

Work Related Stress



What is “Psicologo Competente” ?

Peter Pan in the Neverland



www.psicologocompetente.it

How to define WRS ?

The metaphor of the station



Two inventories

Stress

Wellness

What's in the legislation of this ?

Work related stress In Italy



DECRETO LEGISLATIVO
9 aprile 2008, n. 81 ART. 28

Definitions



- **«health»:**

**state of complete physical, mental and social,
not just the absence of disease or infirmity;**

Definitions



The evaluation must cover all the risks to the safety and health of workers, including those for groups of workers exposed to particular risks, including those related to work-related stress, according to the contents of the agreement Committee of 8 October 2004

European Agreement (8/10/2004)



Stress is not a disease but prolonged exposure to stress can reduce effectiveness at work and cause health problems

The goal is to provide employers and workers with a model in order to identify and prevent or manage problems of work-related stress

...ministerial committee

Document 18/11/2010



(...)

condition that may be accompanied by discomfort or dysfunction of physical, psychological or social and is a consequence of the fact that certain individuals

do not feel able to match the requirements or expectations

(...)

... or OSHA definition ?

http://osha.europa.eu/it/topics/stress/definitions_and_causes



(...)

Decisive ... is the subjective evaluation of their situation that each individual is able to do.

It is not therefore possible to determine only by the objective situation the degree of stress it may cause

(...)

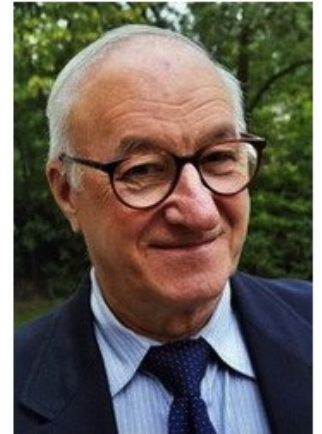
It 's clear that the legislation refers to the cognitive construct of human agency

Ability to act actively

Purpose

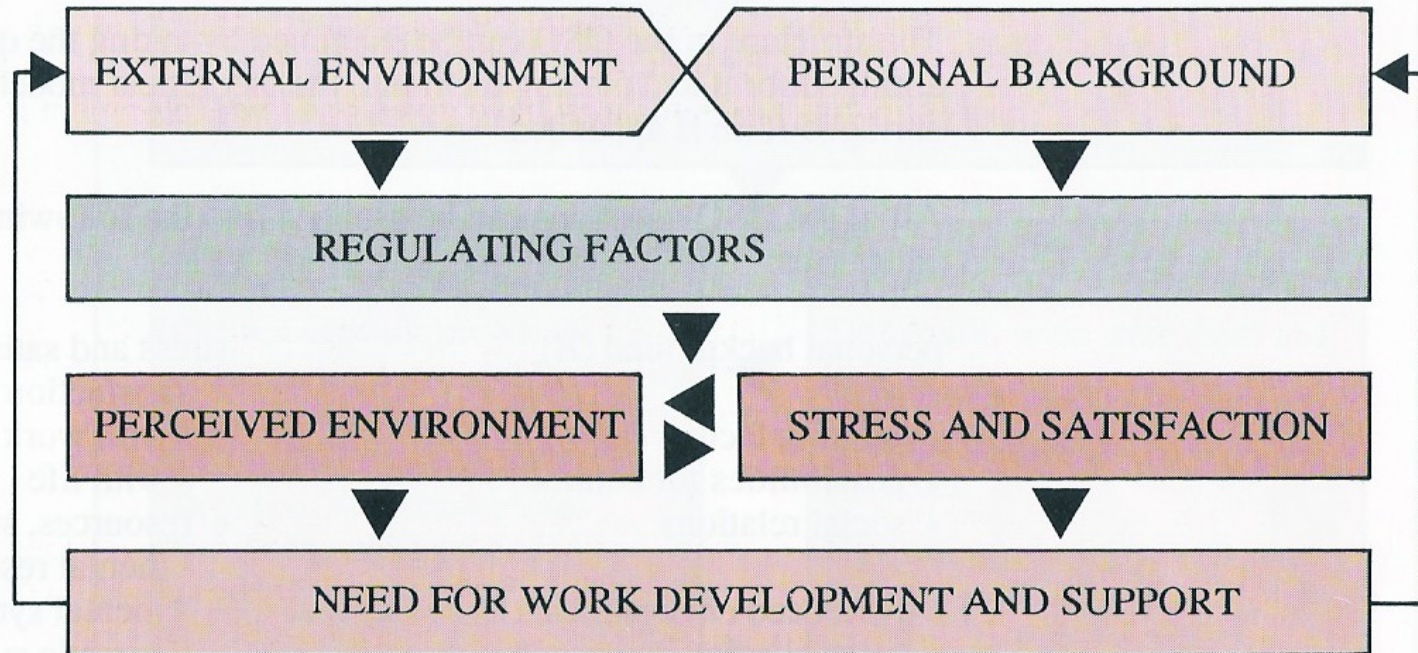
"I think I can do"

Feeling of self-efficacy



Albert
Bandura

My choice



The statistical sample

Tipo Azienda

	Numero di persone testate	Percent
Valid		
Cooperativa	50	1,7
Edilizia	97	3,3
Ente pubblico	852	28,9
Metalmeccanica	320	10,8
Produzione	576	19,5
Sanità	607	20,6
Servizi	451	15,3
Total	2953	100,0

Sources of stress

Demands are unclear or conflicting 48.5%

Frequent interruptions 62.8%

Need for more collaboration 57%

Increase safety at work, "only" 35.4%

For 62% need for vertical communication

Average age 42,5

Younger: cooperatives
Older: public admin.

Descriptives

Età

	N	Mean	Std. Dev.	MIN	MAX
Cooperativa	50	34,70	9,108	21	53
Edilizia	96	40,25	10,116	20	60
Ente pubblico	846	47,19	8,091	21	68
Metalmeccanica	318	38,86	8,150	19	59
Produzione	572	41,56	10,309	18	68
Sanità	604	42,99	9,421	22	72
Servizi	446	38,52	10,397	16	70
Total	2932	42,57	9,887	16	72

Modifying factors: better for construction, worse in metal ind.

Descriptives

MODIFYING FACTORS

	N	Mean	Std. Deviation	Minimum	Maximum
Cooperativa	50	14,42	3,665	10	26
Edilizia	97	13,74	4,131	6	27
Ente pubblico	850	14,99	4,040	1	30
Metalmeccanica	315	15,59	4,326	7	29
Produzione	559	15,27	4,298	6	30
Sanità	602	15,40	3,778	6	31
Servizi	451	14,67	3,783	7	28
Total	2924	15,09	4,044	1	31

Perceived environment: better in services worse in sanity

Descriptives

(Perceived) ENVIRONMENT

	N	Mean	Std. Deviation	Minimum	Maximum
Cooperativa	50	119,84	14,328	91	157
Edilizia	97	118,76	16,868	88	161
Ente pubblico	843	120,15	14,687	12	189
Metalmecchanica	314	119,53	14,796	84	157
Produzione	546	117,72	15,863	74	175
Sanità	598	126,24	12,231	87	175
Servizi	438	116,77	14,237	58	161
Total	2886	120,32	14,815	12	189

Need for development& support: lower in constructions, higher in sanity

Descriptives

DEVELOPMENT & SUPPORT

	N	Mean	Std. Deviation	Minimum	Maximum
Cooperativa	50	73,22	15,572	34	100
Edilizia	96	64,80	21,643	18	100
Ente pubblico	849	75,71	14,488	18	104
Metalmeccanica	315	74,51	15,653	18	104
Produzione	556	68,85	20,092	18	103
Sanità	603	77,09	13,635	19	104
Servizi	448	67,54	17,067	18	99
Total	2917	72,90	16,809	18	104

Generic stress & WRS: lower in construction higher stress in public admin higher WRS in sanity

Descriptives

		N	Mean	Std. Deviation	Std. Error	Minimum	Maximum
STRESS & SATISFACTION	Cooperativa	50	47,64	11,423	1,615	31	80
	Edilizia	97	42,49	10,673	1,084	23	85
	Ente pubblico	844	50,79	12,860	,443	12	100
	Metalmeccanica	314	49,17	12,491	,705	24	102
	Produzione	558	47,40	12,456	,527	25	92
	Sanità	607	49,97	11,421	,464	26	101
	Servizi	446	48,37	11,826	,560	24	89
	Total	2916	49,10	12,319	,228	12	102
SLC	Cooperativa	50	33,9933	10,50754	1,48599	12,2	58,0
	Edilizia	96	29,5142	12,42544	1,26817	5,52	60,9
	Ente pubblico	839	35,8037	10,37404	,35815	1,42	71,3
	Metalmeccanica	314	35,7149	11,07775	,62515	6,60	66,8
	Produzione	538	32,7635	13,03961	,56218	4,68	70,1
	Sanità	594	37,9308	9,67858	,39712	6,68	72,0
	Servizi	437	31,1624	10,59619	,50688	5,31	62,7
	Total	2868	34,7149	11,23863	,20986	1,42	72,0

Age & Stress: higher for intermediate

D e s c r i p t i v e s

		N	Mean	Std. Deviation	Std. Error	Minimum	Maximum
MODIFYING FACTORS	Under 35	736	14,96	3,742	,138	7	29
	36 - 50	1470	15,13	4,037	,105	1	31
	Over 51	718	15,14	4,347	,162	6	30
	Total	2924	15,09	4,044	,075	1	31
(Perceived) ENVIRONMENT	Under 35	731	↓ 120,08	14,308	,529	71	167
	36 - 50	1445	121,01	15,085	,397	12	189
	Over 51	710	↓ 119,15	14,712	,552	76	175
	Total	2886	120,32	14,815	,276	12	189
DEVELOPMENT & SUPPORT	Under 35	737	71,18	16,911	,623	18	104
	36 - 50	1465	74,19	16,352	,427	18	104
	Over 51	715	72,04	17,425	,652	18	104
	Total	2917	72,90	16,809	,311	18	104
STRESS & SATISFACTION	Under 35	736	↓ 48,13	12,044	,444	25	89
	36 - 50	1465	49,04	12,285	,321	12	101
	Over 51	715	↓ 50,21	12,591	,471	23	102
	Total	2916	49,10	12,319	,228	12	102
SLC	Under 35	727	33,7192	10,93321	,40549	6,13	70,1
	36 - 50	1436	35,4642	11,13273	,29378	1,42	72,0
	Over 51	705	34,2155	11,66443	,43931	4,68	66,8
	Total	2868	34,7149	11,23863	,20986	1,42	72,0

Stress & women: higher generic stress equal WRS (as much as males)

Descriptives

		N	Mean	Std. Deviation	Minimum	Maximum
MODIFYING FACTORS	F	1557	15,32	4,039	1	3 1
	M	1352	14,84	4,033	6	3 0
	Total	2909	15,09	4,043	1	3 1
(Perceived) ENVIRONMENT	F	1540	120,48	14,718	1 2	175
	M	1333	120,08	14,922	5 8	189
	Total	2873	120,30	14,812	1 2	189
DEVELOPMENT & SUPPORT	F	1555	73,12	16,549	1 8	104
	M	1347	72,61	17,164	1 8	104
	Total	2902	72,89	16,836	1 8	104
STRESS & SATISFACTION	F	1556	51,43	12,569	1 2	102
	M	1345	46,39	11,478	2 3	9 2
	Total	2901	49,09	12,332	1 2	102
SLC	F	1533	35,1229	11,22168	1,42	72,0
	M	1322	34,2163	11,24517	5,29	70,1
	Total	2855	34,7031	11,23969	1,42	72,0

Stress & work function: commercials pay on perceived envir. & general stress; leaders have need for support

Descriptives

		N	Mean	Std. Dev	MIN	MAX
MODIFYING FACTORS	Clerical	747	14,50	3,866	6	30
	Laborer	1218	15,43	4,125	6	31
	Relation	458	14,56	3,514	6	26
	Leader	38	13,16	3,658	7	26
	Total	2461	14,95	3,962	6	31
(Perceived) ENVIRONMENT	Clerical	743	115,54	13,537	71	159
	Laborer	1219	121,75	15,054	79	175
	Relation	457	122,94	13,417	58	159
	Leader	38	121,92	12,341	103	157
	Total	2457	120,09	14,583	58	175
DEVELOPMENT & SUPPORT	Clerical	746	70,68	17,641	18	104
	Laborer	1219	72,50	17,585	18	104
	Relation	459	73,94	15,011	18	104
	Leader	38	77,50	13,936	43	104
	Total	2462	72,29	17,142	18	104
STRESS & SATISFACTION	Clerical	748	49,63	11,905	24	100
	Laborer	1220	48,23	12,340	23	102
	Relation	459	50,01	12,610	24	100
	Leader	38	46,74	11,198	29	80
	Total	2465	48,96	12,265	23	102
SLC	Clerical	742	32,4172	11,07301	4,68	67,7
	Laborer	1217	35,1758	11,77650	5,31	69,0
	Relation	457	34,9940	9,95318	5,29	71,3
	Leader	38	34,6442	8,99488	17,9	60,4
	Total	2454	34,2996	11,26803	4,68	71,3

Correlations:

Need for D&S affects dramatically WRS (r=0,86)

C o r r e l a t i o n s

		M O D I F Y I N G F A C T O R S	(P e r c e i v e d) E N V I R O N M E N T	D E V E L O P M E N T & S U P P O R T	S T R E S S & S A T I S F A C T O N	S L C
M O D I F Y I N G F A C T O R S	P e a r s o n C o r r e l a t i o n	1	,572 **	,310 **	,466 **	,706 **
	S i g . (2 - t a i l e d)		,000	,000	,000	,000
	N	2924	2881	2908	2906	2868
(P e r c e i v e d) E N V I R O N M E N T	P e a r s o n C o r r e l a t i o n	,572 **	1	,445 **	,473 **	,715 **
	S i g . (2 - t a i l e d)	,000		,000	,000	,000
	N	2881	2886	2873	2876	2868
D E V E L O P M E N T & S U P P O R T	P e a r s o n C o r r e l a t i o n	,310 **	,445 **	1	,302 **	,865 **
	S i g . (2 - t a i l e d)	,000	,000		,000	,000
	N	2908	2873	2917	2900	2868
S T R E S S & S A T I S F A C T O N	P e a r s o n C o r r e l a t i o n	,466 **	,473 **	,302 **	1	,473 **
	S i g . (2 - t a i l e d)	,000	,000	,000		,000
	N	2906	2876	2900	2916	2858
S L C	P e a r s o n C o r r e l a t i o n	,706 **	,715 **	,865 **	,473 **	1
	S i g . (2 - t a i l e d)	,000	,000	,000	,000	
	N	2868	2868	2868	2858	2868

** . C o r r e l a t i o n i s s i g n i f i c a n t a t t h e 0 . 0 1 l e v e l (2 - t a i l e d) .

Thanks for attention

Grazie

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