Chapter 16

Interface Between Stress and Labour Productivity

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ABSTRACT

The main purpose of this article is to examine the relationship between the stress and labour productivity. It is recognized that high stress levels make a negative impact on the job productivity results – the incidents or errors occur because of stressful situations in the working environment. After performing the analysis of stress models, it can be stated, that stress could be assessed as a process, i.e. researches are oriented more on the person, or as the situation, i.e. researches are oriented on the causes of stress in the working environment. The metaanalysis of stress factors allow us to identify the main causes of stress at work, whose at least partial elimination is essential for every organization to increase the productivity of employee. Analysis of the content of factors that cause stress showed that these factors can be classified into the individual and situational. The labour productivity of employees can be seen as a result of stress management, and interface among stress and job productivity are modelling.

INTRODUCTION

Global economic changes in the world and the competitive dynamic environment are raising more claim for working person, are influencing his opportunities of career, for all living areas. Modern life can be described as an uncertainty and a world of chaos, in which the economy isn’t built on land, money or natural resources, but intellectual capital.

Nowadays the organizations are searching specialists, who are working productively, capable independently to accept decisions, oriented into the permanent learning and perfection, when the learning is becoming no episodic experience, but the permanent part of life. In the modern society has been formed the attitude, that it is important to have job for every person, because there are means to keep for self-respect. Although job can indulge difficulties and stress (permanent routine of work, uninspir-
ing monotonous tasks, control and obedience for leaders, inappropriate work conditions, lack of self-expression, psychological discomfort, tension, rush and etc.), it is considered the element, which defines personality of human.

One mostly and one the oldest analysing areas of activity of working person is interface of work environment and work accomplishment. Work environment is understandable as time and space limited totality of factors, which determines welfare of members of work process by physical, mental, spiritual, intellectual, emotional and social point of views, as well an employee’s personality becoming, his health. Today is aware increasingly, that people, who are satisfied with their work and work effectively, need not only to ensure safety, but they need conditions of job for their well-being, also.

The International Labour Organization emphasizes, that well-being at work is a basic factor of seeking to determine a long-term effectiveness of organizations. Workers’ mental health and well-being is a fundamental labour productivity resource (European Commission, 2008).

In this article are examining a concept of stress, stress management models, which are based on measuring stress levels, after analysing stress and productivity factors, are modeling stress and productivity interaction. The aim of the article is to represent interface, after purification of the concept of stress and job productivity. The research is based on the comparative analysis scientific literature, abstraction, synthesis and mathematical modeling.

LITERATURE REVIEW

Organizations, in order to maximize the utility, are looking for ways on how to manage the work of employees’ productivity. First of all, we define the concept of labour productivity. Pichardo (1990, 1995), Williams (2002) state that the definition of productivity is multifaceted because the different members of disciplines state the productivity differently. Engineers understand the productivity as how the yield of the system divided by the input to the system. Thus, the productivity of this case is the operation of the system’s performance efficiency. Economists understand the productivity of the entire organization or organizational unit of output, divided by the cost of the particular production, which is made when both production and consumption are measured in the monetary value. Managers widely perceived productivity. In this case, the productivity of the organization covers all aspects which are important for the functioning of the organization. It includes not only the efficiency, but also the quality of the result, the division of labour, the absenteeism, the turnover of employee, the satisfaction of the customer. Everything that causes the organization to function better is related to the productivity of labour (Williams 2002).

In order to reveal the concept of labour productivity, it is important to note, that the affirmation may vary depending on whether the company or the productivity of employee are analysing. The productivity of employee can be seen as the actions and behavior, which are controlling by the same individual and are contributing to the organization’s objectives (Rotundo, Sackett 2002; Côté, Miners 2006). Grant (2008) the labour productivity defines as the employee’s behavioral performance, which contributes to the organization’s objectives.

This article focuses on employee productivity and stress, as the largest impact on labour productivity analysis of factors, and labour productivity is considered as working efficiency, which, as shown by research shows, is directly influenced by stress. A favorable working environment, stress is one of the most grueling events staff (Elfering et al. 2006; Kaklauskas et al. 2011, 2013; Leung et al. 2012). The workers with high work motivation more easy overcome the difficulties of work environment, stress.
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