Occupational Health Stress in the Service Sector

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I have to prepare for a presentation
Packing the correct clothes
Hassle with airport/flying
What if the presentation doesn’t go well?
• What stressors do you have at work?
Changes in psychological, physical, and behavioral responses due to:

- Workplace challenges
- Threats posed to employees

• Work demand vs. Ability to perform work
• High strain jobs with high demand
• Lack of social support
• Injustice at workplace
Objectives of Current Study

- Reasons for stress
- Consequences on organizations
- Stress management techniques
- How to reduce stress
Methodology

• Participants (Males = 4, Females = 4) were selected from two service sectors:
  – Education sector
    • Less working hours
  – Banking sector
    • More working hours

• Selection criteria:
  – Work experience > 5 years
  – Work experience < 2 years
Methodology

• Participants wrote a one-page report about their work:
  – Experiences
  – Problems faced
  – Stressful challenges
  – Health in relation to workplace stress

• Participants took part in an interview (1-2 hours)
Findings

• Theme 1
  – Time pressures
  – Work-life imbalance

• Theme 2
  – Discrimination in promotion/pay
  – No work recognition
Findings

• Theme 3
  – Hypocrisy
  – Over-expectations

• Theme 4
  – Lack of professionalism
  – Bureaucratic structure
Findings

• Theme 5
  – Excessive workload
  – Lack of autonomy
  – Work relationships among peers

• Theme 6
  – Job insecurity
  – Higher turnovers
  – Less recognition of performance
Findings

• Theme 7
  – Discrimination in new hiring
  – Reward-performance imbalances

• Theme 8
  – Job risk
  – Less socialization
Our Model

**Figure 1: Occupational health reasons (stressors), consequences (Physical, emotional & Behavioral Health Changes) and negative job outcomes**

**Occupational Health Stressors**
- Time pressures
- Work-life imbalance
- Hypocrisy
- Over expectations from others
- Blaming others
- No recognition at workplace
- Bureaucratic structure
- Lack of professionalism at workplace
- Misuse of authority
- Mismatch of person’s abilities and job demands
- Injustice of supervisors at workplace
- Job insecurity
- More turnover
- Performance based reward problems
- Excessive workload
- Feelings of isolation at workplace
- Lack of career development
- Lack of autonomy
- Bullying at workplace
- Promotion’s discrimination
- Salary’s discrimination
- Discrimination in new hiring
- Long working hours
- Less socialization
- Risky job

**Physical, Emotional & Behavioral Health Changes**
- Physical Changes
  - Weight gain
  - Back pain problem
  - Angina
  - Muscular pain
  - Stomach problems
  - High blood pressure
  - Insomnia
  - Physical fatigue
  - Hair loss
  - Ulcer
  - Emotional/psychological changes
  - Demoralization
  - Anxiety
  - Frustration
  - Tension
  - Feelings of sadness
- Behavioral changes
  - Aggressive behavior e.g.
  - harshness/shouting on others
  - Isolated behavior
  - Low tolerance

**Job outcomes**
- Job dissatisfaction
- Job switching/turndown
- Career switching
- Country migration
Findings

- Occupational Health Stressors
- Physical, Emotional & Behavioral Health Changes
- Job outcomes
How to Fix This?
Suggestions for Organizations

- Vacations or recreational activities
- Flexible working hours
- Work assigned according to skills
- Employee recognition
- Opportunities for physical exercise
- Career counselors
Suggestions for Employees

- Proper diet and nutrition
- Physical exercise/recreation
- Rest and relaxation
- Socialization with family and friends
- Optimistic attitude
- Faith
Conclusion

I ❤️ my job

GROWTH
• Providing professional development funds to attend this conference
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