



ORGANIZATIONAL STRESS AND ITS IMPACT ON THE HEALTH OF WORKERS FROM A HIGHER EDUCATION INSTITUTION

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INTRODUCTION

- In the last decade, stress was considered one of the main illnesses affecting humanity, besides representing a high cost for public health and companies. The woman as object of study is recent, fact which has instigated investigation⁴.
- The research is grounded on two theoretical models:
 - Karasek (Job Stress Scale): which considers the environmental factors as determining in the process of stress^{1,2}.
 - Lipp (Inventory Stress Symptoms Adults): who defends that stress is composed by four stages, and reinforces the idea that what characterizes stress is the presence of a symptomatological profile composed by several items which last certain period of time³.

OBJECTIVES

Establish the work factors predisposing of stress, asserting their impact on worker's psychological and physical health.

METHOD

- The research is an observational and cross-sectional.
- The sample was composed by 296 workers, divided into two groups (Professors and Others Professionals) and genders.
- The research instrument used was a self-applicable questionnaire, composed by 3 stages:
 - 1st: was elaborated by its own researcher.
 - 2nd: was composed by questions from the Job Stress Scale (Karasek) - "*Psychological Demand*", "*Control Over Work*" and "*Social Support*".
 - 3rd: was composed by the Lipp's Inventory of Stress Symptoms for Adults-ISSL (Lipp) - "*Alert*", "*Resistance*", "*Almost-Exhaustion*" and "*Exhaustion*".
- For the results' analysis, the Chi-square test (Siegel) or Fischer's exact test were applied ($\leq 0,05$ ou 5%).
- Project approved by research ethics committee of UNISA, CAAE – 0104.0.386.000-10.

RESULTS

- It became evident in both groups and genders:
 - Job Stress Scale (Karasek):
 - HIGH (bad result) "*Psychological Demand*".
 - HIGH (good result) "*Control Over Work*".
 - HIGH (good result) "*Social Support*".
 - ISSL (Lipp):
 - Stress Phase 2 - "*Resistance*" at Last Week.
- In relation to the gender:
 - Teachers group: Female-58,6% and Male-41,1%.
 - Other Professionals group: Female-52,2% and Male-47,8%.

Chart 1. Professors and other professionals in relation a Stress to "*Psychological Demand*", "*Control*" and "*Social Support*" (Karasek)

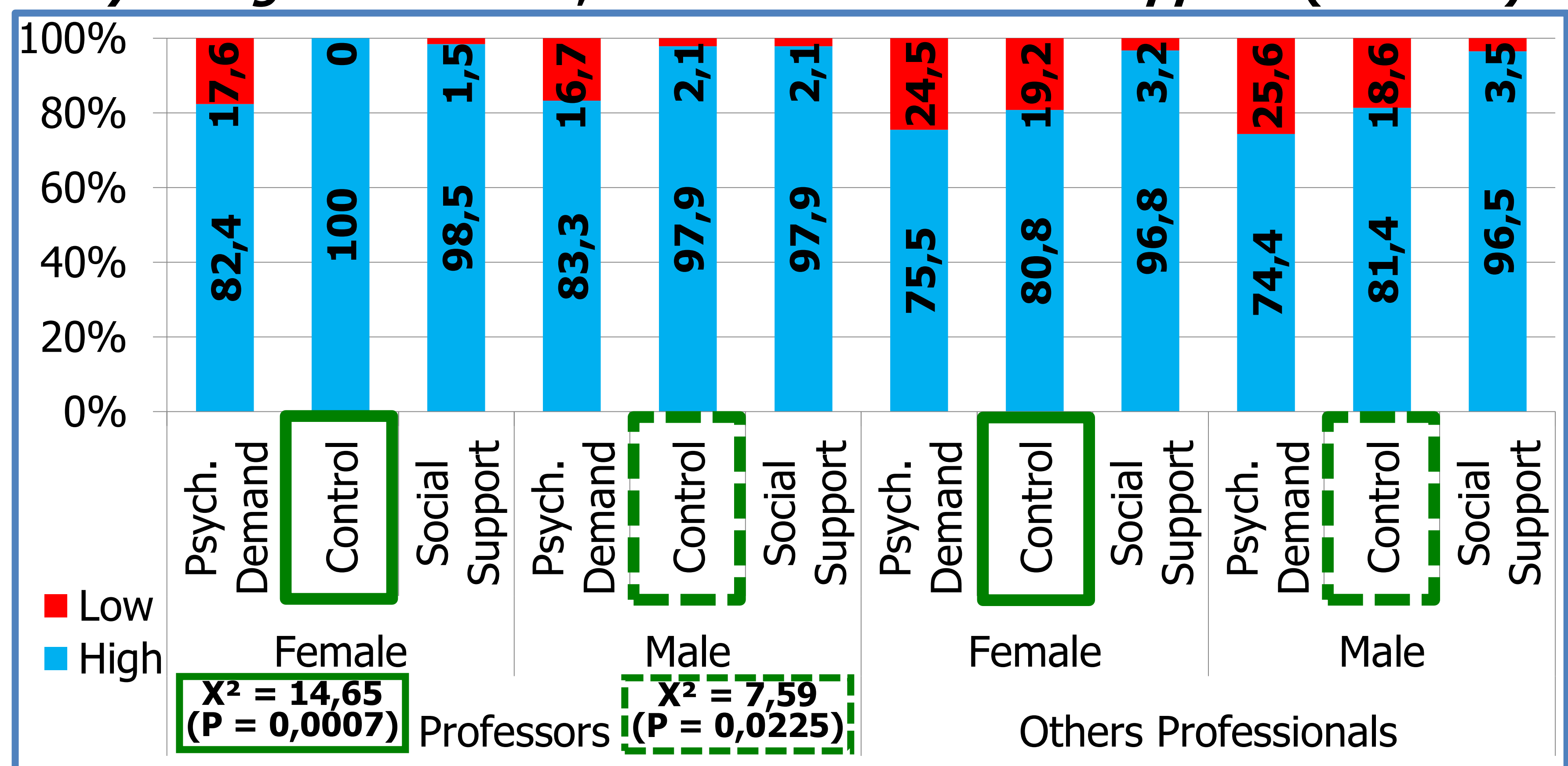
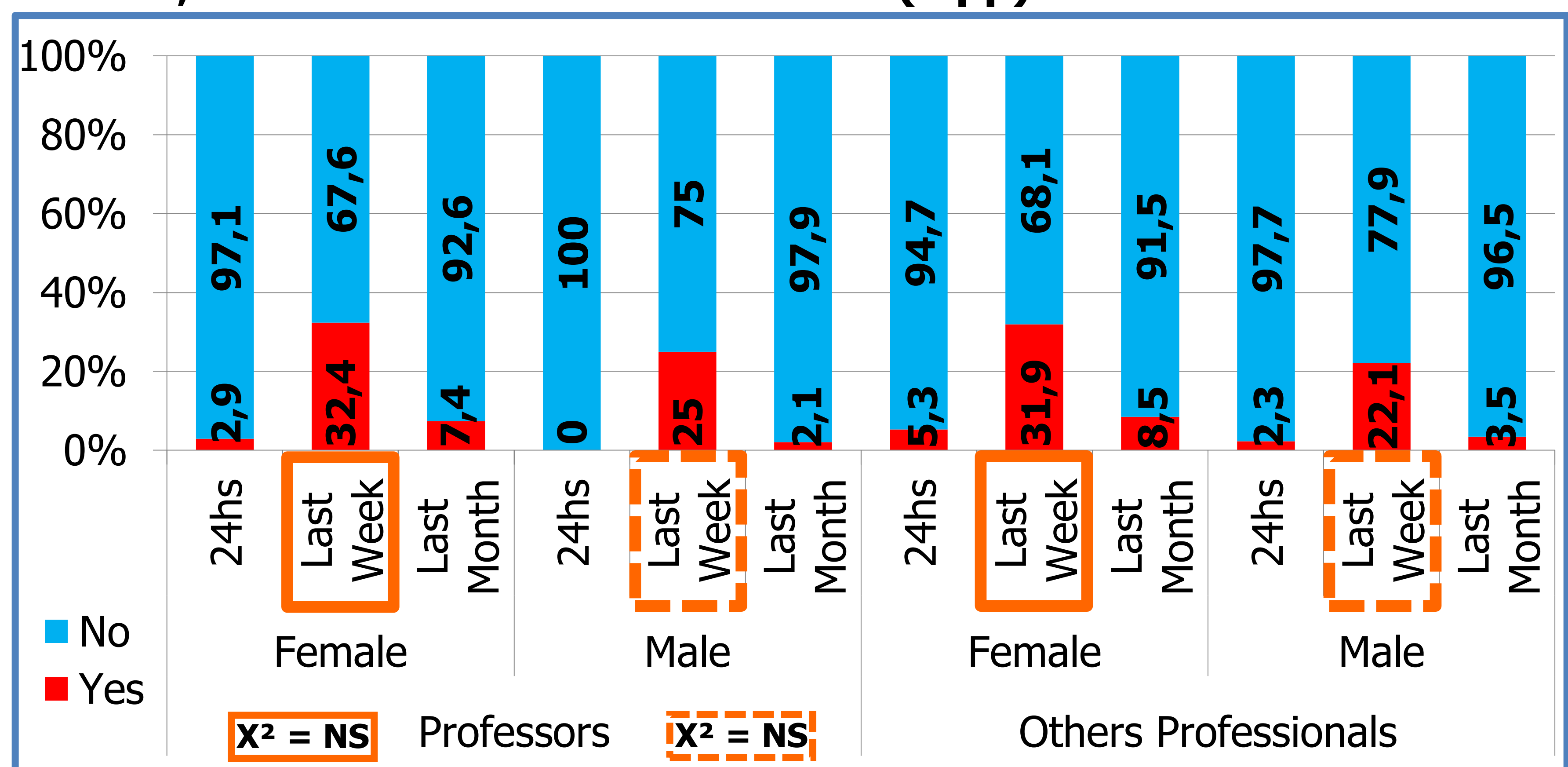


Chart 2. Professors and other professionals in relation a Stress to "24hs", "Last Week" and "Last Month" (Lipp).



CONCLUSIONS

- Job Stress Scale (Karasek): It was confirmed in both groups and genders HIGH "*Control Over Work*" WITH Statistical Significance.
- ISSL (Lipp): Prevalence Stress Phase 2 - "*Resistance*" at Last Week WITHOUT Statistical Significance.
- It was identified prevalence of the female gender.
- It is recommended to the institution the implantation of a health and quality of life at work policy.

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