

## Stress in the Workplace

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. Exposure to stressful working conditions, known as job stressors, can have a direct influence on worker safety and health.

There are many conditions on the job that may lead a person to feel stress. These include the following:

- The Design of Tasks. Hectic and routine tasks that have little inherent meaning, do not utilize workers' skills, and provide little sense of control.
- Management Issues. Lack of participation by workers in decision-making, poor communication in the organization, lack of family-friendly policies.
- Interpersonal Relationships. Poor social environment and lack of support or help from coworkers and supervisors.
- Work Roles. Conflicting or uncertain job expectations, too much responsibility, too many "hats to wear."
- Career Concerns. Job insecurity and lack of opportunity for growth, advancement, or promotion; rapid changes for which workers are unprepared.
- Environmental Conditions. Unpleasant or dangerous physical conditions such as crowding, noise, or air pollution.