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Purpose: To elucidate the influences of resilience on QOL and job stress among Japanese female nurses and female hospital clerks.

Methods: The subjects were female nurses and female hospital clerks working at one general hospital located in the northern Hokkaido, Japan. With permission of the director of the nursing service department of this hospital and the chief of the company dispatching the hospital clerks, an anonymous self-reported questionnaire survey was performed by distributing and retrieving at the nurse stations in August 2009. The subjects for analyses were 291 nurses (effective recovery, 73.1%) and 36 hospital clerks (72.0%). The questionnaire consisted of the S-H Resilience Scale (Sato & Sukemune, 2009), the Japanese version of the Job Stress Abridged Questionnaire (Shimomitsu, et al, 2000), the SF-8 Health Survey (Fukuhara, et al, 2004), and the questions on their attributes. This Resilience Scale was composed of 3 subscales: 'social support', 'self-efficacy', and 'sociality'. The Job Stress Abridged Questionnaire contained 5 mental psychological subscales ('lively', 'irritation', 'fatigue', 'sense of insecurity', 'depressive mood'), 3 social support subscales ('support from the boss', 'support from colleagues', 'support from friends and family'). SF-8 consisted of 8 subscales ('Physical functioning ', 'role physical', 'bodily pain', 'general health', 'vitality', 'social functioning', 'role emotion', and 'mental health').

As ethical considerations, the anonymous self-reported questionnaires were used for protecting privacy.
Multiple linear regression analyses (backward elimination method) were performed using 'job satisfaction' as a response variable.

Results: Multiple linear regression analyses revealed that nurse's 'vitality' was influenced 'support from the boss', 'support from friends and family' and 'self-efficacy'. Hospital clerks's 'vitality' was influenced 'self-efficacy'.

Discussion: These results suggest that high 'self-efficacy' of nurse and hospital clerks's influenced 'vitality'. Having high 'self-efficacy', they can be considered to have the ability to work and solve their own problems when faced with difficulties at work.