71 - OCCUPATIONAL STRESS: THE IMPACT OF HEALTH OFFICIALS CALL CENTER IN THE REGION OF THE GREAT SÃO PAULO – BRAZIL

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INTRODUCTION

The work is one of the leading and most expressive dimensions of contemporary society. Its internal logic implies full membership of the persons involved in the achievement of goals and execution of urgent tasks, circumstances often susceptible to causing discomfort and in extreme cases, even health problems.

This is reflected in the time of changes and transformations in the national and world stage that affect societies, communities and social classes in addition to the businesses and organizations mainly from countries considered as third world. Great technological advancement, increasingly rapid changes, computerization and the demand for professionals trained both physically and intellectually marks the current scenario.

Within the work environment, we live today in a period of transition in which old and new paradigms coexist causing major crises where competence has been synonymous with survival. With this, the worker was exposed to various stressors that could trigger stress in frame - considered as a set of symptoms or responses of the organism to any change which the individual needs to adapt (Davis, Eshelman &McKay , 1996).

The word stress comes from Latin, and means adversity or affliction. Stress is basically defined as the physiological or emotional response to an external boosts, which causes anxiety and tension that are perceived pressures, and require the entry into action of adaptive mechanisms, able to adjust to these pressures, providing appropriate media reaction and will preserve the integrity and balance. (RIO, 1998).

However, irrespective of the question of its definition, the phenomenon of stress has been extensively studied and many advances and retreats have occurred in many different perspectives. It is observed, for example, a reduction in the studies of physiological substrates, while there is an increase in psychological, social and cultural studies (Borges, 2002).

As Green points out (1988), although the literature highlight the difficulties researchers have in defining stress, it must be admitted that the experience of stress is something that people know well is part of life at different times, as well as joy, sadness and pain.

As well as occupational stress is not a new phenomenon, but a new field of study that emerged with the rise of stress related illness at work. The need for better theoretical understanding, joins the obligation to prevent and develop treatments for problems of physical and mental health.

Occupational stress can be seen as a consequence of complex relationships between conditions of work, external work conditions and worker characteristics, in which the demand for labor exceeds the abilities of the worker to face them (Ross & ALTIMAIER, 1994; MURPHY, 1984). In these circumstances, abnormal wear and / or a decreased ability of the body to work as a result of their inability to tolerate occurs overcome or adapt to the demands of a psychological nature, perceived as too unbearable and endless (Cooper, 1993).

The shortage of adequate scientific knowledge and / or conflicting results in this area show, however, that the lack of good conceptual and operational definitions also occurs with occupational stress, overly dependent on a methodology focused almost exclusively on measures of self-reported type (AX , 1996).

All persons within occupational organization may be feeling stressed, but nobody wants to admit it. Because there is always the stigma of being stressed, which can be seen as weakness. The macho culture is another reason. "If you can not stand the heat, get away from the fire." But according to recent research data, all are potentially subject to stress even the strongest.

Statistical data conducted in the US indicated that six indexes are frequent signs of organizational stress: tardiness and absences, sickness and absenteeism, employee turnover, filing of complaints, fall in the relationship between expenses and income of units of work, increase in number of accidents serious. It is noteworthy that absenteeism (missing) can represent both an attempt to combat stress as a result of it. Absence from work gives time to regain balance (O'Neill, 2002).

The stress is very costly both in human and economic terms. The diseases that cause and expenses directly or indirectly health related to him are extremely high. When the state of stress becomes chronic, are not uncommon fatigue and depression, especially when the individual enters the stage of exhaustion. It is during this phase that starts the use of so-called "miracle" substances that are actually quite harmful to health: tobacco, alcohol, coffee, and tranquilizantes.Com that the quality of life falls, food becomes irregular, diminishes sleeping hours, etc. the functional disorders (migraine, digestive problems, allergies, skin problems) are extremely frequent and organic diseases such as hypertension, cholesterol, myocardial infarction that can lead to hospitalization and even death in extreme cases (CUNGI, 2004).

It is thus a public health problem increasingly recognized, as shown by numerous studies and research published in the United States, Europe, Brazil and worldwide.

The present study aims to assess the impact of workload on desiquibrios caused emotional, job satisfaction and quality of life of employees operating the administrative sector (Call Center) of four companies in the Greater São Paulo region.

METHODOLOGY

This study is a descriptive, exploratory study with a sample of 16 professionals who work in customer service (call center) industry in four different business sectors of: auto car crash (switchboard service) center clinical diagnosis (switchboard to complain), shop virtual services (supervisory sector) and carrier (telephone operators for membership of the service), all located in the Greater São Paulo region.

The working range of subjects studied 6-8 hours a day, all acting during business hours. The survey was conducted between the periods from August to December 2013, where all subjects underwent a pre-interview for scheduling of tests.

After receiving the announcement of the dates for the tests (performed a week earlier), each subject received the first Statement of Informed Consent Form (ICF), which were described items related to ethical aspects of research and duly respected. The IC gave assurances regarding the provision of information, maintaining the anonymity of employees and the use

of data for scientific purposes only. Two assessment instruments were applied: QVS-80, to profile the subjects in personal areas, quality of life, work, health, lifestyle and family and the Stress Test created by Nieman (1993) for use in occupational settings whose objective is to evaluate the psychological aspects through numerical count.

The data contained in the application of evaluation forms were entered and tabulated in Microsoft Office Excel 2007 program verified the data, we analyzed 10 of the 44 tabulated charts: stress level, physical activity in company, quality of life, gender, discomfort work environment, negative feelings, sleep, workplace satisfaction, and pain workday.

It is noteworthy that because it is a qualitative, descriptive, exploratory study was not found necessary to use a statistical analysis, using the Statistical Package for Social Sciences (SPSS).

RESULTS

The data shows that 100% of subjects feel pain in any region of the body and discomfort during the workday, that due to the position that remain during the workday (sitting position) and second data due to absence of intervals each an hour or two of work. In relation to physical activity in the company 100% claimed that the company does not offer any kind of labor and Gymnastics program or any other way of physical activity, even exacerbating this state since the data showed us that more than 89% never practiced some physical activity outside of the workplace. Interest noting that there have been attempts to implement corporate wellness program in every company, but there was no continuity was due to lack of interest of companies for contracting the service. Among the regions in which subjects feel discomfort 100% had a region of the spine as a major cause, where the neck is predominant with 75% of subjects. The second area that causes more discomfort this is the region of the shoulders and cuffs with 54 %%, 25% elbows and legs and feet 12.5%, where again the lack of breaks, along with postural problems during the workday can be contributing to these data. We can not neglect the ergonomics that these companies may be experiencing problems because data showed us that not all companies and the presence of ergonomists or minimization of problems regarding physical environment. Regarding gender 80% of the subjects were women and 20% are men with an age range 20-39 years where 60% are single and 40% are married. While these data are positive for firms while productivity data are worrisome to the life style of this subject where 48% have fewer recreational opportunities, 59% smoked and 40% slept less than five hours per night, causing the latter given situations can cause drowsiness, loss of concentration and increase the risk of accidents in the workplace.

The satisfaction with the work presented 62% as feeling good and 38% as regular feeling since all subjects spend 6-8 hours on average seated, with 40% of these have rarely displacement during the workday. Still, 41% work in two shifts which may further contribute to increase the risk of accidents, decreased productivity and increased irritability towards the function they perform. The number of sedentary lifestyle caught our attention because it reached 89% of the subjects in which ever engage in some kind of physical activity, including walking.

But the most alarming data regarding the stress level of the subjects, where 25% are in a state of distress (state of exhaustion), ie, already have problems with depression and anxiety and negative feelings toward life. All are to undergo psychiatric treatment and three have been off work (supervisory service and switchboard service). These data can become even more serious if the group of 57% who had problems with stress does not reverse this situation. The data showed that the pressure and emotional instability are the main factors that contribute to this situation. Due to short time working in this occupation 17% of subjects had well-being in relation to the level of stress, since in all four companies surveyed have a constant turnover of employees in these sectors.

FINAL THOUGHTS

Wonders nowadays, the organization itself as stress agent, and several countries have already seen, the complete analysis of the company, a new weapon to combat it. Prevention of organizational stress should envolvias reaches all people in the workplace by means of preventive behavior learning. The primary prevention should be made with the employer class that controls the behavior stressful in the beginning, therefore, the worker returns the stress to the head properly, breaking the vicious cycle.

Still, it is evident from the data presented that implementing corporate wellness programs, will help to minimize the discomfort shown by 100% of employees such as stress prevention program through improved quality of life activities inside and outside the work environment. Despite the attempts of implementing these programs in the data presented, it is important that professionals clarify more didactic manner to employers of these companies through statistical data, benefits, profitability and how much physical activity within the workplace makes employees happier and healthier, which is, in the long term, an increase in productivity. The physical and emotional tranquility of the people is synonymous with organizational growth (Delboni, 1997).

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ABSTRACT

The aim of this study is to evaluate the impact of workload on the prevalence of emotional imbalances, job satisfaction and quality of life of employees of the public service sector, (Call Center) in four companies of greater Sao Paulo. The study was conducted from August to December 2013 with descriptive, exploratory where 16 professionals were evaluated, four of the supervisory sector and 12 from the operational sector. Used two assessment instruments: QVS-80, to profile the subjects in personal areas, quality of life, work, health, lifestyle and family and the Stress Test for application in occupational environment whose goal is to assess the psychological aspects through numerical count. All subjects signed an Informed Consent Form (ICF), which were described items related to ethical aspects of research. The data collected showed the alarming statistics regarding the stress level of the subjects, where 25% are in a state of distress (state of exhaustion), presenting problems with depression and anxiety and negative feelings towards life, where everyone is in a psychiatric follow and three have been out of work, 57% have already been stress resistance, 100% experience pain in any region of the body and discomfort during the workday, where 75% are located in the cervical region; 89% nape practice any physical activity and 40% slept less than five hours per night. Data from this study show that will need to implement a program that can improve the quality of life of employees within the workplace, compliance with regulatory standards for breaks required by all employees, unsatisfactory data with respect to working conditions . It has been observed that employees who have double shifts exhibit a constant state of stress causing absenteeism and constant spacing.

KEYWORDS: Occupational Stress, Work Environment, Workplace Exercise.

RÉSUMÉ

Le but de cette étude est d'évaluer l'impact de la charge de travail sur la prévalence des déséquilibres émotionnels, la satisfaction au travail et la qualité de vie des employés du secteur de la fonction publique, (Call Center) dans quatre sociétés les plus Sao Paulo. L'étude a été menée d'Août à Décembre 2013, avec descriptif, exploratoire où 16 professionnels ont été évaluées, quatre du secteur de surveillance et 12 du secteur opérationnel. Utilisé deux instruments d'évaluation: QVS-80, le profil des sujets dans des domaines personnels, qualité de vie, travail, santé, mode de vie et de la famille et le stress test pour une application en milieu de travail dont l'objectif est d'évaluer la aspects psychologiques par le comte numérique. Tous les sujets ont signé un formulaire de consentement éclairé (ICF), les éléments relatifs aux aspects éthiques de la recherche ont été décrits. Les données recueillies ont montré les statistiques alarmantes concernant le niveau des sujets, où 25% sont dans un état de détresse (état d'épuisement) le stress, présentant des problèmes de dépression et d'anxiété et des sentiments négatifs envers la vie, où tout le monde est dans un suivi psychiatrique et trois ont été sans emploi, 57% ont déjà été la résistance au stress, 100% éprouvent de la douleur dans une région du corps et de l'inconfort au cours de la journée de travail, où 75% sont situés dans la région cervicale; 89% nuque pratiquent aucune activité physique et 40% dorment moins de cinq heures par nuit. Les données de cette étude montrent que devront mettre en œuvre un programme qui peut améliorer la qualité de vie des employés en milieu de travail, le respect des normes réglementaires pour les pauses requises par tous les employés, des données satisfaisantes à l'égard des conditions de travail . Il a été observé que les employés qui ont des doubles vacations présentent un état constant de stress entraînant l'absentéisme et de l'espacement constant.

MOTS-CLÉS: stress au travail, l'environnement de travail, l'exercice en milieu de travail.

RESUMEN

El objetivo de este estudio es evaluar el impacto de la carga de trabajo en la prevalencia de los desequilibrios emocionales, la satisfacción laboral y la calidad de vida de los empleados del sector de servicios públicos, (Call Center) en cuatro empresas de mayor Sao Paulo. El estudio se realizó entre agosto y diciembre de 2013, con descriptivo, exploratorio, donde se evaluaron 16 profesionales, cuatro del sector de supervisión y 12 del sector operativo. Se utiliza dos instrumentos de evaluación: QVS-80, para perfilar los temas en áreas personales, la calidad de vida, el trabajo, la salud, estilo de vida y de la familia y la prueba de esfuerzo para su aplicación en el entorno laboral, cuyo objetivo es evaluar la aspectos psicológicos a través de recuento numérico. Todos los sujetos firmaron un formulario de consentimiento informado (ICF), que se describe los elementos relacionados con los aspectos éticos de la investigación. Los datos recogidos mostraron las estadísticas alarmantes en relación con el nivel de estrés de los sujetos, donde el 25% se encuentran en un estado de angustia (estado de agotamiento), presentando problemas con la depresión y la ansiedad y los sentimientos negativos hacia la vida, donde todo el mundo está en un seguimiento psiquiátrico y tres han estado sin trabajo, el 57% ya han sido la resistencia al estrés, 100% experimentan dolor en cualquier región del cuerpo y malestar durante la jornada de trabajo, donde el 75% se encuentra en la región cervical; 89% nuca practicar cualquier actividad física y el 40% dormían menos de cinco horas por noche. Los datos de este estudio muestran que será necesario implementar un programa que puede mejorar la calidad de vida de los empleados en el lugar de trabajo, de conformidad con las normas reglamentarias para descansos requeridos por todos los empleados, datos poco satisfactorios con respecto a las condiciones de trabajo . Se ha observado que los empleados que tienen doble turno exhiben un constante estado de estrés que causa el absentismo y el espaciamiento constante.

PALABRAS CLAVE: estrés laboral, el entorno laboral, el lugar de trabajo del ejercicio.

ESTRESSE OCUPACIONAL: IMPACTO NA SAÚDE DE FUNCIONÁRIOS DE CALL CENTER NA REGIÃO DA GRANDE SÃO PAULO – BRASIL

RESUMO

O objetivo deste estudo é avaliar o impacto da carga de trabalho sobre a prevalência de desiquilíbrios emocionais, satisfação profissional e a qualidade de vida de funcionários do setor de atendimento ao público, (Call Center) em quatro empresas da grande São Paulo. O estudofoi realizado de agosto a dezembro de 2013 tendo caráter descritivo, exploratório onde foram avaliados 16 profissionais, sendo quatro do setor de supervisão e 12 do setor operacional. Utilizaram-se dois instrumentos de avaliação: QVS-80, para traçar o perfil dos sujeitos nas áreas pessoais, qualidade de vida, trabalho, saúde, estilo de vida e família e o Teste de Estresse para aplicação em ambiente ocupacional cujo objetivo é avaliar os aspectos psicológicos através de contagem numérica. Todos os sujeitos assinaram o Termo de Consentimento Livre e Esclarecido (TCLE), onde estavam descritos os itens relativos aos aspectos éticos da pesquisa. Os dados coletados nos mostraram dados

alarmantes com relação ao nível de estresse dos sujeitos, onde 25% estão em estado de sofrimento (estado de exaustão), apresentando depressão e problemas com ansiedade e sentimentos negativos com relação à vida, onde todos estão com acompanhamento psiquiátrico e três já foram afastados do trabalho, 57% já apresentam estresse em estado de resistência, 100%sentem dor em alguma região do corpo e desconforto durante a jornada de trabalho, onde 75% encontram-se na região cervical; 89% nuca prática qualquer atividade física e 40% dormem menos de 5 horas por noite. Os dados deste estudo mostram que á necessidade da implantação de um programa que possa melhorar a qualidade de vida dos funcionários dentro do ambiente de trabalho, o cumprimento das normas regulamentadoras para as pausas exigidas por todos os funcionários, dados insatisfatórios com relação às condições de trabalho. Observou-se que os funcionários que apresentam jornada dupla apresentam um estado constante de estresse causando absenteísmo e afastamento constantes.

PALAVRAS-CHAVE: Estresse ocupacional, Ambientede trabalho, Ginástica Laboral.