

Job Satisfaction, Occupational Stress, and Attitudes Toward Older Adults Among Nursing Home Employees

Huzurevi Çalışanlarında İş Tatmini, Mesleki Stres ve Yaşlılara Yönelik Tutumlar

ABSTRACT

Aim: The quality of care provided in long-term nursing homes is affected by numerous factors such as ageism and the employees' job satisfaction and occupational stress levels. This study was aimed to investigate nursing home employees' occupational stress, job satisfaction, and attitudes toward older adults.

Materials and Methods: This research was a descriptive study. The study population comprised five nursing homes that agreed to participate in the study. Workers were included in the study regardless of their position. A total of 107 employees were included. Data were collected using a personal information form, the Ageism Attitude Scale, Perceived Job Stress Scale, and Minnesota Job Satisfaction Questionnaire.

Results: The mean age of the participants was 39.9 years and their mean duration of employment was 4.5 years. Of the workers, 61.7% were female, 31.8% were university graduates, 41.1% were care staff, 50.5% worked 8-hour shifts, 74.8% were satisfied with their job, and 80.4% were not considering job departure. There was a significant moderate negative correlation between occupational stress and overall job satisfaction ($p < 0.01$) and a significant weak positive correlation between ageism and overall job satisfaction ($p < 0.05$). No significant correlation was observed between ageism and occupational stress.

Conclusion: Increasing job satisfaction, limiting stress to moderate levels, and supporting positive attitudes toward the older adults among nursing home employees will improve the quality of service provided.

Keywords: Nursing Home, Job Satisfaction, Occupational Stress, Ageism

ÖZ

Amaç: Huzurevlerinde kaliteli bakımın sağlanması; yaş ayrımcılığı, çalışanların iş memnuniyeti ve mesleki stres düzeyleri gibi çok sayıda faktörden etkilenmektedir. Bu çalışmada huzurevi çalışanlarının mesleki stres düzeyi, iş tatmini ve yaşlılara yönelik tutumlarının incelenmesi amaçlanmıştır.

Gereç ve Yöntemler: Bu araştırma tanımlayıcı bir çalışmadır. Çalışma evrenini, çalışmaya katılmayı kabul eden beş huzurevi oluşturmuştur. Pozisyonlarına bakılmaksızın toplam 107 huzurevi çalışanı çalışmaya dahil edilmiştir. Veriler kişisel bilgi formu, Yaş Ayrımcılığı Tutum Ölçeği, Algılanan İş Stresi Ölçeği ve Minnesota İş Tatmini Anketi kullanılarak toplanmıştır.


Bulgular: Katılımcıların yaş ortalaması 39,9 yıl ve ortalama çalışma süreleri 4,5 yıldır. Çalışanların %61,7'si kadın, %31,8'i üniversite mezunu, %41,1'i bakım personeli, %50,5'i 8 saatlik vardiyalarda çalışıyor, %74,8'i işinden memnundu ve %80,4'ü işten ayrılmayı düşünmüyordu. Mesleki stres ile genel iş tatmini arasında orta düzeyde negatif anlamlı bir ilişki ($p < 0,01$) ve yaş ayrımcılığı ile genel iş tatmini arasında zayıf düzeyde pozitif anlamlı bir ilişki ($p < 0,05$) bulundu. Yaş ayrımcılığı ile mesleki stres arasında ise anlamlı bir ilişki gözlenmedi.

Sonuç: Huzurevi çalışanları arasında iş memnuniyetinin artırılması, stresin orta düzeyde tutulması ve yaşlılara yönelik olumlu tutumların desteklenmesi sunulan hizmetin kalitesini artıracaktır.

Anahtar Kelimeler: Huzurevi, İş Tatmini, Mesleki Stres, Yaş Ayrımcılığı

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INTRODUCTION

The growing older population and global shift toward demographic aging is one of the most important phenomena today. Older adults tend to have multimorbidity, poor health status, and functional decline (1). Older adults who become dependent due to age-related disabilities require support from others (2,3). One of the main problems in this period concerns living spaces for older adults. Care at home or in elderly care facilities is an important need. Older adults and their families must choose either a home-based or facility-based care model in Turkey. The family is still the most important institution when it comes to meeting the needs of older adults. However, families that care for older members feel the burden of care (2,4). When family support and home care are not possible, nursing homes play an important role in elderly care. Nursing homes are facilities established to meet all the needs of older adults, and they provide 24-hour service (3,4). As the number of older adults living in nursing homes steadily rises, there is greater need for caregivers who are equipped to meet the needs of the older adults, and are both willing to work with and value the older adults (5).

The quality of care provided in long-term nursing homes is affected by multiple factors such as ageism and the employees' job satisfaction and occupational stress levels (3,4). Job satisfaction refers to workers' attitudes and feelings about their job. Being happy with one's job is job satisfaction, while not being content reflects job dissatisfaction. Persons with high job satisfaction show greater organizational commitment and higher productivity. In contrast, those with low job satisfaction exhibit physical and emotional disorders, job departure, conflict with colleagues, and reduced productivity. Occupational stress

refers to stress resulting from a disparity between the pressure placed on employees by their working environment and their capacity. Although an optimal level of stress is necessary for productivity, excessive stress leads to various emotional, physical, and social problems. Poorly managed stress can cause job dissatisfaction (4,6).

Ageism is a result of individual differences in the meaning and significance of old age. Ageism is influenced by personal experience and the culture of the society in which an individual lives. Ageism can be positive, negative, or a mixture of both. In other words, older adults can be perceived in terms of their positive or negative characteristics. Positive perceptions associate old age with respect, wisdom, and experience, while negative perceptions of older adults are that they are conservative and a burden to society (7,8). Caring for the older adult is a heavy burden for nursing home staff. Occupational stress levels increase due to high expectations of the caregiving process, low level of control, impact of the occupational burden on employees' private lives, and heightened anxiety about what they themselves may experience when they get older. As the dependency level of elderly residents increases, the level of occupational stress and job dissatisfaction of nursing home staff also increases. This may lead to the abuse of older adults by nursing home staff and a decrease in the quality of the service they provide (4,5,9). Attitudes toward the older adults can positively or negatively affect the quality of service provided by those who work with older adults. Ageism can affect decisions and practices regarding the older adults, which can have a negative impact on both caregivers and the older adults (3,7,10). Nursing homes must be optimized both for the older residents and the caregivers. In order to effectively plan care

services, there is a need for more comprehensive information on job satisfaction, occupational stress, and ageism among nursing home workers. The aim of this study was to investigate the relationship between the occupational stress and job satisfaction of nursing home employees and their ageism attitudes.

MATERIAL AND METHOD

Study design

This research was a descriptive study.

Setting and participants

The study was conducted in five nursing homes located in the center of the Antalya province that agreed to participate in the study. All nursing home employees who met the inclusion criteria (volunteered to participate in the study and had worked in the same nursing home for at least 6 months) were included in the study, regardless of their position at the nursing home. The study sample included a total of 107 employees, corresponding to 80.3% of the study population.

Data collection forms were placed in an envelope and given to the participants. Most of the participants completed the forms independently, while some preferred to provide data via face-to-face interview. The data collection forms were completed in one session that lasted approximately 20 minutes. The following assessment tools were used in the study.

Used Tools in Research

Personal Information Form including the employees' sociodemographic and occupational characteristics.

The Minnesota Job Satisfaction Questionnaire (MSQ) was developed by Weiss, Dawis, England,

and Lofquist (11). The validity and reliability study of the MSQ in Turkey was conducted by Baycan in 1985 (12), and the Cronbach's alpha value of the scale was found to be 0.77. We determined a Cronbach's alpha of 0.95 in the present study. The MSQ consists of 20 items scored between 1 and 5 on a 5-point Likert-type scale. None of the items are reverse scored. It includes three subscales: internal, external, and general satisfaction. Scores lower than 3 indicate low job satisfaction and scores over 3 indicate high job satisfaction (6)

Perceived Job Stress Scale developed by Cohen and Williamson (13). The validity and reliability study for this scale in Turkey was done by Baltaş (14), who reported a Cronbach's alpha of 0.78. In the present study, the Cronbach's alpha was found to be 0.82. The scale has 15 items scored on a 5-point Likert-type scale. A: 3.5–4.0 points, B: 1.0–1.3 points, C: 1.4–1.9 points, D: 2.0–2.5 points, E: 2.6–3.1 points, F: 3.2–3.4 points. Scores A, B, E, and F represent stress levels that can negatively affect productivity and pose a health risk, whereas C and D represent stress levels that have a stimulating effect and increase success (6,15)

The Ageism Attitude Scale (AAS) was developed in 2008 by Vefikuluçay and verified for validity and reliability in Turkish society (8). Its Cronbach's alpha value was reported as 0.80 and was 0.78 in the present study. The AAS consists of 23 items scored on a 5-point Likert-type scale. It has three subscales: limiting the life of older adults, positive discrimination towards older adults, and negative discrimination towards older adults. Scores range from a maximum of 115 to a minimum of 23, the highest value obtained from the scale indicates that the individual has a positive attitude towards elderly discrimination, while the lowest value indicates that the

individual has a negative attitude towards elderly discrimination (8).

Ethical considerations

Ethics committee approval, institutional permission, and verbal and written consent of the participants were obtained. The study was carried out in accordance with the ethical principles and the Helsinki Declaration. The study protocol was approved by the Medical Research and Ethics Committee of Akdeniz University, Faculty of Medicine (Reference number 2016-370).

Data Analysis

The data were analyzed using SPSS version 22 statistical software. Assessments of sociodemographic and occupational characteristics were expressed in percentage, mean, and standard deviation values. Differences between mean scores in scales used to assess sociodemographic and occupational characteristics were analyzed using Student's *t* test. Relationships between ageism, occupational stress, and job satisfaction were evaluated using Pearson correlation analysis. *P* values <0.05 were considered statistically significant.

RESULTS

The mean age of the participants was 39.9 (19–66) years and the mean duration of employment was 4.5 (1–18) years. Of the 107 employees included in the study, 61.7% were female, 31.8% were university graduates, 41.1% were care staff, 14.0% were members of other occupational groups (driver, security staff, dietitian, cook, occupational therapist, secretary), 50.5% worked 8-hour shifts with 36.4% working day shift only, 74.8% were satisfied with their job, and 80.4% were not considering leaving their jobs (Table I).

Table I. The demographic data of nursing home workers including working details

Variables	n (Total n = 107)	%
Gender		
Female	66	61.7
Male	41	38.3
Marital Status		
Married	72	67.3
Single	23	21.5
Widow	12	11.2
Education Status		
Primary School	32	29.9
Secondary School	16	15.0
High School	25	23.4
University	34	31.8
Job		
Manager	13	12.1
Nurse	17	15.9
Care Staff	44	41.1
Cleaning Staff	18	16.8
Other*	15	14.0
Working Hours		
Day Shift	39	36.4
Night Shift	8	7.5
8-Hour Shifts	54	50.5
16-24-Hour Shifts	6	5.6
Job Satisfaction		
Satisfied with Job	80	74.8
Partially Satisfied with Job	23	21.5
Not Satisfied with Job	4	3.7
Considering Leaving Job		
Yes	21	19.6
No	86	80.4

*Other: Driver, security staff, dietitian, cook, occupational therapist, secretary

The mean occupational stress score was 2.05 ± 0.67 , indicating a level of stress associated with stimulation and improved performance. The mean MSQ general satisfaction score was 3.89 ± 0.83 , internal satisfaction score was 4.03 ± 0.82 , and external satisfaction score was 3.68 ± 0.91 ; scores in all subscales were above 3, indicating a high level of job satisfaction. The mean overall AAS score was 69.56 ± 11.72 . In the AAS subscales, mean scores were $21.89 \pm$

4.57 for limiting the life of older adults, 29.17 ± 6.88 for positive ageism, and 18.48 ± 4.04 for negative ageism. These results indicated that the nursing home employees had an attitude that did not restrict older peoples' lives and was positive overall (Table II).

Table II. Mean, maximum and minimum values of scales

Scales	$\bar{x} \pm SD$	Min.	Max.
Perceived Job Stress Scale	2.05 ± 0.67	1	3.73
MSQ			
Internal Satisfaction	4.03 ± 0.82	1	5
External Satisfaction	3.68 ± 0.91	1	5
General Satisfaction	3.89 ± 0.83	1	5
AAS			
Restricting Life of Older Adults	21.89 ± 4.57	9.00	33.00
Positive Discrimination	29.17 ± 6.88	8.00	40.00
Negative Discrimination	18.48 ± 4.04	6.00	28.00
Total Ageism Attitudes	69.56 ± 11.72	23.00	95.00

Abbreviations: MSQ, The Minnesota Job Satisfaction Questionnaire; AAS, The Ageism Attitude Scale; Min, minimum; Max, maximum; SD, standard deviation

There was a significant moderate negative correlation between occupational stress and overall job satisfaction ($p < 0.01$) and a significant weak positive correlation between AAS general score and overall job satisfaction ($p < 0.05$). No significant correlation was detected between AAS general score and occupational stress (Table III).

Table III. Correlation between perceived job stress, job satisfaction, and ageism attitude

	Total Ageism Attitudes	Job Stress	General Satisfaction
Total Ageism Attitudes	1		
Job Stress	r -0.114	1	
General Satisfaction	r 0.206*	-0.499**	1

* $p < 0.05$, ** $p < 0.01$

Occupational stress is more common among women ($p < 0.05$). There were no differences in the employees' occupational stress or job satisfaction based on their education level or position at the nursing home. However, university graduates had a significantly lower mean score in the limiting the life of older adults, which is a subscale of the AAS ($p < 0.05$). External satisfaction was significantly lower among those who consistently worked at night ($p < 0.05$). In addition, general ageism and positive ageism attitudes were lower among employees who worked 16–24 hour shifts ($p < 0.05$). Employees who were happy with their jobs had lower levels of occupational stress ($p < 0.05$) and greater job satisfaction ($p < 0.001$). Those who were considering leaving their jobs had higher levels of occupational stress and lower job satisfaction ($p < 0.001$). Moreover, those who were considering leaving their jobs had a negative attitude towards elderly discrimination ($p < 0.05$) (Table IV).

DISCUSSION

In this study, we show that increasing job satisfaction, limiting stress to moderate levels, and supporting positive attitudes toward the older adults among nursing home employees will improve the quality of service provided. Female employees outnumbered the male employees in our study sample. Caregiving work is predominantly done by women and is considered more suitable for their characteristic traits (4,5). We observed that the female employees had higher levels of occupational stress levels compared to the male employees, but there was no gender-based differences in job satisfaction or ageism. Similar results were reported in other studies. Greater occupational stress among women may be attributable to having a higher workload and more responsibilities at home (16).

Table IV. Overall parameters reflecting job satisfaction in nursing home workers

Variables	n	Job Stress $\bar{x} \pm SD$	General Satisfaction $\bar{x} \pm SD$	Internal Satisfaction $\bar{x} \pm SD$	External Satisfaction $\bar{x} \pm SD$	Total Ageism Attitudes $\bar{x} \pm SD$	Restricting Life of Elderly $\bar{x} \pm SD$	Positive Discrimination $\bar{x} \pm SD$	Negative Discrimination $\bar{x} \pm SD$
Gender									
Female	66	2.15 ± 0.65	3.90 ± 0.76	4.05 ± 0.77	3.67 ± 0.83	69.90 ± 9.86	21.90 ± 4.12	29.18 ± 6.64	18.81 ± 3.51
Male	41	1.88 ± 0.67	3.88 ± 0.93	3.99 ± 0.91	3.71 ± 1.04	69.00 ± 14.34	21.87 ± 5.27	29.17 ± 7.35	17.95 ± 4.77
t/p		2.007/0.047	0.137/0.891	0.376/0.708	-0.197/0.844	0.388/0.699	0.034/0.973	0.008/0.994	1.079/0.283
Education Status									
Primary School	32	2.20 ± 0.78	3.89 ± 0.86	4.02 ± 0.87	3.69 ± 0.96	71.40 ± 13.81	23.21 ± 4.91	29.46 ± 7.64	18.71 ± 4.07
Secondary School	16	1.92 ± 0.51	4.13 ± 0.57	4.26 ± 0.53	3.95 ± 0.72	74.43 ± 13.32	23.37 ± 4.92	30.68 ± 7.55	20.37 ± 4.16
High School	25	1.77 ± 0.54	3.98 ± 0.88	4.08 ± 0.85	3.82 ± 0.96	65.64 ± 12.78	21.00 ± 4.67	27.12 ± 7.79	17.52 ± 4.58
University	34	2.17 ± 0.65	3.72 ± 0.86	3.89 ± 0.87	3.45 ± 0.90	68.41 ± 5.88	20.61 ± 3.54	29.70 ± 4.76	18.08 ± 3.34
F/p		2.711/0.050	1.040/0.378	0.738/0.532	1.370/0.256	2.311/0.081	2.792/0.044	1.088/0.358	1.825/0.147
Working Hours									
Day Shift	39	1.96 ± 0.60	3.92 ± 0.87	4.02 ± 0.88	3.77 ± 0.91	67.53 ± 12.59	21.20 ± 4.37	28.53 ± 7.45	17.79 ± 4.31
Night Shift	8	2.58 ± 0.84	3.23 ± 0.89	3.55 ± 1.03	2.76 ± 0.90	73.25 ± 8.94	22.50 ± 6.56	32.75 ± 3.41	18.00 ± 4.00
8-Hour Shifts	54	2.00 ± 0.65	3.99 ± 0.78	4.12 ± 0.77	3.79 ± 0.86	71.62 ± 11.07	22.35 ± 4.57	30.07 ± 6.30	19.20 ± 3.89
16-24-Hour Shifts	6	2.32 ± 0.73	3.70 ± 0.60	3.94 ± 0.50	3.35 ± 0.78	59.16 ± 8.13	21.50 ± 3.01	20.50 ± 4.80	17.16 ± 3.25
F/p		2.394/0.073	2.084/0.107	1.135/0.339	3.579/0.016	2.936/0.037	0.530/0.663	4.767/0.004	1.204/0.312
Job Satisfaction									
Satisfied with Job	80	1.93 ± 0.60	4.09 ± 0.71	4.22 ± 0.70	3.90 ± 0.81	70.37 ± 11.28	22.26 ± 4.61	29.31 ± 6.57	18.80 ± 3.91
Partially Satisfied with Job	23	2.33 ± 0.66	3.46 ± 0.83	3.63 ± 0.85	3.21 ± 0.87	68.91 ± 9.35	21.08 ± 3.78	29.86 ± 6.29	17.95 ± 3.77
Not Satisfied with Job	4	2.71 ± 1.20	2.37 ± 0.63	2.54 ± 0.70	2.12 ± 0.56	57.00 ± 25.09	19.25 ± 7.32	22.50 ± 13.52	15.25 ± 7.18
F/p		5.505/0.005	15.275/0.000	14.059/0.000	13.762/0.000	2.600/0.079	1.294/0.279	2.051/0.134	1.742/0.180
Considering Leaving Job									
Yes	21	2.53 ± 0.76	3.15 ± 0.96	3.32 ± 1.04	2.91 ± 0.88	62.90 ± 12.90	19.19 ± 4.41	26.80 ± 9.06	16.90 ± 4.84
No	86	1.93 ± 0.59	4.07 ± 0.69	4.20 ± 0.66	3.87 ± 0.82	71.18 ± 10.88	22.55 ± 4.38	29.75 ± 6.17	18.87 ± 3.75
t/p		3.932/0.000	-5.002/0.000	-4.810/0.000	-4.749/0.000	-3.010/0.003	-3.151/0.002	-1.775/0.079	-2.027/0.045

Abbreviations: SD, standard deviation

While some studies revealed no difference in job satisfaction between the genders, male employees were found to have higher levels of job satisfaction in other studies (17–20). When male and female employees have comparable working conditions, there may be no gender-based differences in job satisfaction. Better professional opportunities for men in the workplace may contribute to their higher job satisfaction (16,21). Different results regarding the relationship between gender and ageism have been reported. While there are some studies showing that females have more positive ageism, there are also studies reporting just the

opposite (10,22). Positive ageism among women can be attributed to their traditional roles, while negative ageism may be related with heavy work and busy lives due to their many responsibilities (2,22).

In the present study, university was the most prevalent education level, followed by primary school. University graduates may predominate because the majority of nursing home personnel are specialists in their fields. Most of the primary school graduates worked as care staff (4). The higher number of primary school graduates in our study may be due to the fact that care and

cleaning staff comprised a large proportion of our study sample.

While there are some studies reporting no significant differences in occupational stress or job satisfaction based on education level, other studies have demonstrated that occupational stress decreases and job satisfaction increases with higher level of education. This may be attributable to having better work conditions, greater job satisfaction, and better stress management skills due to education (23,24). On the other hand, those with higher education level may also experience job dissatisfaction when they cannot meet the high demands of their working environment or are unable to use their knowledge (25). A previous study determined that university graduates exhibited significantly less ageism than employees who were primary or secondary school graduates. University graduates' negative ageism or life-limiting attitudes toward the older adults may stem from the fact that they do not consider working with and caring for older adults suitable for them. Unmet greater career expectations may also be an explanation (22). As attitudes and perceptions concerning older adults are strongly associated with the quality of service provided to them, employees are expected to have a more professional and positive attitude toward older adults as their levels of education and knowledge increase (10,22)

Similar to our study, other researchers have demonstrated that occupational stress leads to low job satisfaction (4,24,26). Since the employees spend a substantial part of their lives in the work environment, job satisfaction can have a major effect on a worker's life. (4,26). Because they work with older adults with high care needs, nursing home employees bear both physical and emotional burdens. The heavy workload can cause severe stress (27,28). In their

study of nursing home staff, Castel et al. found that the employees were satisfied with their jobs and colleagues, but not with their salaries or professional opportunities (29).

Our study revealed a positive correlation between ageism and job satisfaction. As the problems experienced by their caretakers decrease, older adults also report greater satisfaction nursing home staff are expected to be friendly and compassionate toward the older adults. The nursing home employees in our study stated that their own parents could be in the same position with the older adults that take care of. One of the reasons for this positive attitude may be the perception in Turkish culture that older adults should be respected and protected (2,30).

The attitudes of eldercare personnel toward the older adults are strongly associated with quality of care (7,31). Working in the service sector can cause intense stress and job dissatisfaction. These negative factors have an adverse effect on those receiving the service (26,27). Employees who are dissatisfied with their job may exhibit negative attitudes and behavior toward the persons they are serving. In a working environment that requires great sacrifice, all professional relationships and performance can be adversely affected (27,29).

No significant correlation was detected between ageism and occupational stress in our study. As older adults become more dependent, the care services they require are more strenuous and time-consuming. As a result, employees have to exert extreme physical strength and effort. A study by Von Dras et al. showed that sources of stress in nursing homes included the residents, other employees, and administrative demands (28,32). Attitudes of the employees toward the older adults and the intensity of the emotional demands of the older adults can cause stress for nursing home staff (4,26). High stress levels can

foster a negative attitude toward the nursing home residents among the staff. Ageism can lead to errors when planning eldercare. Persons who are responsible for caring for older adults are expected to provide service without ageism (4,32).

Nursing homes operate using a shift system. Long shifts and changing work hours result in fatigue, sleep deprivation, and stress in shift workers (4). In the present study, there was no significant correlation between occupational stress and working hours, however, we found that those working 16–24 hour shifts had lower external job satisfaction scores and more negative ageism. Employees facing high work demands and heavy workload in nursing homes can have serious problems. The working environment and characteristics of the older adults are the important factors affecting stress levels and job satisfaction in nursing home staff. In addition, day-shift personnel dealing with older adults with cognitive and functional impairment can experience more intense stress. (33). In our study, nursing home employees who work evenings and nights may have negative ageism due to the difficulties they experience in the shift system. Long working hours can reinforce the ageism attitudes of nursing home personnel, and negative ageism may lead to lower quality of care (7,31).

We found out that employees who were happy with their job and were not considering resigning had lower occupational stress and higher job satisfaction, while thoughts of job departure were associated with higher levels of negative ageism. Workers who are dissatisfied with their job may consider resigning (9,27). Higher job satisfaction among nursing home staff is associated with higher satisfaction among the residents as well (26,28). Employees who provide care services

at nursing homes are under a heavy workload. Workers who experience extreme stress are less satisfied with their jobs and thus have higher rates of job departure. Employees who are dissatisfied with their jobs may exhibit negative ageism (34,35) Frequent job departure among nursing home employees has a negative impact on the continuity of care and personal communication with the nursing home residents. Furthermore, when an employee resigns, other employees are obliged to fulfill their duties. In addition, always seeing different persons in the nursing home can result in adaptation problems for the older residents. Employees working in institutions with high-quality care standards, team collaboration, supportive management, and inclusive decision-making have higher levels of job satisfaction and job commitment (28,29)

CONCLUSION

Nursing homes serve older adults around the clock. Increasing job satisfaction among nursing home personnel and maintaining a moderate level of stress will enable them to have a more positive attitude toward older adults and to provide higher quality care. Since caring for the older adult is emotionally and physically challenging, employees may face problems such as stress and job dissatisfaction. On the other hand, institutional preventive measures against the severe stress and job dissatisfaction experienced by the workers may partially compensate and improve their attitudes toward the older adults.

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Conflict of Interest

All authors have no potential conflicts of interest. Written permission was obtained from all non-authors and contributors named in the acknowledgment section.

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Ethical Declaration

This study protocol was approved by the Medical Research and Ethics Committee of Akdeniz University, Faculty of Medicine (Reference number 2016-370).

The study is a rearranged version of a thesis.

Patient Consent Statement

After detailed information about the research was given to the participants, their written and verbal consent was obtained.

Author Contributions

Concept: SG, AK, GK; Design: SG, GK, AK; Supervising: SG, GK; Financing and equipment: SG, Data collection and entry: SG, Analysis and interpretation: SG, AK, Literature search: SG, AK; Writing: SG, AK, Critical review: AK, GK

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