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INTRODUCTION:

In this report I will be aiming to outline and explain work related stress and to complete a descriptive analysis of the impact of work related stress. This report will aim to explain the nature and impact, the cause and effect, benefits of addressing and macro environmental factors of work related stress, the report will also explain the alternative solutions to work related stress. Work related stress is one of the factors responsible for the majority of stress cases, therefore it is a major problem that needs to be understood and addressed for solutions to be given towards this issue.

THE NATURE OF WORK RELATED STRESS:

Work related stress is caused by a perceived gap between desired and actually received work related condition (Mackey et al, 2004) this is because employees are working in jobs that they do not enjoy, which may lead to individuals feeling dissatisfied with themselves as they are not able to have an enjoyable experience at work due to the workplace conditions. The nature of work-related stress can lead to the deterioration of the physical health of employees this is mentioned in the case study where one of the main symptoms of stress is chest pain, this highlights that work related stress is not only abusing employees mentally but also physically which is unethical as employees shouldn't have to endure the risk of their physical health being taken away from them for the gain of major organisations. As employees are not receiving the work conditions that they desired it is leading to negative effects on the mental health of employees, workers react emotionally and cognitively to work related stress the emotional response may be that they feel irritated or nervous and the cognitive responses may be that they struggle to focus due to a reduced attention span and a reduced memory capability, these problems can then lead to depression and cognitive impairments (Hassard and Cox, 2010).

THE NATURE OF WORK RELATED STRESS

The job demand control theory (JDC) suggests that job strain results from psychological demands of a job and job control, psychological demands were traditionally referred to as the workload of a job however is now referred to as the cognitive and emotional demands of work. Job control refers to a person's ability to have control over their work activities, the JCD theory suggested that individuals within the workplace experiencing high demand and lesser control are much more likely to experience psychological damage, stress and poor physical and mental health. This also aligns with the HSE's definition of work related stress which is “the adverse reaction people have to excessive pressure or other types of demands on them at work”. Work related stress has a profound negative impact on the mental and physical well being of employees.

BENEFITS OF ADDRESSING WORK RELATED STRESS:

Businesses need to identify factors contributing towards work related stress in order for them to offer solutions to employees, this will lead to not only the improvement of the employees quality of life but will also offer many organisational benefits. By businesses helping to work with employees to meet the need of employees in the workplace employees in turn will be more likely to work for the organisation as they are more likely to feel that they want to work at that particular organisation offering them improvements to aid the workers mental well being, this will then reduce the amount of employees leaving as the employees are feeling wanted. This will also help reduce the companies turnover contributing towards the business spending less money on trying to gain new employees, the businesses profits may also increase as more employees may want to work there.

BENEFITS OF ADDRESSING WORK RELATED STRESS

By addressing work related stress individuals may have a decrease in stress as they feel less pressure of the demands of their job. By reducing this stress the quality of life for employees can be ameliorated as stress has many negative impacts on an individuals life such as the mental and physical well being of these individuals being broken, by improving the mental and physical health of individuals their quality of life will be improved as they will be able to have normal emotional and cognitive responses to situation and they will be less likely to have health problems such as chest pain. Employees will also feel motivation to go to work rather than dreading to go to work, as they feel that their workspace is a safe space where they will not feel pressurised and irritated by the conditions in which they work. The quality of work done by employees will also be augmented as they are working in a work environment which is more adjacent to their ideal work conditions, this will lead to tasks being done better by employees and may even result in an economical improvement for the organisation. By addressing work related stress individuals lives and organisations will improve.

IMPACTS OF WORK RELATED STRESS ON EMPLOYEES AND ORGANISATIONS:

There are many consequences of work related stress on employees, which will also impact the whole organisation as the workers are the individuals who are a major component as to why organisations are running in terms of business. For employees exposure to risk factors at work may result in stress reactions the risk factors are factors such as job content, workload and organisational culture. The stress reactions can be psychological and physical and these may have an emotional, cognitive, behavioural and physiological nature. Physiological responses to these risk factors may be an increased heart rate and blood pressure, behavioural responses to these risk factors may be aggressive and impulsive behaviour. When these stress reactions happen continuously for a prolonged period of time they can transgress into long term less reversible health disorders such as Musco skeletal problems and chronic fatigue. These health issues can lead to work-related stress which can have an impact on an organization's productivity and resiliency in addition to individual health.

IMPACTS OF WORK RELATED STRESS ON EMPLOYEES AND ORGANISATIONS

There are multiple consequences which are as a direct result of a poor psychosocial working environments and also stress, these can all lead to less productivity and morale amongst employees resulting in damage to the organisation. As the employees are less productive this also has an impact on the productivity of an organisation due to employees being a constituent part of the organisations body. Organisations also tend to focus on the physiological health of employees such as disease as opposed to the mental health of employees, by neglecting the mental health of employees many long term negative effects occur which are usually long term, causing the quality of life for workers to be low. work related stress can also lead to negative effect of self acceptance, a purpose in life, self growth and relationships with others, it also leads to a decrease in job satisfaction which can lead to a decrease in customer satisfaction an overall negatively impacting. Work related stress can also have a profound impact on depression amongst individuals with them being more likely to be depressed

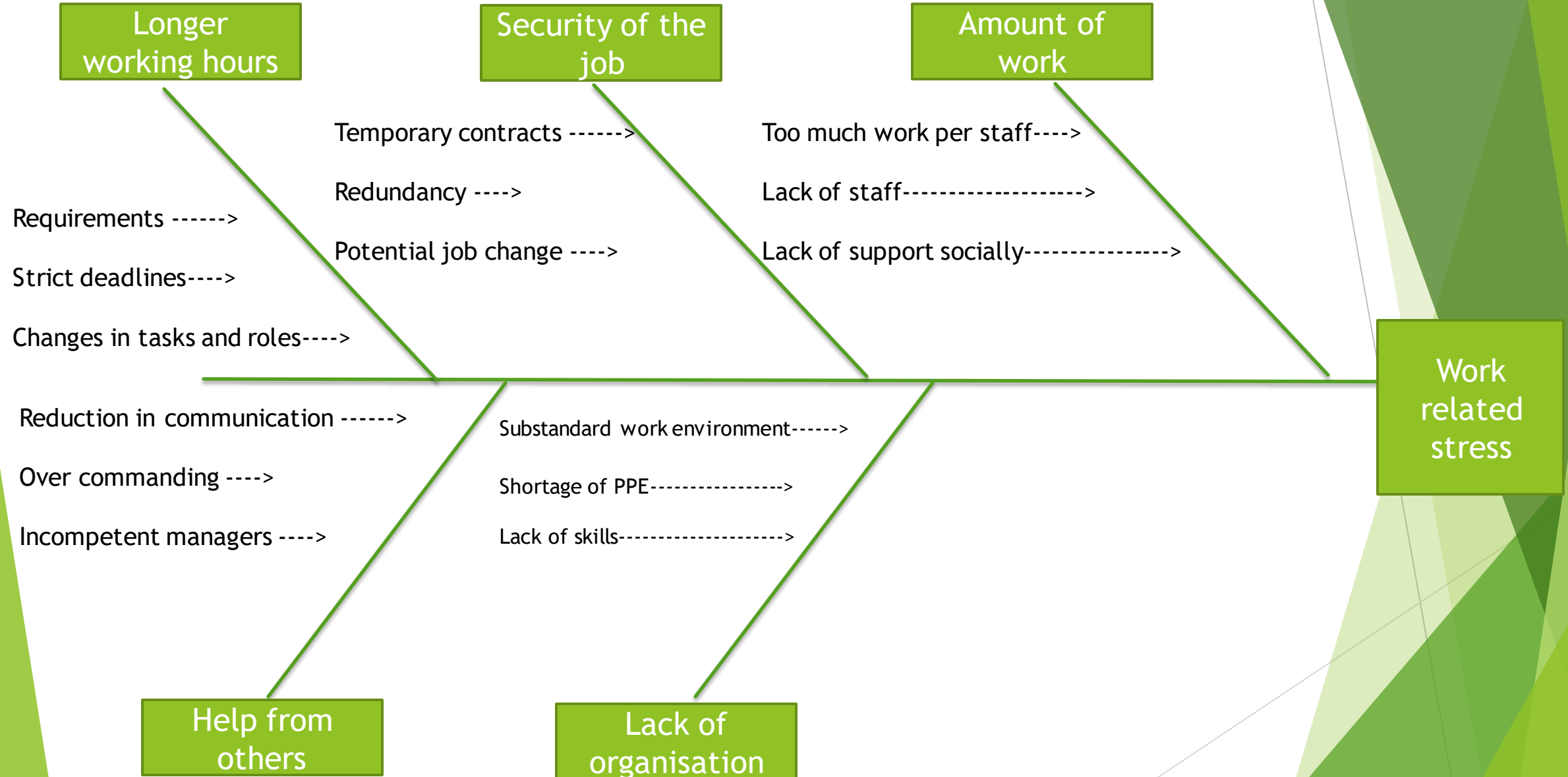
PESTEL ANALYSIS OF WORK RELATED STRESS

There has been a drastic change in the nature of work due to a range of factors such as globalisation, advancements in technology, immigration and the rise of knowledge based economy, these changes have also brought with them new risk factors for people in the workplace consequently many government policies have been put in place to prevent these risk problems into becoming a serious problem. Globalisation has ushered in a new era of widespread competition. Firms are battling it out commercially and technologically to satisfy the demands of an economy that is particularly susceptible to demand changes. In order to gain greater market share, they are being forced to enhance their innovation efforts and generate a constant stream of new products and services. It necessitates constant change dynamics, driving businesses to adopt more flexible organisational and production models, as well as to incorporate market logic into their manufacturing processes. This could lead to workers being asked more of their job in order to help companies keep up with the changing market which could lead to an increase in work related stress.

PESTEL ANALYSIS OF WORK RELATED STRESS

There are also social factors which can contribute towards work related stress which can root from an individuals relationship with others and their status in society, this could mean that they do not feel comfortable with other which could also result in work related stress. With the advancements of technology there is now no need to be physically in each others presence in order to co operate the use of interconnection to a companies computer systems can aid in making the organisations distant work possible, however this can reduce social interactions between employees and may also be a contributing factor towards work related stress as people are not interacting physically but virtually. There have been laws instilled to help ensure that the health and safety of workers is protected, for example the working time regulation 1998 (Stress Management Society, 2015) which ensures that workers are to have a day off every week and that a break of 20 minutes is required if their working hours are over 6 hours, these types of policies can help reduce work related stress by giving employees a piece of mind that they are entitled to some breaks to prevent them from over working.

CAUSE AND EFFECT FISH DIAGRAM



SOLUTIONS TO REDUCE WORK RELATED STRESS

There are many methods and strategies that can be used to help manage and deter work related stress. These preventions can be done at a primary, secondary and tertiary level. A primary intervention is proactive and preventative, a secondary intervention is enhancive and a tertiary prevention is reactive. The goal of a primary intervention is to alter the nature of the stressor before workers symptoms or diseases that are stress related, a secondary preventions goal is to equip workers with the knowledge and tools needed to cope with stressful situations and the goal of a tertiary intervention is to treat, pay for and rehabilitate workers with on going stress-related disease or symptoms. The development of solutions that thoroughly address the antecedents of work stress (psychosocial and organisational risks) and their effects on employee health must be part of stress management and prevention. This usually necessitates practitioners and organisations moving away from single interventions or types of interventions and toward programmes that employ a combination of interventions in response to a thorough and suitable understanding of the problem.

SOLUTIONS TO REDUCE WORK RELATED STRESS

Such strategies are typically drawn from all three intervention levels: removing psychosocial risks in the workplace to prevent or reduce stress (primary); training employees to better handle their work situation while providing them with resources to optimise their coping abilities and enhance their resiliency to stress in order to reduce its impact on their health and well-being (secondary); and, for those who are severely affected by stress and ill (tertiary). Possible solutions for organisations to help manage work related stress are longer holidays, flexible working hours, better wages and training courses all of these can help to alleviate the stress of individuals by not only making them better equipped for their roles but also helping them to relax and calm down which may result in a reduction in stress level.

PMI CHART

Possible simple solutions to get rid of work related stress:

- ▶ **Changing your job**
- ▶ Asking for more support from management
- ▶ Request sensible hours
- ▶ Request some medical support from GP

P	M	I
More enjoyment 6	Missing old job -3	Increased experience 3
Better wages 8	Increased work loads -5	Increased knowledge 3
Finding new friends 8	New training -6	Learning new things 2
Job location 8	Losing current friends -7	Learning different road routes 4

CONCLUSION

In conclusion there are many factors in causing work related stress and there are also various negative impacts on the quality of lives of individuals, with the quality of employees lives being ruined due to the work that they have to endure in day to day life. However there are also many preventive measures which can take place within organisations to help facilitate employees to get the help that they require, for example focusing on the mental health of workers could be a priority of organisations globally to aid in tackling the situation of work related stress as work related stress can transgress into worser situations for people such as depression, this shouldn't be the case for individuals as health is a human right which everyone is entitled to so therefore the health of employees should be a concern of everyone with the majority of the human population globally being subjected to long hours of work daily. So there should be collective agreements amongst big businesses to help ensure the safety on not just physical health but also the mental health of employees.

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