

Stres u řidičů městské hromadné dopravy: role copingu, osobnostních faktorů a životní spokojenosti

Stress among Urban Transport Drivers: the Role of Coping, Personality, and Life Satisfaction

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Abstrakt Výzkumu se zúčastnilo 641 řidičů městské dopravy s cílem zjistit, jakou roli hrají osobnostní faktory měřené NEO-FFI, copingové strategie měřené SVF-78 a životní spokojenost měřená dotazníkem životní spokojenosti (DŽS) na uváděnou míru stresu zjišťovanou ad hoc vytvořeným dotazníkem Urban Drivers Stress Situations Inventory. Výsledky ukázaly, že celková míra stresu koreluje pozitivně s neuroticismem a záporně s extravertí a přívětivostí; negativně pak s životní spokojeností. Celková vnímaná míra stresu pozitivně koreluje s negativními, ale i pozitivními copingovými strategiemi. Negativní copingové strategie jsou v kladném vztahu k neuroticismu a záporném vztahu k extravertí a otevřenosti. Pozitivní copingové strategie jsou v kladném vztahu k extravertí, přívětivosti a svědomitosti. Regresní analýza prováděná metodou enter ukázala, že copingové strategie samy o sobě vysvětlují 24% variance. Osobnostní faktory, především neuroticismus, hrají pouze menší, okrajovou negativní roli. Životní spokojenost má pozitivní vliv na redukci stresu. Čím vyšší je životní spokojenost, tím nižší je míra stresu.

Klíčová slova stres, řidič městské hromadné dopravy, osobnost, copingové strategie, životní spokojenost.

Abstract The profession of driver belongs among high-risk, demanding jobs in terms of health status and psychical wellbeing. On a daily basis, drivers are exposed to high demands and stressors, which can harm their health and wellbeing. The main goal of this research was to verify relations between personality traits, coping strategies and life satisfaction, and to evaluate their influence on reported stress levels in the group of urban transport drivers. On a sample of 641 drivers, the study surveyed the influence of personality traits measured by NEO-FFI, coping strategies measured by SVF-78 and life satisfaction measured by DŽS on reported stress level, measured by the questionnaire Urban Drivers Stress Situations Inventory. The results show that the biggest stressors for drivers are traffic circumstances (other drivers, traffic congestion, tense working hours), passengers, technical problems of vehicles and bad management by their bosses. The total stress level correlates positively with neuroticism and negatively with extraversion and agreeableness; negatively with life satisfaction. The total reported stress level correlates positively with negative and positive coping strategies. Negative coping strategies are in a positive relationship to neuroticism and a negative relationship to extraversion and openness to experience. Positive coping strategies are in a positive relationship with extraversion, agreeableness, and consciousness. Regression analysis done with an enter method showed that coping strategies explain 24% of the variance. Personality factors – especially neuroticism – play a smaller, negative role. Life satisfaction has a positive influence on stress reduction; the higher the life satisfaction, the lower the stress level. In sum, the total stress level was lower than expected. In terms of perceived stressors, the results concur with foreign studies. The results point to the existence of significant relationships between perceived stress and personality factors. However, according to the results of regression analysis, the impact of personality factors is lower concerning stress level prediction. The coping strategies seem to be a good predictor of perceived stress level by a driver, especially the strategies perseveration and escape tendency. This is the first study done on the Czech population and may be taken as exploratory research bringing the first insight into this topic. It is therefore recommended to pay attention to this research theme in the future; further research should focus e.g., on finding if neuroticism is a dispositional factor or the result of dealing with stressful situations. In terms of the findings' application, it is recommended to use the strong effect of coping strategies by stress prediction that implies possible preventative measures such as anti-stress programs (finding maladaptive strategies and their re-education).

Keywords stress, urban transport drivers, personality, coping strategies, life satisfaction.