

Management of Occupational Stress

Author: Tran Phuong Tra
Supervisor: PhDr. Lenka Emrová

Masaryk Institute of Advanced Studies, Czech Technical University in Prague

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ABSTRACT

This bachelor's thesis addresses the most crucial and popular yet commonly neglected topic of stress at workplaces. The theoretical part introduces the general concepts and definitions of stress, then further introduces the concept of occupational stress: the definition, its sources, and potential impacts on employees' health and performance. The theoretical part concludes with a presentation of potential methods to prevent or mitigate occupational stress. The following practical part assesses and analyzes stress factors in the organization XYZ through a medium of a self-created survey. Analysis of the self-created survey and the employee engagement survey created by the organization XYZ revealed several crucial stress factors that require attention and therefore, suggestions on reducing the stressors in the organization XYZ are made based on the research.

RESEARCH QUESTIONS

Survey was created for the purpose of the research that took place in a leading corporation in food and beverage industry that will be referred to as company XYZ. The research targeted all employees of the company XYZ with the focus on the employees in the department of Human Resources. The research questions were formed as follows:

- **What effects do stressors have on the health condition of employees?**

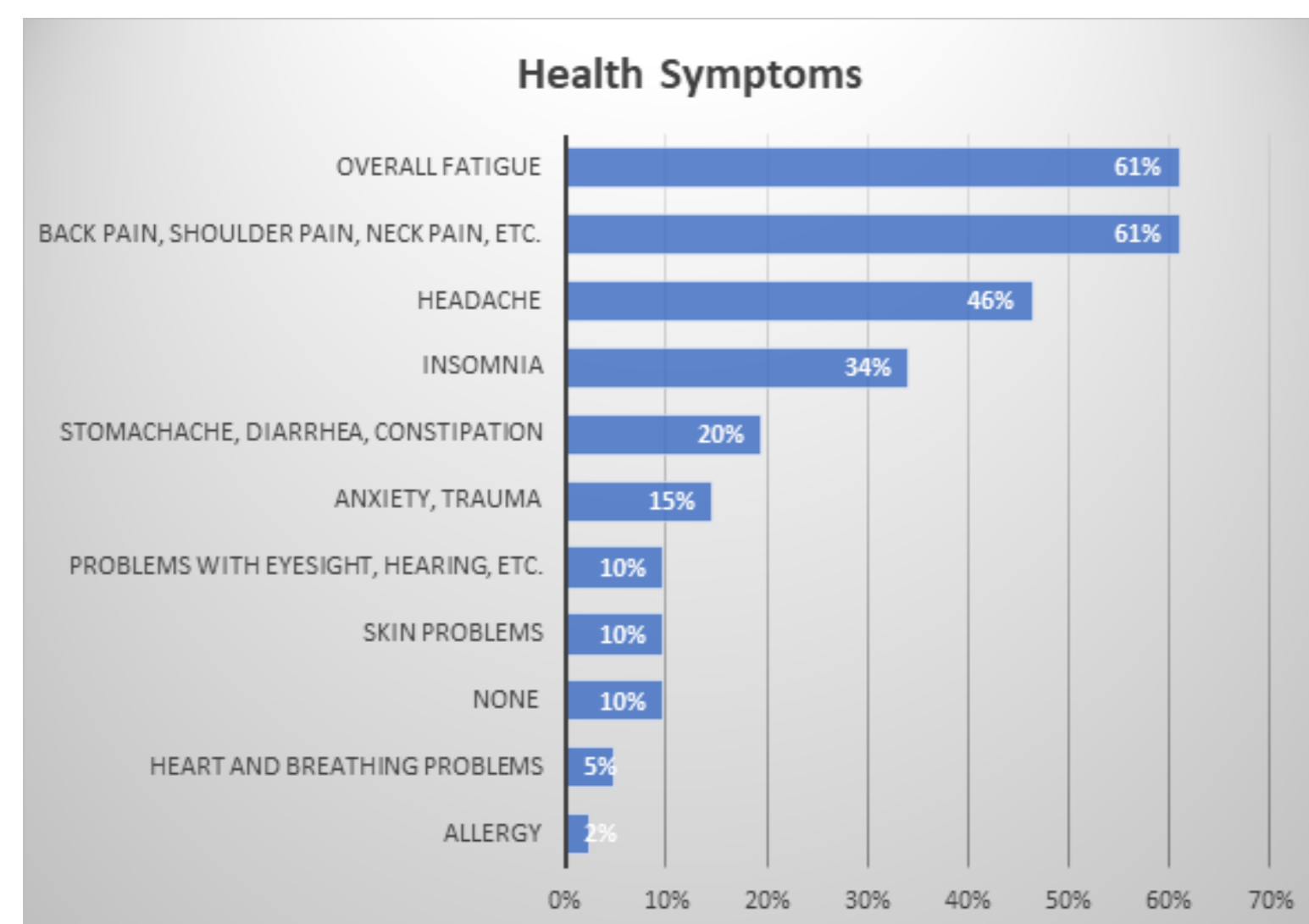


Figure 1 Health Symptoms
Source: own construction

- **What are the most significant stressors for employees of Human Resources department?**

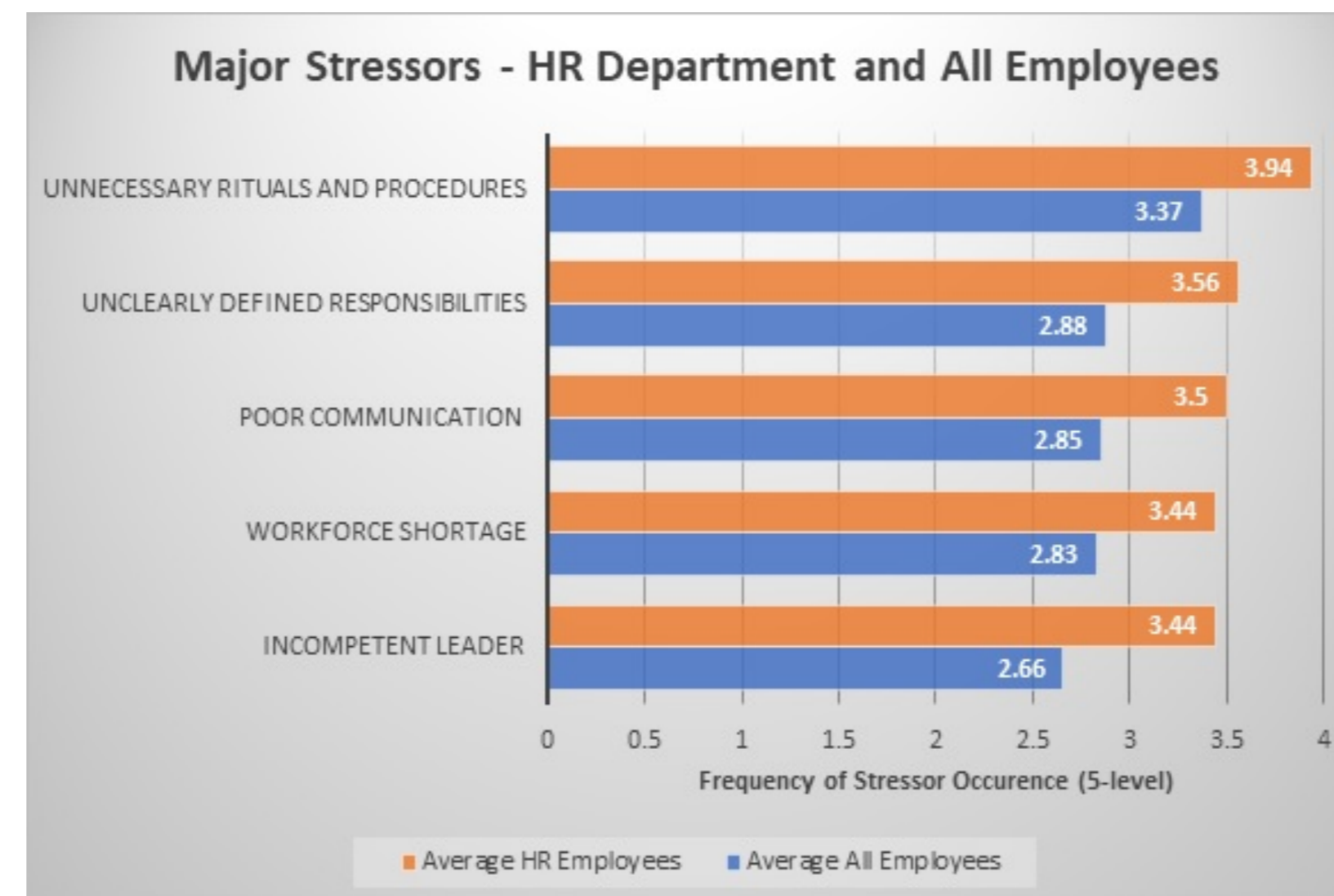


Figure 2 Major Stressors - HR Department in Comparison to All Employees
Source: own construction

- **What are the stress prevention tools that are still missing in the company XYZ?**



Figure 3 Necessary Changes
Source: own construction

PROPOSALS

- meetings between 9 am and 3 pm of working days
- no emails at weekends and after 7 pm on weekdays
- setting up individual development plans two times per year
- career path workshops once in two months
- Human Resources manager is to share weekly minutes after regular weekly senior leading team meeting
- shared folder for Human Resources department's highlights of the week
- one teambuilding activity every two months
- mapping of one important process for the position every three months
- hiring decision and recruitment process done in the first week of the employee's notice period and a new employee is to be hired by the end of the month
- increase of salary to match the industry average
- long-term goal - building redesigned so that all HR employees could be working together in one open office
- short-term goal - two rooms redesigned for relaxation

CONCLUSION

The research conducted in the company XYZ has revealed the most significant stressors in the Human Resources department that need acute improvements. Specific and realizable stress prevention tools were proposed so that the implementation could be effective immediately. The results of the bachelor thesis could become a motive for a more detailed analysis of occupational stressors in large-sized organizations and implementation of more effective stress intervention tools.

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