P13. Stress in Work Life

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The International Labor Organization (ILO) has defined psychosocial factors as "interactions between job satisfaction, business organization and management, environmental and organizational conditions and workers' expertise and needs".

Job stress is harmful physical and emotional responses that occur when there is a mismatch between the needs of the worker and the skills, resources, or needs of a worker who changes the psychological and / or physical behaviors that diverge from the normal functions of the individual.

Stress is the second most common health problem after work-related musculoskeletal disorders. Work stress can affect the state of well being and production capacity.

According to a survey conducted across Turkey, more than half of employees (59%) stated that their stress levels had risen in the last year. The main reasons for working stress in Turkey are business (61%), customers (44%) and individual finance (42%). 66% of respondents said that working flexibly reduces stress.

Potential sources of work stress are:

• Environmental factors (physical, technical, general environment)

• Organizational factors (Task, role, structure, participation, leadership, rules)

• Individual factors (incompetence, family, death, divorce, lack of money)

• Individual differences (work experience, personality, age, gender, social economic status)

As a result of them:

• Physiological manifestations (Headache, heart, blood pressure)

• Psychological symptoms (sleep deprivation, depression, dissatisfaction)

• Behavioral symptoms (discomfort, accident, alcohol consumption)

• Organizational symptoms (absenteeism, reduced performance) arise.

Measures to be taken in the fight against work stress of employees:

1. Identifying stress sources correctly

2. Reducing and eliminating stress sources

3. Providing employees with stress experience

4. Giving employees information about stress results

5. Helping to be more effective in struggle with stress

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