

Effects on Self-Esteem, Interpersonal Relations Ability and Job Stress In Apartment House Private Security Guards

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Abstract

Background/Objectives: The purpose of this study is to provide basic data for policy development to improve health promotion and self-esteem of apartment house private security guards. This study is to investigate the degree of job stress, interpersonal ability and self-esteem of apartment house private security guards.

Methods/Statistical analysis: The subjects were 97 apartment house private security guards at G city. The research method was used by citing 24 short items of Korean job stress measurement tool, and the interpersonal relationship ability tool was used by Performance Solution International (PSI). A four-point scale with 10 items was used to measure self-esteem. The analysis of differences in job stress, interpersonal relationship ability and self-esteem was analyzed by independent t-test and one-way ANOVA. The correlation between job stress, interpersonal relationship ability and self-esteem was analyzed by Pearson's correlation.

Findings: Age of the subjects, 60 people were younger than 70 years of age (61.9%), and 42 people were 70 or older (38.1%), and the mean age was 68.2 ± 4.9 . There was a statistically significant difference in the job stress of the subjects between age ($t = 2.0$, $p = .049$), presence of restructuring ($t = 2.83$, $p = .006$), presence of exercise ($t = -2.52$, $p = .013$) there was. There was a statistically significant difference in the ability of interpersonal relationship ability among the subjects with and without smoking ($t = -2.03$, $p = .045$). The self-esteem of the subjects was statistically significant at the level of education ($F = 3.27$, $p = .042$). The subjects' job stress and interpersonal relationship ability ($r = -.206$, $p = .043$) showed a negative correlation. Interpersonal relationship ability and self-esteem ($r = .554$, $p < .001$) showed a significant positive correlation. The higher the job stress, the lower the interpersonal relationship abilities and the higher the interpersonal relationship abilities, the higher the self-esteem.

Improvements/Applications: Based on the results of this study, the basic data for enhancing health promotion

and self-esteem of apartment house private security guards. The purpose of this study is to present basic data for the development of mediation programs and policies to reduce job stress and improve interpersonal relationship ability and self-esteem.

Keywords: Apartment house private security guards, Health Promotion, Interpersonal Relationship Ability, Job Stress, Self-Esteem

1. INTRODUCTION

Security service is a service-centered industry field performing a protection function of human life and property[1]. Security guards carry out jobs having publicness to maintain residents' safety and social order. An ability through which quick and accurate judgment is made and legal and valid actions can be taken is demanded. The role of apartment security guards include residents' quality of life and convenience improvement such as crime prevention patrol, storing parcels in case of apartment resident's absence at home, traffic guidance at the apartment entrance, and parking control.

There are diverse security service targets, namely facilities, objects, and people. For the safety of facilities, the owners or managers of the facilities may carry out security service, but mostly the job is entrusted to a third party due to management convenience[2]. Even though such roles and functions are more emphasized, the security guards' occupational environment is very inferior to other occupations, and job stress occurs due to socially low recognition of the job and overload of work.

Security guards have a nature of simple laboring job not requiring specific requirements. The security service of many apartment complexes is performed with a small number of security guards. As for the working environment, they work with two-shift, three-shift rosters, or working for 24 hours and taking a rest for 24 hours. After retirement from their regular job, most security guards select the job as the second job, and job stress is added to aged security guards due to small number of security guards and irregular shift work. Through previous studies, job involvement/engagement or an intention to change job showed statistically significant differences depending on the social support for security guards[3]. Therefore, this study aimed to improve apartment house private security guards professionalism by grasping the correlations between security guards' job stress and interpersonal relationship capability.

Social support can be divided into a structural aspect and a functional aspect. The structural aspect can be classified into formal support received through the experts and state agencies and informal support received from informal groups in everyday life, such as colleagues and families[4]. Interpersonal relationship capability is the informal support domain, and it is an ability to interact with others in consideration of one's own and others' positions in the relationship between the person him/herself and others[5]. Apartment house private security guards have lots of relationships with many people while carrying out their jobs, and an ability to smoothly solve problems occurring in rapidly changing situations is necessary. This study seeks to find methods to reduce job stress by examining the relationship between interpersonal relationship capability and self-esteem.

Self-esteem is part of self-conception judging one's own ability based on inner standard, and it means that one positively evaluates him/herself[6,7]. A person with high self-esteem forms easygoing interpersonal relationship through cognitive interpretation that can be helpful for him/herself even in a negative situations[8]. Self-esteem becomes the foundation for the mental and social health and to maintain quality life. If self-esteem

diminishes, a belief on the ability to control the surrounding environment decreases, and thus it has a negative effect on health state[9,10].

This study aimed to investigate job stress, interpersonal relationship ability, and self-esteem in apartment house security guards, analyze the associations among job stress, interpersonal relationship ability, and self-esteem, and present basic data that could help develop nursing interventions and policies to promote their health and self-esteem. It intended to investigate job stress, interpersonal relationship ability, and self-esteem in apartment house security guards and analyze the associations among job stress, interpersonal relationship ability, and self-esteem

2. MATERIALS AND METHODS

2.1. Study design

This study is descriptive research aimed at determining the level of job stress, interpersonal relationship ability, and self-esteem in apartment house security guards and at analyzing the associations among these variables.

2.2. Subjects

This study was conducted in 97 apartment house security guards in G City. The sample size required for correlation was 82 persons, with the significance level .05, testability .08, and the effect size .3, when a G*Power3.1.9.2 program was used. 110 questionnaires were distributed, taking the dropout rate into account.

2.3. Instruments

2.3.1. Job Stress

24 items in the short form of the job stress inventory for Koreans developed by Chang et al. [11] were used to measure job stress. This is a five-point likert scale with a total of 24 items: 5 totally agree, 4 agree, 3 average, 2 disagree, and 1 totally disagree. The score for job stress ranged from 24 to 120, with a higher score meaning a higher level of job stress. In this study, it had Cronbach's $\alpha = .70$ for reliability.

2.3.2. Interpersonal Relationship Ability

The adaptation of the scale developed by Warner [12] and translated by Performance Solution International (PSI) Consulting was used to measure interpersonal relationship ability. This is a five-point likert scale with a total of 15 items: 5 totally agree, 4 agree, 3 average, 2 disagree, and 1 totally disagree. The score for interpersonal relationship ability ranged from 15 to 75, with a higher score meaning a higher level of interpersonal relationship ability. In this study, it had Cronbach's $\alpha = .77$ for reliability.

2.3.3. Self-esteem

Self-esteem was developed by Rosenberg[7] and used a tool translated by Jeon[13]. A four-point scale with 10 items was used to measure self-esteem, with the answer recoded; the score for self-esteem ranged from 10 to 40, with a higher score meaning higher self-esteem. In this study, it had Cronbach's $\alpha = .70$ for reliability.

2.4. Data collection

The data collection period after WKUIRB (201706-043-01) approval of this study was conducted from June 26, 2017 to March 10, 2018. For data collection, the participants were told that the data would be kept anonymous in ethical consideration and given explanation about the purpose and methods of the study. They were also told that they could withdraw from the research any time when they didn't want to give any answer and that the data would be used only for the purpose of the study; then, they were asked to give a written consent before the survey.

2.5. Data analysis

The collected data were analyzed using an SPSS/WIN 18.0 program. General characteristics of the subjects were presented as frequency, percentage, mean and standard deviation. Subject's job stress, interpersonal relationship ability and self-esteem were presented as mean, standard deviation, maximum and minimum. The analysis of differences in job stress, interpersonal relationship ability and self-esteem according to the general characteristics of the subjects was analyzed by independent t-test and one-way ANOVA. The correlation between job stress, interpersonal relationship ability and self-esteem was analyzed by Pearson's correlation.

2.6. Limitations of the Study

The purpose of this study was to extract random samples from apartment house security guards of G City. Problems that may arise due to differences in subject area and environment cannot be completely excluded, and there are limitations in generalizing the research results

3. RESULTS AND DISCUSSION

3.1. General characteristics

Concerning the age of the subjects, 60 people were younger than 70 years of age (61.9%), and 42 people were 70 or older (38.1%), and the mean age was 68.2 ± 4.9 . Regarding the status of spouse, 86 people had a spouse (88.7%), and 11 had no spouse (11.3%). As for religion, 39 subjects said they had a religion (40.2%), and 58 said they had no religion (59.8%). 18 subjects' annual salary was less than KRW 15 million (18.6%), 75 subjects' was between KRW 15 million and KRW 20 million (77.3%), and 4 subjects' was between KRW 20 million and KRW 25 million (4.1%). Concerning education level, 39 people were middle school graduates or lower (40.2%), 44 were high school graduates or higher (45.4%), and 14 were junior college or higher (14.4%). Regarding the status of job after retirement, 78 subjects said they had a job (80.4%) and 19 said they had no job (19.6%), and most subjects had the second job after retirement. As for employment type, 95 subjects were contract workers (97.9%), and 2 were regular workers (2.1%), and thus mostly they were contract workers. Regarding the experience of unemployment, 43 said they had the experience (44.3%) and 54 said they had no experience (55.7%).

According to working type, 4 subjects were no shift workers (daytime work) (4.1%), 88 were two-shift workers (90.7%), and five were other types (5.2%), and thus most of them were two-shift workers. Concerning the status of restructuring, 38 subjects said "Yes" (39.2%), and 59 said "No" (60.8%). On the status of drinking, 40 said they drank (41.2%) and 57 said they drink no alcoholic beverages (58.8%). Concerning the

status of smoking, 28 said they smoked (28.9%), and 69 said they did not smoke (71.1%), and therefore most did not smoke. Concerning labor hours per day, 54 said 8 hours or less (60.0%), and 36 said over 8 hours (40.0%). As for the status of exercise, 73 subjects said they exercised (75.3%) and 24 subjects said did not exercise (24.7%). Regarding hobby, 60 subjects said they had hobbies (61.9%) and 37 subjects said they had no hobby (38.1%). As for health status, 53 people said they were healthy (54.6%), 43 said their health was moderate (44.3%), and one person said not healthy (1.0%). Concerning satisfaction with life, 25 subjects said they were satisfied (24.7%), 65 said moderate (67.0%), and 8 said dissatisfied (8.2%).

3.2. Degree of Job Stress, Interpersonal Relationship Ability and Self-Esteem

The mean for interpersonal relationship ability was $3.44 \pm .43$ out of 5, ranging from 2.00 to 4.33, and the mean for self-esteem was 2.78 ± 0.43 out of 4, ranging from 1.60 to 3.90. 3.3 Differences in level of job stress, interpersonal relationship ability, and self-esteem by general characteristics as seen in Table 1.

3.3. Differences in Job Stress, Interpersonal Relationship Ability and Self-esteem by General Characteristics

Job stress differed statistically significantly by age ($t=2.0$ $p=.049$), restructuring status ($t=2.83$, $p=.006$), and exercise status ($t=-2.52$, $p=.013$) among the general characteristics.

Interpersonal relationship ability differed statistically significantly by smoking status ($t=-2.03$, $p=.045$) among the general characteristics.

Self-esteem differed statistically significantly by education ($F=3.27$, $p=.042$) among the general characteristics. The posttest of the significant variables found that college graduates or those at higher education levels had higher self-esteem than middle school graduates or those at lower education levels.

According to a study of Change *et al.*[14], the stress level of workers making less than KRW 30 million of annual salary was higher than those making KRW 30 million and more of annual salary, and the ratio of the irregular workers (daily laborers, contract workers) were higher than that of the regular workers. As for working type of males, the stress level of shift workers was higher than that of non-shift workers. Social and psychological stress level of those who regularly exercised was significantly lower than that of those who did not regularly exercise, which is similar to the result of this study.

3.4. Correlation among Job Stress, Interpersonal Relationship Ability and Self-Esteem

The correlation between job stress, interpersonal relationship ability and self-esteem is as follows. Subject's job stress and interpersonal relationship ability ($r = -.206$, $p = .043$) showed a negative correlation. Interpersonal relationship ability and self-esteem ($r = .554$, $p < .001$) showed a significant positive correlation. Job stress and self-esteem were not statistically significant. In other words, the higher the job stress, the lower the interpersonal relationship ability, and the higher the interpersonal relationship ability, the higher the self-esteem as seen in Table 2.

Changes in life style and human relations due to the specialization and pluralization of the modern society have caused changes in human's health level and various health problems. Also stress is gradually on the rise due to overload of work or role, interpersonal relationship conflict, and the lack of autonomy in work experienced in workplace. Job stress is caused by incongruity between humans and environment (job) [14]. Therefore job stress is considered to be reduced by solving the working environment or structural problems of the apartment house

security guards. According to the results of this study, the apartment house security guards working in a small space facing direct sunlight without an air conditioner in summer were observed. There were economic difficulties due to excessive electricity bill, if the air conditioner was operated. Due to the lack of the number of security guards, if only one security guard works, their basic human rights such as having a meal or going to toilet were seriously breached. As autonomy of the job was lower, job stress increased more. In view of the apartment house security guards job, the autonomy was low, and they received instructions all the time, and so more job stress was complained [14,15,16].

According to a fact finding survey on G region the apartment house security service, 40 apartment house security guards (13.2%) said they could get out of their workplace and freely rest, although break time was not observed well, but most said they could not get out of the workplace or they had to cope with urgently in an emergency situation. The survey result pointed out that the same labor right concept as general labor sites should apply in apartments in terms of policy and that the labor human right concept is necessary more than any other workplaces in view of the public nature that apartment complexes, the common residential spaces, have. The apartment house security guards have carried out additional tasks except their own work in practice thus far. The administrative agencies such as the Korean National Police Agency, Ministry of Land, Infrastructure, and Transport, and the Ministry of Employment and Labor are not cracking down that sort of thing, and thus illegality is left alone. To get out of legal violation, the job range of apartment security guards should be clearly defined. Crime prevention work (prevention of theft, fire, etc.) and management work (cleaning, separate collection of garbage for recycling, parking control, and parcel storing work) need to be classified, namely the job should be divided into the work of security guards and the work of management agents, which seems to be desirable [17].

Job stress and self-esteem showed a significant correlation, which is a result conflicting over the result of this study [14]. The reason is because most apartment house security guards selected the job as the second job after retiring from their first job, and thus this study showed different results from those of the existing studies that targeted those who did not retire and still worked for their first job.

Self-esteem directly affects attitudes, health activities, adaptation capabilities, cognition level, and psychological and mental health level, and also it plays a role of a mediator easing negative activities or results as a response resource [18]. In this study, interpersonal relationship ability and self-esteem showed a positive correlation. Positive self-esteem on oneself was confirmed to be a key variable to the improvement of interpersonal relationship ability. To improve apartment house security guards interpersonal relationship ability, the development of mediation programs and policies that can enhance self-esteem is judged to be necessary.

Table 1: Degree of Job Stress, Interpersonal Relationship Ability and Self-Esteem (N=97)

Variables	M±SD	Minimum	Maximum	Range
Job Stress	2.41±0.40	1.41	3.59	1~5
Interpersonal Relationship Ability	3.44±0.43	2.00	4.33	1~5
Self-Esteem	2.78±0.43	1.60	3.90	1~4

Table 2: Correlation among Job Stress, Interpersonal Relationship Ability and Self-Esteem (N=97)

	Job Stress	Interpersonal Relationship Ability	Self-Esteem
	r (p)		
Job Stress	1	-.206(.043)	
Interpersonal Relationship Ability		1	.554(<.001)
Self-Esteem			1

4. CONCLUSION

Job stress according to the general characteristics of the apartment security guards was determined by age ($t = 2.0$, $p = .049$), restructuring ($t = 2.83$, $p = .006$), and exercise ($t = -2.52$, $p = .013$). There was a statistically significant difference in the interpersonal relationship ability according to the general characteristics of the subjects in smoking status ($t = -2.03$, $p = .045$), and the self-esteem according to the general characteristics of the subjects was the degree of education ($F = 3.27$, $p = .042$), there was a statistically significant difference.

The correlations among job stress, interpersonal relationship ability, and self-esteem of the respondents are as follows: Job stress was negatively correlated with interpersonal relationship ability ($r = -.206$, $p = .043$), and interpersonal relationship ability was significantly positively correlated with self-esteem ($r = .554$, $p < .001$). No statistically significant correlation was found between job stress and self-esteem. That is, the more job stress, the lower level of interpersonal relationship ability; the higher level of interpersonal relationship ability, the higher self-esteem. Based on the results of this study, we present basic data for the development of mediation programs and policies to reduce job stress and improve interpersonal relationship ability and self-esteem.

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