



Health Care Management According to Occupational Diseases of Beauty Industry Workers

Eun-Jung SHIN

Ph. D. Researcher, Department of Beauty Arts Care, Dongguk University, Korea.

Email: choishin0732@naver.com

Received: July 30, 2023. Revised: September 23, 2023. Accepted: September 25, 2023.

Abstract

Purpose – Beauty service employees who perform emotional labor are becoming an important factor in their duties to be performed at customer contact with the emotional expression norms set and required by organizations and companies. There are health problems for beauty workers due to working environments such as physical, chemical, and social factors. Accordingly, this study presents practical ways to protect the health of beauty workers.

Research design, data, and methodology – This review study was conducted by searching PubMed, Google Scholar, Riss, Scopus, and Research Gate. Beauty Health Care, Occupational Diseases, Beauty Industry, Beauty Employees, Work-Life Vallance (WLV). I referred to the keywords such as that. A total of 471 papers were searched, of which 46 were finally included in this study on the PRISMA flowchart.

Result: The beauty service industry can be classified as a job with high job stress among the beauty industries, and establishing appropriate measures to effectively help beauty industry workers proves to be an important strategy for maintaining physically and mentally healthy lives.

Conclusion – Active research is needed to create a healthy environment with sustainable well-being by identifying physical and mental outbreaks according to the degree of awareness through various causes of occupational diseases such as gender and environment of beauty industry workers.

Keywords: Beauty Health Care, Occupational Diseases, Beauty Industry, Beauty Employees, Work-Life Vallance

JEL Classification Code: I3, I03, I31, I10, I12

1. Introduction

In modern times, the beauty industry is developing into the best value-added industry as interest in beauty and health increases due to the improvement of living standards. Due to the development of cutting-edge knowledge and technology and the influence of information, the role of beauticians has expanded to the health care field. The beauty industry, classified as other service industries, is growing rapidly as an advanced health-related meta industry (Kang, 2020). In the Korean beauty industry, interest in herbal ingredients and design has increased worldwide as interest in oriental culture and the global popularity of the Korean Wave have increased. It is an industry with a large economic ripple effect because much manpower is produced every year and the value added from production activities is higher than other industries. In the beauty industry, the trend of its own beauty began to emerge due to the diversification and individualization of consumers' consumption patterns. It is growing with a variety of service industries, including hair, skin, nail, makeup, scalp care, wigs, and other cosmetics, spas, tourism, and medical care. Beauty management is the most common method practiced for improving one's appearance and expressing one's individuality. As women's participation in society and their desire to be beautiful increases, the need for changing beauty management behaviors in various ways to overcome complexes about their appearance or defects is recognized (Oh & Nam, 2011).

The beauty service business, which is carried out in various ways in the beauty service industry, includes customer visit counseling, beauty treatment, In many cases, work is done not only one-on-one with customers until the end, but also through teams with bosses, colleagues, and subordinates. Emotional labor, social psychological stress and job stress, use of chemicals, unnatural working posture, excessive use of force, repeatability, duration, contact stress, vibration, and other musculoskeletal disorders are exposed to heavy work and poor working conditions (Lee & Choi, 2012). As the service industry diversifies and increases, musculoskeletal disorders in beauty industry workers are increasing due to job characteristics (Bae et al., 2011). Musculoskeletal disorders are one of the important diseases that must be prevented and managed in relation to work in Korean workers. Beauty industry workers are occupations that can cause a lot of musculoskeletal disorders due to long hours of work and repetitive work, so preventive measures are more important (Kim & Jung, 2020).

It is difficult for hairdressers to have regular breaks due to the nature of their jobs. Maintenance of complex human relationships, rapid acquisition of new knowledge and skills, high skill demands from customers, inappropriate working conditions, and heavy workload consume a lot of energy mentally and physically. It is experiencing more stress than other professionals. Workers in the beauty industry who are highly dependent on human services have the burden of providing professional and diverse beauty services that meet the needs of consumers (Chang & Yun, 2013). It was also suggested that the occupational group related to the service industry has a high turnover rate due to the poor working environment overall (Jang, 2021). It was found that 8 out of 10 beauty industry employees are experiencing excessive working hours of more than 68 hours a week. If a hard-earned beauty job after learning a difficult job is stressed by the surrounding environment and does not feel satisfied enough to continue working, you can think of your intention to move to another job and give up your job (Jo & Yang, 2019). Due to the work stress and technical skills of hairdressers, and the lack of self-efficacy to recover on their own without being satisfied with welfare problems, there is a tendency to give up jobs because they cannot withstand the pressure on sales and stress from customers (Lee, 2020).

2. Literature Review

2.1. Occupational Disease

Occupational diseases occur in the relationship between the worker's own conditions and the working environment. Before the outbreak, it was common knowledge that the health status of special causes and workers is maintained in equilibrium based on environmental conditions. Musculoskeletal disorders are caused by repetitive work of specific body parts, uncomfortable and unnatural working posture, strong labor intensity, excessive force, insufficient rest, cold working environment, and vibration. It is known as a chronic health disorder of the musculoskeletal system, which causes minor damage to muscles, blood vessels, and nerves around the joint area, eventually complaining of pain and sensory abnormalitie. It was also called Cumulative Trauma Disorders (CTD) because it commonly occurs in the upper extremities such as shoulders, arms, hands, and neck, and damage is accumulated due to light shoulder syndrome or repetitive motion. Recently, the term Work-Related Musculoskeletal Disorders (WMSD), including back pain and lower extremities, has been summarized. Musculoskeletal disorders were defined as occupational diseases

by the International Labor Organization (ILO) in 1960 due to their work relevance, and the frequency of occurrence and economic losses continue to increase.

2.2. Working Environment

The dictionary meaning of work is "to work with the career of workers in the workplace" (Kim et al., 2009). It can be defined as a job in which the career of an employee in the workplace is held on the back of the responsibility of the profession or position. The working environment can be said to be situations and conditions that workers directly or indirectly encounter in an environment where they work for profit. The working environment refers to all the elements that belong to an organization called the workplace and perform and face work. All situations affecting you in the workplace are called working environments (Kim, 2013). It was defined that the working environment includes the entire individual's work and also includes promotion, remuneration, passion for work, and working conditions. The working environment was defined in two ways. First, it was called a simple physical environment of job performance between members. The second was that management factors related to job performance, physical conditions, and human relationships can be divided into important parts.

2.3. Beauty Service Industry

Beauty services directly perform chemical or physical techniques on the body using various methods other than clothing, and refer to beautifying or improving the skin, hair, or part of the body. Beauty services are a complex form of both tangible and intangible services and have social visibility, fashion ability, and aesthetic attributes. Diversified customer needs, such as the opening of the beauty market, luxury, enlargement, and corporatization are facing more pressure than ever before, including technological revolution, sales expansion, and development of new service programs (Bae & Lee, 2013).

3. Research Design, Data and Methodology

This narrative review paper was a literature review, and predictive review approach used for this study. The keywords were searched by Beauty Health Care, Occupational Disorders, Beauty Industry, Beauty Employment, Work-Life Vallance (WLV), and 471 references were selected using representative journal search sites such as, PubMed, Google Scholar, Scopus, ResearchGate and RISS. Among them, as shown in Figure 1, 46 papers were finally selected in the final stage using the PRISMA flowchart (Nguyen et al., 2022; Kang, 2023).

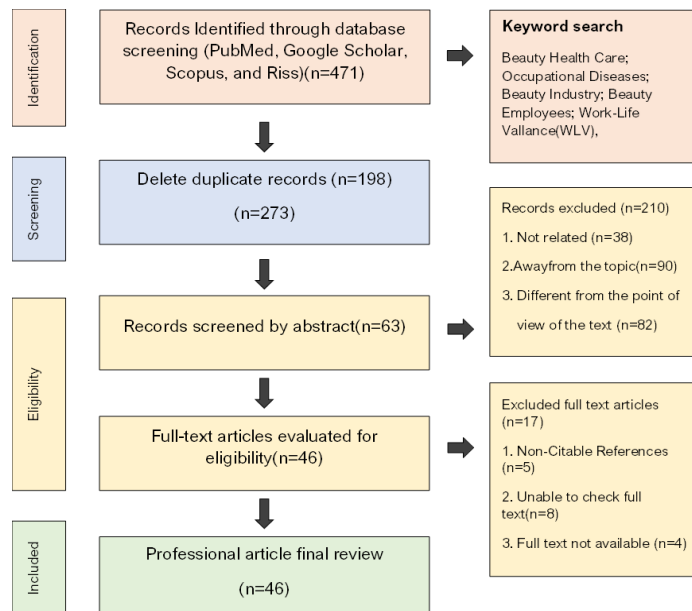


Figure 1: PRISMA flowchart for literature review search results

4. Results

4.1. Beauty Industry Occupation

The beauty industry is expanding its meaning to the quality of life, health care, and eating habits, as well as improving the beauty of its appearance. It is a new growth industry combined with new consumption trends such as human self-expression desire, well-being orientation, and emotional consumption due to rapid economic growth (Ban, 2022). Modern society values appearance, and as appearance becomes competitive, modern people are investing a lot of time and money not only in health but also in cultivating their external beauty. The area of the beauty industry that creates and manages beauty is expanding and diversifying not only to beauty but also to health care. As the quality of life is more important along with socioeconomic changes and income level improvement, interest in healing well-being leads to the beauty industry, and its importance is growing (Kim et al., 2017). As the service industry is advanced and converged worldwide, the service economy is actively progressing.

The service industry already accounts for more than 70-80% of GNP in major developed countries such as Germany, Japan, and the United Kingdom. It acts as a driving force for the employment rate and high added value and is positioned as the core of economic vitality and job creation (Lee et al., 2020). Beauty service refers to the direct performance of chemical or physical techniques on the body using various methods other than clothing, and the beautification or improvement of skin, hair, or body parts. Beauty services are a complex form of both tangible and intangible services and have social visibility, fissionability, and aesthetic attributes. Unlike other types of service industries, it differs from existing services in that it must satisfy human psychological needs. In the case of the beauty industry, which is more dependent on manpower-based service provision than other industries, the quality of service to customers has a great influence on beauty management. In the case of the beauty industry, which is more dependent on manpower-based service provision than other industries, the quality of service to customers has a great influence on beauty management. The opening of the beauty market, the sophistication, the enlargement, and the diversified customer needs of the business environment, the technological revolution, the expansion of sales, and the development of new service programs are facing stronger and more diversified pressure than ever. The beauty industry related to the human body became an opportunity to grow and develop rapidly. The beauty industry is a combination of secondary and tertiary industries, which can be divided into areas such as cosmetics manufacturing, distribution-related industries such as cosmetics, wholesale and retail, and service provision (Bae & Lee, 2013).

In addition to economic development, the domestic beauty industry continues to grow due to complexity, diversity, and diversification. In Korea, as the GDP index increased, there were studies showing positive effects on exports from cosmetics and cosmetics wholesale, cosmetics, soap and air freshener retail, hair and beauty, skin beauty, massage, and body type. As the beauty industry began to gain popularity, interest in the beauty industry increased, starting with the hair and beauty profession, and its area expanded. The beauty industry is an industry that provides services to manage the human body healthily and beautifully, and encompasses services such as hair beauty, skin beauty, makeup, and nail care, as well as manufacturing related beauty device products (Bang, 2017) shown as a Table 1.

Table1: Beauty Industry Occupation

No	Journal name	Author	Year	Discussion
1	The Journal of the Korea Contents Association	Bae K. H. & Lee Y. J.	2013	The beauty industry related to the human body became an opportunity to grow and develop rapidly
2	Journal of Investigative Cosmetology	Bang H. J.	2017	As the beauty industry began to gain popularity, interest in the beauty industry increased, starting with the hair and beauty profession, and its area expanded
3	Journal of the Korean Society of Design Culture	Kim J.H et al.,	2017	As quality of life becomes more important along with socioeconomic changes and income level improvement, interest in well-being healing has led to the beauty industry, and its importance is growing.
4	J. Korea Soc. Beauty Art	Lee J. S. et al.,	2020	It acts as a driving force for the employment rate and high added value and is positioned as the core of economic vitality and job creation.
5	K Beauty in Society	Ban S. N.	2022	It is a new growth industry combined with new consumption trends such as human self-expression desire, well-being orientation, and emotional consumption due to rapid economic growth

4.2. Employees in the Beauty Industry

In terms of interpersonal services that segmented industries have in common, the ultimate goal of beautifully managing their appearance for customers is not much different. Since the psychological stability of workers in each field of work directly affects customer service, I think managing their emotional labor should be a prerequisite for improving the quality of work and life (Chun & Jin, 2015). In the beauty service industry, the target is the human body, and in most cases, the service itself engages in one-on-one contact with customers and conducts emotional exchanges. Since the contact time with customers is longer than that of other service industries, the proportion of human resources is relatively larger than that of other industries (Kim, 2013). The beauty service industry is divided into the fields of hair beauty, skin beauty, makeup, and nail beauty, and their duties are as follows. Hair and beauty experts use beauty devices and products to provide services such as shampoo, haircut, hair permanent wave, hair color, scalp and hair management, hair style production, and makeup to customers who want hair and beauty treatment. Makeup managers perform the task of directing and expressing faces and bodies by performing image analysis, design, makeup, beauty coordination, and follow-up management for the purpose of creating images and characters suitable for specific situations and purposes. Estheticians provide customer consultation through identification of customers' skin conditions and lifestyle habits, and services using beauty devices and cosmetics for the skin of the face and body in a stable and hygienic environment. It is responsible for planning and managing the performance of work on skin beauty. Nail managers maintain and protect healthy and beautiful nails based on the theory and technology of nails, provide services to customers, and manage and operate nail shops by performing various functions and art techniques.

The beauty service industry, which develops using communication between workers and customers in the beauty industry, is based on the unique characteristics and artistic sense of human services that cannot be mechanized. It is expected to be one of the best high value-added industries in the 21st century and is becoming more diversified and informational at an increasing rate. Service workers who perform emotional labor are becoming an important factor in their duties to be performed at customer contact with the emotional expression norms set and required by organizations and companies. Since services are provided in an intangible form, the quality of services perceived by customers depends on the person providing the services, so the emotions of the workers can be considered important. Most of them work standing up, which adversely affects physical and mental health, negatively affecting work performance and organization. Due to the nature of the service industry, most of the workers in the domestic beauty industry are under a lot of stress mentally and physically due to long hours of labor, uncertain promotion, poor welfare and welfare facilities, low wages, complexity of work, and long repetitive work. In the working environment, stress has a more serious effect on health than any other stress in life, and among them, job stress that occurs in interpersonal relationships or role-playing at work is considered the most important stress (Shim & Kim, 2014).

The overall work of hair shop workers ranges from simple repetitive work to detailed work using high techniques. The workload is overloaded due to the rapidly increasing acquisition of new knowledge and skills, satisfying various needs of customers, and high skill level demands. Most of them work standing up, which adversely affects physical and mental health, negatively affecting work performance and organization (Kang & Park, 2021). Due to the combination of poor working conditions, exposure to chemicals, dust, and accumulated fatigue, the most common diseases of hair salon workers are circulatory, low back pain, and digestive systems. The work environment of beauty workers is centered on customers. Beauty workers work by bending their neck or waist or bending their legs while standing for a long time. Repeat the position where the wrist is bent or tilted back. It is physically burdensome due to qualitatively heavy work and long-standing work repetitive tasks. It is exposed to the risk of pain caused using various tools. Incorrect working posture, uncomfortable clothes, and wearing shoes act as risk factors related to musculoskeletal symptoms. It is said that beauty practitioners have to use kind smiles and polite language to customers regardless of their psychological and physical circumstances, which is one of the job stresses, the cause of psychological conflict, and furthermore, causes burnout symptoms (Pugliesi, 1999).

Table2: Employees in the Beauty Industry

No	Journal name	Author	Year	Discussion
1	Motivation and Emotion	Pugliesi K.	1999	It is said that beauty practitioners have to use kind smiles and polite language to customers regardless of their psychological and physical circumstances, which is one of the job stresses, the cause of psychological conflict, and furthermore, causes burnout symptoms
2	Korean Journal of Music Therapy	Kim Y S.	2013	Since the contact time with customers is longer than that of other service industries, the proportion of human resources is relatively larger than that of other industries

3	Kor J Aesthet Cosmetol	Shim J. H. & Kim Y. S.	2014	Due to the nature of the service industry, most of the workers in the domestic beauty industry are under a lot of stress mentally and physically due to long hours of labor, uncertain promotion, poor welfare and welfare facilities, low wages, complexity of work, and long repetitive work
4	Journal of The Korean Society of cosmetology	Chun H. S. & Jin Y. M.	2015	In terms of interpersonal services that segmented industries have in common, the ultimate goal of beautifully managing their appearance for customers is not much different
5	Journal of the Korean Society of Cosmetology	Kang B. K. & Park E. J.	2021	Most of them work standing up, which adversely affects physical and mental health, negatively affecting work performance and organization

4.3. Occupational Diseases of Beauty Employees

In the case of service workers who have frequent interpersonal contact for a long time, such as the beauty industry, their actions and labor outcomes in their job activities, as well as individual emotions, accidents, and intentions are subject to control. Not only does it harm physical and mental health, but it also negatively affects work performance and organization. It may be related to the intention to turnover and provide a service of quality degradation to the customer. Human services in the beauty industry are exposed to stress due to heavy work, chemical components of products used, and poor working environments due to emotional labor. The concept of stress varies from scholar to scholar but is generally an element that is inevitably present due to factors such as conflict or pressure felt by an individual in life (Lipowski, 2013). Job stress of beauty workers reduces job satisfaction, increases job dissatisfaction and turnover intention, and the higher the job stress, the higher the rate of complaining of musculoskeletal self-awareness symptoms (Yoo & Hwang, 2012).

Emotional labor is a concept introduced by Hochschild (1979). because there may be a difference between the emotions expressed by the service provider when dealing with the customer and the actual emotions. Emotional labor was defined as the management of emotions to create externally observable facial expressions or gestures, and it was argued that emotional labor was performed in addition to physical and mental labor (Morris & Feldman, 1996). Emotional labor refers to efforts to control one's emotions when there is a difference between the actual emotional state experienced by an individual when performing a job and the rules for emotional expression required by an organization. Job stress and emotional labor not only negatively affect job performance but also health. Stress has been reported as factors that hinder the efficiency and productivity of work and cause musculoskeletal disorders (Lee & Song, 2009). Musculoskeletal disorders refer to back pain or stiff shoulders, and pain occurs in the back, neck, shoulders, arms, and legs according to simple repetitive tasks. Repeated work over a long period of time causes minor damage to muscles, blood vessels, joints, and nerves. This is a representative occupational disease that can develop even chronic pain or sensory abnormalities when accumulated. Musculoskeletal disorders are the most common occupational diseases for beauty workers and are caused by factors such as repetitive movements and inappropriate working posture. As a health disorder, it is a disease that appears in nerves or muscles such as neck, shoulder, waist, arms and legs, and surrounding body tissues, which increases fatigue due to sleep disorders, and affects psychological stress (Magni et al., 1990; Lentz et al., 1999). Musculoskeletal disorders can initially cause simple pain and numbness symptoms repeatedly. Most hairdressing tasks are repetitive, such as perm, hair cutting, hair shaping, hair dyeing, and hair washing. It is a job that puts strain on joints and muscles. It is easy to become physically and mentally fatigued in order to meet the high expectations and demands of customers as well as to acquire new knowledge and skills for work. Psychological stress is reported to fall under the high-risk stress group (Park & Park, 2011).

Accumulation of stress due to an inappropriate working environment can cause muscle tension, which can lead to headache back pain, neck pain, and shoulder pain. Muscle tension from repeated postures for long periods of time adversely affects joints. Myofascial Pain Syndrome (MPS) refers to pain in the muscles and fascial tissues. Myofascial is a connective tissue membrane that covers the surface of the muscle. This is the most common pain in clinical practice, but it is also a symptom that is not treated, and it is often manifested as headache, neck pain, shoulder pain, arm pain, and back pain (Jeong & Kwon, 1992). Restricted movement and pain cause fibrosis, which causes changes in the internal structure of the muscle. These tissues harden and build up over time, making accurate treatment difficult (Sung & Jung, 2002). Muscle pain syndrome (MPS) commonly occurs in the neck, shoulder, waist, and hip, and muscles above the shoulder are easily invaded by mitral muscles, scapular muscles, and subscapular muscles. Treatment for pain caused by MPS is primarily to eliminate trigger points that cause myofascial pain to improve symptoms. Fatigue also occurs when there is a lack of mental immersion or achievement motivation for work, and it is a symptom that informs the occurrence of disease (Lee, 2014) shown as a Table 3.

Table 3: Occupational Diseases of Beauty Employees

No	Journal name	Author	Year	Discussion
1	Journal of Occupational Medicine	Van Ameringen M. R. et al.	1988	Job stress and emotional labor not only negatively affect job performance but also health
2	Pain	Magni G. et al.	1990	Musculoskeletal disorders are the most common occupational diseases for beauty workers and are caused by factors such as repetitive movements and inappropriate working posture
	The Journal of Rheumatology	Lentz M. J. et al.	1999	
3	Korean Journal of Family Medicine	Jeong H. Y. & Kwon H. G.	1992	Myofascial Pain Syndrome (MPS) refers to pain in the muscles and fascial tissues
4	Academy of Management Review	Morris J. A. & Feldman D. C.	1996	Emotional labor was defined as the management of emotions to create externally observable facial expressions or gestures, and it was argued that emotional labor was performed in addition to physical and mental labor.
5	The Korean Journal of Rehabilitation Nursing	Sung K. S. & Jung H. M.	2002	Restricted movement and pain cause fibrosis, which causes changes in the internal structure of the muscle
6	Kor. J. Cos. Educ	Lee Y. S. et al.	2009	Stress has been reported as factors that hinder the efficiency and productivity of work and cause musculoskeletal disorders
7	Journal of the Korean Society of Cosmetology	Park E. J. & Park O. L.	2011	Musculoskeletal disorders can initially cause simple pain and numbness symptoms repeatedly
8	The Korean Society of Beauty and Art	Yoo S. J. et al.	2012	It represents the psychological conflict felt while experiencing various events occurring in the work environment
9	Psychosomatic medicine and liaison psychiatry: selected papers	Lipowski Z. J.	2013	Human services in the beauty industry are exposed to stress due to heavy work, chemical components of products used, and poor working environments due to emotional labor
10	Korea Beauty Art Society	Lee S. H.	2014	Fatigue also occurs when mental immersion or motivation for achievement is insufficient, and it is a symptom that informs the occurrence of disease

4.4. Health Care Management of Beauty Employees

The relationship between stress, musculoskeletal symptoms, and fatigue of hair beauty workers was analyzed to provide the necessary implications for deriving necessary measures to support efficient work environments for hair beauty workers (Hong, 2021). In general, chronic problems with soft tissue (muscle, tendon, ligament) are caused by scarring or degeneration. Stimulating the trigger area of myofascial syndrome results in pain and related reactions in other areas, just as pulling the trigger of the gun produces a remote effect.

Strategies for non-pharmacological treatment of musculoskeletal injuries revolve around reducing pain and promoting healing to promote a return to normal function and activity. Musculoskeletal damage and delayed muscle pain (DOMS). The physiological effects of thermotherapy include pain relief, increased blood flow, increased metabolism, and increased elasticity of connective tissue (Seligman et al., 2005). Muscle tension following emotional stress can certainly cause or exacerbate pain (Madrid et al., 2014). Common emotions such as anxiety, hostility, and guilt can stimulate the autonomic nervous system, resulting in flushing, sweating, itching, and scratching (Rich et al., 2010). Musculoskeletal symptom management and stress management are required to reduce the physical burden caused by musculoskeletal symptoms and to prevent fatigue from accumulating (Shin, 2017).

A systematic health management plan, such as appropriate workload and time arrangement to handle tasks, and measures to improve the working environment should be prepared to provide psychological stability (Moon et al., 2021). Work-Life Vallance is also seen as a state that makes one feel the subjectivity and satisfaction of life by distributing three energies in a balanced manner: physical, social, and psychological way to the adoptions of individuals in the domain of work and life (Kim et al., 2005). Work-life balance (WLV) originated from the concept of quality of work life introduced at the International Labor Relations Conference in 1972. In the case of stress, it was found that working in a large franchise beauty shop receives more stress than in a small and medium-sized beauty shop (Rodriguez-Merchan et al., 2020). The beauty service industry can be classified as a job with high job stress among the beauty industries and should improve self-esteem and resilience to get out of a slump to improve relationship with members, self-esteem at work, and job importance and immersion. Since the psychological stability

of workers in each work field directly affects customer service, I believe that managing their emotional labor should be a prerequisite for improving the quality of work and life shown as a Table 2.

Table 4. Health Care Management of Beauty Employees

No	Journal name	Author	Year	Discussion
1	Journal of Investigative Cosmetology	Hong, S. H.	2021	The relationship between stress, musculoskeletal symptoms, and fatigue of hair beauty workers was analyzed in order to provide the necessary implications for deriving necessary measures to support efficient work environments for hair beauty workers
2	Journal of The Korean Society of cosmetology	Shin, H. S.	2017	Musculoskeletal symptom management and stress management are required to reduce the physical burden caused by musculoskeletal symptoms and to prevent fatigue from accumulating
3	The Korean Society Of Beauty And Art	Moon S. H. et al.	2021	A systematic health management plan, such as appropriate workload and time arrangement to handle tasks, and measures to improve the working environment should be prepared to provide psychological stability
4	Leisure Studies	Kim J. W. et al.	2005	Work-Life Vallance is also seen as a state that makes one feel the subjectivity and satisfaction of life by distributing three energies in a balanced manner: physical, social, and psychological way to the adoptions of individuals in the domain of work and life
5	Academy of Management Journal	Rich B. L. et al.	2010	Common emotions such as anxiety, hostility, and guilt can stimulate the autonomic nervous system, resulting in flushing, sweating, itching, and scratching
6	Postgraduate Medicine	Rodriguez-Merchan E. C. et al.	2020	In the case of stress, it was found that working in a large franchise beauty shop receives higher stress than in a small and medium-sized beauty shop
7	Journal of Organizational Behavior	Madrid, H. P. et al.	2014	Muscle tension following emotional stress can certainly cause or exacerbate pain
8	Postgraduate Medicine	Malanga G. A. et al.	2015	Musculoskeletal damage and delayed muscle pain (DOMS). The physiological effects of thermotherapy include pain relief, increased blood flow, increased metabolism, and increased elasticity of connective tissue

5. Conclusions

The beauty industry, a field of the service industry, requires not only skill training as a professional but also quick and accurate job processing ability. Due to these social changes, beauty employees are struggling with job stress and emotional stress for customers. To escape internal and external job stress, it is necessary to control leisure time, use leisure as a way to recover from fatigue, and induce self-regulation. Modern people want to lead their own healthy and happy lives by striving in various ways to relieve stress and recover from fatigue caused by environmental, professional, and social factors.

For positive customer satisfaction, beauty workers also need to prepare emotionally and physically and develop psychological and emotional emotions. The purpose of a person's ultimate life is to pursue happiness, a state of sufficient satisfaction and joy in daily life. The quality of life is a composition of several dimensions that is measured not only by the objective dimension but also by the satisfaction, happiness, and relaxation felt by an individual, and can be divided into objective quality of life and subjective quality of life. Happy people know themselves well, act accordingly, maintain close and friendly relationships, and perform their tasks efficiently. It is said that the happiness of workers promotes their creative and innovative behavior, effective decision-making, high cooperative behavior, and successful negotiation strategies. In the case of stress, it was found that if you are engaged in a large franchise beauty shop, you are under higher stress than in a small and medium-sized beauty shop. Workers spend most of their day at work and face a variety of stresses, such as high intensity of work, time pressure on task performance, interpersonal conflicts, unforeseen events, and accidents, as well as physical fatigue due to negative emotions. experience psychological fatigue. The beauty service industry can be classified as a job with high job stress among the beauty industry.

By cultivating self-esteem and resilience to get out of a slump, it is necessary to improve relationships with members, self-esteem felt at work, and increase the importance and immersion of the job in relationships with customers. The working environment of the workplace has a great influence on War belle's satisfaction. Long hours of work have a negative impact on quality of life, labor productivity, labor market participation rate, and birth rate, and long working practices and work-life balance are unbalanced, resulting in lower organizational commitment and higher turnover rates. Therefore, work-life balance has a significant impact on organizational performance as well as on the individual's domain. The results of this study are expected to be used as basic data to improve work-life balance by proposing external and internal factors and management of the jobs of beauty industry workers and the resulting occupational diseases.

References

- Bae, K. H., & Lee, Y. J. (2013). Analysis of economic effects of beauty industry by input-output table. *The Journal of the Korea Contents Association*, 13(4), 350-360.
- Bae, Y.B., Moon, D.H., & Kim, M.R. (2011). Job and stress factors related to musculoskeletal symptoms among hair dressers. *The Korean Society of Beauty and Art*, 12(3), 61-80.
- Ban, S. N. (2022). Trends and case study of beauty tech industry. *Journal of K Beauty in Society*, 2(3), 22-32.
- Bang, H. J. (2017). Stress and turnover intention in nail salon workers. *Journal of Investigative Cosmetology*, 13(4), 351-359.
- Chang, M. J., & Yun, J. S. (2013). Research paper: the actual condition of musculoskeletal-disorder subjective symptom and job stress in hairdressers of Daejeon metropolitan city. *Journal of The Korean Society of cosmetology*, 19(6), 1051-1059.
- Chun, H. S., & Jin, Y. M. (2015). Research paper: emotional intelligence and emotional labor of hair beauty practitioners' impact on job performance. *Journal of The Korean Society of cosmetology*, 21(6), 1203-1211.
- Hochschild, A. R. (1979). Emotion work, feeling rules, and social structure. *American journal of sociology*, 85(3), 551-575.
- Hong, S. H. (2021). The effects of psychological stress and musculoskeletal symptoms on fatigue in beauty salon employees. *Journal of Investigative Cosmetology*, 17(4), 485-491.
- Jang, J. Y. (2021). Influence of psychological burnout on job satisfaction and turnover intention in beauty salon workers by salon type. *Journal of Investigative Cosmetology*, 17(2), 215-226.
- Jeong, D. I. (2023). Association between emotional labor and depressive symptom in Korean service workers. *Health and Social Science*, 62, 5-29.
- Jeong, H. Y., & Kwon, H. G. (1992). Diagnosis and treatment of myofascial pain syndrome. *Korean Journal of Family Medicine*, 13(8), 661-670.
- Jo, H.I., & Yang, E. J. (2019). The effect of hairdresser's work-life balance on the quality of life. *Journal of The Korean Society of cosmetology*, 25(2), 426-435
- Kang, B. K., & Park, E. J. (2021). The influence of anger expression on mental health of a beauty professionals. *Journal of the Korean Society of Cosmetology*, 27(2), 347-355.
- Kang, E. (2023). Literature evaluation: the focus on the difference between job-based pay and skill-based pay scheme. *The Journal of Industrial Distribution & Business*, 14(7), 1-7.
- Kang, M. (2020). Big data and policy directions for Korean service firms. *KIET Industrial Economic Review*, 25(4), 38-52.
- Kim, H.J., & Jung, H. S. (2020). The relationship between musculoskeletal symptoms and depression of logistics warehousing male staff. *Korean Journal of Occupational Health*, 2(2), 105-117.
- Kim, J. H., Seo H. S., & Lee E. H. (2017). The effect of human resource management on the organizational commitment of the beauty industry professionals. *Journal of the Korean Society of Design Culture*, 23(4), 223-234.
- Kim, J. W., Park, J. Y., Son, Y. M., & Jang, H. (2005). Conceptual understanding and effectiveness of work-life balance. *Leisure Studies*, 2(3), 29-48.
- Kim, K. S., Hong, C. W., Lee, D. K., & Jeong, B. Y. (2009). Factors affecting musculoskeletal symptoms of manufacturing workers. *Journal of Korean Society of Occupational and Environmental Hygiene*, 19(4), 390-402.
- Kim, Y. S. (2013). The mediating effect of burnout on the relationships between music therapists' collective self-esteem and turnover intention. *Korean Journal of Music Therapy*, 15(2), 1-20.
- Lee, H. Y., & Choi, S. Y. (2012). Effect of emotional labor, job and psychosocial stress, and fatigue of beauty industry workers on the perceived symptoms of musculoskeletal diseases. *Journal of the Korea Safety Management & Science*, 14(4), 51-58.
- Lee, S. H. (2014). Effects of aroma massage on myofascial pain and fatigue of beauty workers. *Korea Beauty Art Society*, 41-59.
- Lee, J.S., Kim T. Y., & Hwang H. J. (2020). The influence of core competence on job satisfaction and customer orientation in cosmetology workers. *Journal of Korea Society Beauty and Art*, 21(3), 79-97.
- Lee, Y. J. (2020). Effect of fun factors on self-efficacy and quality of life in hair designers. *Asian journal of beauty and cosmetology*, 18(4), 481-491.
- Lee, Y. S., Song, Y. S., & Lee, K. K. (2009). A study on the perception according to regular medical checkup to job field of beauty service employees. *Korean Journal of Cosmetic Education*, 4(2), 27-40.
- Lentz, M. J., Landis, C. A., Rothermel, J., & Shaver, J. L. (1999). Effects of selective slow wave sleep disruption on musculoskeletal pain and fatigue in middle aged women. *The Journal of rheumatology*, 26(7), 1586-1592.

- Lipowski, Z. J. (2013). *Psychosomatic medicine and liaison psychiatry: selected papers*. Springer Science & Business Media.
- Madrid, H. P., Patterson, M. G., Birdi, K. S., Leiva, P. I., & Kausel, E. E. (2014). The role of weekly high-activated positive mood, context, and personality in innovative work behavior: a multilevel and interactional model. *Journal of Organizational Behavior*, 35(2), 234-256.
- Magni, G., Caldieron, C., Rigatti-Luchini, S., & Merskey, H. (1990). Chronic musculoskeletal pain and depressive symptoms in the general population: an analysis of the 1st national health and nutrition examination survey data. *Pain*, 43(3), 299-307.
- Malanga, G. A., Yan, N., & Stark, J. (2015). Mechanisms and efficacy of heat and cold therapies for musculoskeletal injury. *Postgraduate medicine*, 127(1), 57-65.
- Moon, S. H., Jeon, S. R., & Lee, J. S. (2021). A Study on Musculoskeletal Symptoms of Cosmetologists. *The Korean Society of Beauty and Art*, 22(3), 85-98
- Morris, J. A., & Feldman, D. C. (1996). The dimensions, antecedents, and consequences of emotional labor. *Academy of management review*, 21(4), 986-1010.
- Nguyen, L. T., Nantharath, P., & Kang, E. (2022). The sustainable care model for an ageing population in Vietnam: evidence from a systematic review. *Sustainability*, 14(5), 2518.
- Oh, S. S., & Nam, M. W. (2011). Research paper: an influence of physical attraction, self-esteem, and personal relationship of hairdressers on job satisfaction. *Journal of The Korean Society of cosmetology*, 17(1), 149-159.
- Park, E. J., & Park, O. L. (2011). Study on human service and customer's revisit according to their big five personality trait in the beauty shop setting. *Journal of the Korean Society of Cosmetology*, 17, 94-96.
- Pugliesi, K. (1999). The consequences of emotional labor: effects on work stress, job satisfaction, and well-being. *Motivation and emotion*, 23, 125-154.
- Rich, B. L., Lepine, J. A., & Crawford, E. R. (2010). Job engagement: antecedents and effects on job performance. *Academy of management journal*, 53(3), 617-635.
- Rodriguez-Merchan, E. C., De La Corte-Rodriguez, H., & Roman-Belmonte, J. M. (2020). The current role of astym therapy in the treatment of musculoskeletal disorders. *Postgraduate Medicine*, 132(1), 66-71.
- Seligman, ME., Steen, TA., & Park, N. (2005). Peterson C. Positive psychology progress: empirical validation of interventions. *American psychologist*, 60(5):410.
- Shim, J. H., & Kim, Y. S. (2014). An in-depth study on job stress of skin care labors. *Korean Journal of Aesthetic Cosmetology*, 12(4), 487-497.
- Shin, H. S. (2017). The Characteristics of musculoskeletal pain on beauty industry employees-focus on hair designer. *Journal of The Korean Society of cosmetology*, 23(3), 627-633.
- Sung, K. S., & Jung, H. M. (2002). The effect of meridian massage on the reduction of pain and subjective symptoms of myofascial pain syndrome. *The Korean Journal of Rehabilitation Nursing*, 6(2), 248-256.
- Van Ameringen, M. R., Arsenault, A., & Dolan, S. L. (1988). Intrinsic job stress and diastolic blood pressure among female hospital workers. *Journal of Occupational Medicine*, 30(2)93-97.
- Yoo, S. J., Hwang, B. G., & Lim, J. S. (2012). A study of the relationship between emotion labors and work stress among esthetician. *The Korean Society of Beauty and Art*, 13(3), 61-74.