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## Differences in perception of work related stressor, physical and mental health between a beauty company and a design, consultancy and management in transport infrastructure company

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### Abstract

This study involves two Romanian service providing companies. Method: Participants were 60 employee (30 participants from each organization in part), 38 women and 22 men ( $M = 40.86$ ,  $SD = 11.58$ ), aged between 22-65 years. The objective: to show that there are differences in the self-perception of stressors at the workplace as well as differences regarding physical and mental health between two organizations with different profiles. The instruments used: Capes with the scales: stressors, physical and mental health. Results showed that only the third hypotheses was confirmed, meaning that there are no differences regarding mental health between the two organizations.

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### 1. Introduction

From a linguistic point of view, in the seventeenth century the word stress was used with the meaning of hardship, adversity or different problems. In our century, stress describes a situation that disrupts our functioning at an optimal physical and mental level (Weinberg, Sutherland & Cooper, 2010). The first stress theory was developed by Walter Cannon and Hans Selye (1956), who studied stress in situations of danger. The first theory is called the

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fight or flight reaction, and refers to the body's reaction in extreme situations when it is flooded with adrenaline and the stress hormone secretion significantly increases (Landy & Conte, 2010). Vasile (2012) indicated that stress could occur when one or more identity structures of the subject are affected.

Occupational stress is defined as a biological and psychological reaction of the body to aggression. To understand occupational stress, several concepts that underlie this process must be understood. Workplace stress is a condition or a work situation which requires for the employee to adapt to work so as not to lose his job (Spector, 2008).

In the stress reduction stage, the focus is on adapting the environment to the individual (Cooper & Cartwright, 1997). The cost to replace an employee who is performing poorly because of stress is between 50% and 90% of the employee's salary.

The UK Department of Health shows that 3.6% of those employed in public companies miss work due to stress and its effects, although the real percentage is as high as 20%, because many employees do not report that they are stressed at work (Stranks, 2005). Stress reactions in the workplace fall into three categories: physical reactions, psychical reactions and behavioral reactions. Physical reactions are based on stress somatization through headaches, stomach problems, heart problems, etc. Psychiatric reactions lead to high anxiety, anger, frustration, low job satisfaction while behavioral reactions cause accidents, drug abuse, smoking and turnover (Spector, 2008).

Approaching the predictors of work performances Chraif, M. (2013) highlighted that a statistical significance has to validate an predictive model of predictors and performances at the workplace.

Chraif, Țițirigă, Aniței, (2013) highlighted possible correlations between counterproductive behaviour, ethical behaviour, physical health, mental health and perceived stressors in a Multinational Company from Romania Chraif & Aniței (2011) showed the impact of economic crisis on occupational stress and counterproductive behavior in a food and beverage restaurant chain from Romania, Păsăluț & Chraif (2011) were analyzing the salarization system, age and work experience as predictors of physical and mental health during present economic crisis, Plăiașu & Chraif (2011) highlighted the organizational stress as a predictor of managerial performance in Bucharest casinos and Rușan (2013) analyzed the physical health at the employee's of a software producer company in a correlative study.

## **2. Objectives and Hypotheses**

### *2.1. Objective*

The purpose of this research is to show that there are differences in the self-perception of stressors at the workplace as well as differences regarding physical and mental health between two organizations with different profiles.

### *2.2. Hypotheses*

There are statistically significant differences in self-perception of stressors at work in regards to the two organizations.

There are statistically significant differences in self-perception of physical health in regards to the two organizations.

Both organizations will have the same self-perception on mental health in the workplace.

## **3. Method**

### *3.1. Participants*

This study involved employees of two Romanian service providing companies. A number of 60 participants took part in the research (a sample of 30 participants from each organization in part), 38 of them were women and 22 men ( $M = 40.86$ ,  $SD = 11.58$ ), aged between 22-65 years. In terms of education, the SEARCH CORPORATION had employees with university and post-graduate studies, while GETT'S had employees with secondary education only.

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