

Identifying the Stress Reducer Factors in Workplaces of Public Organizations of Astara City

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Abstract: Stress is one of the consequences of daily activities among the employees of public and private organizations. This factor has its special position in organizational discussions because it often imposes heavier expenses on organizations. The aim of the present research is to recognize stress and neural and mental stresses in state organizations of Astara city as well as identify the methods for increasing the security coefficient and controlling dangers due to organizational job to leash neural and mental stresses among the employees. Questions offered in this research are: What are neural stress producer factors in state organizations of Astara city? What is the share of each factor? And, how does the ranking for these factors take place? The present research uses descriptive method and it makes use of classified random sampling method. Statistical universe being studied in this research consists of employees of state organizations of Astara city and in this regard 22 offices have been selected as samples. Questionnaire, information gathering devices, and Multiple-Attribute-Decision-Making model (MADM) are among the more important tests used in this study. In order to measure the reliability of the mentioned questionnaire, Kronbach's α method has been used. This study also uses designing questionnaire on the basis of theoretical model and research record as well as guidance made by authorities and experts, and limited distribution of questionnaire to measure its validity. Findings from the research show that four influential factors in neural stresses of employees of state organizations in Astara city are: organizational policies, organizational structure, organizational processes and organization's physical and material conditions.

Key words: stress creating factors, stress producing factors, stress.

Problem Expression:

The present age can be considered as the age of mental stress. In today's technical world much attention is being placed on neural and mental stresses. Most of these stresses are due to occupational environments, especially, technical ones. And, preventing great humanistic and economical damages requires providing physical and mental hygiene for society, improving the enjoyment and quality of work and life, guarding and using the required ways (Faghih, 1997, 20). Stress is one of the inevitable consequences of today's lives. Hans Salieh states that there is no life without stress. Human beings in any conditions and at each years of ages will not be immune from neural stresses. Neural stress can be led to physiological and psychological changes and be the source of diseases.

Also, due to changes made by neural stresses to behaviors that help individuals to be health, increases their vulnerabilities against diseases. Neural stress can increase pathological behaviors. This means that individuals under more stress producing conditions are more likely involved in behaviors such as fatigue, sleeplessness, agitation, and depression as symptoms for sickness and they seek for more medical care. Information and realities on stress are more fascinating. Nowadays, disorders related to stress are even more prevalent than the cold which was once the most prevalent problem in America. About 80-90% of occupational disasters are created due to ideo-emotional problems. It has been estimated that stress-related damages constitute 70% of all absences (from work) and this causes 2% reduction in national gross production. According to report by America Stress Research Institution, remedies to stress-related diseases impose expenses amounting one hundred milliard dollars per year for America. Also, each year from 6 to 7 million work-days in England is destroyed due to stress. Importantly, statistics on economic losses is the effect that stress has created against mental and physical health among individuals, their relationship with others, and on the whole human beings lives (Saatchi,

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2004, 35). Sometimes these stresses impose great expenses upon institutions.

Accidents, absences, displacement of employees, reduction in enjoyment, treatment expenses and insurance, and compensation for damaged employees in occupational accidents are only a small part of expenses that an organization bears due to neural stress.

Importance of and Necessity for Research:

A group of organizational behavior theorists, have given the name "prevalent diseases of the present century" to neural and mental stresses. This is the period in which the man has been exposed to stress producing factors more than ever and he has been surrounded by numerous problems and difficulties in each case (Boushehri, 2007, 35-38). Thus, seeking for causes and factors of organizational stress is necessary for two reasons. First, ignorance in studying organizational stress may greatly harm human resource power and organization itself and provide negative economic consequences such as reduction in production. Secondly, when organizational stress is correctly recognized and tactfully guided and supervised, then it can be effective in improving work, pleasing the employee, and increasing the organizational yield (Touba, 2009, 157). The research also shows that in some technical countries, due to neural stresses, about 100000 cases of diseases appear or become excessive each year. Also, because of tension about 270000 people inevitably leave their work places ever day. On the whole, about 70000000 day-workers die of stress each year and finally, consequences due to tensions cause about 15 milliard dollars of expenses each year in different ways (Faghih, 1997, 28). More explanation is that neural stresses have deep effects in human's health. Human's physical and mental health may be endangered due to excess and continued neural stress. Because of this constant neural stress, human's ability in performing his duty and task correctly and exactly is reduced and also these stresses cause mental equilibrium and rest to be endangered and their efficiencies and effectiveness to be reduced. On the other hand, neural stresses cause the organizational work to be endangered. Statistics show that, compared to the past years, neural stresses in these organizations have had reductive trends. This can be due to the promotion of education level within the company's range and there is no reason for managers of organizations to pay less attention to physical and mental health threatening factors of employees. So, identifying the effective factors on neural stresses in above said organization is necessary and of importance, and it is of use and valuable for high- rank managers of organizations of Gilan Region to try hard for controlling and managing organizational stressed.

Research Objectives:

The most important aims of the present Research is:

- Recognizing the factors that create neural and mental stress in organization environment
- Recognizing variables that comprise each factor and each one's role
- Offering some techniques and propositions to control the neural and mental stresses of employees

Research Questions:

1. What are the factors that create neural stresses in governmental organizations of Astara city?
2. To what extent does each factor have role in constituting the stress?
3. How does the ranking take place in case of such factors?

Statistical Universe and Statistical Samples:

Statistical universe is a group of people or units that are at least in common with one characteristic (Salehi, Sadagiani, and Ibrahimi, 2000, 9). In this research society being studies is employees of state organizations of Astara city, consisting of 45 organizations. In order to determine sample group ranked random sampling method has been used. Since one of statistical methods used in this research is SAW technique, there was an attempt that all of the sample people fill the questionnaire. In this regard, from among 45 organizations, 22 organizations were selected in the form of random sampling method and then the questionnaires were distributed among them.

Research Instrument and Information Gathering Method:

In this paper, research instrument was questionnaire that primarily has been used through library study and studying the similar research instruments and then taking the advantage of suggestions made by informed authorities and experts. This questionnaire contained 25 four-optional questions and the options were "very much", "much", "average", "little", and "a little". Information gathered for this research was performed using the two methods of library study and questionnaire distribution among the members of sample group.

Validity and Reliability of Research Instrument:

Validity means that to what extent measurement device measures the considered characteristic (Khaki, 2000, 1244). In order to increase the validity of questionnaire, at first 25 questionnaires were distributed among some members of the sample group and then all ambiguities concerning the questions were identified and resolved. In order to increase the validity of the questionnaire, while its primary design was based on theoretical model, research record, and guidance made by experts and authorities, 25 questionnaires have already been distributed among the individuals of statistical universe and they were asked to inform about the ambiguous point of each cases that they may encounter. In order to measure the reliability, different indexes are used and one of them is Kronbach's α coefficient (Khaki, 2000, 125). In fact, in case of questionnaires bearing multi-optional tests, using Kronbach's α coefficient formula is recommended. Therefore, estimation about the reliability of questionnaire using SPSS software showed that it enjoys efficient and sufficient reliability. Kronbach's α coefficient in the present research was 76%, and this means that the answers were not made by chance and randomly, but they were due to the effect of variable which had been tested.

Data Analyzing Methods:

Multiple-Attribute-Decision-Making (MADM) model is the most important being used test in this research. This is a selector method and has been selected to select the most appropriate option from among m available options in determining and ranking the being analyzed indexes in the present research and it is formulated by a matrix sample. Steps for method of analyzing are:

- Measurement scale and measuring a qualitative index in quantitative mode, weight evaluations for indexes, evaluating and studying the model using compensatory method, selecting the subgroup for giving points and privileges using SAW method, ranking the indexes and concentration on them, announcing the results and the resultant analysis achieved from ranking. In this model, in which the aim is summarizing a set of data, analyzing variance principle components of all observed variables is used.

Conclusion:

According to findings from the research, four effective and stress producer factors are observed in large and complex organizations. As it can be seen from results achieved from analytic statistics, correlation spectrum between analyzed data shows that in being studied organizations of Astara city weight correlation of the index is as follows:

1. Organizational Policies: this factor, on the whole, covered 35% of society's variances. The most important stress creative factor among the employees of organizations are lack of strict explanations about duties and inequality of salary and fringe benefits. Other variables that had had roles in forming this factor, were ambiguities in directions, inflexible laws and regulations, lack of occupational displacements, and evaluating the employees (that had had the least effect on all of being studied organizations. In order to decrease the stress, managers should bear the following points in their minds: creating a light and without disturbing horizon for employees, creating occupational consistency and security, appropriate planning for employee promotions, entrusting the authority and responsibility for employees.
2. Organizational Structure: Altogether, this facto will cover 20% of society's variances. The most important and stress creating factor among employees of organizations is lack of attention to specialization. Other variables that have had some roles in forming this factor were lack of employee participations in decision makings, restrictive bureaucratic formalities, contrariety between the array and headquarters, less occasions for advancement and shortage of powers in relation to assigned duties. In order to reduce stress in organizations, managers should bear the following points in their minds: allowing their coworkers to participate in decision makings, creating supportive work environment by managers, eagerness of managers to increase the creativeness among employees, self-confidence in relation to work values.
3. Organizational Process: Altogether, this factor covered 30% of society's variances and was the most important and stress creating factor among the employees of organizations, lack of clearance in case of objectives, discrimination among employees, weak functional feedback and weak controlling system. Other variables that had roles in forming this factor are: lack of sufficient information and weak relationships with coworkers and having disagreements with coworkers. In order to resolve the stress factor in organizations, managers should pay attention to the following factors: employees 'feeling pride of being busy in organization, increasing the professional skills among employees, studying the amount of neural stress among employees continuously, and pay much attention to the quality of employees' activities.

4. Organization's Physical Conditions: Altogether, this factor covered 15% of society's variances. According to Argonomic the most important factor in creating much stress among the employees are light and lightness and other variables having roles in constituting this factor are respectively as follows: presence of noise, cold and heat, lack of places for special works, presence of ray and damaging chemicals. Under such conditions, managers should pay much attention to physical conditions of organizations.

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