FORMS AND METHODS FOR STUDY OF PROFESSIONAL STRESS

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ABSTRACT

The daily routine in an increasingly competitive working environment continually puts the working individual into stressful situations in different kinds and intensity. Field-specific studies indicate that as a result of workplace stressors, a number of mental, physical and behavioral reactions such as Burnout, depression and psychosomatic illnesses may occur. This stress, studied by many specialists, is presented in most scientific sources as a complex mental state unlike "standard stress". The present study aims to visualize and define the most appropriate methods and models for coping with stressors - a source of professional "burnout". The issue in question is also topical because of the fact that every fifth person involved in the service sphere is predisposed to it (working stress) and can be manifested at any moment. In order to strike a balance between work, professional satisfaction, pay and the end result, the emphasis given to the work environment is to imply an accustomed style and method of work, responsible administration, avoiding a stereotyped and template approach, and a proper assessment of work of the individual.

Key words: professional stress, stress factors, behavioral reactions, Burnout syndrome, work environment, professional satisfaction, psychosomatic diseases.

In the past twenty years, the problem of workplace stress has been attracting more and more attention to specialists from different fields - psychologists, sociologists, clinical professionals (doctors). There are numerous studies of the reasons for its occurrence, respectively ways of its prevention. To achieve the above, a stressful place is a fundamental place. Achieving this goal can only happen by defining specific ways of defining stress, namely distinguishing between types of causes and types of stress. An important place is also given to legislative measures. A striking example in this respect is given by the Member States of the European Union which, in addition to the prevention of distortion, also strongly build on legal forms and methods - the European directive on health and safety at work, obliging management units (managers) to "discover" and timely adjust the stress factors of the work environment.

It is precisely because of the pressure of the aggressive competitive environment in the

sphere of the servicing professions, the very limited human resources (in terms of qualification and competence) and the high number of aging populations (both in the country and globally), to a great extent predetermines the choice of work hand. On the other hand, it is unfortunate that, at present, the high salary offered is not the only and sufficient motivator for the choice of a given occupation by the workers. At present, quality of the work atmosphere is sought. At the forefront, demands are placed on organizations to provide or create more satisfying and more efficient jobs. (2)

In order to be objective in developing measures, methods and methods for learning, respectively solving the problem of stress in the workplace, is its definition, as a danger.

Numerous studies have shown that workplace stress can affect anyone working at any time in their business, no matter what position and scale, firm, enterprise, organization, or structure works for. As a result of this stress, a number of psychic, physical and behavioral reactions can occur, such as - lingering, depression and psychosomatic illnesses. (Cooper, 1998; Parker & Wall, 1998; Schaufeli

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& Enzman, 1998; Schaufeli, Maslach & Marek, 1993; Terluin, 1994; Houkes & Jansen, 2001). It is precisely this stress that affects most often the individuals involved in servicing people or in so-called helping professions.

The issue in question has a third aspect. Besides the social "effect" - mental and physical defeat, work stress also has an economic impact. It is it (stress at work) that provides the main share of workers retired due to mental disorders and mental illness. Thus, the loss of employers (for the European Union) amounts to about 20 billion euros a year (1).

The disclosure of the etiology, nature, and specific manifestations of stress in the workplace as one of the many adverse effects of Distrassa plays a key role in creating a comprehensive system of sociopsychological interventions geared to the productive and constructive professional behavior of service workers. It is inevitably related to the above-mentioned development of policies and strategies to combat this type of stress. It is necessary to synthesize a variety of solutions to model in a positive and successful way the given working society. All this would not be possible without implementing a health strategy adapted to the present conditions of our country. The strategy will be a key element in helping to achieve a state consensus in bringing together different bodies and institutions to meet certain health priorities. The construction of a health strategy is based on sources indicating the health status and current needs of the population in the particular region. The basics (in this direction) of the World Health Organization (WHO), consistent with the EU Health Committee, are also used as the cornerstone of each health strategy.

For a given health strategy to be successful, it must rely on an appropriate prophylactic program adapted to the country, region and population group. Several non-directional prophylactic programs have been used throughout the EU. The success of some is based on prophylactic stress management measures. Others have emphasized programs that minimize stress factors or enhance staff adaptability to psychosocial stress by enhancing their personal psychic skills and abilities. Here, we should note that all this would be even more successful if the actions of the implementation of the specific prophylactic program (in a given work environment) were to be coordinated with the occupational medicine specialists. It is the employees of the

STM, through their available data, able to apply the most appropriate program in the most appropriate way. Their research shows which programs and under what conditions are most effective. It is the merging of all units into a structure (management, employees, STMs and, if necessary, external specialists) would contribute to the definition, cycle and proper planning of the specific preventive program. Each such program essentially has to have constant elements that structure a cycle of six basic components: needs, purpose, strategic approaches, activities, application and monitoring. (Coper). Essence of stress - it is treated as a non-specific (physiological) response to the organism when a particular requirement is placed before it. Common Adoption Syndrome is commonly used. This tells us that there are several phases. The first is the phase of anxiety when the body mobilizes its adaptation resources to cope with the stressor. If the organism survives, the second phase of resistance (or resistance) occurs. In cases where the stress is prolonged and the adaptation energy of the organism is exhausted, the third phase of exhaustion occurs.

By analyzing and synthesizing what has been said here, taking into account many research and literary sources, we can conclude that some of the most common stressors among service workers are:

- Personal abilities (self-assessment);
- Overloading with work;
- Relationships with colleagues;
- Working conditions;
- Salary;

It is precisely because of the many types of stressors (stress factors) that the stress study at the workplace requires an interdisciplinary approach. Here the main focus is placed on the scientific field in which the research is carried out, with emphasis being placed on one or other dimension of the problem. When the purpose of our study covers a relatively small number of personality traits, the interaction approach is more appropriate. With greater scale of reach, most of the authors in this research direction rely on a systematic approach. From the point of view of the goals set, the respective forms and methods are used. There is a relatively large variety of methods that can be adapted - questionnaires, expert assessments, systematic observations, simulations, types of tests, etc. (3, 4).

The problem of workplace stress and prevention is multifaceted, this requires analysis and solving a number of complex

issues of organizational, normative, qualitative, behavioral, ethical and psychological nature.

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