

## Appendix

### 1. Sample Characteristics

TABLE 5

*Number and Percentage of Answered Demographic Items in Pretest and Main Survey Sample*

|                  | Pretest     | Main Survey  |
|------------------|-------------|--------------|
| <b>Work Area</b> |             |              |
| General          | 9<br>29.0%  | 191<br>59.5% |
| Intermediate     | 0           | 64<br>19.9%  |
| Intensive        | 22<br>71.0% | 66<br>20.6%  |
| <b>Gender</b>    |             |              |
| Female           | 22<br>71.0% | 241<br>75.1% |
| Male             | 8<br>25.8%  | 64<br>19.9%  |
| Not Specified    | 1<br>3.2%   | 16<br>5.0%   |
| <b>Age</b>       |             |              |
| 24 and Younger   | 3<br>9.7%   | 38<br>11.8%  |
| 25 - 34          | 6<br>19.4%  | 100<br>31.2% |
| 35 - 44          | 6<br>19.4%  | 65<br>20.2%  |
| 45 - 54          | 6<br>19.4%  | 68<br>21.2%  |
| 55 and Older     | 10<br>32.3% | 46<br>14.3%  |
| Not Specified    |             | 4<br>1.2%    |

## 2. Descriptive Data Separated by Categorical Variables

TABLE 6

Mean (Standard Deviation) Grouped by the Values of the Categorical Variables (n = 321)

|                  | n   | Subjective Workload | Organizational Commitment | Health Status  | Stress         | Burnout Symptoms | Job Satisfaction | Satisfaction Quality of Care |
|------------------|-----|---------------------|---------------------------|----------------|----------------|------------------|------------------|------------------------------|
| <b>Work Area</b> |     |                     |                           |                |                |                  |                  |                              |
| General          | 191 | 3.14<br>(0.74)      | 3.97<br>(2.17)            | 6.29<br>(2.10) | 3.17<br>(0.60) | 3.26<br>(0.83)   | 5.98<br>(2.32)   | 5.43<br>(2.45)               |
| Intermediate     | 64  | 3.31<br>(0.76)      | 3.78<br>(2.17)            | 6.52<br>(2.10) | 3.15<br>(0.63) | 3.26<br>(0.77)   | 6.33<br>(2.30)   | 6.34<br>(2.59)               |
| Intensive        | 66  | 3.25<br>(0.70)      | 4.23<br>(2.17)            | 6.77<br>(2.10) | 2.94<br>(0.67) | 3.04<br>(0.80)   | 6.45<br>(2.21)   | 6.18<br>(2.33)               |
| <b>Gender</b>    |     |                     |                           |                |                |                  |                  |                              |
| Female           | 241 | 3.18<br>(0.70)      | 3.85<br>(2.18)            | 6.34<br>(2.10) | 3.15<br>(0.60) | 3.25<br>(0.78)   | 6.09<br>(2.30)   | 5.63<br>(2.45)               |
| Male             | 64  | 3.24<br>(0.85)      | 4.52<br>(2.18)            | 6.78<br>(2.10) | 3.04<br>(0.74) | 3.09<br>(0.96)   | 6.34<br>(2.37)   | 6.20<br>(2.60)               |
| Not Specified    | 16  |                     |                           |                |                |                  |                  |                              |
| <b>Age</b>       |     |                     |                           |                |                |                  |                  |                              |
| 24 and Younger   | 38  | 3.22<br>(0.53)      | 3.71<br>(2.18)            | 6.68<br>(2.10) | 3.11<br>(0.63) | 3.16<br>(0.78)   | 6.45<br>(1.93)   | 5.71<br>(2.35)               |
| 25 - 34          | 100 | 3.36<br>(0.80)      | 3.86<br>(2.18)            | 6.69<br>(2.10) | 3.21<br>(0.60) | 3.31<br>(0.83)   | 5.90<br>(2.28)   | 5.59<br>(2.43)               |
| 35 - 44          | 65  | 3.15<br>(0.73)      | 4.35<br>(2.18)            | 6.46<br>(2.10) | 3.02<br>(0.63) | 3.06<br>(0.84)   | 6.60<br>(2.23)   | 6.02<br>(2.57)               |
| 45 - 54          | 68  | 3.11<br>(0.67)      | 4.01<br>(2.18)            | 5.85<br>(2.10) | 3.17<br>(0.55) | 3.40<br>(0.74)   | 6.01<br>(2.35)   | 5.50<br>(2.43)               |
| 55 and Older     | 46  | 3.04<br>(0.73)      | 4.00<br>(2.18)            | 6.41<br>(2.10) | 3.05<br>(0.73) | 3.10<br>(0.80)   | 5.93<br>(2.59)   | 6.07<br>(2.67)               |
| Not Specified    | 4   |                     |                           |                |                |                  |                  |                              |

Notes. M (SD)

### 3. Stepwise Inclusion Multiple Regression Stress

TABLE 7  
Stepwise Inclusion of Predictors in Multiple Regression with Stress as Outcome (n = 321)

| Predictor                 | R <sup>2</sup> | F for<br>R <sup>2</sup><br>change | β    | SE(β) | t     | p         |
|---------------------------|----------------|-----------------------------------|------|-------|-------|-----------|
| Step 1                    | .12            |                                   |      |       |       |           |
| (Intercept)               |                |                                   | .02  | .05   | 0.27  | .79       |
| Subjective Workload       |                |                                   | .33  | .05   | 6.34  | <.001 *** |
| Step 2                    | .24            | 26.35***                          |      |       |       |           |
| (Intercept)               |                |                                   | .02  | .05   | 0.46  | .65       |
| Subjective Workload       |                |                                   | .30  | .05   | 5.92  | <.001 *** |
| Organizational Commitment |                |                                   | -.35 | .05   | -7.26 | <.001 *** |
| SW x OC                   |                |                                   | .03  | .05   | 0.56  | .57       |
| Step 3                    | .37            | 16.13***                          |      |       |       |           |
| (Intercept)               |                |                                   | .03  | .05   | 0.54  | .58       |
| Subjective Workload       |                |                                   | .25  | .05   | 4.83  | <.001 *** |
| Organizational Commitment |                |                                   | -.23 | .05   | -4.63 | <.001 *** |
| Health Status             |                |                                   | -.40 | .05   | -7.69 | <.001 *** |
| SW x OC                   |                |                                   | .05  | .05   | 0.98  | .32       |
| SW x HS                   |                |                                   | -.01 | .06   | -0.08 | .94       |
| OC x HS                   |                |                                   | -.01 | .05   | -0.28 | .78       |
| SW x OC x HS              |                |                                   | -.09 | .05   | -1.80 | .07       |

Notes. Abbreviations: Subjective Workload (SW), Organizational Commitment (OC), Health Status (HS)

\*\*  $p < .01$ , \*\*\*  $p < .001$

#### 4. Stepwise Inclusion Multiple Regression Burnout

TABLE 8

*Stepwise Inclusion of Predictors in Multiple Regression with Burnout Symptoms as Outcome (n = 321)*

| Predictor                 | $R^2$ | $F$ for $R^2$ change | $\beta$ | $SE(\beta)$ | $t$    | $p$       |
|---------------------------|-------|----------------------|---------|-------------|--------|-----------|
| Step 1                    | .16   |                      |         |             |        |           |
| (Intercept)               |       |                      | .00     | .05         | 0.08   | .94       |
| Subjective Workload       |       |                      | .41     | .05         | 7.80   | <.001 *** |
| Step 2                    | .27   | 23.64***             |         |             |        |           |
| (Intercept)               |       |                      | .01     | .05         | 0.29   | .77       |
| Subjective Workload       |       |                      | .36     | .05         | 7.43   | <.001 *** |
| Organizational Commitment |       |                      | -.33    | .05         | -6.85  | <.001 *** |
| SW x OC                   |       |                      | .05     | .05         | 0.95   | .34       |
| Step 3                    | .47   | 29.50***             |         |             |        |           |
| (Intercept)               |       |                      | .02     | .05         | 0.39   | .70       |
| Subjective Workload       |       |                      | .25     | .05         | 5.27   | <.001 *** |
| Organizational Commitment |       |                      | -.15    | .05         | -3.27  | <.01 **   |
| Health Status             |       |                      | -.49    | .05         | -10.08 | <.001 *** |
| SW x OC                   |       |                      | .03     | .05         | 0.66   | .51       |
| SW x HS                   |       |                      | .10     | .05         | 1.88   | .06       |
| OC x HS                   |       |                      | .03     | .05         | 0.57   | .57       |
| SW x OC x HS              |       |                      | .01     | .05         | 0.31   | .76       |

*Notes.* Abbreviations: Subjective Workload (SW), Organizational Commitment (OC), Health Status (HS)

\*\*  $p < .01$ , \*\*\*  $p < .001$

## 5. Stepwise Inclusion Multiple Regression Job Satisfaction

TABLE 9

Stepwise Inclusion of Predictors in Multiple Regression with Job Satisfaction as Outcome (n = 321)

| Predictor                 | $R^2$ | F for $R^2$ change | $\beta$ | $SE(\beta)$ | t     | p         |
|---------------------------|-------|--------------------|---------|-------------|-------|-----------|
| Step 1                    | .07   |                    |         |             |       |           |
| (Intercept)               |       |                    | .00     | .05         | -0.05 | .96       |
| Subjective Workload       |       |                    | -.27    | .05         | -4.95 | <.001 *** |
| Step 2                    | .20   | 26.08***           |         |             |       |           |
| (Intercept)               |       |                    | -.01    | .05         | -0.15 | .88       |
| Subjective Workload       |       |                    | -.23    | .05         | -4.48 | <.001 *** |
| Organizational Commitment |       |                    | .36     | .05         | 7.21  | <.001 *** |
| SW x OC                   |       |                    | .06     | .05         | 0.13  | .89       |
| Step 3                    | .29   | 8.53***            |         |             |       |           |
| (Intercept)               |       |                    | .02     | .05         | 0.31  | .76       |
| Subjective Workload       |       |                    | -.19    | .06         | -3.38 | <.001 *** |
| Organizational Commitment |       |                    | .27     | .05         | 4.93  | <.001 *** |
| Health Status             |       |                    | .30     | .06         | 5.19  | <.001 *** |
| SW x OC                   |       |                    | -.04    | .06         | -0.65 | .52       |
| SW x HS                   |       |                    | .04     | .06         | 0.74  | .46       |
| OC x HS                   |       |                    | -.04    | .05         | -0.72 | .47       |
| SW x OC x HS              |       |                    | .04     | .06         | 0.71  | .48       |

Notes. Abbreviations: Subjective Workload (SW), Organizational Commitment (OC), Health Status (HS)

\*\*\*  $p < .001$

## 6. Stepwise Inclusion Multi-Level-Model Satisfaction with Quality of Care

TABLE 10

Stepwise Inclusion of Predictors in Multi-Level-Model with Satisfaction with Quality of Care as Outcome and Random Intercepts Based on Work Areas (n = 321)

| Predictor                 | AIC    | BIC    | $\chi^2$ | $\beta$ | SE( $\beta$ ) | t     | p         |
|---------------------------|--------|--------|----------|---------|---------------|-------|-----------|
| Step 1                    | 902.83 | 917.91 |          |         |               |       |           |
| (Intercept)               |        |        |          | .05     | .11           | -0.50 | .61       |
| Subjective Workload       |        |        |          | -.20    | .06           | -3.73 | <.001 *** |
| Step 2                    | 858.34 | 880.97 | 48.49*** |         |               |       |           |
| (Intercept)               |        |        |          | .05     | .11           | 0.46  | .64       |
| Subjective Workload       |        |        |          | -.16    | .05           | -3.18 | <.01 **   |
| Organizational Commitment |        |        |          | .36     | .05           | 7.19  | <.001 *** |
| SW x OC                   |        |        |          | .00     | .05           | -0.04 | .97       |
| Step 3                    | 837.31 | 875.02 | 29.03*** |         |               |       |           |
| (Intercept)               |        |        |          | -.06    | .10           | -0.61 | .54       |
| Subjective Workload       |        |        |          | -.13    | .06           | -2.25 | .03 *     |
| Organizational Commitment |        |        |          | .27     | .06           | 4.96  | <.001 *** |
| Health Status             |        |        |          | .27     | .06           | 4.58  | <.001 *** |
| SW x OC                   |        |        |          | -.06    | .06           | -1.07 | .29       |
| SW x HS                   |        |        |          | .12     | .06           | 2.00  | .05 *     |
| OC x HS                   |        |        |          | .00     | .05           | -0.02 | .99       |
| SW x OC x HS              |        |        |          | .02     | .06           | 0.43  | .66       |

Notes. Abbreviations: Subjective Workload (SW), Organizational Commitment (OC), Health Status (HS)

\*  $p < .05$ , \*\*  $p < .01$ , \*\*\*  $p < .001$