

Occupational stress and psychological well-being in emergency services

Abstract

Sources of occupational stress and their impact on job satisfaction and psychological well-being were examined in a questionnaire survey of 617 Malaysian firefighters. The role of coping strategies and work motivation as moderating factors were also tested. Sources of occupational stress had significant reverse correlations with job satisfaction and well-being. The hierarchical regression analysis was used to examine the moderating effect of work motivation and coping strategies on job satisfaction and psychological well-being. The result suggested that coping strategies and work motivation are one of the potential moderating variables between sources of stress and job satisfaction.