

Burn out in corporate Employees

WHAT IS JOB STRESS?

Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Job stress can lead to poor health and even injury.

PRIMARY CAUSE OF JOB STRESS

- Personality Type A Competitiveness
- Time urgency Hostility
- Type B Moderate ambitiousness Accommodating attitude Focus on quality over quantity
The more skilled at job, the less is stress
Social support Having close friends and family on whom you can count has far-reaching benefits for your health.
- Lack of control; Time/deadline pressure
- Poor relationships
- Excessive travel
- Lack of consultation/communication
- Work overload
- Understaffing
- Organizational change
- Threat of redundancy Working conditions

Burn out Health care expenditures are nearly 50% greater for workers who report high levels of stress.

Most organizations have no idea just how much employee stress costs them each year. A 1990 study by the Princeton, NJ, firm of Foster Higgins & Co. indicated that corporate health benefits cost the average company 45 percent of its after-tax profits. With research implicating stress in 60 percent to 90 percent of medical problems, companies cannot afford to ignore the huge health-care expense employee stress creates. Although the relationship between stress and health care costs has received considerable attention, the true price tag is far greater than health care costs alone. Studies show that stress adds to the cost of doing business in a number of ways.

EFFECTS OF STRESS

Absenteeism

Stressed-out employees are more likely to miss work both as a coping mechanism and due to health-related problems. A recent study published in the American Journal of Health Promotion found that workers experiencing high stress were over two times more likely to be absent more than five times per year.

Litigation

Litigation is becoming an increasingly more common occurrence - not just in the workers compensation system, but in employer-employee relations. The feeling of powerlessness, a major contributor to employee stress, also contributes to the desire for retribution.

Grievances

Frequent grievances are both a legitimate warning sign that organizational problems exist and a less extreme way of expressing powerlessness, which in itself indicates organizational problems

Accidents

Stress causes a narrowing of attention, preoccupation, and fatigue - a sure recipe for workplace injuries. Stressed-out employees trying to do more with less are also likely to take shortcuts which lead to accidents.

Errors of Judgment and Action

When people are under stress, they become preoccupied with the issues troubling them. Stress also causes attention to narrow, creating a sort of "tunnel vision."

Conflict and Interpersonal Problems

With a more diverse work force, the increased use of teams, and our increasingly more service-based economy, interpersonal demands on employees are increasing.

Violence

More than half of 500 managers from both large and small companies surveyed in 1994 reported incidents and threats of violence in the previous four years, according to a study by the American Management Association.

Resistance to Change

Many attempts at organizational change and improvement fail because of employees' resistance to change.

What Can We Do?

The first step for risk managers - or any professional seeking to help their organization minimize the cost of stress - is to learn more about how stress affects people. By understanding this, risk managers can more clearly and compellingly communicate the depth and breadth to which stress compromises employee performance. Successfully addressing stress is not a simple or an easy task.

By,

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