# HEALTH AND QUALITY OF LIFE OF JOURNALISTS: A REVIEW STUDY

Saúde e qualidade de vida de jornalistas: estudo de revisão Salud y calidad de vida de periodistas: estudio de revisión

**Review Article** 

#### **ABSTRACT**

**Objective:** Systematic review of the literature on work-related health and quality of life of journalists. **Methods**: Searches were carried out in the following databases: LILACS, SciELO, DOAJ, MEDLINE, Science Direct, Wiley Online Library, Springer Link The searches focused on articles published in Portuguese, English and Spanish in national and international journals in the period from 2005 to 2015. The selection process followed preestablished steps and criteria for the study as well as the application of Relevance Tests. **Results**: The selection yielded eight publications for review. Aspects and/or issues regarding the health-disease-care process of journalists, which have been highlighted in studies, are included in the following categories: vocal health/expressiveness (three: 37.5%); mental health (four: 50%) and nutritional health (one: 12.5%) - all of them have been addressed separately. There is a lack of studies based on a broad and comprehensive view of health and quality of life. **Conclusion:** The study shows a need for research and investments in the development of a culture for the promotion of health and quality of life of journalists, which may happen through the interdisciplinarity in the fields of Health, Communication and Education, with the support from the sector associations and the media.

**Descriptors:** Health Promotion; Occupational Health; Quality of Life; Communication; Journalism; Education.

#### **RESUMO**

Objetivo: Realizar revisão sistemática da literatura voltada para a saúde e a qualidade de vida de jornalistas, relacionadas ao trabalho. Métodos: Foram realizadas buscas nas seguintes bases: LILACS, SciELO, DOAJ, MEDLINE, Science Direct, Wiley Online Library, Springer Link e Clase. Foram priorizados artigos publicados em periódicos nacionais e internacionais, nos idiomas em português, inglês e espanhol, no período entre 2005 e 2015. O processo de seleção seguiu etapas e critérios pré-definidos do estudo, bem como a aplicação de Testes de Relevância. Resultados: A seleção resultou em oito publicações para revisão. Os aspectos e/ou questões do processo saúde-doença-cuidado de jornalistas, que têm sido enfatizados nas investigações, integram as categorias: saúde vocal/expressividade (três: 37,5%); saúde mental (quatro: 50%) e saúde alimentar/nutricional (um: 12,5%); e eles vêm sendo abordados de maneira isolada. Faltam estudos pautados por uma concepção ampliada e abrangente de saúde e qualidade de vida. Conclusão: O estudo mostra a necessidade de pesquisas e investimentos na formação de uma cultura de promoção da saúde e qualidade de vida dos jornalistas, o que pode ocorrer na interdisciplinaridade das áreas de Saúde, Comunicação e Educação, com apoio das entidades de classe da categoria e da mídia.

**Descritores:** Promoção da Saúde; Saúde do Trabalhador; Qualidade de Vida; Comunicação; Jornalismo; Educação.

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> **Received on:** 03/07/2016 **Revised on:** 04/22/2016 **Accepted on:** 06/25/2016

#### **RESUMEN**

**Objetivo:** Revisión sistemática de la literatura dirigida para la salud y la calidad de vida relacionadas al trabajo de periodistas. Métodos: Se realizó la búsqueda en las siguientes bases de datos: LILACS, SciELO, DOAJ, MEDLINE, Science Direct, Wiley Online Library, Springer Link y Clase. Se priorizo a los periódicos nacionales y internacionales en los idiomas portugués, inglés y español en el período entre 2005 y 2015. El proceso de elección siguió las etapas y criterios pre-definidos del estudio así como la aplicación de Testes de Relevancia. Resultados: La selección ha resultado en ocho publicaciones para la revisión. Los aspectos y/o cuestiones del proceso salud-enfermedad-cuidado de periodistas que han sido enfatizados en las investigaciones integran las categorías: salud vocal/expresividad (tres: 37,5%); salud mental (cuatro: 50%) y salud alimentaria/nutricional (uno: 12,5%); y han sido abordados de manera aislada. Hace falta estudios basados en la concepción ampliada y abarcadora de salud y calidad de vida. Conclusión: El estudio señala la necesidad de investigaciones y investimentos para la formación de una cultura de promoción de la salud y calidad de vida de periodistas lo que puede se da en la interdisciplinaridad de las áreas de la Salud, Comunicación y Educación con el apoyo de las entidades de clase de la categoría y de los medios de comunicación.

**Descriptores:** Promoción de la Salud; Salud Laboral; Calidad de Vida; Comunicación; Periodismo; Educación.

# **INTRODUCTION**

The work of the journalist, many times, develops in precarious conditions and situations related to risk, violence and aggression, which adversely affect health and quality of life<sup>(1-6)</sup>.

Brazil ranks second among American countries in the number of journalists who died in result of the work situation<sup>(7)</sup>. According to the National Federation of Journalists, the data on violence against journalists is alarming and requires urgent measures<sup>(5,6)</sup>. Between June 2013 and February 2014, approximately 117 journalists were injured and a cameraman died while covering demonstrations and public protests held in the country<sup>(5,8,9)</sup>. The "2014 Report on Violence against Journalists and Press Freedom in Brazil" shows that, in that year, 129 instances of aggression against journalists and three deaths were registered, 55.81% in the Southeast region, regarded the most violent<sup>(10)</sup>. The journalists' health deserves attention, and not only in times of accidents and/or tragedies.

Some studies indicate as common health problems of journalists: wear, stress, depression, anxiety, irritability, pain/postural problems and work-related musculoskeletal disorders (WMSDs), headache, insomnia/sleep disorders,

hypertension, gastrointestinal problems (constipation, gastritis, ulcers), respiratory disorders and diseases (allergies, cough, catarrh, bronchitis, asthma), eyestrain, voice complaints and disorders<sup>(3,4,11-13).</sup>

Other working life factors that affect the health of journalists and are liable to cause illnesses are the new features and technologies, which reshape the journalistic work conditions, demand adaptation efforts from the workers and pose challenges for the qualification<sup>(12,14,15)</sup>.

Some authors point out the scarcity of studies addressing the relationship between work, health and quality of life of journalists, from the perspective of health promotion<sup>(16,17)</sup>.

It is necessary to identify and know the studies concerning the health and quality of life of journalists, know what themes/approaches/issues/aspects they prioritize, and which are still outside the focus of attention; to point out ways in the perspective of health promotion and care for journalists.

This research aims at filling a gap in the studies of interfaces between the areas of Health, Communication and Education and offering subsidies to create social spaces for discussion of the issue of care and health promotion of the journalist, including the educational opportunities of professional and academic training.

The aim of this paper was to conduct a systematic review of the literature dedicated to the work-related health and quality of life of journalists.

# **METHODS**

This study constitutes a systematic review, in which the papers about a particular theme or issue are not randomly chosen; instead, they go through a selection, conducted from pre-established and defined criteria, in addition to steps and tests involving inclusion and exclusion processes that result in higher or lower number of publications, whose selection could be validated and then become part of the review and analysis<sup>(18)</sup>.

The process of a systematic review involves the following steps: 1) definition of the question or issue/problem; 2) definition of search and selection strategies (inclusion/exclusion and design of Relevance Tests); 3) search; 4) selection of publications by applying the criteria and tests; and 5) analysis of the publications selected for review<sup>(18)</sup>.

The guiding questions of this research were: what themes/aspects/issues of the work-related health and quality of life of journalists have been investigated in Brazil? Which areas have been dedicating themselves to the study of the health and quality of life of journalists?

They were applied to the following databases: LILACS (Latin American and Caribbean Health Sciences); SciELO (Scientific Electronic Library Online); DOAJ (Directory of Open Access Journals); MEDLINE; Science Direct (Elsevier); Wiley Online Library; Springer Link, Clase (Citas Latinoamericanas en Ciencias Sociales y Humanidades).

The descriptors were employed and combined as follows: "Health"; "Health Promotion"; "Quality of Life"; "Occupational Health"; with use of Boolean expression AND: Communicator; Journalist; Journalism. Note: Whenever possible, the truncation technique was used -journalis\*; jornalis\*; jornalis\*.

The search was conducted online during the month of February 2016. The delimited publication period for the selection covers the period between 2005 and 2015. Were elected for the research articles published in national and international journals, in Portuguese, English and Spanish languages.

A preliminary selection was performed from the reading of the titles and abstracts of publications, seeking to identify those who approached and the ones who distanced themselves from the scope of the study – the latter being excluded. Duplicate publications were excluded as well.

In the studies initially selected, the Relevance Tests were applied through one more reading of titles and

abstracts and, when this proved insufficiently clarifying, the articles were searched to be read in full. In this step, the studies were assessed by two reviewers, independently, using forms previously designed on one of the stages of the systematic review process, in line with the literature<sup>(18)</sup>, to guide the selection process of this research - as they contain the previously established inclusion and exclusion criteria - and also to guide future readings and applications in other systematic reviews that intend to replicate this methodology in researches on similar theme. Forms of the Relevance Tests I and II were applied by reviewers in each publication selected; and disagreements were resolved by consensus. The standardized forms of Relevance Tests I and II, used in evaluation and selection conducted by the reviewers, in the present study, are shown in Chart I.

The publications selected from the Relevance Tests I and II underwent a new reading, and their data was classified and organized considering the following aspects: Provenance: country (international studies); state/region (national studies); Participants involved (number, type of media in which they operate); Methodological strategies employed; Academic background of the authors/researchers and/or area in which the study was conducted; Issues addressed: problem, theme, content, aspect of health and/or quality of life in relation to work; Results: summary of the results obtained in the publication analyzed.

Chart I - Relevance Tests I and II application form

# RELEVANCE TEST I APPLICATION FORM Yes

## **Inclusion criteria**

- 1. Does the study address health or health-disease processes of journalists?
- 2. Does the study address quality of life of journalists?
- 3. Does the study address journalist's work environment, conditions and/or organization?

# **Exclusion criteria**

- 1. Is this an editorial, letter, review, dissertation, thesis or newspaper article?
- 2. Information, communications or news relating to states and processes of accidents, illnesses and treatments of journalists?

# RELEVANCE II TEST APPLICATION FORM

Yes No

No

# **Inclusion criteria**

- 1. Does the study relate health issues and health-disease process to the journalist's work?
- 2. Does the study relate quality of life to the journalist's work?

# **Exclusion criteria**

- 1. Lack of relationships with health
- 2. Lack of relationships with quality of life

#### RESULTS

Initially, the first electronic search resulted in 3,374 publications. After the initial selection, considering the title, 19 studies were identified: LILACS (n=09); MEDLINE (n=04); SciELO (n=03) and DOAJ (n=03). As for Clase, Springer Link and Wiley Online Library, the result was n=0.

Four duplicate publications were excluded. For reading of the summaries and analysis in full, 15 publications were eligible.

After the Relevance Test I, five studies were excluded and 10 were selected. After Relevance Test II, two studies were excluded and 8 had final acceptance for the systematic review. The flowchart (Figure 1) summarizes this process.

Chart II presents the characterization of the publications selected for the systematic review by: author and year (in chronological order of publication); participants and origin; methodological strategies employed; area(s) of the authors/researchers and/or development; issues addressed: problem, theme, content, aspect of health and/or quality of life in relation to work; and results of the studies.

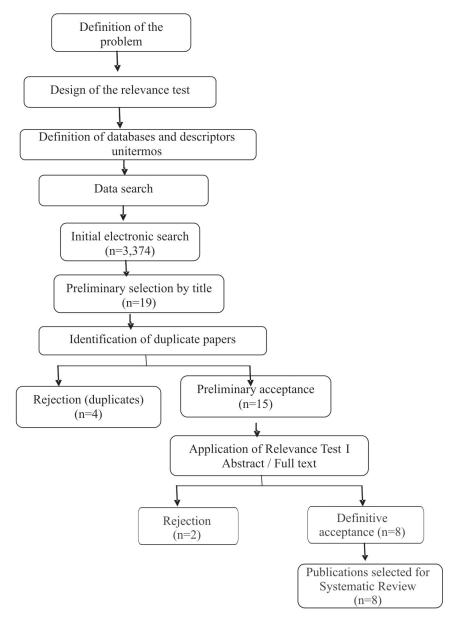


Figure 1 - Flowchart. São Paulo, 2016.

Chart II - Characterization and distribution of publications according to participants, origin, strategies employed, areas, issues addressed and results obtained. São Paulo, 2016.

RESULTS OBTAINED	Most common risks of the profession are related to psychological stress associated with repetitive stress, and with travels and exposure to hostile social environments and environmental hazards.	Journalists working in war coverage have more psychiatric problems than others. Post-traumatic stress disorder in journalists is similar to that in veteran soldiers; and the rate of depression in war journalists exceeds the rate in the general population.  Significant psychological suffering can occur in many war correspondents.	Stress must be properly exposed and guided in its transformative potential. It is necessary to conduct a negotiation between management and workers, with creation of a space in the organizational routine to balance the individual-organization conflict, transforming pathogenic issues of management and organization of work.  Stress, rather than being an aspect that must be controlled at first, can act as an element that helps the psychosocial and organizational development, through the joint production of knowledge.
ISSUES ADDRESSED	Psychological stress Worker health and safety Physical and psychological risk factors Social or weather dangerous conditions.	Psychological disorders / Psychopathology Depression Post-traumatic stress disorder	Mental health and work Stress Quality of life
AREAS	Psychology	Psychiatry Health Sciences Journalism	Psychology Psychoanalysis Social Psychology Journalism
STRATEGIES EMPLOYED	Survey of research data     Survey of Professional     Journalism Associations	First phase:  1. Questionnaire on post-traumatic stress disorder (PTSD) symptoms 2. Impact of Event Scale-Revised 3. Beck Depression Inventory-II 4. Health Questionnaire 5. Structured Clinical Interview Second phase: 1. Structured Clinical Interview with journalists in both groups (Axis I DSM-IV Disorders).	Semi-structured interviews Multiple-choice questionnaire Inventory of Stress Symptoms (ISS) Social Readjustment Rating Scale by Holmes and Rahe Quality of Life Inventory
PARTICIPANTS / ORIGIN	Journalists (EUA)	140 war correspondents and 107 journalists who never covered war (EUA)	44 journalists and 238 municipal guards (SP/Brazil)
AUTHOR / YEAR	Collins (2001) <sup>19</sup>	Feinstn, Owen, Blair (2002) <sup>20</sup>	Silva, Heloani (2007) <sup>21</sup>

Chun, Servilha, Santos, Sanches (2007) <sup>16</sup>	45 graduates in Journalism (SP/Brasil)	Drawing and written statement on the voice.	Speech Therapy	Vocal health promotion Vocal expressiveness Vocal parameters Quality of life	The drawings and statements made by the subjects expressed aspects of attention, knowledge and valuation regarding the voice and vocal parameters: tone, intensity, speed, articulation, modulation and resonance, as well as social and emotional aspects of voice. The speech therapy intervention with journalism students is important, focusing on health promotion and development of vocal expressiveness.
Azevedo, Ferreira, Kyrillos (2009) <sup>22</sup>	6 TV journalists (reporters and newscasters) of a university TV (SP/Brazil)	Recording of simulated newscast reading, prior to and after speech therapy intervention of four weekly meetings with varied exercises and dynamics.  Performance evaluation by 50 TV viewers.	Speech Therapy	Anatomy and physiology of the vocal tract Vocal health Vocal warmup Vocal and non-verbal resources	Speech therapy intervention had a positive effect on the recordings, validated by the preference of the TV viewers. The intervention promoted care for professional voice of TV newscasters. There is need for studies on speech therapy intervention with journalists.
Weidman, Papsdorf (2010) <sup>23</sup>	81 television editors exposed to videos of violent events (Germany)	Online interview on post-traumatic stress disorder.	Psychology	Post-traumatic stress disorder Mental health	About 80% reported in the research having recurrent intrusive memories of the images. However, the symptoms of post-traumatic stress disorder were low. The results indicated that the population at issue is not at potential risk of developing mental problems.
Campaña, Garcia (2012) <sup>24</sup>	25 Journalists working on Radio, TV, Printed and online media (Espanha)	Quiz on food-related issues. Eating practices were also investigated.	Nutrition	Health Food (eating habits)	There is high consumption of coffee and energy drinks, which can lead to heart problems. They have a short break for meals (25/30 minutes) and consume products such as coffee, cakes, foods containing preservatives, flavor enhancers, from vending machines. The problem is in the machine and in foods it sells, since these are usually low-quality foods that affect the worker's health.
Silva, Penteado (2014) <sup>25</sup>	Newscasters of four Brazilian TV stations (SP/Brazil)	Analysis of aspects of the newscasters' working conditions (scenario, furniture, materials, resources, equipment) and expressiveness (posture, movements and non-verbal behavior: body language, facial expressions and gestures).	Speech Therapy	Expressiveness Health promotion New technologies	The new dynamics of presentation and interactive processes of today's TV news programs interfere with the expressiveness of the newscasters, with demands for the entire body. Speech therapy interventions with journalists should follow the changes posed to television programs today and emphasize the expressiveness and health promotion.

## DISCUSSION

The small number of publications that became part of the review study, due to the selection process, points out that the quality of life and the work-related health-diseasecare process of journalists have been little studied, both in Brazil and worldwide.

An analysis of the work titles, with a view to quantify the publications, from the identification of the aspects and/ or issues of the journalists' health-disease-care process that have been emphasized in the investigations, indicates the following categories: vocal health/expressiveness (three: 37.5%); mental health (four: 50%) and food/nutritional health (one: 12.5%). The details of the issues addressed in each of the categories mentioned is presented next.

Referring to vocal health and expressiveness: voice types, quality and vocal parameters, expressiveness and vocal and non-verbal resources, vocal habits and complaints, vocal warmup, vocal health promotion, voice-related quality of life, among others. Generally, the studies focused on vocal health and expressiveness indicate the need for academic disciplines related to voice/vocal health/expressiveness in Journalism courses<sup>(16,17,25)</sup>.

Regarding mental health: suffering, stress, depression, mental disorders, occupational health (conditions, work environment and management), psychological conflicts, social and family relationships, among others. In general, studies focusing on mental health point risk conditions for stress and mental and/or psychiatric disorders, in the journalist's work context. The studies are in agreement with the literature and confirm that the poor working conditions cause suffering and adversely affect the health and quality of life of journalists<sup>(1-4,11-15)</sup>.

Finally, regarding food/nutritional health: eating habits, diabetes, and caffeine and energy drinks consumption. It should be highlighted that energy and caffeine-based foods have inhibitory effects on sleep and neurostimulants, and their consumption is common among workers in categories that need to stay alert for long periods, even when already feeling affected by fatigue. Caffeine can cause dryness of the vocal tract mucosa, laryngeal irritations, gastroesophageal reflux, alterations in vocal quality and speech rate, with hindrance to the understanding of communication. The frequent consumption of caffeine and energy drinks can also have adverse effects on mood states and lead to problems like insomnia, hypertension, lack of appetite, weight loss, hallucinations and others(26). In general, studies focused on food/nutrition of journalists point the consumption of foods with little nutritional value and harmful substances, related to the work conditions and organization.

It is worth noting that the analyzed studies approach the health categories and aspects/issues in isolation. A comprehensive and broader perspective of the journalist's health-disease-care process would imply considering the issues and problems of the whole complexity of the quality of life, and involving social, economic, political, cultural, biological, environmental, psychological, personal and lifestyles aspects<sup>(27-30)</sup>.

The publications discussed in this review did not mention topics and issues that constitute health aspects that affect the category of journalists and have already been pointed out in the literature: respiratory disorders (allergies, cough, catarrh, bronchitis, asthma); eyestrain; work-related musculoskeletal disorders; postural problems, and others<sup>(3,4,11,12)</sup>.

The World Health Organization defines "quality of life" as the subjects' perception of their position in life in the context of their culture and value system in which they live, in relation to their goals, expectations, standards and concerns, being fundamental the following aspects: subjectivity, multidimensionality, interdisciplinarity, and positive and negative dimensions(27,28). Quality of life comprises several meanings and reflects knowledge, experiences, values of individuals and collectivities. It is a social constitution with cultural relativity and involves people's satisfaction with their lives in a variety of fields. It is related to the existential aesthetic and with the meaning assigned to comfort and well-being in defined spaces and times. Quality of life is related to health and encompasses food, housing, sanitation, work, education, culture, leisure, lifestyles and care(29,30).

As regards to the authorship of the papers, Chart II shows that there were no repetitions between groups of authors. That is, various studies have been conducted in a separate and unique way; and there were no groups of researchers who have advanced in the investigations, as to release publications representing further elaborations, developments and/or new perceptions based on an original research. This evidences the absence of groups and/or lines of research focused on health and quality of life of journalists.

As for the academic background of the authors, there was predominance of Psychology (four: 50%) and Speech Therapy (three: 37.5%). Some of the practice areas of Psychology, like the Industrial-Organizational Psychology, approach issues related to the individual's behaviors, relationships and well-being at work. The theme of stress is therefore pertinent and quite appreciated by this professional field. Speech Therapy, in turn, is the area dedicated to the study of vocal health, professional voice and expressiveness<sup>(31)</sup>, and shows literature specifically targeted at communicators, produced from research and counseling experiences with journalism professionals<sup>(13,31,32)</sup>.

With regard to the provenance and the place of origin and development of publications, it is possible to note the involvement of South American countries (Brazil - four: 50%), and North American (USA - two: 25%) and European countries (Germany - one: 12.5% and Spain - one: 12.5%). No studies were found originated in Central America, Asia, Oceania or Africa.

When one takes into account the Brazilian publications, a majority (four: 50%) derived from researches conducted in the state of São Paulo. The Southeast region is considered the most violent for journalists, with the highest number of violent assaults<sup>(10)</sup>. However, the theme of violence was not central in the studies analyzed - only one publication approaches the topic, when comparing the stress between journalists and municipal guards. The prevalence of publications originated in the state of São Paulo does not correspond, therefore, to attention and/or awareness of researchers and authors regarding the problems experienced by the category of journalists in the present society, but, probably, to the scientific interest of the researchers.

It is also noteworthy that no study addressed the violence suffered by journalists in the contexts of coverage of demonstrations and public protests staged in Brazil, from 2013, with emphasis on health and quality of life. Studies have emerged, focusing on the work of journalists in the coverage of protests and national demonstrations, but it stands out that these had another focus of concern: issues of identity, credibility, function, place and role of the journalist as a relevant social agent in the production of news - taking into account that journalists and journalism companies ended up as target of protests, amid the strong institutions of which they also are a part<sup>(33)</sup>. The poor working conditions, the violence suffered and the effects on health and quality of life remained outside the center of attention.

There is a need for studies driven to investigate the predisposing and determinants factors of the journalist's health-illness-care process and quality of life, under different realities, conditions and contexts of work, in the various regions of the country, in the present time.

About the prevailing periods of publications, five (50%) correspond to the years between 2007 and 2010; and three (30%), between the years 2011 and 2014 (Chart II). It stands out that between 2003 and 2006 there was not any publication relating to the theme assessed. And it is also noteworthy that, despite the delimitation of the selection period, set between 2005 and 2015, there was no other publication, nor prior to the period, neither recent (in 2016), which has been excluded during the selection process. This demonstrates that the universe of publications approaching the theme investigated in this review is indeed very small and, at the same time, adds representative value to the publications that compose the present review study.

With respect to the subjects involved in the study, most are journalists participating in the labor market: 7 (87.5%). The involvement of members of the academic community, such as undergraduate students and professors of journalism programs of Higher Education Institutions, occurred in only one (12.5%) of the publications - one with each group.

The educational space of training has not constituted a field of reflection and discussion on the themes of health and quality of life related to the work of the journalist. The journalist's training environment should be provided with social spaces to work the issues involved in the relationship between work, health and quality of life of future professionals.

These spaces could be established as specific academic disciplines or as contents inserted in other subjects taught by health professionals. Educational practices should encourage the development of the teaching-learning process from different scenarios and contexts, such as classrooms, laboratories of communication, radio and television studios, media and communication companies and others, through an interdisciplinary approach, based on dialogue and on the interfaces between the areas of Health and Communication.

It is understood that this could contribute to qualitative advances in relation to the provisions of the National Curriculum Guidelines for Journalism Course, by enabling the student to "use different teaching-learning scenarios, promote the integration of theory/practice and the curriculum axes interdisciplinarity, and know and experience a diversity of situations in multidisciplinary teams"<sup>(34)</sup>.

The questionnaire was the main strategy adopted in three (37.5%) of the publications. It is worth mentioning that there was no employment of strategies that could provide data related to the journalist's activity, processes and organization of work. This review did not identify strategies like observation, interviews, video recordings, self-confrontation, and others, that would allow a closer analysis of the workers and help in understanding the problems and the reality of the work process in journalism. It is understood that qualitative gains would be obtained from studies proposed to analyze the health of journalists from the references of the Ergonomic Work Analysis<sup>(35)</sup>.

There is need for studies guided by broad and comprehensive perspectives of the health-illness-care process of journalists, in order to support educational processes attentive to the issue of the welfare of this professional category.

It is necessary to invest in the development of a culture of attention to the care, health promotion and quality of life of journalists, that be pervaded by interdisciplinarity and intersectoral collaboration between the fields of Health, Communication and Education. In this regard, these stand out as potential educational spaces: the initial and continuing professional training in undergraduate and graduate programs in journalism; informal spaces of continuing education, which develop in-service or in groups assisted by professionals such as psychologists, speech therapists, physiotherapists and nutritionists; and the actions headed by Worker's health teams of the Unified Health System (Sistema Único de Saúde - SUS). It is emphasized, finally, that partnerships should be established with labor unions and worker associations, aspiring to count on the support of communication and media corporations.

# **CONCLUSION**

The evidence shows that the work-related health and quality of life of journalists has been little investigated in Brazil and worldwide. The aspects and/or issues of the journalist's health-disease-care process that have been studied refer to vocal health/expressiveness, mental health, and food/nutritional health, while the approach to quality of life occurred in relation to the voice.

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