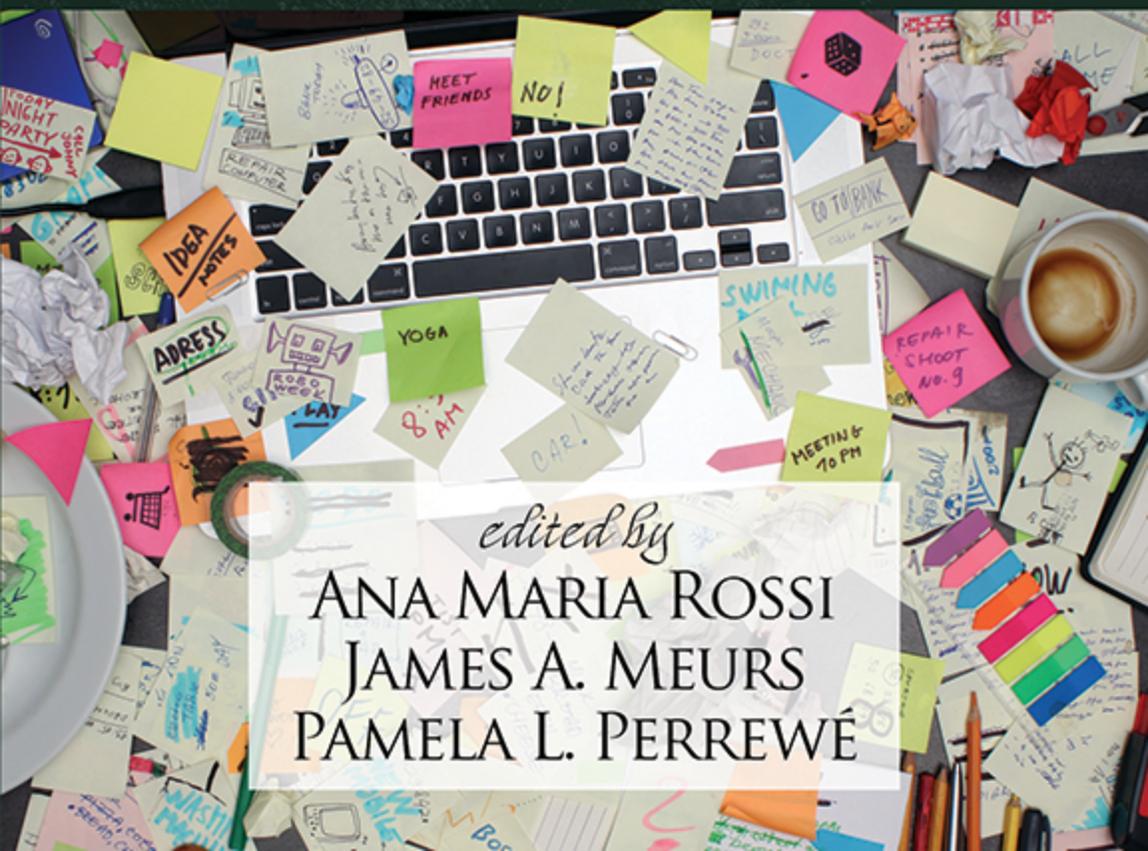


A VOLUME IN STRESS AND QUALITY OF WORKING LIFE

STRESS *and* QUALITY *of* WORKING LIFE

CONCEPTUALIZING AND ASSESSING STRESS



edited by
ANA MARIA ROSSI
JAMES A. MEURS
PAMELA L. PERREWÉ

Stress and Quality of Working Life

A volume in
Stress and Quality of Working Life
Ana Maria Rossi, James A. Meurs, and Pamela L. Perrewé, *Series Editors*

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Stress and Quality of Working Life

**Conceptualizing
and Assessing Stress**

edited by

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FOREWORD

In this sixth edition of *Stress and Quality of Working Life*, we are delighted to present our book of readings with the theme of conceptualizing and assessing stress. Our multidisciplinary and international experts have provided their in-depth understanding of occupational health and well-being in a manner that is easily accessible to any reader. Our 12 chapters begin with four chapters that review our conceptualizations of stress and well-being. The next four chapters cover several social and psychological factors that can have a dramatic influence on employee health and well-being. Finally, our last four chapters discuss the assessment of workplace stress experiences from a variety of perspectives.

We divide our book of readings in three major sections. The first section, Conceptualizations of Stress and Well-Being, includes four chapters. Chapter 1 by Day, Kelloway, and Gilbert raises a series of questions regarding whether the application of positive psychology to work environments has been helpful to employee health and well-being. Ben-Avi and Toker in Chapter 2 review the research on stress beliefs and discuss limitations and directions for future research in this emerging field. Chapter 3 by Eriksen explains the cognitive activation theory of stress and elaborates on its application to occupational health. The final chapter of this section, Chapter 4 by Dagenais-Desmarais, Mendonça, Ferreira, and Savoie, presents different approaches to psychological well-being at work and proposes directions for future research in this area.

The second section, Social and Psychological Workplace Factors in Stress and Health, includes four chapters. In Chapter 5, Demerouti reviews

the nature of job crafting and highlights its importance in organizational change. Kelloway, in Chapter 6 explains how dignity is a core resource for individuals at work, and elaborates how dignity relates to the importance work outcomes. Chapter 7 by Silva, de Lucca, and Zanatta analyzes research on presenteeism, showing how the concept has changed over time, as well as its consequences and causes. The section's last chapter, Chapter 8, by Lisboa, Verzoni, and Fulginiti, discusses how information and communication technology influences behavior, cognition, and relationships.

The third section, Stress Assessment, has four chapters and begins with Chapter 9 by Grudtner who discusses burnout and its influence on mental health. Chapter 10 by Araujo and Miyake examines the impact of sleep deprivation and sleep disorders on the physical and mental health of medical practitioners. In Chapter 11, Kassisse presents cortisol data collected at different times and degrees of activity, with a particular focus on cortisol's daily levels and rhythmicity. The final chapter (Chapter 12) by Simpson, O'Brien, and Beehr provides guidance for practitioners in developing and implementing a survey diagnosing work stress.

A large number of expert scholars on workplace stress have contributed their innovative research to this book's focus on conceptualizing and assessing stress, along with its social and psychological factors. We are grateful for their sizable contributions to our understanding of work stress phenomena, and we hope you will enjoy our sixth volume in this series, *Stress and Quality of Working Life: Conceptualizing and Assessing Stress*.

—**Ana Maria Rossi**
James A. Meurs
Pamela L. Perrewé

PREFACE

The corporate environment has been identified as one of the villains affecting workers' health. The cost of occupational stress is high. According to the American Institute of Stress (AIS), the effects of excessive stress costs \$300 billion a year in the United States. In Brazil, the loss is estimated at 3.5% of the yearly gross domestic product. Occupational diseases are related to activities performed by workers and to working conditions, which can trigger new or worsen already existing symptoms.

Proper diagnosis and relevant information are essential for managers and workers to become aware of stressors and to take efficient measures to manage stress. Although quality of life is the responsibility of every individual, companies will definitely be able to benefit from the implementation of preventive actions, thus avoiding paying a high price as a result of absenteeism, sick leaves, drops in productivity, and low work quality.

The prevention of occupational stress reduces mental disorders and improves the environment in companies. Prevention can be primary, when the situation causing the stress is prevented; secondary, when alternatives are provided to minimize the damage resulting from the problem; and tertiary, which involves containing the damage that has already occurred to try to prevent it from becoming worse.

A book on this subject is designed to be an additional tool to provide information and suggest ways to deal with pressures and demands, because stress levels are still on the rise. We believe that through information—and here you will be able to find the experience and opinion of recognized

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professionals in this area—Workers will be able to live better and more balanced lives. This is what ISMA-BR wishes. Enjoy the book.

—**Ana Maria Rossi**
ISMA-BR President