

Management of Work Stress

Organization

- Formulate clear company policies and objectives
- Provide a safe and healthy working environment
- Delineate the roles and responsibilities of workers clearly
- Arrange work properly, improve or simplify the work process
- Arrange suitable rest time
- Provide adequate resources and training including stress awareness and managing work stress



Feedback and praise staffs' performances appropriately

Improve communication channel and encourage employees' involvement



Occupational Health Clinics

Kwun Tong Occupational Health Clinic

Tel: 2343 7133

Fanling Occupational Health Clinic

Tel: 3543 5701

Enquiry

For enquiries on this leaflet or advice on occupational health matters, please contact the Occupational Safety and Health Branch of the Labour Department through:

Tel: 2852 4041

Fax: 2581 2049

E-mail: enquiry@labour.gov.hk

Information on the services offered by the Labour Department and on major labour legislation can also be found on our website:

www.labour.gov.hk

Complaints

If you have any complaints about unsafe workplaces and practices, please call the Labour Department's Occupational Safety and Health Complaint Hotline at 2542 2172. All complaints will be treated in the strictest confidence.

WORK AND STRESS



Occupational Safety and Health Branch
Labour Department

Work Stress

Work stress appears when one's ability and expectations are not in line with the demands or other job-related factors.



Common Sources of Work Stress

► Job Factors

- Work overload or under load
- Excessively long working hours
- Shift work
- Monotonous or repetitive work processes
- Threat of staff cutbacks
- Insecure career prospects



► Environmental Factors

- Crowded
- Dangerous
- Noisy
- Poor air quality
- Uncomfortable lighting and temperature

► Interpersonal Relationship

- Inadequate communication
- Poor relationship among supervisors or colleagues

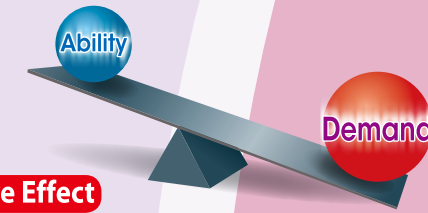
► Organization and Management

- Roles and responsibilities not distinct
- Performances not being recognized or praised
- Non-transparent policy



Effects of Occupational Stress

Negative Effect



Individual

Physical:

headache, muscle pain, insomnia

Psychological:

irritability, forgetfulness, anxiety

Behavioral:

loss of appetite, binge eating, smoking, increase drinking

Social:

social withdrawal, isolation

Job:

difficulty in concentration, decrease efficiency

Organization

- Low staff morale
- High rate of accidents and mistakes
- Decrease productivity
- Increase absenteeism and staff turnover rate



Positive Effect



Individual

- Inspire willpower
- Stimulate potential
- Strengthen self-confidence
- Raise adaptability
- Enhance efficiency

Organization

- Boost staff morale
- Increase productivity
- Enhance positive image



Management of Work Stress

Individual

Understand the sources of stress and talk to reliable people

Perform deep breathing and practise muscle relaxation

Enhance the ability to cope with work stress
e.g. communication skill, time management and interpersonal relationship

Self increment

Think positively and stay happy

Live a healthy lifestyle: regular and balanced diet, adequate sleep and rest, regular exercise, foster hobbies and enjoy leisure activities

Seek professionals' assistance when necessary

