Menu

Search

Cart

<u>Home</u> > <u>Journal of Family and Economic Issues</u> > Article

Relationship between Financial Stress and Workplace Absenteeism of Credit Counseling Clients

Original Paper | Published: 20 June 2006

Volume 27, pages 458–478, (2006) Cite this article



Journal of Family and Economic
Issues

<u>Aims and scope</u> →

Submit manuscript →

Jinhee Kim \square^1 , Benoit Sorhaindo 2 & E. Thomas Garman 3

Abstract

The researchers examined how financial stress was associated with absenteeism of credit counseling clients. Data were collected by a national non-profit credit counseling organization, from consumers who telephoned seeking assistance in debt management. The results indicate credit counseling clients' financial stress affects their absenteeism at work. Clients with high levels of financial stress are more likely to experience higher levels of absenteeism; thus spending work hours handling personal finances, which decreases the time they are at work. The results suggest some insight into providing financial education and assistance for employees with financial strains as productivity loss might influence their pay.



Access this article

Log in via an institution →

Buy article PDF 39,95 €

Price includes VAT (Poland)

Instant access to the full article PDF.

Rent this article via <u>DeepDyve</u> [2]

<u>Institutional subscriptions</u> →

Similar content being viewed by others



Financial Issues of Workers

Chapter © 2016



The Relationship Between
Stress and Organizational
Dignity in a Financial
Institution

Chapter © 2021



Job Related Stress and Employment of People with Mental Illness: A Catch 22

Article Open access 20 April 2016

References

Adams, G. T. (1987). Preventive law trends and compensation payments for stress-disabled workers. In R. S. Bhagat, J. E. Dalton, & J. D. Quick (Eds.), *Work stress: Health care systems in the workplace* (pp. 235–245). New York: Praeger Publishers.

Aldana, S. G., & Liljenquist, W. (1998). Validity and reliability of a financial strain survey. *Financial Counseling and Planning*, 9(2), 11–18.

Google Scholar

American Express Retirement Services. (2004). Second American Express National Survey finds worker financial stress lingering into 2004 [News release]. Retrieved April 7, 2004, from http://www.businesswire.com

Bagwell, D. C. (2000). Work and personal financial outcomes of credit counseling clients. Unpublished doctoral dissertation, Virginia Polytechnic Institute and State University, Blacksburg.

Google Scholar

Bagwell, D. C. (2001). Hierarchical regression analysis of work outcomes with personal and financial factors. Writings of the Western Region Home Management Family Economics Educators, 45–54.

Bayot, J. (2003). Not-for-profit credit counselors are targets of an I.R.S. inquiry. *The New York Times*. Retrieved November 15, 2003, from http://www.nytimes.com.

Blumstein, P., & Schwartz, P. (1983). *American couples: Money, work, sex*. New York: William Morrow.

Google Scholar

Boss, P. (1988). Family stress management. Newbury Park, CA: Sage Publications, Inc.

Bowen, C. F., Lago, D. J., & Furry, M. M. (1997). Money management in families: A review of the literature with a racial, ethnic, and limited income perspective. *Advancing the Consumer Interest*, *9*(2), 33–42.

Google Scholar

Brooke, P. P., Jr., & Price, J. L. (1989). The determinants of employee absenteeism: An empirical test of a causal model. *Journal of Occupational Psychology*, 62, 1–19.

Google Scholar

Brown, R. C. (1993). Extent of financial worries in the workforce. Unpublished manuscript, Winston-Salem, NC: R. J. Reynolds Tobacco Company.

Cantril, H. (1965). *The pattern of human concerns*. New Brunswick, NJ: Rutgers University Press.

Google Scholar

CCH Inc. (2002). 2002 CCH unscheduled absence survey: As employee absenteeism persists and costs climb, more employers look to work-life, absence control programs. Retrieved October 23, 2002, from http://www.cch.com/absenteeism

Conger, R. D., Rueter, M. A., & Elder, G. H. (1999). Couple resilience to economic pressure. *Journal of Personality and Social Psychology*, 76, 54–71.

Article Google Scholar

Consumer Reports (2001). *Pushed off the financial cliff.* Retrieved June 26, 2001, from http://www.consumerreports.org

Dennis, J. M., Parke, R. D., Coltrane, S., Blacher, J., & Borthwick-Duffy, S. A.

(2003). Economic pressure, maternal depression, and child adjustment in Latino families: An exploratory study. *Journal of Family and Economic Issues*, 24, 183–202.

Article Google Scholar

Draut, T., & Silva, J. (2003). Borrowing to make ends meet. New York, NY: Demos.

Google Scholar

Drentea, P. (2000). Age, debt and anxiety. *Journal of Health and Social Behaviors*, 41(4), 437–450.

Article Google Scholar

Drentea, P., & Lavrakas, P. J. (2000). Over the limit: The association among health status, race and debt. *Social Science & Medicine*, *50*, 517–529.

Article Google Scholar

Dynan, K., Johnson, K., & Pence, K. (2003). *Recent changes to a measure of U.S. household debt service*. Federal Reserve Bulletin.

Ensminger, M. E., & Celentano, D. D. (1988). Unemployment and psychiatric distress: Social resources and coping. *Social Science and Medicine*, *27*, 239–247.

Article Google Scholar

Families and Work Institute. (1997). *The 1997 national study of the changing workforce*. New York: Author.

Google Scholar

Ferraro, K. F., & Su, Y. (1999). Financial strain, social relations, and psychological distress among older people: A cross-cultural analysis. *Journal of Gerontology:*

Forthofer, M. S., Markman, H. J., Cox, M., Stanley, S., & Kessler, R. C. (1996). Associations between marital distress and work loss in a national sample. *Journal of Marriage and the Family*, *58*, 597–605.

Article Google Scholar

Fox, G. L., & Chancey, E. (1998). Sources of economic distress: Individual and family outcomes. *Journal of Family Issues*, 19(6), 725–749.

Article Google Scholar

Garman, E. T., Camp, P. L., Kim, J., Bagwell, D. C., Redican, K., & Baffi, C. (1999). Credit delinquencies: A portrait of pain for employers' bottom lines-preliminary findings. *Personal Finances and Worker Productivity*, *3*(1), 165–168.

Google Scholar

Garman, E. T., & Forgue, R. E. (2003). *Personal finance*, (7th ed.). Boston: Houghton Mifflin.

Google Scholar

Garman, E. T., Leech, I. E., & Grable, J. E. (1996). The negative impact of employee poor personal financial behaviors on employers. *Financial Counseling and Planning*, 7, 157–168.

Google Scholar

Garman, E. T., Sorhaindo, B., Bailey, W., Kim, J., & Xiao, J. (2004). Financially distressed credit counseling clients and the InCharge Financial Distress Scale. In

J. Fox (Ed.), Proceedings of the eastern regional family economics and resource management association 2004 conference (pp. 71–81). Tampa, FL.

Gitman, L. J., & Joehnk, M. D. (2002). *Personal financial planning*, (9th ed.), Mason, OH: South-Western Thomson Learning.

Google Scholar

Goetzel, R. Z., & Ozminkowski, R. J. (1999). Health productivity management assists benefits business strategy. *Employee Benefit News*, 11–16.

Helman, R., & Paladino, V. (2004). *Will Americans ever become savers? The 14th Retirement Confidence Survey, Issue Brief 268*. Washington, DC: Employee Benefit Research Institute.

Google Scholar

Hendrix, W. J., Steel, R. P., & Shultz, S. A. (1987). Job stress and life stress: Their causes and consequences. *Journal of Social Behavior and Personality*, 2(3), 291–302.

Google Scholar

Hobson, C. J., Delunas, L., & Kesic, D. (2001). Compelling evidence of the need for corporate work/life balance initiatives: Results from a national survey of stressful life events. *Journal of Employment Counseling*, 38, 38-44.

Google Scholar

Hughes, D., Galinsky, E., & Morris, A. (1992). The effects of job characteristics on marital quality: Specifying linking mechanism. *Journal of Marriage and the Family*, 54, 31–42.

Ivancevich, J. M., Matteson, M. T., & Preston, C. (1982). Occupational stress, type A behavior, and physical well-being. *Academy of Management Journals*, *25*, 383–391.

Google Scholar

Jackson, T., Iezzi, A., & Lafreniere, K. (1997). The impact of psychosocial features of employment status on emotional distress in chronic pain and healthy comparison samples. *Journal of Behavioral Medicine*, 20(3), 241–256.

Article Google Scholar

Jacobson, B. H., Aldana, S. G., Goetzel, R. Z., Vardell, K. D., Adams, T. B., & Pietras, R. J. (1996). The relationship between perceived stress and self-reported illness-related absenteeism. *American Journal of Health Promotion*, 11(1), 54–61.

Google Scholar

Joo, S. (1998). *Personal financial wellness and worker job productivity*. Unpublished doctoral dissertation, Blacksburg: Virginia Polytechnic Institute & State University.

Kim, J. (2000). The effects of workplace financial education on personal finances and work outcomes, Unpublished doctoral dissertation, Blacksburg: Virginia Polytechnic Institute and State University.

Kim, J., & Garman, E. T. (2003). Financial stress and absenteeism: An empirically derived research model. *Financial Counseling and Planning*, 14(1), 31–42.

Google Scholar

Kim, J., & Garman, E. T. (2004). Financial stress, pay satisfaction, and workplace performance. *Compensations and Benefits Review*, 69–76.

Kim, J., Garman, E. T., & Sorhaindo, B. (2003). Relationships among credit counseling clients' financial well-being, financial behaviors, financial stressor events, and health. *Financial Counseling and Planning*, 14(2), 75–87.

Google Scholar

Konrad, A. M., & Pfeffer, J. (1990). Do you get what you deserve? Factors affecting the relationship between productivity and pay. *Administrative Science Quarterly*, 35, 258–285.

Article Google Scholar

Krause, N. (1997). Anticipated support, received support, and economic stress among older adults. *Journal of Gerontology: Psychological Sciences*, *52B*, 59–73.

Google Scholar

Leigh, J. P. (1987). Gender, firm size, industry, and value of life estimates. *Journal of Health Economics*, 6, 255–274.

Article Google Scholar

Loonin, D., & Plunkett, T. (2003). *Credit counseling in crisis: The impact on consumers of funding cuts, higher fees and aggressive new market entrants*. Retrieved March 2, 2004, from http://www.consumerfed.org/credit_counseling_report.pdf

Lorenz, F. O., Conger, R. D., Simon, R. L., Whitbeck, L. B., & Elder, G. H., Jr. (1991). Economic pressure and marital quality: An illustration of the method variance problem in the causal modeling of family process. *Journal of Marriage and the Family*, *53*, 375–388.

Article Google Scholar

Lynch, W. D., Golaszewski, T. J., Clearie, A. F., Snow, D., & Vicker, D. M. (1990).

Impact of a facility-based corporate fitness program on the number of absences fro work due to illness. *Journal of Occupational Medicine*, 32, 9–12.

Article Google Scholar

McGuigan, F. J. (1999). Encyclopedia of stress. Boston: Allyn & Bacon.

Google Scholar

MetLife. (2003). *The MetLife study of employee benefits trends: Findings from the 2003 national survey of employers and employees*. Retrieved May 20, 2004, from http://www.metlife.com

Mills, R. J., Grasmick, H. G., Morgan, C. S., & Wenk, D. (1992). The effects of gender, family satisfaction, and economic strain on psychological well-being. *Family Relations*, 42, 440–445.

Article Google Scholar

Moos, R. H., Fenn, C. B., Billings, A. G., & Moos, B. S. (1989). Assessing life stressors and social resources: Applications to alcoholic patients. *Journal of Substance Abuse*, 1, 127–137.

Google Scholar

Peirce, R. S., Frone, M. R., Russell, M., & Cooper, M. L. (1996). Financial stress, social support, and alcohol involvement: A longitudinal test of the buffering hypothesis in a general population survey. *Health Psychology*, 15, 38–47.

Article Google Scholar

Porter, N. M., & Garman, E. T. (1993). Testing a conceptual model of financial well-being. *Financial Counseling and Planning*, 4, 135–164.

Price, J. L., & Mueller, C. W. (1986). *Absenteeism and turnover among hospital employees*. Greenwich, CT: JAI Press.

Google Scholar

Society for Human Resource Management. (2004). *SHRM/CNNfn Survey finds* more than 60 percent of nation's employees satisfied with compensation and benefits package. Press Release. Retrieved November 1, 2004 from http://www.shrm.org/press

SPSS. (2001). SPSS for Windows. Rel. 11.0.1. Chicago: SPSS Inc.

Google Scholar

Steers, R. M., & Rhodes, S. R. (1978). Major influences on employee attendance: A process model. *Journal of Applied Psychology*, 63, 391–407.

Article Google Scholar

Sullivan, T. A., Warren, E., & Westbrook, J. L. (2000). *The fragile middle class: Americans in debt*. New Haven, CT: Yale University Press.

Google Scholar

Tacheuchi, C. T., Williams, D. R., & Adair, R. K. (1991). Economic stress in the family and children's emotional and behavioral problems. *Journal of Marriage and the Family*, *53*(4), 1031–1041.

Article Google Scholar

Tang, T. L., & Hammontree, M. L. (1992). The effects of hardiness, police stress, and life stress on police officers' illness and absenteeism. *Public Personnel Management*, 21(4), 493–510.

Taylor, D. S., & Overbey, G. (1999). Financial practices and expectations of student and non-student consumers. *Journal of Family and Consumer Science:* From Research to Practice, 91(4), 39–42.

Google Scholar

U.S. Census Bureau. (2003). *Three-year-average median household income by state: 2001–2003*. Retrieved December 17, 2004 from http://www.census.gov/hhes/income/income03/statemhi.html

U.S. Senate Committee on Governmental Affairs. (2004). *Profiteering in a non-profit industry: Abusive practices in credit counseling.* (Report prepared by the majority and minority staffs of the permanent subcommittee on investigations). Retrieved April 1, 2004, from http://govt-aff.senate.gov/_files/032404psistaffreport_creditcounsel.pdf

Voydanoff, P. (1984). Economic distress and families. *Journal of Family Issues*, 5(2), 273–288.

Article Google Scholar

Voydanoff, P. (1990). Economic distress and family relations: A review of the eighties. *Journal of Marriage and Family*, *52*(4), 1099–1115.

Article Google Scholar

Whelan, C. T. (1993). The role of social support in mediating the psychological consequences of economic stress. *Sociology of Health and Illness*, *15*, 87–101.

Article Google Scholar

Yin, S. (2002). Coming up short [Electronic version]. *American Demographics*, 24(5), 18.

Author information

Authors and Affiliations

University of Maryland, 1204 Marie Mount Hall, College Park, MD, 20742, USA

Jinhee Kim

InCharge® Education Foundation, 2101 Park center Drive, Suite 310, Orlando, FL, 32835, USA

Benoit Sorhaindo

Virginia Tech University, 9402 SE 174th Loop, Summerfield, FL, 34491, USA

E. Thomas Garman

Corresponding author

Correspondence to <u>Jinhee Kim</u>.

Additional information

Appreciation is extended to the InCharge Institute of America and the InCharge Education Foundation for supporting this research. Dr. Kim served as an InCharge Scholar during this research effort.

Rights and permissions

Reprints and permissions

About this article

Cite this article

Kim, J., Sorhaindo, B. & Garman, E.T. Relationship between Financial Stress and Workplace Absenteeism of Credit Counseling Clients. *J Fam Econ Iss* **27**, 458–478 (2006). https://doi.org/10.1007/s10834-006-9024-9

Published Issue Date

20 June 2006 September 2006

DOI

https://doi.org/10.1007/s10834-006-9024-9

Keywords

Credit counseling

Financial education

Financial stress

Personal finance

Work absenteeism

S	ea	rc	h
\mathbf{u}			

Search by keyword or author

Navigation

Find a journal

Publish with us

Track your research