

Investigation on Psychological Crisis of Office Workers

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Abstract. Objective In order to understand the status of the psychological crisis of the office workers. **Methods** This study selected 141 office workers as the research object, and adopted the employee work stressor scale, coping style questionnaire and social support rating scale, and conducted an investigation on the source of their psychological crisis, crisis coping styles and social support by using SPSS19.0 software for statistical analysis. **Results** We found that the order(from strong to the weak)of the office workers' psychological crisis sources is (F=3.16, P < 0.05,LSD Method): job performance pressure, career development pressure, the family and economic pressure, social pressure and health pressure; The coping style of office workers is more positive than negative (t = 2.16, P < 0.05); There is a statistical significance of office workers' psychological crisis sources, coping styles and social support in vary factors of gender, local, and only child (P < 0.05);There is a certain correlation between office workers' psychological crisis sources and their coping styles and social support (P < 0.05). **Conclusions** office workers are facing relatively serious psychological crisis, but their coping styles are relatively positive and their social supports are at a relatively high level.

Introduction

The so-called psychological crisis, refers to a serious unbalanced state which generated a series of emotions and behaviors when the individuals in face of natural, social or other major events. They find themselves losing their ability of self-control and regulating their own perception or experience [1]. Compared to other professional staff, office workers are more inclined to surfer a variety of mental illness due to the relatively heavy task, narrow scope of communication, and the phenomenon of job burnout is also more common in the office. From the review of literature, the study on the psychological crisis system which takes the office staff as research object specially is less. Therefore, it is of practical significance to investigate the present situation of the psychological crisis of office workers.

1. Research Objects and Methods

1.1 Research Objects

This study selected the office employees from three Nanchang media company as the research object through convenient sampling method, gave out a total of 150 questionnaires, excluding the invalid questionnaires (with missing, wrong, incomplete choice). We got 141 valid questionnaires (94% valid questionnaires), among which are 65 men and 76 women, 63 natives and 78 nonnatives, 58 people are the only child, and the other 83 people come from the families with more than one child.

1.2 Research Methods

1.2.1 Measuring Tool

The study adopted the employee work stressor scale compiled by Davis [2], the simple coping style questionnaire [3] and the social support rating scale compiled by Xiao Shuiyuan [4]. The employee work stressor scale and the social support rating scale take the 1-4 grade scores as the standard for evaluation, which means that the higher score it is, the greater pressure and higher social support we'll get; The coping style questionnaire is divided into two dimensions: positive and negative coping method, also takes the 1-4 grade scores as the standard for evaluation, the higher scores represent the higher degree of the corresponding coping style. The three scales are widely used both in domestic and foreign research, and have a good reliability and validity.

1.3 Statistic Analyse

After the recovery of the questionnaire, the data were recorded according to the scoring criteria, and the t test, F test and correlation analysis of the data were performed by using *SPSS19.0*.

2. Results

2.1 Psychological Crisis Source of Office Workers

2.1.1 General Situation

The results of the survey showed that the overall average score of the office workers' psychological crisis sources were 3.14 ± 0.56 , higher than the mid-value (midpoint = 2.5 points) ($t=2.27$, $P < 0.01$), indicating that the psychological crisis of the office employees is relatively serious. Multiple comparisons were performed on the average score of each factor (LSD method). We found that the order (from strong to the weak) of the office workers' psychological crisis sources is ($F=3.16$, $P < 0.05$): job performance pressure (3.45 ± 0.34), career development pressure (3.41 ± 0.41), the family and economic pressure (2.36 ± 0.38), social pressure (2.78 ± 0.41), and health pressure (2.03 ± 0.29).

2.1.2 Comparison of the Differences

Table 1. Comparison of Office Employees' Psychological Crisis Sources in Gender, Local, and only Child Variables ($\bar{x} \pm s$).

Dimension		Gender		Local		Only child
Job performance pressure	Male (n=65)	3.56 ± 0.35	Yes (n=63)	3.49 ± 0.26	Yes (n=58)	3.51 ± 0.15
	Female (n=76)	3.31 ± 0.21	No (n=78)	3.38 ± 0.21	No (n=83)	3.35 ± 0.11
	<i>t</i>	1.14	<i>t</i>	1.59	<i>t</i>	1.29
Career development pressure	Male (n=65)	3.43 ± 0.75	Yes (n=63)	3.19 ± 0.39	Yes (n=58)	3.46 ± 0.49
	Female (n=76)	3.28 ± 0.67	No (n=78)	3.48 ± 0.51	No (n=83)	3.04 ± 0.43
	<i>t</i>	1.48	<i>t</i>	-1.92*	<i>t</i>	3.06**
Social pressure	Male (n=65)	2.45 ± 0.22	Yes (n=63)	2.58 ± 0.24	Yes (n=58)	2.54 ± 0.28
	Female (n=76)	2.22 ± 0.76	No (n=78)	2.26 ± 0.65	No (n=83)	3.23 ± 0.56
	<i>t</i>	2.4*	<i>t</i>	-1.04	<i>t</i>	1.80
Family and economic pressure	Male (n=65)	2.8 ± 0.14	Yes (n=63)	2.68 ± 1.14	Yes (n=58)	2.69 ± 0.26
	Female (n=76)	2.61 ± 0.35	No (n=78)	2.87 ± 1.17	No (n=83)	2.76 ± 0.32
	<i>t</i>	1.39	<i>t</i>	-1.96*	<i>t</i>	-1.43

Health pressure	Male (n=65)	2.13±0.69	Yes (n=63)	2.39±0.86	Yes (n=58)	2.38±0.77
	Female (n=76)	2.25±0.75	No (n=78)	1.99±0.58	No (n=83)	1.97±0.45
	<i>t</i>	-1.65	<i>t</i>	1.03	<i>t</i>	3.11**

Note: *P 0.05, **P < 0.01, the same below.

2.2 Coping Style of Office Employees

2.2.1 General Situation

The coping style of the office employees is more positive (3.28±0.43) than negative (2.96±0.38), indicating that the coping style of the office staff is relatively positive (t=2.16, P< 0.05).

2.2.2 Comparison of the Differences

Table 2. Comparison of Office Employees' Coping Styles in Gender, Local, and only Child Variables ($\bar{x} \pm s$).

Dimension	Gender	Local	Only child	
Positive coping style	Male (n=65)	3.24±0.42	Yes (n=63) 3.38±0.38	Yes (n=58) 3.17±0.46
	Female (n=76)	2.94±0.58	No (n=78) 3.02±0.43	No (n=83) 2.98±0.29
	<i>t</i>	1.98*	<i>t</i> 2.08*	<i>t</i> 1.61
Negative coping style	Male (n=65)	2.96±0.34	Yes (n=63) 2.99±0.41	Yes (n=58) 2.97±0.43
	Female (n=76)	3.18±0.58	No (n=78) 3.16±0.36	No (n=83) 3.12±0.39
	<i>t</i>	-1.92*	<i>t</i> 1.71	<i>t</i> 1.80

As it can be seen from Table 2, for office workers, Male employees are more positive than female employees, while women are more likely to have a higher degree of negative coping style than men; Local employees showed more positive responses than the non-local employees; No significant differences were found in other aspects.

2.3 Social Support of Office Employees

2.3.1 General Situation

The overall average score of the office workers' social support was 2.67±1.05, which had no significant difference with the mid-value (midpoint=2.5) (t=1.81, P< 0.05). The outcomes indicating that the office staff's social support is in middle level, among which are subjective support score (2.82±0.65), objective support score (2.32±0.48), and the support availability score (2.53±0.64).

2.3.2 Comparison of the Differences

Table 3. Comparison of Office Employees' Social Support in Gender, Local, and only Child Variables ($\bar{x} \pm s$).

Dimension	Gender	Local	Only child	
Overall social support	Male (n=65)	2.69±0.75	Yes (n=63) 2.59±0.64	Yes (n=58) 2.29±0.79
	Female (n=76)	2.61±0.66	No (n=78) 2.36±0.72	No (n=83) 2.79±0.63
	<i>t</i>	1.71	<i>t</i> 2.08*	<i>t</i> -3.29**
Subjective support	Male (n=65)	2.44±0.82	Yes (n=63) 2.86±0.96	Yes (n=58) 2.25±0.58
	Female (n=76)	2.26±0.89	No (n=78) 3.04±0.59	No (n=83) 2.62±0.93

	t	1.48	t	-1.35	t	-2.31*
Objective support	Male (n=65)	2.82±1.32	Yes (n=63)	2.72±0.32	Yes (n=58)	2.97±0.32
	Female (n=76)	2.77±1.17	No (n=78)	2.84±0.45	No (n=83)	2.72±0.27
	t	-2.15*	t	-1.36	t	2.45*
Utilization of social support	Male (n=65)	2.27±0.96	Yes (n=63)	2.56±0.86	Yes (n=58)	2.51±0.96
	Female (n=76)	2.56±0.99	No (n=78)	2.27±0.81	No (n=83)	2.28±0.89
	t	-2.33*	t	2.17*	t	1.76

The Research findings on office staff's social support indicating that (Table 3):men were inclined to have higher level of objective support than women, while women got higher scores than men in the utilization of social support; The level of objective support of only child is higher than people from family with more than one child, while non only child people performed better than only child people in overall social support level and subjective support; Local people are better than non-locals in overall social support level and the utilization of social support; No significant differences were found in other aspects.

2.4 The Correlation Analysis of Stress Source, Coping Style and Social Support

2.4.1 The Correlation Analysis of Stress Source, Coping Style and Social Support

The analysis results (using Spearman correlation analysis method) showing that (Table 4), there is a certain correlation between office employees' social psychological crisis sources and their coping style and social support. There is a positive correlation between the family, economic pressure and positive coping style, while there is a positive correlation the performance pressure, career development pressure, health pressure and negative coping style; All crisis source factors except social pressure are positively correlated with objective support; All crisis source factors and subjective support are positively related, and the utilization of social support also positively related with job performance pressure, family and economic pressure, and health pressure; Positive coping style and all social support factors are positively related, while negative coping style and objective support and the utilization of social support are negatively related.

Table 4. Correlation Analysis of Crisis Source, Coping Style and Social Support (r).

Project	Job performance pressure	Career development pressure	Family and economic pressure	Social pressure	Health pressure	Positive coping style	Negative coping style
Positive coping style	-0.086	-0.0209	0.1216*	-0.0647	-0.0577		
Negative coping style	0.2076*	0.1756*	-0.065	0.0719	0.2714*		
Objective support	0.2406*	0.2218*	0.3154*	0.0630	0.1233*	0.4207*	-0.2037*
Subjective support	0.2332*	0.2013*	0.3302*	0.1136*	0.4392*	0.1900*	-0.0410
Utilization of social support	0.1080*	0.0207	0.1228*	0.0296	0.3159*	0.2031*	-0.1467*

3. Analysis and Discussion

According to the results of the survey, from the psychological point of view of the crisis, the psychological crisis faced by the office employees is relatively serious, which is similar to research conducted by Liu Pengjuan [5]. et al. The top two psychological crisis faced by the office employees are the job performance pressure and career development pressure, which may be related to the increased business pressure caused by the widespread social performance reform currently; Accompanied with the worse economic environment and increasing number of employees, the competitive pressure of employees' career development is increasing.

The male employees in the office bear more social pressure than women, which may be related to the different values of men and women in social interaction: men pay more attention to the value of self performance, while women pay more attention to family life; Only-child employees bear more career development and health pressure than employees from family with more than one child, may be related to the relative lack of initiative and more sensitive to work fatigue because of their growth environment; The non-local employees bear greater pressure than local employees in career development, family and economic pressure, may be related to the social and family resources advantage owned by local employees, which may also be the reasons why local employees are more active in response, higher level of overall social support and the higher utilization of social support.

The male employees in the office are more inclined to be positive than women when they in face of psychological crisis while women tend to negative coping, which may be related to the characteristics between men and women: men are more inclined to rational thinking, when facing different kinds of crisis, they are more inclined to find out how to resolve the crisis, while women are more emotional, easier to think in a negative way [6].

In terms of social support, objective support level of male employees is higher than female employees. This is probably because women put most of their energy to the family for the traditional family roles that female employees always play, so they pay less effort to actively participation in social communication; However, compared to men, women can make full advantage of the social support, this probably because women are more likely to vent than men. They are like to talk to family or friends, so they can get more attention and support.

Compared to employees from family with more than one child, all kinds of social resources are more concentrated in only child family, so the objective support of only child employees is higher than employees from family with more than one child; On the other hand, the overall social support level and subjective support level of employees from family with more than one child are higher than the only child employees. This is probably because employees from family with more than one child often more independent and autonomous.

Based on the above analysis, in order to prevent the psychological crisis of the office, we should establish a system of psychological crisis intervention, strengthen the individual's coping style and improve the individual social support system from the correct understanding of the source of psychological crisis.

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