)	- 2.77	1.80	0.125
(=0, =1)	- 1.35	1.21	0.267
	0.02	0.12	0.886
	0.00	0.06	0.994
	1.07	0.44	0.016
	- 1.46	0.22	0.000
	0.59	0.15	0.000
R ²	0.32		

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ABSTRACT

**A Study on the Relationship between Emotional
Labor and Depressive Symptom among the Service
Industrial Employees**

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Graduate School of Health Science and Management

Yonsei University

(Directed by Professor Sei Jin Chang, Ph. D)

This study was designed to identify the relationship between emotional labor and depressive symptom among Korean service industrial employees.

The case group consists of 331 employees who are working at the department stores, hotels and family restaurants in Seoul. I also invited 150 non-emotional labor group (90 officers in Seoul and 60 manufacturing workers in Incheon) as control group. A structured questionnaire was used to estimate the participants' general characteristics, job contents, job satisfaction, and depressive symptoms.

The measurement of emotional labor was performed only in the case group.

Data were analysed with SAS 6.12 program. Chi square and t-test were used for comparing demographic characteristics, job demand, decision latitude, job satisfaction, job insecurity and the levels of depressive symptom between case and control group. Multiple regression analysis was used to elucidate the factors affecting depressive symptom.

The results of this study were as follows:

First, while the mean values of job satisfaction, job insecurity and the levels of depressive symptoms of the employees who are working on emotional labor were higher than those who are not performing emotional labor, the mean values of job demand and job control of the employees who are working on emotional labor were lower than those of non-emotional labor group.

Second, depressive symptom showed a positive relationship with job demand and job insecurity, and a negative relationship with job control and job satisfaction. The emotional labor was positively associated with job demand and depressive symptom, but negatively associated with job control and job satisfaction.

Third, in total group, performing emotional labor and high job insecurity were related to an increased depressive symptom, but the

perception of job satisfaction played a role in reducing depressive symptom.

Fourth, in emotional labor group, high job insecurity and emotional labor, and low job satisfaction were associated with an increased depressive symptom.

These results suggest that performing emotional labor is related to higher depressive symptom in emotional labor group. In other words, the involuntary emotional expression and low job satisfaction at the workplace may influence the levels of depressive symptom.

It is strongly required that, although it was not conducted in this study, stress modifiers like personality traits (eg. Type A personality and self-esteem) and social support should be considered to examine the relationship emotional labor and its adverse effects on the service worker's mental health. In addition, the well-established welfare systems and stress management program of the worksite should be also provided to minimize some occupational problems caused by performing emotional labor, and it is needed to recognize emotional labor as a main part of the modern labor market not just an additional work.

Key words : Service industrial employees, Emotional labor, Depressive symptom