

# Musculoskeletal disorders and stress in checkout cashiers 2005

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## Associated documentation

0846q.pdf (95.88 KB)

## Citation

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## Creator/Principal investigator(s)

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## Research principal

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## Description

As a complement to an investigation of work movements, the prevalence of musculoskeletal disorders and stress at work was investigated among checkout cashiers in a number of shops belonging to the same company during May 2005. The disorder prevalence was assessed by a NMR-questionnaire form. The stress load was assessed by a stress-energy questionnaire according to Kjellberg and Iwanowski. In addition, questions about stressing factors at work were put. Fifty cashiers from seven shops in a metropolitan area filled in the questionnaire. The cashiers had an average age of 24 years. In spite of this the prevalence of musculoskeletal disorders was quite high. The stress-energy results showed a picture of experienced stress in many subjects but positive energy readings in most subjects. Several operations were experienced as physically straining, especially lifting heavy objects. The behaviour of the customers was the major course for stress. Unfriendly or tardy behaviour, piling up products, complaints about and return of products were mentioned. Bad design or function of the computer system or other technical equipment were other sources of stress. Regarding the interaction with the customers the payment situation was an activity causing irritation.

Purpose:

To study physical and psychological burden on the cashiers in grocery stores.

## Data contains personal data

No

## Language

[Swedish](#)

## Unit of analysis

[Individual](#)

## Population

Unavailable

## Time Method

[Cross-section](#)

## Sampling procedure

Fifty cashiers answered the questionnaire and were recruited from 7 stores in the Stockholm metropolitan area

## Time period(s) investigated

2005-05-01 - 2005-05-31

## Variables

58

## Number of individuals/objects

50

## Data format / data structure

[Numeric](#)

[Video](#)

## Data collection 1

- Mode of collection: Self-administered questionnaire
- Time period(s) for data collection: 2005-05-01 - 2005-05-31
- Data collector: National Institute for Working Life, Expertgruppen för ergonomisk dokumentation
- Source of the data: Population group

## Geographic spread

Geographic location: [Sweden](#)

Geographic description: Stockholmsområdet

## Responsible department/unit

Work and Health

## Funding

- Funding agency: National Institute for Working Life, Expertgruppen för ergonomisk dokumentation

## Research area

[Working conditions](#) (CESSDA Topic Classification)

[Medical and health sciences](#) (Standard för svensk indelning av forskningsämnen 2011)

[Occupational health and environmental health](#) (Standard för svensk indelning av forskningsämnen 2011)

[Health](#) (CESSDA Topic Classification)

[General health and well-being](#) (CESSDA Topic Classification)

## Keywords

[Pain](#), [Back pain](#), [Sick leave](#), [Symptoms](#), [Sales personnel](#), [Work study](#), [Repetitive work](#), [Laterality](#), [Musculoskeletal system](#), [Joints](#), [Workload](#), [Cumulative trauma disorders](#), [Observation](#), [Pain](#), [Stress](#), [psychological](#), [Occupational exposure](#), [Industrial injuries](#), [Working conditions](#), [Height \(physiology\)](#), [Weight \(physiology\)](#)

## Publications

Hägg, G.M., & Kihlstedt, A. (2006) Musculoskeletal disorders and stress in checkout cashiers. Proceedings from IEA-2006, Maastricht, Elsevier, Amsterdam.

Kihlstedt, A., & Hägg, G.M. (2005) Kassörers interaktion med kassa och kunder inom dagligvaruhandeln. Arbetslivsrapport 2005:37. Stockholm: National Institute for Working Life. ISSN 1401-2928

**ISSN:** 1401-2928

Kihlstedt, A., & Hägg, G.M. (2006) Cashier work and counter design - video movement analysis, musculoskeletal disorders and customer interaction.

If you have published anything based on these data, [please notify us](#) with a reference to your publication(s). If you are responsible for the catalogue entry, you can update the metadata/data description in DORIS.

## Accessibility level

Access to data through SND  
Data are accessible by order

## Use of data

[Things to consider when using data shared through SND](#)

## Versions

Version 1.0. 2015-02-11

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