A Review on the Occupational Stress and Its Concepts, Facets Causing It and Ways to Tame It

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Abstract

Given the complexity of the term - job stress (also called labor or work stress), it seems an intimidating challenge to achieve a single understanding of work stress and it is recognized that a particular solution cannot cover the size of the phenomena. At this end, this paper aims to offer an overview of some of the challenges relating to the conceptuality of workplace stress in literature. The developed awareness of the essence and triggers of work stress was subsequently analyzed, taking into account Murphy's conceptual typology (1995) and Michie's (2002) which represents numerous sources of workplace stress that were classified as originating from the meaning and content of the work. This causes of tension are known to generate dire organizational and extraterritorial consequences such as low morality, bad results, job insecurity, absenteeism, health issues, conflicts in the workplace, sales and other reverses that threaten company strategic objectives. As solutions, stress curative approaches are addressed to help administrators realize the importance of appropriate stress management techniques that improve the well-being and organizational effectiveness of employees.

Keywords: occupational stress, workplace well-being, concept of stress, stress management interventions.
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Introduction

Stress in the workplace can be described as a shift in the physical or mental condition in reaction to workplace challenges or threats that are assessed to the individual [1]. Stress was described as changing one's physical or mental condition as a reaction to challenges or threats (stressors) [2,3].

A normal chemical response from the human body to a danger or demand, generally referred to as the "flight or combat reaction" that involves the release of adrenaline. The body will revert to its normal state until the danger or demand is done. A stressor is an event or a series of conditions which trigger stress. Stress is the physiological response of the body to the stressor, and strain is a long-term reaction of the body to persistent stress [4]. There are two types of stress: stress is often recognised as positive stress and depression since stress responses to stressors are considered to be negative [5]. In general, people would have a perceptual, compartmental, emotional and physical reaction to both austerity and distress [6]. Different causes of stress include the world with unhealthy working conditions, negative labour loads, alienation, working hours, conflicts in roles and ambiguities, loss of autonomy, problematic interactions with subordinates, managers' coercion, abuse and organizational environment(s)[1].

Stress may often occur when the work expectations of the workers themselves give birth to a conflict [7]. Fatigue, increased blood pressure (temporary), rapid heart rate, dizziness, headaches, jaw-pain, back-pain, unconcerned heart disease, heart disease, immunosuppression and chronic pain are common physical symptoms of stress. Administrative interventions include

a) Alteration of working conditions.

(b) Workers to improve their transaction of environments. [8-10]

Concepts

Stress is a common pattern observed in various organizational and behavioural research that may increase detrimental fitness, efficiency and general well-being problems. Colligan & Higgins (2005, p. 90) argue, however, that workload is a complex science construct which needs an initial understanding of what is referred to as the parent construct.

Stress is generally viewed as a general psychological and physiological reaction which causes adverse mental or physical conditions when the adaptive skills of the individual are excessively stretched. Work stress is therefore also defined as arising when there are differences between the physiological demands of a workplace and the failure of workers to manage these demands or to respond to them. But Dewe & Trenberth (2004) indicated that in a collection of studies and publications on the impact of stress on organic health and productivity, it is hard to find a unique stress definition because of the many types and interpretations of occupational stress meetings. In this respect, stress was defined over the years as either a stimulus or a response, a mixture of stimulus and reaction or a transactional relationship between individuals and the atmosphere. Stress as a trigger is considered to have environmental characteristics that distract and cause stress reactions in an individual with some external properties, conditions or environmental factors.

Therefore, the meaning of the stimulus-based stress models focuses on what happens and not what happens in the individual. Stress as a cure takes stress into account in particular from a person's psychological reactions to stressors. The early influential scholarship of Selye (1974) identified stress in the school of thought as "a corpora which does not address any questions" and is highly likely to disrupt the normal physiological functioning of the individual concerned.

In addition, Selye initially conceptualised the distinction between austerity and depression. 'Eu' was a Greek word that means 'healthy' meaning that austerity represents positive responses to external stressors, while depression is defined as reactions to stressors that are considered negative and opposed to good health (Colligan & Higgins, 2005). Selye claim, however, that irrespective of whether or not stress responses are helpful, or create negative (distress) effects, the body stimuli continue to experience its general metabolism to either prepare reactive secretions for combating, adapting or removing traumatic events.

Organizational Factors Causing Stress

While the scope of the challenges of occupational stress appears in a variety of stress literatures (McVicar et al., 2013) these factors, in relation to the content and meaning of work, are the main sources of work stress (see Figure 1). Furthermore, tension interactions from the quality of the task are also linked to reasons which are essential to the function of the job as seen in Figure 1 below. In this group, employees also struggle with work characteristics which lead to a systemic failure to match demands to the capacity of their employees to meet those demands.

A variety of characteristics of the working environment have the potentials of delivering detrimental organizational and non-organizational effects that also affect emotional wellbeing and physical well-being in the following illustration. The first variables are special to the content of the task (see figure 1). Any examples may lead to a health loss or disruption to well-being of workers in these bad working environments, such as workload (either overloading or under load), intense working speed (time pressure), task insignificance, low autonomy, environmental disruptions (e.g. noise or overcrowding) and hazardous work structures. Other causes of job tension are theoretically available within Murphy's model of work stress factors (Murphy, 1995). Michie (2002) revised this model to incorporate organizational and extra-organizational results produced from these workplace tension sources.

For example, the second column focuses on the position and obligation of a person in the organization as a consequence of stress. Stresses of this type are typical among managers with higher duties without specific demarcations of position limits, or in certain situations where workers meet various expectations of supervisors and others simultaneously yet unrealistically within the organization. Where this is the case, these people are also vulnerable to roles that have mostly uncertainty and tension of roles. Role of uncertainty is defined as the condition in which employees feel a lack of understanding of roles and important details necessary to properly fulfil their work roles. The role of ambiguity occurs when job demands and desires of workforce participants are contradictory and incongruent (superiors, subordinates and even the organization) (Ackfeldt & Malhotra, 2013). The third group of contextual stressors comes from problems that undermine the growth of the profession.

This category implicitly states that problems correlated with stress resulting from job security losses often appear to prevent professional development and may have a negative impact on the welfare and loyalty of employees. Constantly shifting job efficiency and comparative advantages have contributed to growth of non-permanent contracts and temporary work agreements accompanied by reduction, externalization, delays, mergers and procurement, consolidation and rearrangement of the work schedules so as to deal with work circumstance (Kossek et al., 2012). These reforms also resulted in difficult working conditions leading to low work autonomy, career insecurity, weak managerial opportunities and even cases where the employee is "stagnant with little chance to progress" (Colligan & Higgins, 2005).

The fourth group that contributes to organizational tension in the sense is the working partnerships prevailing in the organization. Problem relations between managers, subordinates, employees in the form of office bullying, threats of violence, partial opinions, unsupportive management, harassment, dark leadership, artificial insulation of the working environment and other deviant behavior, most often lead to social disruption, which, as pointed out by Dillard & Fritz (1995, p. 12), can result in a range of results ranging from "passive"

The reasons are work fatigue, burnout, personal injury and unfavorable turnovers, which ultimately lead to losses of income for both employees and the organization. The final group concerns stress-induced responses from the organizational environment and temperature. One of the key characteristics of the arrangement of most organizations is formalization within this group. This applies to the degree to which functions in the organization are standardized and the extent to which laws and regulations guide the content of the job. Where roles are highly formalized, workers can have limited control to fulfil task demands productively. The idea that such formalization introduces hierarchical processes and interaction rules is likely to cause high stress on workers due to the improper location of control necessary for job requirements. In the same way, the business world centers around workers' mutual views about different facets of their work-life. This involves high performing business goals, the preeminence of HR policy and best practices, organizational style, architecture, infrastructure, staff involvement, communications processes, incentive conditions, award programs, working arrangements, etc.

Roles of tension, which includes conflicting position and uncertainty, distorted information flows, uneven task characteristics, inadequate wages, job dissatisfaction and low social esteem for jobs resulting from a series of corporate properties, are also predictors that may lead to negative organizational and non-organizational results.

Stress Outcomes

From the above considerations of the five different but interrelated variables that trigger tension in the field of employment, research shows that work stress can adversely affect both organizational and non-organizational outcomes (see figure 1). Employment tension has been an increasing challenge as it has important economic repercussions for organization and negative press (Kelloway et al., 2008). In reality, the worst organizational effects are manifested through commitment and recompense imbalances (ERI), designed by Siergrist (1996), who pretend that a job burden results from differences between the contributions made by individuals and the benefits paid to them (Kinman & Jones, 2008). Therefore, whether the inherent characteristics of a person's hard labor or

even (over) dedication to work demands are not met with sufficient financial recognition (like pay, salaries or bonuses), job protection, esteem and career growth, unpleasant feelings and sustainable employee tension are likely to be aroused.

The rationality of the ERI resonates with the principle of social trade whereby the average person measures the advantages over the costs of social and economic interactions. Thus if work is deemed adverse in proportion to performance and cognitive capacity, so common biological and deterministic strain effects such as low morality, poor health, burnouts, depersonalization and reduced labor performance, absenteeism, negative affective circumstances and eventual withdrawal are considered adverse in proportion to the results (see figure 1).

There is also increasing proof that workplace conflict dominates non-working domains of individuals with an equally high risk of causing family issues, mental wellbeing problems and other life crises. The well-investigated part of the external conflict findings, though, is that the family disagreement (or conceptualized from a broader perspective) is a work/life disorder. The conflict between work and life can be defined as a form of friction inter alia in which the fulfilment of one field's job requirements (i.e. labor responsibilities) impairs other practical demands, such as family obligations or social life activities (Greenhaus & Beutell, 1985). These inter-related conflicts could contribute to time-based conflicts (e.g. time suitability for each job requirement), stress (i.e. stress from one position makes it difficult to function up to demands from a different role) and behavioral conflicts leading to the fact that behavior needed in one role which vary from desirable features (Messersmith, 2007).

While Roll Conflict has bi-directional meanings (e.g. conflict movement from work to work or life into work), it suggests that greater attention be given to tension control in the workplace, because working people are considered to be frontier crossers who consistently (un-)consciously create negative or positive behavioral and emotional changes. Where roles are contradictory, however, there is a degree of permeability, the psychological patterns of which are sometimes induced by over-arching stress at work. Messersmith (2007, p. 430) also points out that labor-life problems due to job tension take place during family time, leisure time or any general inability to differentiate oneself from the working atmosphere.

Stress Cure

This last segment discusses numerous controversies on approaches in anger management. Le Ferve et al. (2006, p. 548) narrowly defines Stress Management Strategies (SMIs) as "any deliberate effort to eliminate or mitigate [organizational] citizens' stress experiences in performing their job functions." DeFrank & Cooper (1987) were among the first researchers to conceptualize that the majority of tension treatments were mostly directed at person, organization, and then all individual organizational interfaces independently. These different levels of therapies have been theorized as major, secondary and tertiary SMIs.

Primary strategies are described as best organizational practice to minimize, modify or remove stressful demands on health and efficiency (Lamontagne et al., 2007). This includes rehabilitation, which eliminates danger factors, flexibility in employment and workplace culture that prioritizes employee well-being. Secondary interventions are intended to help employees cope with work

strain, such as wellness plans, planned social events, recreation centers, preparedness for stress control and development.

However, recovery measures are targeted to support employees with signs and symptoms of sickness and other ill consequences induced by job stress. Sanitary measures such as advisory services, staff support, rehabilitation and reimbursement for disabilities fit in this category.

Conclusion

From the aforementioned, a number of administrative efforts to reduce work tension have been crucial to improve psychological resources and well-being for employees. These constructive approaches must also be incorporated into the structural work climate (e.g. task management, scheduling of work, levels of manpower, physical working atmosphere and organizational structure) (e.g. job commitment, psychological support, employee engagement and affective well-being initiatives).

In addition, primary interventions such as management stress sensitivity preparation, workload adaptations, identifying hazardousness, creating social environments that moderate stress impacts, and clarifying roles are important techniques suggested for improving organizational results. The fact that the workplace environments are suited to variations in the physical, emotional and contextual contexts of individuals is often realistic. Consequently, organization can focus more on their workers' work-life balance (WLBs) by trying to incorporate various WLBs and strategies such as flexibility, work-sharing, part-time work, home telephony, subsidized leisure events, etc.

A more holistic strategy to WLB will also enhance the morale of employees, increase mental and physical wellbeing, boost workplace satisfaction and cut sales (Kossek et al., 2012). In conclusion, the importance of certain countervailing approaches to reduce workplace stress was underlined by Kellow et al. (2008, p.56).

The authors in various literature reviews have described countervailing approaches as activities that "increase positive work experience rather than decrease negative aspects." For example, constructive creation of the employees' psychological resources within the fields of auto efficiency, hope, confidence, motivation and resilience has been proposed, and is critical for the fitness and positive organizational behavior needed to justify competitive success in the workplace today.

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