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ETIOLOGICAL FACTORS DETERMINING OCCUPATIONAL STRESS

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საწარმოო (პროფესიული) სტრესის განმაპირობებელი ეტიოლოგიური ფაქტორები

კვებისა და ასაკობრივი მედიცინის, გარემოსა და პროფესიული ჯანმრთელობის დეპარტამენტი, თსსუ, საქართველო

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რეზიუმე

პროფესიული სტრესი არის ინდივიდისა და შესასრულებელი სამუშაოს ინტერაქციის შედეგად აღმოცენებული მდგომარეობა. ის მომდინარეობს საწარმოო გარემოდან და წარმოადგენს ორგანიზაციაში არსებულ სიტუაციაზე პასუხს, რომელიც შეიძლება იყოს როგორც ადექვატური, ასევე არაადექვატური. აღმოცენდება იმ შეუსაბამო მოთხოვნების შედეგად, რასაც ორგანიზაცია უყენებს დასაქმებულს და იწვევს ინდივიდში ფიზიოლოგიურ, ემოციურ, ქცევით და კოგნიტურ ცვლილებებს. სტრესული სიტუაციები ორგანიზაციებში მნიშვნელოვან გავლენას ახდენს თანამშრომელთა საქმიანობის ხარისხზე. წარმოიქმნება მნიშვნელოვანი სირთულეები დასახული ამოცანების შესრულებისა და ორგანიზაციის სტრატეგიული მიზნების მიღწევის გზაზე.

სტრესის გამომწვევი ფაქტორების ცოდნა და მათთვის განსაკუთრებული ყურადღების დათმობა ქმნის დასაქმებულში ჯანმრთელობის დარღვევების განვითარების ალბათობის შემცირების, საზოგადოებისთვის სრულფასოვანი წევრის შენარჩუნების და, შესაბამისად, ქვეყნის ეკონომიკური განვითარების ზრდის შესაძლებლობას.

In recent years, the word "stress" has been actively used in people's lives. Some types of workplaces appear to be stressful. According to the World Health Organization, 45% of all illnesses are related to stress. However, some experts believe that this figure exceeds the official data by 2 times [6]. Daily professional activities of modern people are accompanied by an increase in mental and intellectual loads. The rhythm of modern tense life increases the chances of developing more professional stress and the number of "stressful" professions as well [6,7,8].

Occupational stress is a condition arising from the interaction of an individual and the work one has to do. It comes from the industrial environment and is a response to the situation in the organization, which can be both adequate and inadequate. It arises as a result of inappropriate demands that the organization places on the employee and generates physiological, emotional, behavioral, and cognitive changes in an individual. Stressful situations in organizations have a significant impact on the quality of employee performance. Significant difficulties arise in accomplishing the set tasks and achieving the strategic goals of the organization.

This form of stress originates in the case of tense working conditions, inappropriate work schedules, interpersonal relationships, unfair and incorrect distribution of duties, as well as when the employee's knowledge, skills, resources are not sufficient to perform specific tasks. In the team, due to professional stress, the imbalance of group activities leads to a decrease in the quality of performance, leading to personal dissatisfaction in each member of the team, staff turnover, and other negative consequences. The occurrence of stressful situations is related to the independent and combined action of various unfavorable factors.

Occupational burnout - this is a syndrome caused by the complex impact of industrial harmful factors in the work environment, resulting from chronic stress, characterized by serious depletion of human energy resources. Occupational burnout is a very dangerous phenomenon. People work a lot, but the result is insignificant compared to the work performed. His/her resources, both psychological and

professional, are wasted. There are many social or personal reasons for "professional burnout", but the main one is the chronically developed and established stress, which negatively affects personal growth and development. "Burned out" people are an extra burden for other staff as well, as the phenomenon of "chain reaction" inevitably manifests itself. Such people subconsciously transfer their feelings to other members. That is, they transfer their depressed mood and irritability to other members of the staff. The causes of occupational stress can be grouped into direct and indirect ones. Individual characteristics: professionalism, psychological and physiological conditions of the employees are considered to be the direct causes. Indirect causes can be considered cases related to the difficulty of performing the job, conflict with the supervisor, and communication problems. The following are considered the stressors:

- The unhealthy social environment in enterprises;
- Physical characteristics of the work process;
- Irrational time management;
- Individual-dispositional signs;
- Biological characteristics of a person;
- Job requirements and responsibilities;
- Remuneration system.

It is noteworthy to state that the modern reality creates new stressors, the consideration of which is very important for both the public and employers: during the pandemic of Covid-19, medical and technical staff working with covid-19 patients, in contrast to the usual conditions, in addition to other industrial hazards suffer from severe stress, caused by a high risk of possible covid-19 infection and stress due to the increased risk of spreading the infection to their family members and loved ones.

Occupational stress causes psycho-somatic disorders, emotional disorders, and behavioral dysfunctions in employees, which ultimately negatively affects the functioning of the organization itself [1,2,3,4,5]. Stress results in chronic fatigue, decreased appetite, sudden weight loss, or gain. At first, these signs are slightly pronounced, although later it may lead to severe disease. Stress can lead to memory loss, alcohol and tobacco abuse. Work ability is reduced, therefore, the organization also suffers.

Occupational stress is a risk for an employee to fall into a deep depression and eventually end up in a psychiatric clinic. These people experience chronic fatigue, bad mood, negative attitude towards work, colleagues, and clients, insomnia, pessimism, depression, low self-esteem, feeling of helplessness. Prolonged ongoing occupational stress causes many common diseases such as arterial hypertension, angina pectoris, hyperacid gastritis, peptic ulcer, a disease of the stomach and duodenum, diabetes mellitus, thyroid pathologies, etc.

There are certain signs that an organization's management can determine if its employees are in a stressful situation. In addition, certain mechanisms for the prevention and control of occupational stress may be used. The most important of these are the right selection of professional human resources and adequate distribution of staff on the job positions. An experienced approach to deal with professional stress is a system of training, participation in on-site seminars, which is quite expensive and involves giving employees a broad and thorough understanding of the organization's culture. Trainings work well, in which at the same time it is considered to organize holidays and rest for the employees in an informal environment, to combine pleasure and usefulness, to get acquainted with stress coping strategies.

As practice shows, professional stress in organizations does not belong to the events and processes that can be effectively managed only based on life experience. This requires the refinement of the theoretical and practical methodological system of occupational stress management and its implementation.

Knowledge of stressors and paying special attention to them creates an opportunity to reduce the likelihood of developing health disorders in the employees, maintain high-quality successful members of society, and, consequently, increase the economic development of the country.

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ФАКТОРЫ ОПРЕДЕЛЯЮЩИЕ ПРОИЗВОДСТВЕННЫЙ (ПРОФЕССИОНАЛЬНЫЙ) СТРЕСС

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РЕЗЮМЕ

Профессиональный стресс - состояние возникающее интеракцией между индивидом и его работой. Стресс развивается в производственной среде и является ответом на влияние производственных факторов, в том числе и психоэмоциональных. Ответ может быть адекватным и неадекватным и определяет развитие физиологических, эмоциональных, ментальных и патологических изменений в организме работающих. Идентификация и исследование стрессовых факторов на работе предупреждает развитие изменений здоровья работающих и сохранение полноценного члена общества, наряду с экономической стабильностью производства.

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SUMMARY

Occupational stress is a condition arising from the interaction of an individual and the work one has to do. It comes from the industrial environment and is a response to the situation in the organization, which can be both adequate and inadequate. It arises as a result of inappropriate demands that the organization places on the employee and generates physiological, emotional, behavioral, and cognitive changes in an individual. Stressful situations in organizations have a significant impact on the quality of employee performance. Significant difficulties arise in accomplishing the set tasks and achieving the strategic goals of the organization.

Keywords: occupational stress, health effects, occupational hazards, stressors.



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