

Occupational Stress

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Occupational Stress

- **Definition of stress:**

The harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resource.

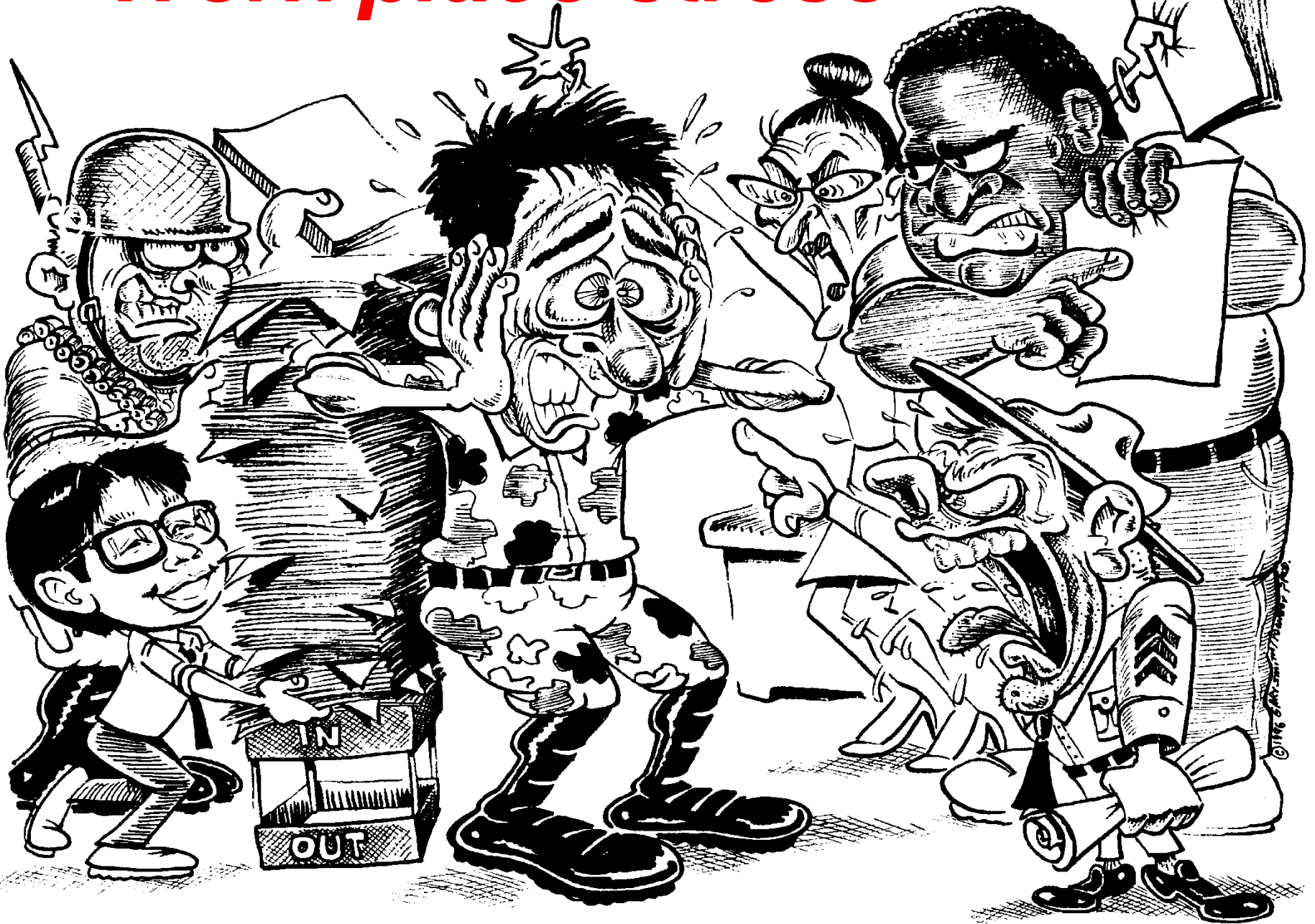
Conditions are responsible for causing stress:

Psychological

Physical

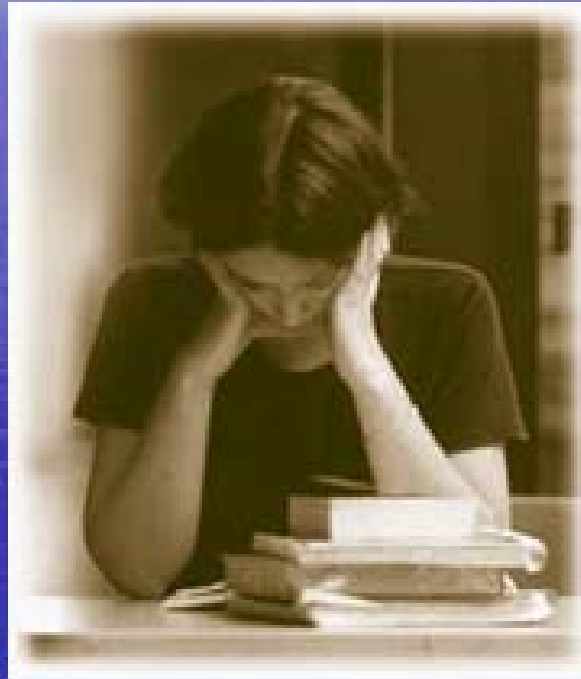
organizational

Work place stress



Stress

How Managers can Help



Occupational Stress model

- Person - environment fit model

Discrepancy between:

a) job demands and abilities

b) motives and supplies

- Job demand – control model

Imbalance between:

demands and control

Demand control model

Job demands

Low

High

Control
High

Low
strain

Active

Low

Passive

High
strain

Optimal Performance

Positive

Eustress

**Peak
Performance**

Negative

Astress

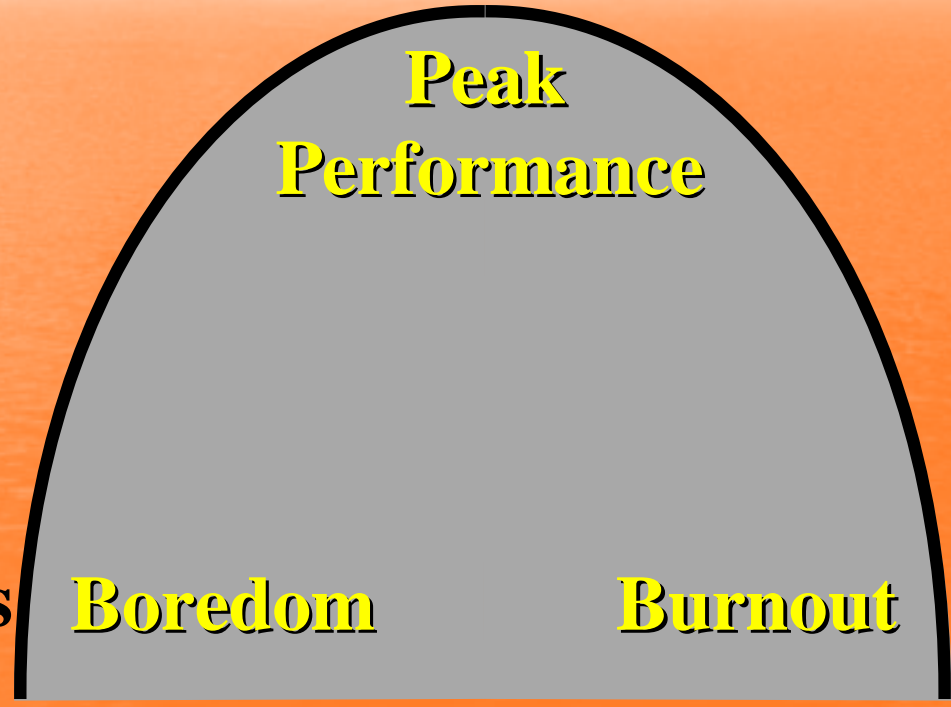
Boredom

Burnout

Distress

Low

High



COMPONENT OF STRESS PROCESS

- *Stressor*
- *Out comes*
- *strain*
- *modifiers*

Modifiers

- **Modifiers** is an individual characteristic such as coping style or environmental factor such as social support that may act on each stage of the stress process to produce individual variation in the stress response
- *Behavioral style*
- *Personal resource*
- *Social support*

Out Comes of Occupational Stress

- ***Short term***

Physiologic: catecholamine release
blood pressure increase

Psychological: anxiety , dissatisfaction

Behavioral: absenteeism , smoking

- ***Long term***

Physiologic: hyper tension
coronary disease , asthma

Psychological: depression , burnout

Behavioral: learned helplessness

Recommended strategy to prevent job stress

Prepare organization for a stress prevention program

1. Identify the problem
2. Design and implement intervention
3. Evaluate the intervention

Job stress prevention should be seen as a continuous process

Organizational Health

HEALTHY

- Shared Goal and Direction
- Problem solving Orientation
- Innovation Tolerated
- Decision Making Distributed
- Team Work
- Respect
- Personal Needs Heard

UNHEALTHY

- Investment only at the Top
- Problems Hidden
- Form and Ego over function
- Decisions Bottlenecked
- Leaders Isolated
- Limited Respect
- Personal Needs Ignored