

# Effects of Verbal Abuse Experiences, Emotional Responses about Verbal Abuse, Job Stress, and Tenacity on Job Satisfaction of Hospital Nurses

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## Abstract

The purpose of this study was to analyze the factors of verbal abuse experiences, emotional responses about verbal abuse, job stress, and tenacity that influence job satisfaction in hospital nurses. The subjects of the study were 139 nurses working at the General Hospital in D city who agreed to participation of the study and was conducted with self-report to a structured survey. The survey included contents about measuring tools of verbal abuse experiences, emotional responses about verbal abuse, job stress, tenacity, and job satisfaction. On the collected data, descriptive statistics, t-test, ANOVA, Pearson's correlation coefficient, and stepwise multiple regression were conducted using SPSS Win. 21.0 program. For the degree of each variable in the study results, among the subdomain of verbal abuse, verbal abuse from customers (patients, guardians) showed 2.64 points, emotional responses about verbal abuse showed 2.74 points, the average of job stress showed three points and four points, and the average of job satisfaction showed 2.87 points. Among general characteristics working experience was statistically significant in job satisfaction. There was significant correlation in verbal abuse experiences ( $r=-.340$ ,  $p<.001$ ), emotional responses to verbal abuse ( $r=-.334$ ,  $p<.001$ ), job stress ( $r=-.194$ ,  $p<0.05$ ), and job satisfaction, and emotional responses to verbal abuse and verbal abuse experiences explained 14.3% about job satisfaction. Therefore to improve job satisfaction of hospital nurses it is necessary to prevent verbal abuse problem situations and to utilize conflict troubleshooting organizations of the hospital when verbal abuse problems occur to establish a system that can adequately deal with the situation. Also personally there needs to be training, education, and promotion about relationship between hospital personnel, patients, and guardians as well as communications capacity building and that is ideal to establish a space of communication and harmony.

**Keywords:** Verbal abuse experiences, Emotional responses to verbal abuse, Job stress, Tenacity, Job satisfaction

## Introduction

In modern society, within the rapidly changing healthcare environment, hospitals have come to require its members detailed occupational roles and high level of expertise. Especially nurses are facing much stress and many difficulties due to increase of nursing needs of patients and guardians, acquisition of new knowledge and skills, diverse teamwork between occupations, and excessive workload [1]. The ultimate purpose of nurses is to help patients maintain their optimum health conditions. Therefore the provision of quality nursing depends on the capacity of the nurses to be able to efficiently and positively carry out tasks given to the nurses and their job satisfaction. Therefore it is very important to make sure that the nurses are satisfied with their work [2] [3]. Lee and Oh [4] stated that job satisfaction means cause of morale and motivation, that it increases productivity, and that through job satisfaction the meet their desires and achieves self-actualization. However if job satisfaction decreases brings high turnover rates and increases in personnel management costs due to failure to enhance professionalism. Especially because nurses are a medical group that take up over 30% of the entire personnel of hospitals, managers can increase the quality of medical service by being aware of the importance of influencing factors of job satisfaction [5] [6]. Therefore to increase the quality of medical service is important to increase job satisfaction in nurses. According to previous study about job satisfaction, it is shown that it is related to personal, organization administrative, and interrelational characteristics [6].

The study by Han et al. [3] put exhaustion, tenacity, and stress resistance as important factors that influence job satisfaction, Ryu and Ko [5] stated that emotional labor and nursing specialized intuition were influencing factors, and

the study by Lee et al. [7] analyze that job stress was to factor that had much influence.

As a factor that influences job satisfaction, verbal abuse experiences caused decrease in job satisfaction and work productivity [9], and Kisa [8] stated that verbal abuse decreased work ability of nurses and exhausted their emotions. In the end verbal abuse experiences negatively affect the work of nurses in this lowers job satisfaction and vendors quality nursing provision which influences patient care negatively [9]. However verbal abuse experiences or emotional responses to verbal abuse which are factors that negatively influence job satisfaction of nurses have not been dealt with.

Also due to the nature of the work nurses must meet with diverse people such as doctors, nurses, patients, guardians, and other department staff they are exposed to more verbal abuse than any other occupations and in reality they are experiencing more verbal abuse [10]. This harms the morale, productivity, and health of the nurses and has important influence on daily life and work life of individual nurses and this causes the trend of gradual decrease of nursing ability and tendency to move workplaces [11]. Emotional responses to verbal abuse cause petty annoyance to various anger emotions that are difficult to control and also cause feelings such as discouragement, sadness, and sorrow [12]. If these negative emotions and stress accumulate for long-term, quality of nursing reduce and cause negative long-term influences such as turnover [13], to become a factor that decreases job satisfaction..

Job stress of nurses referred to stress shown in nurses who process tasks around the clock while having close relation with patients [14] and current nurses are under much job stress due to things like introduction of new medical and nursing knowledge and technology, irregular working hours, urgent decisions that require precision, increase of computer use, and social demand about quality nursing [15]. Kobasa, Maddi and Kahn [16] consider tenacity among individual personality as a mediating factor that has influence on stress response in situations where one experience what stress.

Tenacity of nurses act as a mediating factor that is effective and stress response and the character traits that this tenacity is directed have positive influence on various changes in life faced in the process of life and keeping and promoting health in crisis, and it is reported that this has a buffering effect on stress [17]. Tenacity is a personality trait that helps a person to live healthily in stressful life events and it has been confirmed as a variable that buffer and mediate negative effects due to stress [18]. As such, there is lack of studies that comprehensively studied verbal abuse experiences, emotional responses to verbal abuse, job stress, and tenacity that influence job satisfaction of hospital nurses. Therefore the study aims to analyze verbal abuse experiences, emotional responses to verbal abuse, job stress, and tenacity that influence job satisfaction of hospital nurses to increase job satisfaction and efficiency of nursing duties and to use as a basic data for seeking effective workforce management.

### **Purpose**

The study seeks to figure out the influence of verbal abuse experiences, emotional responses to verbal abuse, job stress,

and tenacity on job satisfaction of hospital nurses and the specific objectives are as follows.

- 1) Figure out the degree of verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and job satisfaction of hospital nurses
- 2) Compare the differences in job satisfaction according to general characteristics of hospital nurses
- 3) Figure out the relation between verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and job satisfaction of hospital nurses
- 4) Figure out the factors that influence job satisfaction and also nurses

### **Method**

This study is a descriptive research study to identify the influence of verbal abuse experiences, emotional responses to verbal abuse, job stress, and tenacity on job satisfaction of hospital nurses.

### **Participants**

The subjects of the study were nurses working at a general hospital in D city with over 500 hospital beds and through convenient sampling by the researcher surveys were distributed, completed, and collected, and the sample size was calculated using G\*Power 3.1 program.

During regression analysis the effect size was 0.15 corresponding to medium effect, significance level.05, statistical power.90, and 5 independent variables in the calculated adequate sample number was 150 nurses considering dropout rates based on 116. Among the total of 150 surveys 145 copies were collected which meant the collection rate was 96.7%. Among these 139 copies, excluding 11 incomplete surveys, were used in the final data analysis.

### **Instruments**

#### ***Verbal abuse experiences***

The verbal abuse experience tool used by the study was "Verbal abuse scale" by Manderino and Banton [19] modified by Ku and Lee [20]. It is composed of a total of 23 items that includes 12 items about customer (patient, guardian) verbal abuse and 11 items about colleague (doctor, nurse, other department) verbal abuse. Each item is a 5 point Likert scale from 1 point 'none at all' to 5 point 'very often' and higher points denote higher degree of verbal abuse experience. The reliability of verbal abuse experience in the study was Cronbach's  $\alpha=.94$ .

#### ***Emotional responses to verbal abuse***

The emotional response to verbal abuse tool used by the study was Assault Response Questionnaire (ARQ) by Lanza [21] modified by Choi [12]. This tool is composed of a total of 21 items and it is a 5 point Likert scale from 1 point 'strongly disagree' to 5 point 'strongly agree' and higher points denote higher feelings of emotional responses to verbal abuse. The reliability of this study was Cronbach's  $\alpha=.96$ .

**Job stress**

The job stress tool used by the study was job stress tool developed by Kim and Gu [22] modified and supplemented by Ahn [1]. It is composed of a total of 23 items in 6 domains that include 5 items about heavy workload, 3 items about lack of expertise and technique, 1 item about night shifts, 5 items about professional role conflict, 4 items about adequacy of treatment compensation, and 5 items about interpersonal problems. It is a 5 point Likert scale from 5 point 'strongly agree' to 1 point 'strongly disagree' and higher points denote higher job stress. The reliability of the study was Cronbach's  $\alpha=.94$ .

**Tenacity**

The study used DRS-15 (Dispositional Resilience Scale) developed by Bartone [23] used by Cho [24]. It is composed of a total of 15 items and it is composed of self-concepts which include 5 items about controllability, 5 items about self-input, and 5 items about challenge. It is a 4 point Likert scale from 4 point 'strongly agree' to 1 point 'strongly disagree' and higher points denote higher tenacity. The reliability in the study was Cronbach's  $\alpha=.72$ .

**Job satisfaction**

The study used a measurement tool developed by Slavitt et al. [25] used by Moon [26]. It is composed of a total of 16 items which include 4 items about administration, 4 items about expertise, 4 items about interpersonal relations, and 4 items about wages. It is a 5 point Likert scale from 5 point 'strongly agree' to 1 point 'strongly disagree' and higher points denote higher degree of job satisfaction. The reliability of the study was Cronbach's  $\alpha=.81$ .

**Data analysis**

The collected data was statistically processed using SPSS WIN 21.0 program. The general characteristics and degree of variables of hospital nurses were obtained from frequency, percentage, average, and standard deviation. T-test and ANOVA were conducted for differences in job satisfaction according to general characteristics of hospital nurses and for post-test, Scheffe test was conducted. Relation between verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and job satisfaction in hospital nurses was analyzed with Pearson's correlation coefficient and to confirm the factors that influence job satisfaction stepwise multiple regression analysis was conducted.

**Ethical consideration**

This study went through IRB (KNU\_IRB\_2015\_33) approval before conducting and to nurses working at a general hospital located in D city the city purpose and participation method was explained and after consent was received agreement about the study and survey were distributed from 2013 July 28 to August 5.

**Results**

**General characteristics of hospital nurses**

For general characteristics of the study participants there were 2 (1.4%) males and 137 (98.6%) females. For age, 71 (51.1%) were under 29. For education history 98 (70.5%) were vocational college graduates. For marital status 95 (68.3%) were unmarried. 102 (73.4%) nurses worked in wards. 56 (40.3%) nurses had worked for over 72 months. 132 (95%) were general nurses. 128 (92.1%) nurses were working three shifts (Table 1).

**TABLE 1. General characteristics of hospital nurses**  
(N=139)

Characteristics	Division	N (%)
Gender	Male	2 (1.4)
	Female	137 (98.6)
Age	≤29	71 (51.1)
	30~39	54 (38.8)
	≥40	14 (10.1)
Education	Vocational college graduate	98 (70.5)
	Bachelor	39 (28.1)
	Graduate school or over	2 (1.4)
Marital status	Single	95 (68.3)
	Married	44 (31.7)
Department	Ward	102 (73.4)
	Special department	37 (26.6)
Work experience (years)	<2	44 (31.7)
	2-4	20 (14.4)
	4-6	19 (13.7)
	>6	56 (40.3)
Composition	Nurse	132 (95.0)
	Nursing unit manager	7 (5.0)
Shift patterns	Three shifts	128 (92.1)
	Fixed shifts	11 (7.9)

**Degree of verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and job satisfaction in hospital nurses**

The verbal abuse experience of nurses scored 1.12 out of 5 points. In the points by subdomains of verbal abuse, verbal abuse experiences from customers (Guardian, patient) scored 2.64 and 1.61 from colleagues (Dr., nurse, other department employee).

Emotional responses to verbal abuse scored 2.74 out of 5 points. Job stress scored 3.74 out of 5 points and in the subdomains it was the highest in work overload with 3.98, lack of technique 3.80, role conflict 3.72, night shift 3.69, compensation 3.65, and interpersonal relations 3.61. For tenacity it showed 2.53 out of 4 points. In the subdomains controllability was the highest with 2.61, then it was 2.60 challenge and 2.47 in self-input. Job satisfaction showed 2.87 out of 5 points and in the subdomains interpersonal relations showed the highest with 3.69, expertise 3.27, administration 3.00, and compensation showed the lowest with 1.82 (Table 2).

**TABLE 2. Degree of verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and job satisfaction in hospital nurses**

(N=139)

Variables	Mean (SD)	Range	Observed range
Verbal abuse experiences	1.12 (.55)	1~5	1~5
Customer	2.64 (.74)	1~5	1~5
Colleague	1.61 (.59)	1~5	1~5
Emotional responses to verbal abuse	2.74 (.82)	1~5	1~5
Job stress	3.74 (.62)	1~5	1~5
Work overload	3.98 (.68)	1~5	1~5
Role conflict as a profession	3.72 (.72)	1~5	1~5
Lack of expertise and technique	3.80 (.79)	1~5	1~5
Interpersonal problems	3.61 (.75)	1~5	1~5
Inadequate treatment and compensation	3.65 (.80)	1~5	1~5
Night shifts	3.69 (1.15)	1~5	1~5
Tenacity	2.53 (.35)	1~4	1~4
Self-input	2.47 (.50)	1~4	1~4
Controllability	2.61 (.47)	1~4	1~4
Challenge	2.60 (.44)	1~4	1~4
Job satisfaction	2.87 (.42)	1~5	1~5
Administration	3.00 (.47)	1~5	1~5
Expertise	3.27 (.57)	1~5	1~5
Interpersonal relations	3.69 (.75)	1~5	1~5
Compensation	1.82 (.82)	1~5	1~5

**Degree of job satisfaction according to general characteristics of hospital nurses**

Job satisfaction according to general characteristics showed significant differences according to work experience ( $F=3.587, p=.016$ ) and there were no significant differences between groups. There were no significant differences in gender, age, education, marital status, department, position, and shift patterns.

**TABLE 3. Degree of job satisfaction according to general characteristics of hospital nurses**

Charac teristics	Division	job satisfaction	t or F (p)
		M±SD	
Gender	Male	2.93 (.35)	0.24 (.811)
	Female	2.86 (.42)	
Age	≤29	2.88 (.44)	1.813 (.167)
	30~39	2.80 (.39)	
	≥40	3.03 (.42)	
Education	Vocational college graduate	2.85 (.41)	1.739 (.180)
	Bachelor	2.93 (.44)	
	Graduate school or over	2.41 (.13)	
Marital status	Single	2.86 (.42)	-.331 (.741)
	Married	2.88 (.44)	

Department	Ward	2.88 (.45)	.472 (.638)
	Special department	2.83 (.35)	
Work experience (years)	<2	3.03 (.45)	3.587 (.016)
	2-4	2.83 (.43)	
	4-6	2.72 (.33)	
	>6	2.80 (.40)	
Composition	Nurse	2.87 (.42)	1.264 (.208)
	Nursing unit manager	2.67 (.37)	
Shift patterns	Three shifts	2.86 (.42)	-.444 (.658)
	Fixed shifts	2.92 (.48)	

**Relation between verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and job satisfaction**

In the analysis of correlation between verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and job satisfaction in hospital nurses, job satisfaction showed verbal abuse experiences ( $r=-.340, p<.001$ ), emotional response ( $r=-.334, p<.001$ ), and job stress ( $r=-.194, p<.05$ ), which showed significant negative correlation (Table 4).

**TABLE 4. Relation between verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and job satisfaction**

	Verbal abuse experiences	Emotional responses to verbal abuse	Job stress	Tenacity	Job satisfaction
Verbal abuse experiences	1				
Emotional Responses to verbal abuse	.559 (<.001)	1			
Job stress	.358 (<.001)	.411 (<.001)	1		
Tenacity	.258 (<.001)	.081 (.341)	.138 (.105)	1	
Job satisfaction	-.340 (<.001)	-.334 (<.001)	-.194 (<.05)	.071 (.408)	1

**Factors that influence job satisfaction of hospital nurses**

The result of multiple regression analysis including work experience that showed significant statistical differences on job satisfaction among main variables of the study verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and general characteristics to figure out the factors that influence job satisfaction of hospital nurses is as follows. In the result of the regression analysis, the Durbin-Watson statistics was 1.703 which satisfied the independence of residuals. In the verification of multicollinearity between independent variables tolerance was 0.684 which was a value under 1.0. Variance inflation factor (VIF) was found to be 1.461 which was under 10, which meant there was no problem of multicollinearity between independent variables.

For influencing factors emotional responses to verbal abuse ( $\beta=-.251$ ,  $p=.009$ ) and verbal abuse experiences ( $\beta=-0.194$ ,  $p=.044$ ) showed 14.3% of exploratory power on job satisfaction.

**Table 5: Factors that influence job satisfaction of hospital nurses**

Variables	B	SE	B	t	p
Constant	3.539	.141		25.026	
Emotional responses to verbal abuse	-.130	.049	-0.251	-2.637	.009
Verbal abuse experiences	-0.149	.073	-0.194	-2.031	.044

$R^2=.155$ ,  $Adj R^2=.143$ ,  $F=12.492$ ,  $p<.001$

### Discussion

This study was conducted to provide basic data for personnel management improvement by figuring out the degree of verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and job satisfaction in hospital nurses and analyzing the factors that influence job satisfaction.

The level of verbal abuse experience of hospital nurses was average 1.12 points out of 5 points, verbal abuse experience from guardians or patients was 2.64 points, and experience with colleagues was 1.61 points.

In the study by Kwon [27], the main perpetrators of verbal abuse was found to be in the order of guardian 66.7%, patient 63.3%, doctor 57.4%, and colleague nurses 14.1% which showed that the most frequent perpetrators of verbal abuse were guardians and patients. This can be interpreted that patients and guardians show much verbally abusive behavior in extreme stress situations due to diseases and nurses who provide care most closely are frequent victims of verbal abuse. Because these verbal abuse experiences have much influence on daily life and duties to cause negative emotional responses [9], hospital authorities should guide measures for patient demands and emotional expression when guiding hospital life to patients and guardians and the should provide nurses with communications and interpersonal relations, stress coping strategies, and leadership and nursing service education methods, as well as establish and operate an organizational system that can resolve conflicts with patients such as verbal abuse to increase job satisfaction of nurses and moreover they should establish conditions that can improve the quality of service.

The level of emotional responses to verbal abuse of hospital nurses was 2.74 points out of 5 points. This showed similar results with the study by Cho et al. [9]. It was 3.20 points in the study by Choi [12] that was on emergency room nurses. The emotional responses to verbal abuse points of nurses are all above average and nurses that experience verbal abuse show negative emotional responses such as irritation, anger, resignation, depression, and sadness which put them into physical and emotional exhaustion and cause negative results such as decrease in job satisfaction and job performance which can be seen as impediments to work management of nurses. Therefore there needs to be countermeasures by the hospitals to decrease chances of verbal abuse.

The level of job stress in hospital nurses was 3.74 points out of 5 points. In the measurement of job stress in hospital nurses, study by Ann [1] showed 3.74 points, Kang [28] 3.42 points, and Ko [29] 3.14 points which were similar to the study result and level of stress due to nursing work was shown to be above average and it can easily cause psychological and physical exhaustion due to job stress in this leads to low self-concept and negative attitude which lower job satisfaction and increase turnover intentions [30]. Looking at the order the subdomains of job stress it was shown to be in the order of task overload, lack of expertise in technique, and professional role conflict, and also in the study by Ko [29] it was found to be in the order of lack of personal and work overload which was similar to the result in the study. It can be interpreted that hospital nurses face decisions that follow responsibility within a certain time and work that require advanced skills which means that the experience stress due to role overload [31]. Therefore to manage job stress, there needs to be intervention to increase job satisfaction of nurses through development of situation response skills, continuous education about expertise and techniques, and adequate treatment improvement of administrators.

The level of tenacity of hospital nurses was 2.43 points out of 4 points. It was also 2.6 points in the study by Cho and Kim [32] which showed similar results to this study. Nurses with low tenacity show behaviors such as absenteeism, turnover, and loss of motivation therefore capacity must be improved through self-assertiveness training.

The level of job satisfaction in hospital nurses was 2.87 points out of 5 points. It showed similar results with studies by Lee et al. [7] with 2.93 points and Ryu [5] with 3.02 points. Among the subdomains of the study compensation was the lowest with 1.82 points which showed similar results with studies by Lee et al. [7] with 1.98 points and Ryu [5] with 2.41 points are the results were the lowest in the compensation criteria. This can be interpreted that compared to the workload of nurses they are not satisfied with the compensation and it can be said that there needs to be proper compensation pricing according to the tasks of nurses.

In the differences in job satisfaction according to general characteristics, there were differences in job satisfaction according to work experience where the group with lower work experience showed higher job satisfaction. This was similar to the result of study by Ryu and Ko [5] which showed the group with less than two years of work experience showed the highest level of job satisfaction. It can be interpreted that during the time when a hospital nurse starts the role as a nurse there is little burden and sense of responsibility which translated to higher satisfaction compared to pressure and responsibility felt by nurses with higher experience. However there is inadequate compensation for burden and responsibilities of decisions as experts with higher experience and it causes lower job satisfaction which requires compensation policies according to experience. Also in the study by Lee et al. [34] hospital nurses have large burdens about work such as teaching and helping junior nurses apart from their own work and because it was found that they have much role conflict about this we must acknowledge nurses with more work experience and

there needs to be establishment of policies to increase job satisfaction with longer work experience in nurses [5]. Also the correlation between verbal abuse experiences, emotional responses to verbal abuse, job stress, and job satisfaction, there was significant negative correlation. With more verbal abuse experience job satisfaction decreases and with higher emotional responses to verbal abuse it was found that job satisfaction decreased. This was similar a result from study by Choi [12] and there needs to be prevention of verbal abuse within medical institutions and there needs to be individual coping by the nurses were victims and support from nursing managers there needs to be emotional support and professional consultation systems so that they can recover from the wounds of verbal abuse [28]. It was found that job satisfaction was lower with higher job stress which showed similar results to studies that explored relation between job stress and job satisfaction in hospital nurses such as studies by Lee et al. [7], Kang [28], Bang et al. [30], and Kim [35]. Therefore it can be said that reducing job stress is an effective method to increase job satisfaction of nurses and there is need to acquire methods to improve work overload, changes in new medical technology, and personal relations that are factors of job stress. Also there needs to be job stress coping strategy education, problem-solving capacity strengthening, effective communication technique education, and personnel recruitment.

The most important factors that influence job satisfaction of hospital nurses were emotional responses to verbal abuse and verbal abuse experiences which explained 14.3%. Various factors influence job satisfaction in nurses but especially they are exhausted due to verbal abuse experiences and emotional responses to verbal abuse and this acts as stress about work and it lowers job satisfaction. However because the image about nurses is perceived as persevering for long times and as an occupation that serves which means there are many cases where verbal abuse is dealt with passively. This attitude lowers job satisfaction levels to deprive occupational self-fulfillment and moreover it lowers the quality of life of individuals [3]. Therefore hospitals need to provide emotional support and seamless solutions for nurses exposed to verbal abuse and should establish education about communication techniques and verbal abuse prevention policies. These policies help providing quality nursing to patients and development of hospital nurses and they are important in development of professional nurses. Therefore by utilizing this study result perception and attitude about verbal abuse on hospital nurses should be renewed and consultation systems and safe working environment should be established to bring working condition improvements for nurses.

### Conclusion

This study will become basic data for establishment of effective plan for nurses to conduct their work by identifying the factors that influence verbal abuse experiences, emotional responses to verbal abuse, job stress, tenacity, and job satisfaction in hospital nurses.

The level of job satisfaction in general hospital nurses was average 2.87 ( $\pm 0.42$ ) points and verbal abuse experiences,

emotional responses to verbal abuse, and job stress showed negative correlation as factors that influence job satisfaction of hospital nurses there were emotional responses to verbal abuse and verbal abuse experience which had explanatory power of 14.3%. In conclusion there needs to be prevention of verbal abuse problem situations for nurses to improve job satisfaction of hospital nurses. If verbal abuse problem occurs it is ideal to properly deal with it using a conflict troubleshooting organization within the hospital and there is need to establish this type of system. Personally there needs to be training, education, and promotion about relationship between hospital personnel, patients, and guardians as well as communications capacity building and it is ideal to establish a space of communication and harmony.

The based on the study results the study suggests as follows. The study suggests developing a verbal abuse prevention program for hospital nurses and for this study to be used as data for establishment by hospital authorities of measures for verbal abuse. Also apart from influencing factors of job satisfaction nurses shown in the study, there needs to be continuous research for exploration of other factors.

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