

# *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.

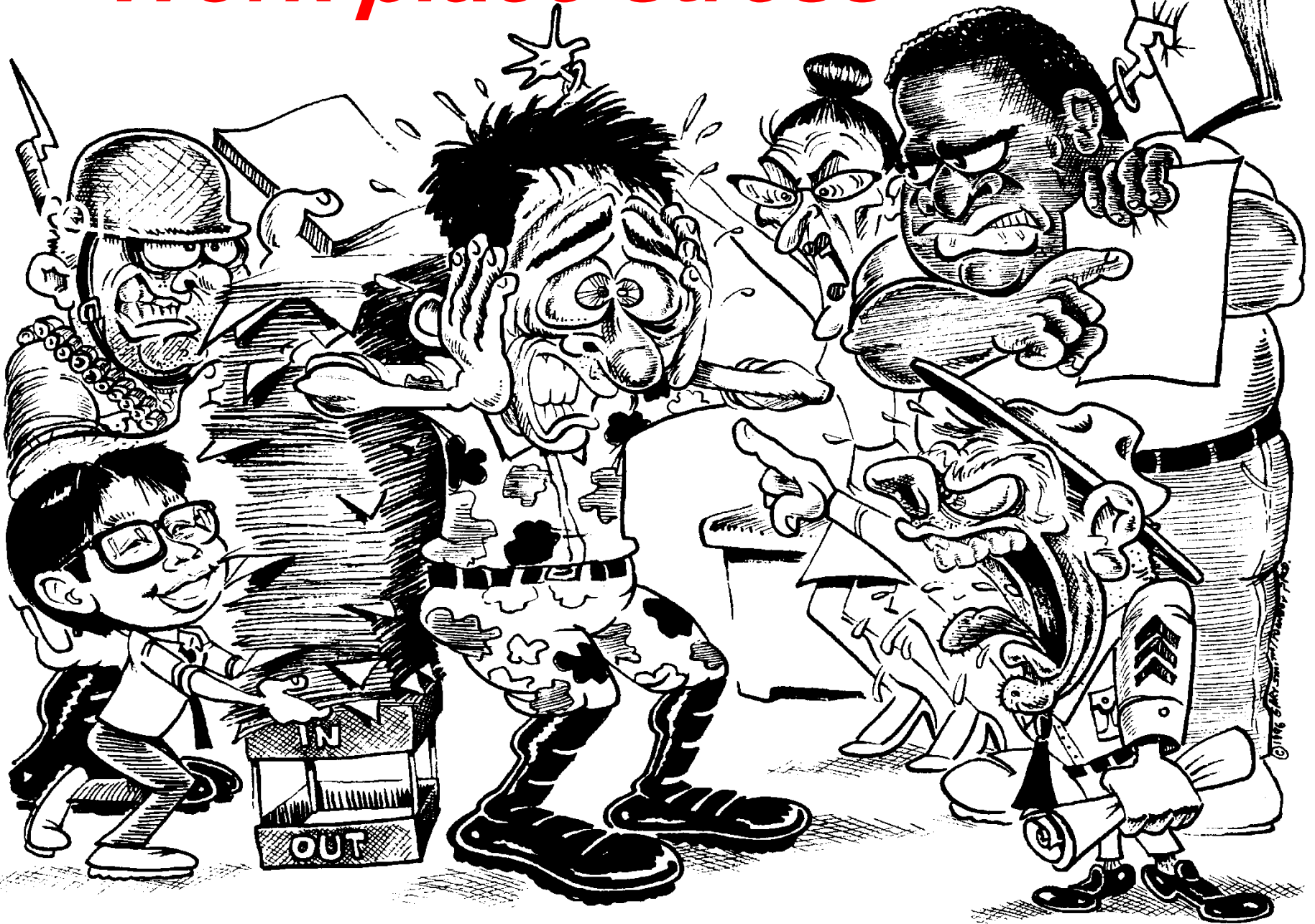
**Conditions are responsible for causing stress:**

Psychological

Physical

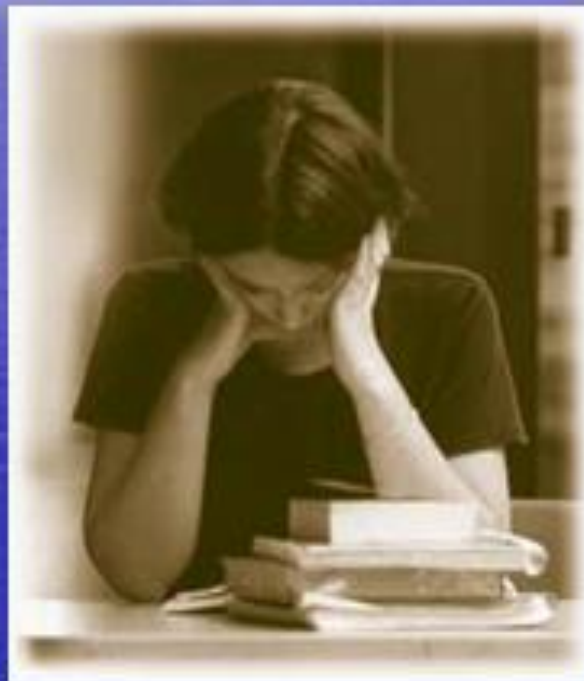
organizational

# *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

Low  
strain

Active

Passive

High  
strain

High	Low strain	Active
Low	Passive	High strain

# Optimal Performance

**Positive**

**Eustress**

**Peak Performance**

**Negative**

**Astress**

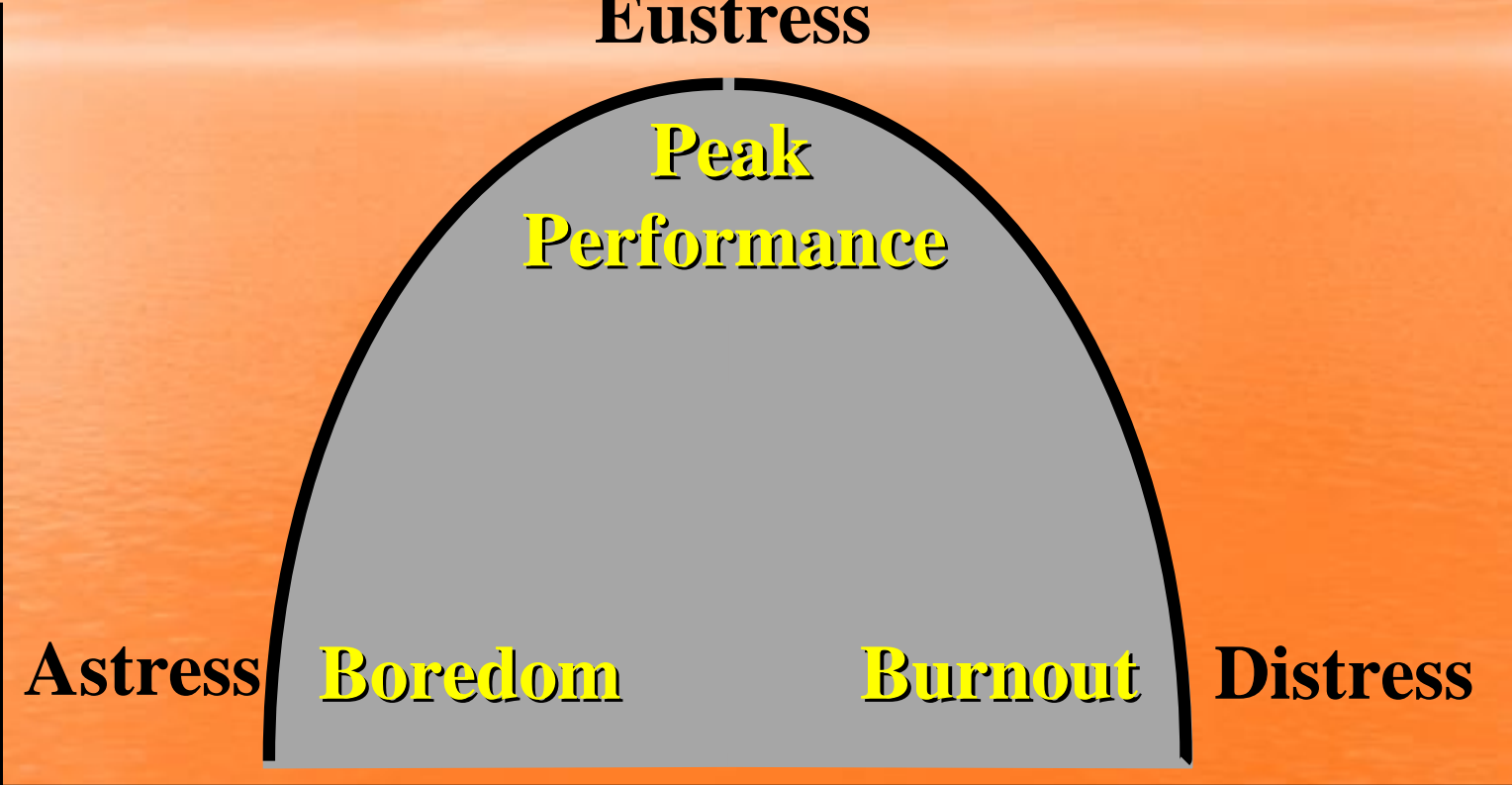
**Boredom**

**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**

## **UNHEALTHY**

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

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