

Work Stressors, Coping Strategies, and Job Satisfaction among Houseparents in Residential Care Facilities

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ABSTRACT

Houseparents care for clients in residential care facilities, with their primary functions encompassing supervision, facilitation, mediation, and collaboration. As such, the nature of their work exposes them to a myriad of stressors. This study aimed to investigate the relationships between work stressors (time stress and job anxiety) and coping strategies (approach and avoidance coping) with houseparents' job satisfaction. A quantitative research design was employed, with data gathered from 209 houseparents employed in residential care facilities under the Department of Social Welfare and Development. The Job Stress Scale, Brief COPE, and Minnesota Satisfaction Questionnaire were used as research instruments. Correlation analysis and multiple regression analysis were performed. Findings indicate that houseparents in residential care facilities are generally satisfied with their job and tend to apply approach coping strategies more frequently than avoidance coping strategies. No significant relationship was found between time stress and job satisfaction, and between avoidance coping and job satisfaction. A very weak negative relationship exists between job anxiety and job satisfaction, as well as between approach coping and job satisfaction. These results suggest that factors other than work stressors and coping strategies may affect job satisfaction. Given the limited studies on houseparents in the Philippines, this study provides a glimpse into the work situation of houseparents and offers valuable recommendations for the development of supportive interventions and policies relevant to their work.

Keywords: occupational stress, stress management, career contentment, care providers, group home facilities

INTRODUCTION

In the Philippines, 64 residential care facilities cater to children, youth, older persons, and persons with disabilities who are socially and economically disadvantaged due to unavoidable circumstances (Digital Media Services, 2017). Given the clients' diverse backgrounds, the facilities are challenged to provide programs and services that most closely emulate family care. Houseparents could be considered the most crucial staff in these facilities as they are directly involved with the clients. Their primary functions include supervising clients' home management activities, serving as substitute parents/guardians, observing changes in clients' behavior, and providing reports to concerned social workers. They also mediate between clients who are in conflict, work towards resolving such disputes, and conduct sessions according to their expertise. Moreover, they are tasked with

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communicating and collaborating with other residential staff, such as nurses, doctors, social workers, psychologists, administrative staff, and janitorial staff, to ensure the quality of service to clients.

Pann (2018) explored how Filipino service care providers experience job-related stressors and compassion fatigue while working in board-and-care facilities in California, USA. Findings revealed that care-providers experience job stressors and difficulties due to patients' medical diagnoses and experiencing approaching deaths, with most expressing stress-related feelings. These care providers cope with stress through religion (prayer), acceptance, and self-care techniques such as going for a walk in fresh air, visiting salons and malls, among others. In residential care facilities for children, Cometa-Lamberte (2017) analyzed the role performance of houseparents and found that houseparents experienced work stress due to physical strain, lack of sleep, and poor physical health, which makes them easily irritated at work. However, in the life satisfaction index, the houseparents obtained an average score, indicating that despite such stress, they still believe their job contributes to their life satisfaction.

The study is grounded in various theories about the variables of work stressors, coping strategies, and job satisfaction. For work stressors, the APA Dictionary of Psychology defines a stressor as "any event, force, or condition that results in physical or emotional stress." Such stressors may be internal or external forces that require the affected individual to adjust or employ coping strategies. Work stressors are conditions in the workplace that negatively impact a person's performance and overall well-being. The demand-control-support model, developed by Karasek and Theorell (1990), explains how workplace stress occurs. This model was tested by Baba et al. (2013) in their study on stress among nurses. The study highlighted that job demand, job control, and job support are significant factors in understanding stress among nurses. Work-related demands refer to the workload in terms of time pressure and role conflicts, which can lead to emotional exhaustion. It entails that high work demands can also produce time stress among employees. Due to the heavy workload, employees may struggle to find sufficient time for themselves and their families, leading to increased stress. Work control refers to the ability to manage tasks to completion, which can also be influenced by the employees' level of involvement in these tasks. This ability is also a predictor of depersonalization and employee accomplishment. If employees encounter difficulties controlling their tasks, they may feel anxious as they are driven to accomplish their duties. Cheng and McCarthy (2018) further explained that workplace anxiety is triggered when a job requires emotional labor. Employees are required to perform their duties, regardless of how bad their day is, such as smiling and greeting customers. Hence, Cheng and McCarthy emphasized that, given these circumstances, employees should gain control over their tasks/ jobs. On the other hand, work support refers to the social support an employee receives from their supervisor and colleagues. Employees are more active in their jobs when there is a high demand for work and high support.

Coping strategies are defined as “an action, a series of actions, or a thought process used to meet a stressful or unpleasant situation or modify one's reaction to such a situation” (APA Dictionary of Psychology). In the study by Eisenberg et al. (2012), as supported by Carver's (1997) theory, the coping strategies discussed above were grouped into two broad categories: avoidant and approach coping. Avoidant coping is similar to emotion-focused coping, in which a person uses maladaptive strategies to avoid thinking about, feeling, or doing difficult things to reduce stress. Approach coping is also similar to problem-focused coping, in which a person engages in behavioral, cognitive, or emotional activity to reduce stress.

Saari and Judge (2004) defined job satisfaction as both employees' perceptions of their jobs and their feelings about them. It is described in terms of the effect of the work itself. Employees' personalities, as well as the cultures they come from and live in, impact job satisfaction. In the study by Dartey-Baah and Amaoko (2011), Herzberg's Two-Factor Theory was applied to assess and understand employee motivation among workers in Ghana. The theory identifies two factors that impact job satisfaction and dissatisfaction: motivation and hygiene. Motivating factors are intrinsic, such as responsibility, promotion, and growth, which can generate job satisfaction. On the other hand, hygiene factors are avoided because they may lead to job dissatisfaction. The theory posits that the key to increasing job satisfaction among employees is enhancing the work environment, encompassing job security, employee autonomy, and self-fulfillment. Likewise, if an employer wants to reduce employees' dissatisfaction, it must address the job environment, including existing policies, procedures, and supervision.

As there is insufficient empirical evidence about the work situation of houseparents in residential care facilities, especially in the Philippine context, this study aims to shed light on this particular population, specifically examining work stressors, coping strategies, and job satisfaction. Despite the valuable contributions of houseparents in the workforce, few studies examine this population, and most focus on nurses and other medical professionals. The roles performed by these medical personnel exhibit notable similarities to those of houseparents, as they also cater to clients' needs, ensuring high-quality care and service.

This study is geared towards making a significant contribution to the knowledge about the roles and significance of houseparents in the community. The results of this study would benefit houseparents in managing work-related stressors and in adopting coping strategies associated with greater job satisfaction. In terms of policies and guidelines for residential care facilities, this study's findings could open opportunities for program and policy development to enhance services and ensure the well-being of house parents. For mental health professionals and human resource practitioners, the study could be beneficial in providing more knowledge about the challenges faced by houseparents and allowing the development of psychological interventions geared towards enhancing the well-being of houseparents, especially as their role is deemed crucial in the process of helping socially and economically disadvantaged individuals who are victims of abuse, neglect, and other circumstances.

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Objectives of the Study

This study aimed to examine the work situation of houseparents, particularly with respect to the variables under consideration. The research questions sought to: (1) examine the work stressors (time stress and job anxiety) experienced by houseparents, (2) determine how their coping strategies relate to their overall level of job satisfaction, (3) assess the relationship between work stressors and job satisfaction and explore how different coping strategies influence job satisfaction, and (4) identify which coping strategy best predicts job satisfaction among houseparents.

METHODOLOGY

Research Design. This study employed a quantitative research design using the survey method to examine houseparents' experiences of work stress, applied coping strategies, and job satisfaction.

Participants of the Study. This study involved 209 houseparents from various regional residential care facilities of the Department of Social Welfare and Development (DSWD) in the Philippines. Purposive sampling was used because participants had to meet the inclusion criterion of being employed as a houseparent in a DSWD residential care facility. In this case, they would be equipped with the skills, knowledge, and experience pertinent to their job and thus be able to provide accurate responses that address the problems of this study. The age range of the participants is 18 to 55 years. Houseparents from five residential care facilities in Region I, three residential care facilities in Region II, five residential care facilities in Region III, and one residential care facility from the Cordillera Administrative Region (CAR) participated in the study.

Research Instrument. The researchers utilized three scales for data collection. To examine houseparents' work stressors, the Job Stress Scale (JSS) by Parker and DeCotiis (1983) was used. The JSS measures dimensions of job stress and looks into the impact of work on personal life and burnout. It consists of 13 items used to measure job stress along two dimensions: 1) time stress and 2) job anxiety. The Brief COPE (Coping Orientation to Problems Experienced) by Charles S. Carver (1997) was used to identify the respondents' coping strategies for stress, as it measures both effective and ineffective means of coping. The Brief COPE is the shorter version of the full COPE Inventory, and consists of 28 items that determine two primary coping styles: 1) Approach Coping and 2) Avoidant Coping. To measure the houseparents' level of job satisfaction, the Minnesota Satisfaction Questionnaire (MSQ) Short form by David J. Weiss, Rene V. Dawis, George W. England, and Lloyd H. Lofquist (1967) was used. The MSQ assesses intrinsic and extrinsic job satisfaction. All three scales are open and accessible online. Reliability testing was also performed on the data gathered through each scale. The Job Stress Scale yielded a Cronbach Alpha of 0.87,

while the Brief COPE yielded a Cronbach Alpha of 0.88. A Cronbach's Alpha of 0.86 was obtained for the Minnesota Satisfaction Questionnaire. These values suggest that all three scales used have good internal consistency.

Data Gathering Procedure. The researchers obtained permission from the heads of the various residential care facilities under DSWD to gather data from the houseparents. Upon approval, research data were collected from participants via three questionnaires, which served as the data-gathering tools. The informed consent and questionnaires were administered online via Google Forms, given the participants' varied locations. Identifying information, including the respondent's field office and center name, as well as employment status, was requested. Data from the forms were then collated, organized, and subjected to statistical analysis. Although participants were reminded to answer honestly, the possibility of response bias was acknowledged, as they may still have provided false or inaccurate answers for various reasons. With regard to the uneven regional representation, no significant effects are believed to have occurred, as the study did not seek to compare responses across regions.

Data Analysis. The data collected from this study are rigorously analyzed through descriptive and inferential statistics. Specifically, mean analysis was applied to determine the houseparents' experiences of work stress, the most commonly observed coping type, and the level of job satisfaction. Inferential statistics, using correlation analysis, explored the relationships between work stress and job satisfaction, and between coping strategies and job satisfaction. Furthermore, regression analysis was performed to determine the coping strategy most predictive of job satisfaction.

RESULTS AND DISCUSSIONS

Work Stressors (Time Stress and Job Anxiety), Coping Strategies (Approach and Avoidance), and Level of Job Satisfaction of Houseparents

The results of the mean analysis in Table 1 reveal that houseparents are unsure about their experiences of time stress (mean=2.62) and job anxiety (mean=2.81).

Table 1
Mean, Standard Deviation, and Qualitative Interpretation for Time Stress and Job Anxiety

Time Stress	Mean	Std. Deviation	Qualitative Interpretation
ST2	3.6124	1.15527	Somewhat Agree
ST8	3.3158	1.29562	Not Sure
ST4	3.0048	1.25383	Not Sure
ST10	2.9378	1.22119	Not Sure

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ST13	2.4019	1.30133	Not Sure
ST6	2.0478	1.24715	Not Sure
ST11	1.8756	1.08478	Not Sure
ST12	1.7943	1.11836	Not Sure
General Mean	2.6238		Not Sure

Job Anxiety	Mean	Std. Deviation	Qualitative Interpretation
ST3	3.7129	1.06242	Somewhat Agree
ST1	3.4354	1.35053	Somewhat Agree
ST5	2.8995	1.09389	Not Sure
ST9	2.0861	1.25662	Somewhat Disagree
ST7	1.9282	1.17654	Somewhat Disagree
General Mean	2.8124		Not Sure

Note. (1.00-1.80=Strongly Disagree; 1.81-2.60=Somewhat Disagree; 2.61-3.40=Not Sure; 3.41-4.20=Somewhat Agree; 4.21-5.00=Strongly Agree)

The uncertainty among houseparents regarding their experiences of time stress and job anxiety stems from the specific nature of their work schedules. While they agree to spend a significant amount of time at work, often including weekends and holidays, the agency offers compensatory time/day off. This system appears to mitigate the houseparents' overall perception of stress and uncertainty, creating a context in which the potential for compensated time away offsets the burden of the time commitment. However, the specific items related to spending little time on other activities or family, where houseparents somewhat agreed, directly align with the overall finding on time commitment. This suggests that while compensatory time/day off mitigates the overall perception of stress, the practical reality of being physically present at work constrains the time available for personal and family life.

The uncertainty regarding job anxiety and time stress partially contrasts with the findings of Bongbong et al. (2023), who found that houseparents experienced mixed emotions, enjoying client care but facing frustration due to challenging client behaviors. While the present study focuses on stressors such as time/schedule, the underlying emotional strain identified in the literature—managing client behavior—is likely a contributing factor to time stress and job anxiety, which the findings suggest is only partially controlled by the compensatory time/day off.

Table 2 shows that houseparents moderately use approach coping strategies (mean=3.25), particularly seeking comfort from others (mean=3.45), asking for advice (mean=3.44), and taking action to address problems (mean=3.37). Furthermore, it reveals that houseparents employ avoidance coping strategies to some extent. They moderately use strategies such as turning to work or other activities to distract themselves (mean = 3.09), engaging in activities like watching TV or shopping to reduce their stress (mean = 2.89), and expressing negative feelings (mean = 2.65).

Table 2

Mean, Standard Deviation, and Qualitative Interpretation for Approach Coping and Avoidance Coping

	Mean	Std. Deviation	Qualitative Interpretation
COPE15	3.4450	.71258	I've been doing this a lot
COPE23	3.4402	.67047	I've been doing this a lot
COPE10	3.3828	.77639	I've been doing this a lot
COPE2	3.3732	.76237	I've been doing this a lot
COPE25	3.3541	.72655	I've been doing this a lot
COPE14	3.2823	.72836	I've been doing this a lot
COPE7	3.2727	.77663	I've been doing this a lot
COPE12	3.1818	.78167	I've been doing this a medium amount
COPE17	3.1579	.78993	I've been doing this a medium amount
COPE5	3.1531	.96850	I've been doing this a medium amount
COPE20	2.9904	.80855	I've been doing this a medium amount
COPE24	2.9904	.84347	I've been doing this a medium amount
General Mean	3.2520		I've been doing this a medium amount

	Mean	Std. Deviation	Qualitative Interpretation
COPE1	3.0909	.94379	I've been doing this a medium amount
COPE19	2.8852	.84707	I've been doing this a medium amount
COPE21	2.6507	.86464	I've been doing this a medium amount
COPE9	2.3110	1.15356	I've been doing this a little bit
COPE8	1.5407	.77802	I haven't done this at all
COPE26	1.5359	.79657	I haven't done this at all
COPE3	1.4928	.76031	I haven't done this at all
COPE13	1.4880	.79124	I haven't done this at all
COPE16	1.4019	.77285	I haven't done this at all
COPE6	1.2871	.63841	I haven't done this at all
COPE4	1.1627	.48273	I haven't done this at all
COPE11	1.1627	.52104	I haven't done this at all
General Mean	1.8341		I've been doing this a little bit

Note. (1.00-1.75=I haven't done this at all; 1.76-2.50=I've been doing this a little bit; 2.51-3.25=I've been doing this a medium amount; 3.26-4.00=I've been doing this a lot)

The preference of houseparents in utilizing approach coping strategies is reinforced by the support systems provided by their agencies. The moderate use of this coping strategy suggests that mandatory support services, such as counseling, stress debriefing, and critical incident stress management activities mandated by DSWD Administrative Order No. 11, Series of 2007, equip houseparents to

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proactively face stressful situations. This finding aligns with literature from diverse fields. For instance, a study among Polish nurses during the COVID-19 pandemic similarly found frequent use of problem-focused strategies, similar to approach coping (Stefanowicz-Bielska et al., 2022). Furthermore, research on construction project professionals supports this idea, concluding that problem-focused coping is more efficient than emotion-focused coping in managing work stress, burnout, and depression (Tijani et al., 2021). The study's results confirm the cross-occupational efficacy and utilization of proactive, problem-focused (approach) coping mechanisms when facing work-related stressors.

Table 3 shows that houseparents are generally satisfied with their jobs (mean = 3.9245, SD = 0.4267).

Table 3

Mean, Std. Deviation, Std. Error, and Qualitative Interpretation for Job Satisfaction

Mean	Std. Deviation	Std. Error	Qualitative Interpretation
3.9245	.42671	.05509	Satisfied

Note. (1.00-1.80 very dissatisfied; 1.81- 2.60 dissatisfied; 2.61-3.40 neither dissatisfied nor satisfied; 3.41-4.20 satisfied; 4.21- 5.00 very satisfied)

Houseparents' satisfaction with their job is likely rooted in intrinsic reward. In instances when random informal interviews were conducted with houseparents, they expressed finding reward in serving as positive role models and in witnessing the successful development of their clients. This aligns with Cometa-Lamberte's (2017) finding that, despite experiencing work stress, houseparents still reported life satisfaction, indicating that the job provides intrinsic fulfillment that buffers the adverse effects of stress. The overall job satisfaction indicates that intrinsic rewards effectively outweigh the potential drawbacks of time stress and job anxiety.

Relationship Between Work Stressors (Time Stress & Job Anxiety) and Job Satisfaction among Houseparents

Results in Table 4 show no significant correlation between time stress and job satisfaction, and reveal a very weak negative relationship between job anxiety and job satisfaction.

Table 4

Correlations for Time Stress, Job Anxiety, and Job Satisfaction

		Job Satisfaction
Time Stress	Pearson Correlation	-.128
	Sig. (2-tailed)	.065
	N	209
Job Anxiety	Pearson Correlation	-.170*
	Sig. (2-tailed)	.014
	N	209

*Note. *. Correlation is significant at the 0.05 level (2-tailed)*

The finding that time stress is not significantly correlated with job satisfaction indicates that within the context of this study's measures, time demands do not function as a primary determinant of overall job contentment. This lack of relationship contradicts previous research suggesting that work-life balance enhances job satisfaction (Krishnan et al., 2018). The absence of a significant link critically suggests a limitation in the model's predictive power regarding time-based stressors. This implies that the current measures of time stress and job satisfaction, or the linear relationship tested, may not fully capture the complexity of this interaction among houseparents. The non-significant finding highlights that this study cannot conclude that time stress affects job satisfaction, potentially because the stress experienced by houseparents is primarily mitigated or channeled into other outcomes, such as job performance, as cited by Wijaya and Suwandana in their study (2022). This result prompts consideration of future research that uses moderated or mediated models, as the Job Demand-Control-Support Model (Ricciardelli & Carleton, 2022) suggests that other variables (control, support) are necessary to fully explain the relationship between demands (time stress) and satisfaction.

The very weak negative relationship between job anxiety and job satisfaction indicates that while job anxiety is a statistically significant factor, its impact on reducing satisfaction is minimal. This minimal correlation suggests that while job anxiety slightly erodes satisfaction, other, more potent factors not captured by the study must be operating to sustain high levels of job satisfaction among houseparents. The finding supports the notion that factors such as individual values and tolerance levels play a role (Siahaan, 2017). Furthermore, the weak link suggests a measurement limitation in the job satisfaction scores: houseparents' overall high satisfaction, as reported in the previous section, limits the range of variance, obscuring a potentially stronger negative relationship with job anxiety. This finding is consistent with the general principle of the Person-Environment Fit Theory (Gander et al., 2020; Ketkaew et al., 2020), but it also critically acknowledges that the present data reveal only a minor negative association, warranting further investigation into the structural and intrinsic variables that may be moderating this relationship.

Relationship Between Coping Strategies (Approach Coping and Avoidance Coping) and Job Satisfaction among Houseparents

Table 5 reveals a weak positive correlation between approach coping and job satisfaction and also indicates no significant relationship between avoidance coping and job satisfaction.

Table 5

Correlations for Approach Coping, Avoidance Coping, to Job Satisfaction

	Job Satisfaction
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Approach Coping	Pearson Correlation	.317**
	Sig. (2-tailed)	.000
	N	209
Avoidance Coping	Pearson Correlation	.035
	Sig. (2-tailed)	.618
	N	209

Note. **. Correlation is significant at the 0.01 level (2-tailed).

Regarding coping strategies and job satisfaction among houseparents, while both approach and avoidance strategies are somewhat effective, their impact on satisfaction varies with individual perceptions. The finding that approach coping (active problem-solving, support-seeking) is weakly but significantly correlated with job satisfaction suggests that these strategies offer only a limited benefit to houseparents' overall satisfaction. This result is consistent with research on elementary teachers, where similar active strategies also demonstrated a weak positive relationship with satisfaction (Smetackova et al., 2019). However, this weak correlation contrasts with studies reporting a stronger positive link, such as the finding that problem-focused coping mediates the relationship between work-life conflict and job satisfaction among employed distance learners (Rahim, 2019). The modest effect size in the current study may suggest that while actively managing stress is helpful, job satisfaction for houseparents is predominantly driven by other, unmeasured systemic or contextual factors, such as organizational support, resource availability, and workload, rather than individual coping effort alone.

In the tool used in this study, avoidance coping strategies include self-distraction, denial, substance abuse, behavioral disengagement, self-blame, and venting, which are seen as temporary ways to relieve stress. The absence of a statistically significant correlation between avoidance coping and job satisfaction suggests that these temporary stress-relief methods do not significantly affect job satisfaction among houseparents. The finding aligns with theoretical perspectives, such as Folkman and Moskowitz's (2004) view that avoidance coping does not directly address work stressors but merely helps individuals persist under stressful conditions. However, this result directly contrasts with several prior studies, which found that avoidance coping negatively affects employee well-being and job satisfaction (Cheng et al., 2014; McFadden et al., 2021). While avoidance strategies in the current study's population may be more closely linked to managing work stress levels or job performance rather than satisfaction, it is crucial to acknowledge that the measure failed to capture the expected detrimental effect reported in other literature. Future research can explore potential moderating variables that explain why the generally harmful effects of avoidance coping did not translate into a significant impact on job satisfaction in this specific sample.

Coping Strategy Most Predictive of Job Satisfaction

The results in Table 6 indicate that the adjusted R-squared is 0.119, indicating that a combination of avoidance and approach coping strategies accounts for 11.9% of the variance in job satisfaction. This finding suggests that, while statistically significant, coping strategies are only minor contributors to job satisfaction, and a substantial portion of the variance may be likely attributable to other, unmeasured factors (e.g., organizational support, workload, compensation, or personality traits). Despite this limitation, it reflects that approach coping is a better predictor of job satisfaction among houseparents, as its Beta value (standardized coefficient) of 0.392 is higher than that of avoidance coping (-0.156).

Table 6*Model Summary and Multiple Regression for Coping Strategies*

R		R Square		Adjusted R Square		
.345		.119		.110		
Note: Predictors: (Constant), APPCOPE, AVOIDCOPE						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	62.837	4.272		14.709	.000
	AVOIDCOPE	-.317	.152	-.156	-2.080	.039
	APPCOPE	.638	.121	.392	5.249	.000

Note. Dependent Variable: JOBSAT

The finding that approach coping is the strongest positive predictor of job satisfaction, despite the overall weak relationship, underscores the crucial role of adaptive mechanisms in the face of occupational stress. Approach coping, which encompasses proactive efforts like active coping, planning, and seeking social support, is considered more effective in the long term. This result aligns with the literature across various healthcare settings, including among nurses and healthcare workers during the COVID-19 pandemic (McFadden et al., 2021), which links problem-focused or positive coping strategies to stress management and job quality better. The mechanism is interpreted as an approach strategy that fosters positive emotions, promotes teamwork, and improves overall performance, thereby enhancing job satisfaction and psychological outcomes. Conversely, the study confirms that avoidance coping is negatively predicted by job satisfaction. Although avoidance provides temporary relief, it is a maladaptive strategy that ultimately undermines long-term well-being. This finding is consistent with research reporting a negative correlation between avoidance coping and professional well-being in other stressful vocations, such as teaching (MacIntyre et al., 2020).

In summary, although the model has low predictive utility, the significant parameters suggest that for houseparents, shifting from short-term relief (avoidance) to proactive problem engagement (approach) is a necessary, albeit not sufficient, condition for improving job satisfaction. Future research can investigate

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the more influential, distal factors that account for the remaining variance in job satisfaction.

CONCLUSIONS

Houseparents may experience uncertainty about the impact of time stress and job anxiety, finding both satisfaction and frustration in caring for clients due to challenging behaviors and demanding schedules. They primarily use approach coping strategies more than avoidance coping. Despite the challenges they experience, houseparents are generally satisfied with their jobs, as they feel fulfilled in their roles as positive role models and providers of support in residential care facilities. The level of job anxiety of houseparents is not consistently related to their level of job satisfaction, as other factors may contribute to this. Values, personality characteristics, and cultural contexts may shape their job satisfaction. Job control and support play a more crucial role than time stress, highlighting the importance of workplace autonomy. Houseparents are equipped to employ various strategies in addressing work-related stress, with approach coping strategies emerging as a potentially influential determinant of job satisfaction. Ultimately, cultivating supportive environments and endorsing proactive coping strategies are essential in enhancing job satisfaction. The study recognizes its limitations, including the use of a data-gathering tool that measures only specific work stressors and the inability to examine and measure other factors that may contribute to job satisfaction. Furthermore, the methodology for future research could include additional statistical analyses to compare other variables, such as gender and regional representation, and use qualitative approaches to elicit more in-depth responses.

RECOMMENDATIONS

Job satisfaction and performance may be enhanced by using approach coping strategies, such as active problem-solving, planning, and positive reframing. Support from others and accepting, yet managing, stress as part of the job may help houseparents cope with work-related challenges more effectively. For agencies managing these facilities, conducting regularly reviewed stress debriefing activities and training programs can be considered. Meanwhile, human resource teams can offer ongoing seminars on stress management techniques, such as mindfulness and meditation. Supervisors require training to recognize stress symptoms and encourage houseparents to seek support, which should be complemented by counseling, lifestyle coaching, and self-management programs with regular evaluations. Future research could explore additional stressors, such as salary and job training, and conduct qualitative studies to understand the links between work stress, coping strategies, and job satisfaction across various professions.

ETHICAL STATEMENT

All the participants were provided with an informed consent form, which they read before answering the questionnaire. Participants were treated with utmost respect from the moment they were approached to participate, throughout their participation, and after their participation ended. Their private information was kept confidential, and their right to change their minds or withdraw from the study was respected. In the presence of any adverse reactions or unexpected effects, appropriate treatment and necessary removal from the study were ensured. The study's aims and objectives were also explained thoroughly to the participants. The data collected were used exclusively in this study. Before conducting the study, the research proposal was reviewed and approved by the Saint Louis University Research Ethics Committee (SLU-REC), a university committee responsible for ensuring that research participants are protected from harm.

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