Organizational behavior

INDIVIDUAL AND GROUP STRESSORS THAT INFLUENCE EMPLOYEE BEHAVIOR IN AN ORGANIZATION

SYNDICATE 1
mark, rose, andrew, jane, paul and Stephen.

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DEFINITIONS:

• Stress

• An adaptive response moderated by individual differences that is a consequence of any action, situation or event, that places special demands on a person. It can be positive or negative

• It is the consequence of the interaction between an environmental stimulus (stressor) and the individual’s response

• A stressor is an external event or situation that is potentially harmful to a person

• 3 factors that make an event/situation stressful
  • Importance of the event – e.g. laying off staff
  • Uncertainty surrounding event
  • Duration of event
INDIVIDUAL STRESSORS

• **Role conflict** - Conflicting requirements, conflicting demands, pressured to get along with incompatible mates e.g. CEO vs. MD

• **Role overload** - Quantitative Vs. Qualitative – too many things to do / incapability of handling duties given to a person/ targets set are too high to achieve e.g. Sales person

• **Role ambiguity** - Uncertain expectations, Unknown or undefined duties or norms e.g. Inspector general

• **Responsibility for people** - Forward thinking for those under one’s responsibility e.g. Governor

• **Harassment** - Verbal, Physical or Psychological abuse, threats, undue or forceful demands, malice e.g. Head-teacher

• **Pace of change** - Drastic or High acceleration of work process to a point of overwhelming a person e.g. IT implementation
Group stressors

- Managerial behavior - Dictatorial, Autocratic, Oppressive, style of management creating fear
- Lack of cohesiveness - Split objectives and direction causing lack of togetherness
- Intra-group conflict - Conflict between 2 or more members of same group or team e.g. R & D department
- Status incongruence - Goal difference accompanied by differing perception of reality e.g. Doctor Vs Nurse
- Organizational Politics-power struggles, game playing, can create friction and increase stress e.g. East Africa Portland Cement
INFLUENCE TO EMPLOYEE BEHAVIOR ON ORGANIZATION

- Agitation
- Absenteeism/lateness
- Underperformance
- High Staff turnover
- Staff demoralization
- Depression and Disillusionment
- Bad decision making
- Low self-esteem/ Withdrawal
- Strikes
- Job dissatisfaction
- Accidents
- Burn out
THANK YOU

CONTRIBUTIONS, Q&A's