

STRESSFUL ENVIRONMENTAL FACTORS AFFECTING HUMAN CAPITAL DEVELOPMENT

Anca-Olga ANDRONIC*

Abstract: Occupational stress is one of the many problems facing modern society. The factors that trigger stress and influences affecting the individual, the organization and its activities. Consequences of occupational stress are reflected in the performance, the results obtained, but also in personal behavior, undesirable physical, psychological and somatic reactions of the individual.

Article will review the main categories of stressful factors that affect human capital and development, models of stress, burnout syndrome, fatigue problems and prevent accidents. The article ends with the presentation of some defense and control strategies of occupational stress and stress management interventions possible.

Keywords: stress, factors, burnout syndrome, control strategies, stress management.

JEL Classification: M₁₂.

1. Conceptual discussion

„Both in global and national level, at branch level, firm or individual, human capital development is one of the engines. Human capital and social and economic resources belonging to the same sphere of development and their levels are interrelated." (I. Petrescu, 2007, p. 72). Following the explosive growth in technologies, information attack, but also the profound changes occurring in the structure of society, the human capital triggers a number of stressor. In fact, they have a dual action: at the individual who

* "Spiru Haret" University, Faculty of Psychology and Educational Sciences, Braşov, Romania, e-mail: ancandronic@yahoo.com

receives the stressful situation and the organization on whose behalf the stressful climate (Pitariu H. and D. Varga, 2007, p. 236). But what is stress? Hans Selye has defined as the sum of non-specific responses to any request from the body, leading to adaptation (P. Legeron, 2003, p. 117). According to other authors, stress is "a subjective perceived imbalance between the requirements of the organism and its response capacity. This perception is subjective appreciation passes through two filters: primary filter through which the person evaluates the risk of stress-inducing agent and a secondary filter, whereby the person is evaluated on its own to combat the potential to cause harmful agent (Lazarus and Folkman, apud F. Sava, 2004, p. 181). Workplace stress occurs because of inadequate mental resources to meet business demands and requirements - in this case we speak of occupational stress. In other words, "the work-related stress appears when the demands from the work environment exceed the employees' ability to cope with, or control them" (Panzaru, S., Dragomir, C., 2012, p. 81).

2. Factor and patterns of stress

Stressors or stressors factors are events, internal or external situations or environmental conditions, intense or frequent enough to require adaptive responses of the individual. People constantly evaluates internal and external environment and do not respond passively to these assessments. The event can be seen as: irrelevant or indifferent, positive, negative or threatening. Individual differences in situation assessment are major life - the same life situation can be assessed differently by many people. At the same time, knew that some stressors may be changed, others can only be reduced, while other stressors must be accepted and tolerated because they are modifiable.

The stress agent is understood and treated as a noxious factor or psychic stimulus, with a strong affective significance, capable of threatening the balance or physical and/or mental integrity of the body (Dragomir, C., Panzaru, S., 2012, p. 167). Among the potential sources of stress and stress factors are: physical disease or mental condition, physical abuse, emotional, difficult financial situation, job loss, trouble communicating with colleagues, too much responsibility, family communication problems, divorce, friends - conflicts with friends, lack of social support networks, natural disasters - earthquake, flood, self - confidence in itself, dissatisfaction with physical appearance, economic climate - social policy (A. Baban, 2001, p.170). With

regard to occupational stress sources can distinguish five categories: 1. intrinsic factors of work carried out (overload, inadequate working conditions, etc.); 2. factors related to employee role in the organization (fuzzy goals, great responsibility, role conflicts, adaptation to technological change); 3. aimed at organizational structure and climate factors (poor communication, excessive bureaucracy, lack of feeling affiliation, ownership conflicts - syndicate); 4. factors aimed at relationships at work (discrimination, favoritism, strained relations); 5. factors related to career development (failure or too rapid promotion, fear of unemployment, the routine) (F. Sava, 2004, p.182).

In terms of stress patterns, the literature identifies several other models of stress in general and occupational stress in particular. One of the first models pointed out by H. Pitariu and D. Varga (2007, p. 240) is the model developed by psychologists and University of Michigan Institute for Social Research. This model "argues that the environment affects the perception of the person who, in turn, affect responses and ultimately affect individual health. In this equation, it is considered that individual differences in social and environmental factors may alter these relationships."

A stress model in concordance with the Romanian organizational specific supports the consideration of the three major variables: Status - Person - Results. The authors propose six major areas of intervention: political conditions, economic and life, took the job requirements, mechanisms / strategies for stress management, demographic characteristics and individual characteristics, low job / organizational performance, behavioral consequences (fluctuation, absenteeism etc.). feedback, time (Bogathy, Z., 2007, p. 242).

3. Burnout syndrome. Stress management strategies

The ultimate expression of salt stress is the occurrence of exhaustion. Stress is not a real illness, but if it is intense and on a large period of time, it might conduct to the appearance of mental or physical health problems (Panzaru, S., Dragomir, C., 2012, p. 84).

Burnout is actually a result of physical fatigue, psychological and emotional and is most often the background of a low social support in cases of ambiguity of the role and presence of conflicts at work. There are also situations where a person is dependent on work and not pay attention to occupational hygiene and healthy lifestyle. Unfortunately in Romania are increasingly more people, especially young, who died from exhaustion

syndrome. As such it requires knowledge of control strategies and stress management.

Personal resources to cope with stressors (defense strategy) - are defined as cognitive ability, emotional and behavioral to reduce, control or tolerate the internal or external demands that exceed the capacity of the body's automatic response. Many times there is a discrepancy between the actual response resources and evaluating these resources, which often generate stress. Individual factors such as self-esteem, confidence, optimism and sense of self-efficacy are protective factors against stress. Among resources, coping mechanisms include: seeking social support and specialists, solving problems, finding information, relaxation techniques, humor, religion, positive reevaluation.

The specificity of the stress response is shaped by personal factors, there are marked differences in shape, intensity and magnitude of the response. During the anticipation of confrontation with stressor during confrontation with stressor and after repeated clashes with situations in which a person perceives the gap between supply and demand reactions to stress. These may be physiological, cognitive, emotional and behavioral disorders.

After Adriana Baban (2001, pp. 173-175) stress management involves going through several steps: 1. Information on sources of stress. 2. Awareness of stress reactions: identification and expression of emotions from anticipation of the event. 3. Developing skills and stress management behaviors. 4. Establishing and maintaining an adequate social support, request direct support and responsiveness to it. 5. Developing a healthy lifestyle. 6. Developing self-esteem. 7. Time management.

4. Conclusions

To study, identify and combat stress is an extremely important issue in human capital. In any organization, developing an effective strategy for stress management is a complex endeavor that involves work of an interdisciplinary team formed by psychologists, specialists in occupational and mental health and not at least managers. As specified by Ion Petrescu (2007, p. 633): „Application of managerial psychology in business life of the future will be a particularly demanding field, and psychological inquiries and applications will be useful tools for improving human capital management, and on this path to growth the yield of the company.”

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