

Chapter Six

Stress and WorkLife Linkages (1)

Stress

The Experience of opportunities or threats that people perceive as important and also perceive they might not be able to handle or deal with efficacy and effectively.

* Individual differences and Stress.

- Stress depends on Person's thinking
- Individual differences, Perception, thinking ability to deal, the extent to which they experience stress

* Personality

- Person high on neuroticism, or negative affectivity, for example, have a general ~~tendency~~ of neuroticism tendency to view themselves, their organizations, their jobs
- Change and Potential ambiguous Conditions makes them ill Equipped.
- Positive affectivity People tend to be outgoing and enjoy interacting and socializing with other people
- Openness to Experience, which captures the extent to which workers are daring and open to a wide range of experience.

Ability

- Lack of ability, necessary to perform their jobs makes them to feel stress
- People are more likely to feel stressed when they are doing something that they lack experience in, and they are less likely to feel stressed as they gain experience.

Consequences of Stress

Physiological Consequences

- Sleep Disturbances, appetite disturbances, heart Pounding
- Elevated blood Pressure, Nausea, dizziness, backaches
- Cardiac Problems, Asthma, Ulcer, Diabetes, Migraine.

Psychological Consequences

- Experience of stressful feelings and emotions, Bad mood, anxious, Worried, Upset, angry, bitter or hostile.

Burnout: Psychological, Emotional, or Physical Exhaustion.

Behavioral Consequences

- Impaired Relationship b/w Job Stress and Job Performance
- Increased " " " " " "

Sources of Stress.

(3)

Personal

- Major Life Events Negative/Positive
- Daily hassles.

Job Related Stressors.

- Role Conflict: The Struggle that occurs when the behaviors or tasks that ^a person is expected to perform are at odds with each other.
- Role ambiguity: The Uncertainty that occurs when workers are not sure what is expected of them and how they should perform their jobs.
- Overload: The Condition of having too many tasks to perform.
- Underload: The Condition of having too few tasks to perform.



*Coping With Stress

- Problem-focused Coping
The steps people take to deal directly with and act on the source of stress.
- Emotion-focused Coping.
The steps people take to deal with and control their stressful feelings and emotions.

⇒ Problem Focused Coping Strategies for Individuals

- Time management
- Getting Help from a Mentor
- Role Negotiation (change their roles)

⇒ Emotion Focused Coping Strategies for Individuals

- Exercise
- Social Support
- Nonfunctional Strategies.
- Meditation
- Counseling

⇒ Problem Focused Coping Strategies for Organization

- Job Redesign
change structure, lessen the tasks, improve working condition, autonomy, feedback.
- Job Rotation: Assigning workers to different jobs on a regular basis.
- Reduction of Uncertainty
Participation at every level, autonomy, Work manuals and Decision making.
- Job Security.
 - Secure Job gives Peaceful minds
 - Improve Work Productivity.
- Company Day Care:
Good, safe, affordable day care for young ones

- flexible Work Schedules and Job Sharing (5)
- Shifts of Work
 - Two people responsible for Job

Emotion-Focused Coping Strategies for Organizations

- On-site Exercise Facilities.
- Organisation support for members to listen Complaints Solving Problems and treat them fairly.
- Employee Assistance Programs; Counseling, Professional help and dealing with alcohol and drug abuse and family Problems.
- Personal Days and Sabbaticals
Some off Days to put their Work-related Stress aside for a day or two. (Personal Days)
or more Extended Peri