

Impact Of Occupational Stress On Hotel Employees

Creating Healthy Workplaces Prof Sir Cary L Cooper CBE, Professor Caroline Biron, Professor Ronald J Burke. 2014-02-28 The contributions in *Creating Healthy Workplaces* include a number of interventions that relate the efforts undertaken by researchers and organizations together, to reduce stress and improve the mental and physical health of employees through positive change initiatives. Those working in the field of occupational stress have received criticism that too much emphasis has been placed on negative issues and that positive initiatives have been largely ignored. With the growing influence of the positive movement, this book explores the implications of using a positive approach as opposed to a stress management one and compares the types of interventions they each require. From a positive perspective, there is a need to understand the characteristics of healthy, thriving, and flourishing people and organizations. This book explores the implications of using a positive approach as opposed to a stress management one. Some of the interventions described in *Creating Healthy Workplaces* target individuals and their attitudes and behaviours, others target workplace relationships, work units and the wider organization. Outcomes such as reduced occurrences of smoking, obesity, depression, elevated blood pressure, accidents and workplace injuries, presenteeism, absence and staff turnover are reported. The factors associated with the success of these interventions are identified and advice is given as to how interested individuals and organizations might proceed to develop worksite interventions on their own.

Management of Tourism and Hospitality Services Rebecca Dei Mensah, Ishmael Mensah. 2013-09-30 What standards should tourism and hospitality practitioners adhere to? What goes into designing and delivering quality tourism and hospitality services? What management functions are necessary for the maintenance of high service standards? What critical issues confront the tourism industry today? The answers to these questions have been adequately addressed by this book which is indispensable to both students and practitioners of hospitality and tourism. This book provides insights into different segments of the tourism and hospitality industry, management functions, design and delivery of tourism and hospitality services as well as critical issues such as service quality and technological applications.

Stress and Quality of Working Life Ana Maria Rossi, James A. Meurs, Pamela L. Perrewé. 2017-07-01 Work-related stress is costly not only to employees, but also to organizations and society. For example, it is estimated that work-related stress, depression, and anxiety costs British employers £1,035 per employee and that workplace stress costs the US economy up to \$300 billion annually. However, elevated levels of stress often cannot be changed, and, if demands were not placed on employees, employee learning, organizational innovation, and societal economic growth would be hindered. Consequently, it is vital that occupational health practitioners, employees, employers and researchers strive to better understand and manage workplace stress, such that employee health and well-being can be improved. This book can assist organizations and individuals as they encounter workplace stress. This edition highlights research done by 25 authors across 12 chapters that challenges how work stress is viewed and assessed. Additionally, a number of social and psychological influences on the stress experience are examined. Our beliefs and expectations of stress and its results, whether helpful or hurtful, can have a profound influence on our stress experiences. Also, the way that we approach our work (e.g., job crafting) or the treatment we receive from others (e.g., with dignity) can either mitigate or exacerbate any harmful or beneficial effects of stress. Moreover, how we assess the psychological (e.g., burnout and well-being) or physiological (e.g., cortisol) outcomes of stress are meaningful, and the proper diagnosis of stress (e.g., stress surveys) underlies our understanding. We hope that the findings reported in these chapters and the insights of

these scholars will provide ways for you and/or your organization to improve the health and well-being of employees.

Stress Prevention in the Workplace Cary L. Cooper, Paula Liukkonen, Susan Cartwright, European Foundation for the Improvement of Living and Working Conditions. 1996 Recog: 1. The problem of Workplace Stress -- 2. The Case Studies -- 3. The Organizational and Economic Costs of Stress: A Measurement Perspective -- 4. Organizational Stress Intervention Strategies: Current Practices -- 5. Towards the Creation of Healthy Organization-The Wider Implications.

Obese Humans and Rats (Psychology Revivals) Stanley Schacter, Judith Rodin. 2014-10-14 Originally published in 1974, this volume examines the behavioural similarities of obese humans and animals whose so-called feeding centre (the ventro-medial hypothalamic nuclei) has been lesioned. Both the obese human and the VMH-lesioned animal seem to share a hyposensitivity to the internal (physiological) cues to eating and hypersensitivity to external cues associated with food. Beginning with a review, these obese animals and the human obese are compared point by point on experimental results reported in the literature. Then, new findings are presented that specifically tested humans for relationships that are well-established for lesioned animals. Next, a theoretical framework integrates the human and animal data to postulate that the relationship of cue prominence and probability of response is stronger for the obese than for normal. The causes for this, and the extension of the basis for the obese's eating behaviour to other areas, are discussed in light of further experiments that will make this invaluable reading for all concerned with the history of obesity and the issues of regulatory behaviour.

Ask a Manager Alison Green. 2018-05-01 From the creator of the popular website Ask a Manager and New York's work-advice columnist comes a witty, practical guide to 200 difficult professional conversations—featuring all-new advice! There's a reason Alison Green has been called “the Dear Abby of the work world.” Ten years as a workplace-advice columnist have taught her that people avoid awkward conversations in the office because they simply don't know what to say. Thankfully, Green does—and in this incredibly helpful book, she tackles the tough discussions you may need to have during your career. You'll learn what to say when • coworkers push their work on you—then take credit for it • you accidentally trash-talk someone in an email then hit “reply all” • you're being micromanaged—or not being managed at all • you catch a colleague in a lie • your boss seems unhappy with your work • your cubemate's loud speakerphone is making you homicidal • you got drunk at the holiday party Praise for Ask a Manager “A must-read for anyone who works . . . [Alison Green's] advice boils down to the idea that you should be professional (even when others are not) and that communicating in a straightforward manner with candor and kindness will get you far, no matter where you work.”—Booklist (starred review) “The author's friendly, warm, no-nonsense writing is a pleasure to read, and her advice can be widely applied to relationships in all areas of readers' lives. Ideal for anyone new to the job market or new to management, or anyone hoping to improve their work experience.”—Library Journal (starred review) “I am a huge fan of Alison Green's Ask a Manager column. This book is even better. It teaches us how to deal with many of the most vexing big and little problems in our workplaces—and to do so with grace, confidence, and a sense of humor.”—Robert Sutton, Stanford professor and author of *The No Asshole Rule* and *The Asshole Survival Guide* “Ask a Manager is the ultimate playbook for navigating the traditional workforce in a diplomatic but firm way.”—Erin Lowry, author of *Broke Millennial: Stop Scraping By and Get Your Financial Life Together*

Power, Politics, and Political Skill in Job Stress Christopher C. Rosen, Pamela L. Perrewé. 2017-08-31 This volume focuses on the connections between social influence processes, broadly defined (e.g., power, politics, political skill and influence), and employee stress, health, and well-being.

Stress & Well-being at Work James C. Quick, Lawrence R. Murphy, Joseph J. Hurrell. 1992-01-01 The second of two volumes to result from a national conference on work and well-being cosponsored by the APA [American Psychological Association] and the National Institute for Occupational Safety and Health, this book investigates one of the most pivotal issues in the field of occupational mental health. Authors with backgrounds ranging

from research to practice identify and analyze factors that contribute to and indicate stress among employees. With an eye to productivity and workplace constraints, they then document and discuss methods of both stress management and prevention.

Preventing Work Stress Lennart Levi.1981 Monograph on prevention of mental stress through improvement of the work environment - covers the impact of technological change, considers high risk groups (young and old workers), stress behavioural reactions at work, how to improve occupational safety, work organization, etc., And includes recommendations. ILO mentioned. Diagrams, graphs and references.

OCCUPATIONAL STRESS, JOB PERFORMANCE AND JOB SATISFACTION Dr. M. Santhi,Dr. P. Niranjan Reddy.

The Service Profit Chain W. Earl Sasser,Leonard A. Schlesinger,James L. Heskett.1997 In this pathbreaking book, world-renowned Harvard Business School service firm experts James L. Heskett, W. Earl Sasser, Jr. and Leonard A. Schlesinger reveal that leading companies stay on top by managing the service profit chain. Why are a select few service firms better at what they do -- year in and year out -- than their competitors? For most senior managers, the profusion of anecdotal service excellence books fails to address this key question. Based on five years of painstaking research, the authors show how managers at American Express, Southwest Airlines, Banc One, Waste Management, USAA, MBNA, Intuit, British Airways, Taco Bell, Fairfield Inns, Ritz-Carlton Hotel, and the Merry Maids subsidiary of ServiceMaster employ a quantifiable set of relationships that directly links profit and growth to not only customer loyalty and satisfaction, but to employee loyalty, satisfaction, and productivity. The strongest relationships the authors discovered are those between (1) profit and customer loyalty; (2) employee loyalty and customer loyalty; and (3) employee satisfaction and customer satisfaction. Moreover, these relationships are mutually reinforcing; that is, satisfied customers contribute to employee satisfaction and vice versa. Here, finally, is the foundation for a powerful strategic service vision, a model on which any manager can build more focused operations and marketing capabilities. For example, the authors demonstrate how, in Banc One's operating divisions, a direct relationship between customer loyalty measured by the depth of a relationship, the number of banking services a customer utilizes, and profitability led the bank to encourage existing customers to further extend the bank services they use. Taco Bell has found that their stores in the top quadrant of customer satisfaction ratings outperform their other stores on all measures. At American Express Travel Services, offices that ticket quickly and accurately are more profitable than those which don't. With hundreds of examples like these, the authors show how to manage the customer-employee satisfaction mirror and the customer value equation to achieve a customer's eye view of goods and services. They describe how companies in any service industry can (1) measure service profit chain relationships across operating units; (2) communicate the resulting self-appraisal; (3) develop a balanced scorecard of performance; (4) develop a recognitions and rewards system tied to established measures; (5) communicate results company-wide; (6) develop an internal best practice information exchange; and (7) improve overall service profit chain performance. What difference can service profit chain management make? A lot. Between 1986 and 1995, the common stock prices of the companies studied by the authors increased 147%, nearly twice as fast as the price of the stocks of their closest competitors. The proven success and high-yielding results from these high-achieving companies will make *The Service Profit Chain* required reading for senior, division, and business unit managers in all service companies, as well as for students of service management.

Psychosocial Job Dimensions and Distress/Well-Being: Issues and Challenges in Occupational Health Psychology Renato Pisanti,Anthony J. Montgomery,James Campbell Quick.2018-02-01 Over the last three decades a large body of research has showed that psychosocial job dimensions such as time pressure, decision authority and social support, could have significant implications for psychological distress and well-being. Theoretical models, such as the job demand-control-social support model (JDSC model), the effort-reward imbalance model (ERI model), the job demands-resources model (JDR model) and the vitamin model suggest that distress and positive dimensions at work (well being and motivation) can be

considered as two sides of the same coin. If the job is designed to provide the right mix of psychosocial job dimensions (e.g., optimal time pressure, decision authority and social support), work can boost job engagement and well-being as well as productive behaviors at work. When the job is not designed in an optimal way (e.g., too much time pressure and too little decision authority) work can trigger stress reactions and burnout. Although some insight has been gained on how job dimensions could predict distress and well-being, and also into the dimensions that might moderate and mediate these associations; research still faces several challenges. Firstly, most of this research has been cross-sectional in nature, thus making it difficult to conclude on the long-term effects of psychosocial job dimensions. Another challenge concerns how the contextual dimensions can be incorporated into micro-levels models on employee stress and well-being. Nowadays, work is carried out in the context of a wider environment that includes organizational variables. So far the role of the organizational variables in the theoretical frameworks for explaining the relationships between psychosocial job dimensions, employee distress and well-being, has often been underplayed. The main aim of this research topic is to bring together international research from different theoretical and methodological perspectives in order to advance knowledge and practice in the field of work stress.

Havana Syndrome Robert W. Baloh, Robert E. Bartholomew. 2020-03-19 It is one of the most extraordinary cases in the history of science: the mating calls of insects were mistaken for a “sonic weapon” that led to a major diplomatic row. Since August 2017, the world media has been absorbed in the “attack” on diplomats from the American and Canadian Embassies in Cuba. While physicians treating victims have described it as a novel and perplexing condition that involves an array of complaints including brain damage, the authors present compelling evidence that mass psychogenic illness was the cause of “Havana Syndrome.” This mysterious condition that has baffled experts is explored across 11-chapters which offer insights by a prominent neurologist and an expert on psychogenic illness. A lively and enthralling read, the authors explore the history of similar scares from the 18th century belief that sounds from certain musical instruments were harmful to human health, to 19th century cases of “telephone shock,” and more contemporary panics involving people living near wind turbines that have been tied to a variety of health complaints. The authors provide dozens of examples of kindred episodes of mass hysteria throughout history, in addition to psychosomatic conditions and even the role of insects in triggering outbreaks. *Havana Syndrome: Mass Psychogenic Illness and the Real Story Behind the Embassy Mystery and Hysteria* is a scientific detective story and a case study in the social construction of mass psychogenic illness.

Stress and Work John M. Ivancevich, Michael T. Matteson. 1980

Work and Family--allies Or Enemies? Stewart D. Friedman, Jeffrey H. Greenhaus. 2000 Offers a lens for viewing the real struggles that business professionals - particularly women - face in their daily battle to find ways of 'getting a life' and 'having it all' based on a pioneering study that surveyed more than 800 business professionals.

Low-Wage America Eileen Appelbaum, Annette Bernhardt, Richard J. Murnane. 2003-09-04 About 27.5 million Americans—nearly 24 percent of the labor force—earn less than \$8.70 an hour, not enough to keep a family of four out of poverty, even working full-time year-round. Job ladders for these workers have been dismantled, limiting their ability to get ahead in today's labor market. *Low-Wage America* is the most extensive study to date of how the choices employers make in response to economic globalization, industry deregulation, and advances in information technology affect the lives of tens of millions of workers at the bottom of the wage distribution. Based on data from hundreds of establishments in twenty-five industries—including manufacturing, telecommunications, hospitality, and health care—the case studies document how firms' responses to economic restructuring often results in harsh working conditions, reduced benefits, and fewer opportunities for advancement. For instance, increased pressure for profits in newly consolidated hotel chains has led to cost-cutting strategies such as requiring maids to increase the number of rooms they clean by

50 percent. Technological changes in the organization of call centers—the ultimate disposable workplace—have led to monitoring of operators' work performance, and eroded job ladders. Other chapters show how the temporary staffing industry has provided paths to better work for some, but to dead end jobs for many others; how new technology has reorganized work in the back offices of banks, raising skill requirements for workers; and how increased competition from abroad has forced U.S. manufacturers to cut costs by reducing wages and speeding production. Although employers' responses to economic pressures have had a generally negative effect on frontline workers, some employers manage to resist this trend and still compete successfully. The benefits to workers of multi-employer training consortia and the continuing relevance of unions offer important clues about what public policy can do to support the job prospects of this vast, but largely overlooked segment of the American workforce. *Low-Wage America* challenges us to a national self-examination about the nature of low-wage work in this country and asks whether we are willing to tolerate the profound social and economic consequences entailed by these jobs. A Volume in the Russell Sage Foundation Case Studies of Job Quality in Advanced Economies

Causes, Coping and Consequences of Stress at Work Cary L. Cooper, Roy Payne. 1990

Occupational Stress and Coping Strategies G. Kavitha. 2009 Study on job stress of bank employees; conducting in Erode District, Tamil Nadu, India.

Organizational Stress Cary L. Cooper, Philip J. Dewe, Michael P. O'Driscoll. 2001-02-06 This book examines stress in organizational contexts. The authors review the sources and outcomes of job-related stress, the methods used to assess levels and consequences of occupational stress, along with the strategies that might be used by individuals and organizations to confront stress and its associated problems. One chapter is devoted to examining an extreme form of occupational stress—burnout, which has been found to have severe consequences for individuals and their organizations. The book closes with a discussion of scenarios for jobs and work in the new millennium, and the potential sources of stress that these scenarios may generate.

Nineteen Eighty-Four George Orwell. 2021-01-09 *Nineteen Eighty-Four*: A Novel, often published as 1984, is a dystopian social science fiction novel by English novelist George Orwell. It was published on 8 June 1949 by Secker & Warburg as Orwell's ninth and final book completed in his lifetime. Thematically, *Nineteen Eighty-Four* centres on the consequences of totalitarianism, mass surveillance, and repressive regimentation of persons and behaviours within society. Orwell, himself a democratic socialist, modelled the authoritarian government in the novel after Stalinist Russia. More broadly, the novel examines the role of truth and facts within politics and the ways in which they are manipulated. The story takes place in an imagined future, the year 1984, when much of the world has fallen victim to perpetual war, omnipresent government surveillance, historical negationism, and propaganda. Great Britain, known as Airstrip One, has become a province of a totalitarian superstate named Oceania that is ruled by the Party who employ the Thought Police to persecute individuality and independent thinking. Big Brother, the leader of the Party, enjoys an intense cult of personality despite the fact that he may not even exist. The protagonist, Winston Smith, is a diligent and skillful rank-and-file worker and Outer Party member who secretly hates the Party and dreams of rebellion. He enters into a forbidden relationship with a colleague, Julia, and starts to remember what life was like before the Party came to power.

Managing the Risk of Workplace Stress Sharon Clarke, Cary L. Cooper. 2004 Based on original research findings, it provides a comprehensive source of theoretical and practical information for students and practitioners alike.

Psychological Stress in the Workplace (Psychology Revivals) Terry A. Beehr. 2014-06-17 Originally published in 1995, this book was the most up-to-date and comprehensive account of research on occupational stress at the time. It identifies the sources, consequences and treatments of stress

in the workplace from the perspective of organizational psychology and makes clear recommendations for future work in this area. Terry Beehr discusses how role ambiguity and conflict act as stressors in the workplace, and discusses the characteristics of the job and the organization itself that can adversely affect performance. He examines the effects of stress in the workplace and describes methods that can be used to alleviate the problem, both at the individual and organizational level. In addition, the book is illustrated with many examples from field research over the author's twenty years of experience in studying the workplace. This book will be of considerable interest to students and researchers in occupational psychology, as well as managers and trainers. Terry Beehr is still working in this field today.

Charting a Sustainable Future of ASEAN in Business and Social Sciences Naginder Kaur, Mahyudin Ahmad. 2020-07-23 This volume showcases selected conference papers addressing the sustainable future of ASEAN from the perspectives of business and social science disciplines. In addressing the 17 Sustainable Development Goals (SDGs) envisioned by the United Nations in the domains of environment, health and well-being, posing potential means of reducing inequalities globally, the authors target specific issues and challenges confronting the fast-growing region of ASEAN and present suggestions for co-operation and commitment from governments, non-governmental organisations (NGOs) and society at large, in line with the ASEAN Vision 2020. Papers are selected from the 3rd International Conference on the Future of ASEAN (ICoFA) 2019, organised by Universiti Teknologi MARA in Malaysia, whose conference theme "Charting the Sustainable Future of ASEAN" enables intellectual discourse on sustainability issues from business and the social sciences, as well as science and technology. The selection of papers is published in two volumes, comprising scholarly and practical insights into sustainability in ASEAN. This first volume of papers from business and social science scholars will be of interest to researchers and policymakers interested in sustainability developments in the ASEAN region.

Thriving Under Stress Thomas W. Britt, Steve M. Jex. 2015-04-01 We have all experienced work conditions that tax our ability to cope. Many of us have experienced these demands for long periods of time and have developed psychological, and even physical, problems. Most employees can also recall times when they have dealt with the stress they were under at work, even coming out stronger. What helps employees to perform well and stay healthy under high levels of stress? What are the factors that distinguish those employees? What are the best ways to recover from a stressful day at work? How can employees proactively address stressors they encounter at work, and how can they move from coping to thriving in the workplace? *Thriving Under Stress* illuminates the ways stressful working conditions can produce positive outcomes when employees approach demands in the right way, focus on the meaning and significance of their work, and recover appropriately from stressful working conditions, both during the day and when at home. Britt and Jex encourage employees to view themselves as active constructors of their work environment—capable of proactively addressing the burdens they encounter, instead of becoming passive recipients of work stressors.

How Healthy Are We? Orville Gilbert Brim, Carol D. Ryff, Ronald C. Kessler. 2019-06-25 Childhood, adolescence, even the twilight years have been extensively researched and documented. But the vast terrain known as midlife—the longest segment of the life course—has remained uncharted. How physically and psychologically healthy are Americans at midlife? And why do some experience greater well-being than others? The MacArthur Foundation addressed these questions head-on by funding a landmark study known as Midlife in the U.S., or MIDUS. For the first time in a single study, researchers were able to integrate epidemiological, sociological, and psychological assessments, as well as innovative new measures to evaluate how work and family life influence each other. *How Healthy Are We?* presents the key findings from the survey in three sections: physical health, quality of life and psychological well-being, and the contexts (family, work) of the midlife. The topics covered by almost forty scholars in a wide variety of fields are vast, including everything from how health and well-being vary with socioeconomic standing, gender, race, or region of the country to how middle-aged people differ from younger or older adults in their emotional experience and quality of life. This health—the study

measures not only health—the absence of illness—but also reports on the presence of wellness in middle-aged Americans. The culmination of a decade and a half of research by leading scholars, *How Healthy Are We?* will dramatically alter the way we think about health in middle age and the factors that influence it. Researchers, policymakers, and others concerned about the quality of midlife in contemporary America will welcome its insights. * Having a good life means having good relationships with others to almost 70% of those surveyed. Less than 40% mentioned their careers. * Reports of disruptive daily stressors vary by age, with young adults and those in midlife experiencing more than those in later adulthood. * Men have higher assessments of their physical and mental health than woman until the age of 60.

Job Insecurity and Union Membership Magnus Sverke.2004 In Europe, as well as in other industrialized economies all over the world, employment relations have undergone profound transformations over the last decades. Large numbers of workers have been displaced, involuntarily employed part-time, or hired on temporary employment contracts. The increasing flexibility in the staffing of organizations is experienced, by many employees, as a threat to the continuation of their employment relationships. A growing body of research suggests that such job insecurity can be of fundamental importance from the occupational health perspective as well as the managerial, due to its effects on employees' work attitudes and well-being. This book addresses the nature of job insecurity and investigates its consequences for individuals, the organizations they work for, as well as their labor unions. It also examines whether factors associated with union membership help employees to cope with employment uncertainty. The book is based on a European project involving Belgium, Italy, the Netherlands, and Sweden. Both individuals and organizations alike are harmed by the increased insecurity that prevails in working life today. By identifying and explaining those factors which result in job insecurity, and examining how the experience affects individuals, organizations, and unions, the authors wish to expand the body of knowledge concerning job insecurity. Such knowledge can lead to a greater focus on this phenomenon within working life, and result in greater effort being put into understanding how preventative measures can be implemented in the future.

Job Stress and Blue Collar Work Cary L. Cooper, Michael James Smith.1985 Study of mental stress, occupational diseases and occupational injuries experienced by manual workers in the UK - explores the trends in employees attitudes since 1970s, sociological aspects, reasons for lack of job satisfaction; reviews stressful working conditions, work pacing, the impact of stress on quality control inspection, the occupational health effects of work load and shift work, use of flexible hours of work and compressed working week etc.; discusses the effects of technological change, use of employee counselling programmes, etc.

Organizational Behavior Challenges in the Tourism Industry Aydin, ?ule, Dedeoglu, Bekir Bora, Çoban, Ömer.2019-12-27 Improving positive and reducing negative organizational behaviors in businesses are important in terms of organizational success as this will lead to an increase in employee organizational commitment and job satisfaction. Considering that the tourism industry has such a dynamic structure, it is obvious that behavioral issues in the industry need to be scrutinized. *Organizational Behavior Challenges in the Tourism Industry* is a collection of innovative research that aims to explore relevant theoretical frameworks in terms of organizational behavior issues and provides the opportunity for tourism organizations to understand their employees' behavior. While highlighting topics including emotional labor, deviant behavior, and organizational cynicism, this book is ideally designed for hotel managers, tour directors, restaurateurs, travel agents, business managers, professionals, researchers, academicians, and students.

Employee Health, Coping and Methodologies Pamela L. Perrewé, Daniel C. Ganster.2006-01-11 Presents an examination of occupational stress, health and well being, with particular emphasis on the multi-disciplinary nature of occupational stress. This book offers a critical assessment of issues in occupational stress and well being.

Marketing Research: Meaning, Measurement, Method Donald S. Tull, Del I. Hawkins. 1976

Managing Workplace Stress Susan Cartwright, Cary L. Cooper. 1997 `Written primarily for the employee, this book is a gold mine of easily assimilated information and ideas which should also be of value to anyone working in human resources' - Personnel Today` Much of the literature on stress tends to be either academic or research-based, or otherwise focuses on the more practical aspects of stress management. *Managing Workplace Stress* strikes a balance between the two in providing background and discussion that puts many areas of work-related stress into context, as well as giving helpful practical advice on managing particular stressors' - People Management. Stress in the workplace is an ever-increasing problem and its consequences, such as higher rates of absenteeism, reduced productivity and increased health compensation claims, are widespread. This book examines the causes of the increase in work-related stress. Susan Cartwright and Cary L. Cooper focus particularly on the stress created by organizational changes including job redesign, reallocation of roles and responsibilities, and the accompanying job insecurities. They highlight the everyday stressors likely to impact upon managers and employees - for example, working with difficult people and managing increased work loads - and offer useful strategies for dealing with these various situations.

Presenteeism at Work Cary L. Cooper, Luo Lu. 2018-07-31 Coming to work sick may do more harm than staying home - for the employee, the team, and the firm. Whilst the cost of absenteeism in organizations has been widely acknowledged and extensively examined, the counter-issue of 'presenteeism' has only recently attracted scholarly attention as a phenomenon that harms employee wellbeing, disrupts team dynamism, and damages productivity. This volume brings together leading international scholars from diverse scientific backgrounds, including occupational psychology, health, and medicine, to provide a pioneering review of the subject. International in scope, the collection incorporates both Western and East Asian perspectives, making it an informative resource for multinational companies seeking to formulate human resource strategies and better manage their culturally diverse workforce. It will also appeal to scholars and graduate students researching human resource management, organization studies, organizational health, and organizational psychology.

Stress Management in Work Settings Theodore F. Schoenborn. 1993-07

Stress and Quality of Working Life Ana Maria Rossi, James A. Meurs, Pamela L. Perrewé. 2015-10-01 It is an unfortunate reality that many employees experience elevated levels of stress at work. Feeling stressed has impacts beyond mere emotions. For example, a survey of European Union member states found that 28% of employees reported stress-related illness or health issues, and studies in the USA have found that over 25% of employees reported that they are often or very often burned out by their work. Also, not all stress should be or can be eliminated, as many industries and jobs are highly demanding in their nature. Therefore, it is important that employees, employers, clinicians, and researchers endeavor to develop a better understanding of workplace stressors and how employee health and well-being can be improved. This book can help individuals and organizations better appreciate stressors faced by employees. It showcases research by over two dozen authors in twelve chapters, focusing on the interpersonal and occupation-based sources of workplace stress, as well as how to alleviate work stress. Coworkers, supervisors, and others with whom a person works can have a dramatic influence on the degree of stress a worker experiences, and it is often the interpersonal conflict that is unrelated to one's job that is the most difficult to manage. In addition, the context of a person's work also influences the degree and type of stressors they encounter at work, and this book examines several occupations and their associated stress. We hope that these findings provide ways for individuals and organizations to enhance the well-being of employees.

Information and Communication Technologies in Tourism 2021 Wolfgang Wörndl, Chulmo Koo, Jason L. Stienmetz. 2021-01-11 This open access book is the proceedings of the International Federation for IT and Travel & Tourism (IFITT)'s 28th Annual International eTourism Conference, which

assembles the latest research presented at the ENTER21@yourplace virtual conference January 19-22, 2021. This book advances the current knowledge base of information and communication technologies and tourism in the areas of social media and sharing economy, technology including AI-driven technologies, research related to destination management and innovations, COVID-19 repercussions, and others. Readers will find a wealth of state-of-the-art insights, ideas, and case studies on how information and communication technologies can be applied in travel and tourism as we encounter new opportunities and challenges in an unpredictable world.

Preventing Stress, Improving Productivity Cary Cooper, Michiel Kompier. 2012-11-12 In a representative study made of European workers, twenty-eight per cent of employees reported that stress affects their health and their performance at work. Occupational stress is a serious problem for the performance of individuals, organisations and as a consequence, for national economies. Preventing Stress, Improving Productivity investigates the ways in which companies can combat stress by changing the working environment rather than only treating individual employees with stress symptoms. Costs and benefits of stress prevention are discussed, with an emphasis on approaches that involve both the work situation and the individual worker. The heart of the book consists of eleven European country chapters, each overviewing the current status with respect to occupational stress and its prevention in that country and then presenting one detailed case study an example of good preventive practice. Preventing Stress, Improving Productivity identifies five factors that are critical for a stress reduction programme to work, both in terms of employee health and well-being and from a financial point of view. Successful strategies combine participation from workers and support from top management. Useful as a reference for psychologists, human resource managers, occupational physicians, ergonomists and consultants, this book will also be an invaluable aid to managers in the day-to-day running of organisations.

Costing Human Resources Wayne F. Cascio. 1982

Handbook of Research on the Complexities and Strategies of Occupational Stress Haque, Adnan ul. 2022-06-24 Stress is commonly witnessed in the workplace due to environmental factors and human interaction and can result in health complications, high turnover, and more. While stress is often perceived negatively, a manageable amount of stress may work as a helpful motivator for some workers. In the dynamic business environment, the performances, working efficiency, innovative work behavior, and creativity in the existence of stress is understudied. It is essential to understand the complexities of occupational stress and the strategies to use it as a support. The Handbook of Research on the Complexities and Strategies of Occupational Stress provides an in-depth understanding about the magnitude and the reasons behind varying impacts of stressors. It delimits the geographical context while including cross-cultural dimensions to explore the depth and variations of occupational stress. Covering topics such as health capital, turnover intentions, and work-family conflict, this premier reference source is an excellent resource for business leaders and managers, human resource managers, libraries, students and educators of higher education, government organizations, occupational therapists, researchers, and academicians.

Creating Healthy Workplaces Caroline Biron, Ronald J. Burke. 2016-05-13 The contributions in Creating Healthy Workplaces include a number of interventions that relate the efforts undertaken by researchers and organizations together, to reduce stress and improve the mental and physical health of employees through positive change initiatives. Those working in the field of occupational stress have received criticism that too much emphasis has been placed on negative issues and that positive initiatives have been largely ignored. With the growing influence of the positive movement, this book explores the implications of using a positive approach as opposed to a stress management one and compares the types of interventions they each require. From a positive perspective, there is a need to understand the characteristics of healthy, thriving, and flourishing people and organizations. This book explores the implications of using a positive approach as opposed to a stress management one. Some of the

interventions described in Creating Healthy Workplaces target individuals and their attitudes and behaviours, others target workplace relationships, work units and the wider organization. Outcomes such as reduced occurrences of smoking, obesity, depression, elevated blood pressure, accidents and workplace injuries, presenteeism, absence and staff turnover are reported. The factors associated with the success of these interventions are identified and advice is given as to how interested individuals and organizations might proceed to develop worksite interventions on their own.

Guidance on Work-related Stress European Commission. Directorate-General for Employment, Industrial Relations, and Social Affairs.2002

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