

Towards the Conceptualization and the Operationalization of the Construct of Occupational Stress

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Abstract— Occupational stress is a prominent risk factor amongst adversely affecting job interrelated factors midst employees of diverse global industrial contexts. The purpose of this study is to afford a comprehensive conceptualization and operationalization of the construct of occupational stress while developing a complete measuring instrument. The archival method was adopted in this research. The systematic review together with critical review processes have encircled published research articles between 1872 and 2020 in the arenas of HRM, psychology, and organizational behaviour. Accordingly, 126 articles were initially scrutinized, and 96 were systematically reviewed. Thus, “Occupational Stress” can be defined as the employee’s responsiveness of personal dysfunction as a result of perceived workplace conditions and harmful physiological, psychological and emotional responses caused by these uncomfortable workplace conditions. Accordingly, six main dimensions namely, “Responsibility Pressure”, “Quality Concern”, “Role Conflict”, “Job Vs Non-Job Conflict”, “Workload” and “Employee Dysfunction Responses” have been recognized for the construct of “Occupational Stress”. Along with, the explored dimensions, elements, and question items could be utilized to develop a comprehensive instrument to measure the construct of “Occupational Stress”. This study is limited to instrument development; nevertheless, there is an enormous scope for utilizing the instrument to empirically measure occupational stress linked to diverse global industrial contexts in future studies.

Keywords— Conceptualization, Instrument, Occupational stress, Operationalization, Stress

I. INTRODUCTION

The concept of “Occupational Stress” is considered as a prominent risk factor amongst adversely affecting job interrelated factors midst employees of diverse global industrial contexts, who are massively pressurized on their

job results and embraced physically and mentally in coping with their job role as well as workload. Hence, occupational stress has become a prime concern not only amongst the employees but also amongst the HR practitioners in global business industrial contexts as well as research scholars who have engaged in diverse research studies (Chinyere and Ezinwanyi, 2016; Agyei et al., 2019). Execrably, global economic recession, constant technological changes, managerial attitudes along with corrupt competitive work environments have primarily contributed to stressful work environments linked to diverse global business industrial contexts (Colligan and Higgins, 2006; Dartey-Baah et al., 2020). Nevertheless, work life plays a dominant role among most of the individuals which springs happiness, well-being, and sound health, nonetheless it generates a potential source of stress too. Conferring to Jain and Batra (2015) occupational stress makes employees dread walking hooked on their workplace every morning, then makes them burden on their jobs during every night. Conversely, occupational stress affords stimulations, challenges, growth, development while providing an excitement for the life also (Selye, 1956). Besides, occupational stress leads to destructive and detrimental consequences primarily on employees’ well-being and organizational productivity, if it is not properly managed (Agyei et al., 2019). Consequently, the negative impacts on both the employees and the organizations are several ill-health conditions, obligatory early retirement, poor performance, job dissatisfaction, insufficient employee relations, accident vulnerability, alcohol addict, frequent absenteeism, high labor turnover, and so on (Cooper and Davidson, 1982). Characteristically, employees are obligatory to perform diverse tasks, learn novel skills as well as entail meeting organizational competitive demands (Dollard et al., 2003). Therefore, these conditions lead for more fluid jobs, role ambiguity and role conflict in the jobs while revolving occupational stress (Dollard et al., 2003). Through this view, there are three main objectives in this conceptual study. The first objective is to establish a novel

practical definition for occupational stress. Afterwards, the second objective is to explore different dimensions and their elements for the core variable of occupational stress. Finally, the third objective is to develop a comprehensive instrument in measuring the construct of occupational stress.

II. LITERATURE REVIEW

This section provides a brief explanation of the development of the concept of “Occupational Stress” grounded on prior research findings. In consort with, it further affords a comprehensive review of “Occupational Stress” definitions specified by enormous scholars in the arenas of HRM, psychology, medicine, engineering, and organizational behavior.

L. Evolution of the Concept of “Occupational Stress”

Conferring to Selye (1973) the concept of “Stress” is very ancient and it must have arisen even to pre-historic man that the loss of vigour as well as feeling of exhaustion. Initially, Claude Bernard (1813-1878) expressively contributed towards development of “Stress” through his established concept of ability of an organism in maintaining a persistent fluid environment bathing cells of the body so-called “milica interieur” (Bernard, 1872). Nevertheless, around 50 years later Walter Cannon (1871-1945) consequently coined “homeostasis” through his research series in describing the maintenance in acceptable ranges of numerous physiological variables. Henceforth, Walter Cannon used “Stress” in describing the emotional states which had potential detrimental physical outcomes on organisms. Although Walter Cannon (1871-1945) and Hans Selye (1907-1982) rarely mentioned the terms “Occupational Stress” or “Work related Stress”, their research not ever focused on it, certainly their revolutionary works have been performed with the animals and not with the people (Ivancevich and Ganster, 2014). Nevertheless, the concept of “Occupational Stress” perhaps can be traced through the non-experimental studies performed in early 1960s with the American employees (Kahn et al., 1964). Further, Kahn et al. (1964) have estimated one third or more employees in their national sample were highly experiencing the phenomenon called “Occupational Stress”.

Furthermore, from the point of view of experimental psychology and engineering psychology an entirely dissimilar approach to “Occupational Stress” had been initiated by the previous researchers (Ivancevich and Ganster, 2014). In view of that, according to Broadbent (1954) the physical stressors such as noise had been studied for their effects on the job performances. Currently, there are four distinguishable approaches to “Occupational Stress”, namely medical approach, clinical psychology approach, engineering psychology approach and organizational psychology approach (Ivancevich and

Ganster, 2014). Four approaches to “Occupational Stress” are diagrammatically depicted (Figure 1).

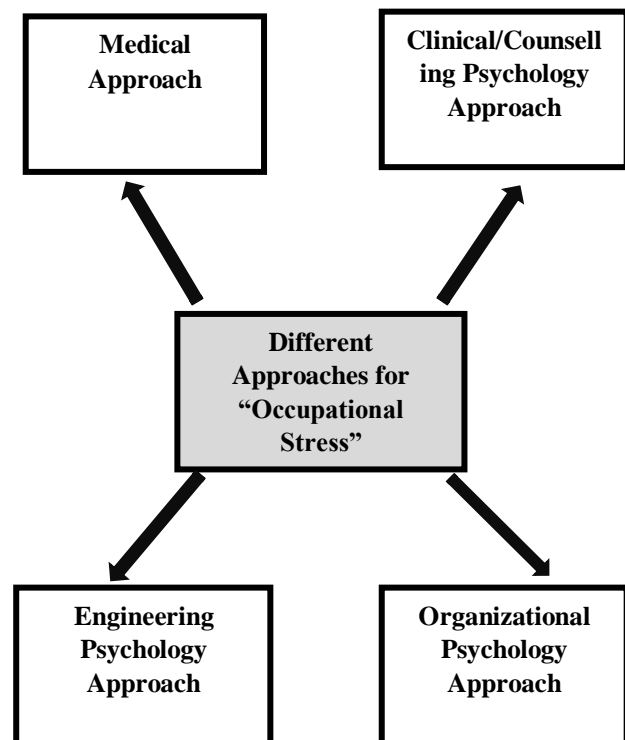


Figure 1. Key four approaches to occupational stress
Source: Developed by researchers based on literature

Initially, the medical approach obviously has its historical roots in the tradition of Walter Cannon (1871-1945) and Hans Selye (1907-1982). At that juncture, the psychological approaches to “Occupational Stress” are closely parallel to the medical approach, but it emphasizes psychological causes and consequences instead of the physical causes (Ivancevich and Ganster, 2014). Then, the engineering psychology approach has traditionally focused on physical characteristics of workplace as stressors as well as on job performance as the primary out-come (Ivancevich and Ganster, 2014). Moreover, in the organizational psychology approach, the psychological stressors are found to influence psychological strains in the organizational psychology approach and workplace characteristics are the targets for the direct treatments (Ivancevich and Ganster, 2014). Likewise, this particular approach, receiving pioneering impulse through the book written by Kahn et al. (1964) which was developed with a precise interest in the workplace stress. As a prominent indication of the discrete development of these approaches, Kahn et al. (1964) has identified as a classic from organizational psychology approach, even referencing Hans Selye (1907-1982) in his prominent published book, nevertheless Hans Selye is given the credit as a pioneer in medical and clinical/counseling psychology approaches (McLean, 1979; Ivancevich and Ganster, 2014).

M. Review of “Occupational Stress” Definitions

Throughout the research history several scholars have defined the term entitled, “Occupational Stress” conferring to numerous viewpoints. Since, there are key approaches to occupational stress namely, medical approach, clinical psychology approach, engineering psychology approach and organizational psychology approach, the concept of “Occupational Stress” has been defined in diverse ways based on these key approaches in various circumstances while acquiring key features of these approaches. Hence, Walter Cannon (1871-1945) and Hans Selye (1907-1982) have described “Stress” based on key features of medical approach, which is also being applied for the workplace settings, but was not developed from a primary interest in occupations or the workplace (Ivancevich and Ganster, 2014). In addition, the medical approach tends to focus on the individual more than on the organization (Ivancevich and Ganster, 2014). Accordingly, Selye (1956), who is a pioneer of occupational stress has defined “Stress” as a state manifested by a specific syndrome which consists of all the non-specific changes within the biologic system that occur when challenged by aversive or noxious stimuli. Conferring to Selye (1956) stress is typically treated as a generalized as well as nonspecific physiological response syndrome. Far ahead, Forman and Myers (1987) defined “Stress” as the body’s physical, mental, and chemical reaction to stressors or circumstances that frighten, excite, endanger, confuse, challenge, surprise, anger or irritate for instance unrealistic job deadlines, financial strain, or broken relationships. According to them, stress causing stressors may be occurred due to various circumstances related to personal life, academic life, career life and so on. Conferring to the physiological approach, the concept of stress is a specific physiological response to a threatening or else damaging environment (Cox et al., 2000). Accordingly, Cox et al. (2000) defined “Stress” as the common physiological effects of a wide range of aversive or noxious stimuli. Thus, Cox et al.’s (2000) definition which is based on the physiological approach only focused upon the physiological effects of the individual.

In consort with, Beehr and Newman (1978) defined the concept of “Occupational Stress” as a situation where in job related factors interact with a worker to change his or her psychological and/or physiological condition and this forces the person to deviate from his or her normal functioning. Thus, when the organizational staff is unhappy, they are less efficient and effective as well as more probable to squander work hours or else ultimately quit (Beehr and Newman, 1978). Subsequently, the occupational stress affects not only the morale of the employees, but also the organization’s bottom line (Beehr and Newman, 1978). Additionally, Beehr and Newman (1978) emphasize the interacting nature of job-related factors with employees in causing stress, while

highlighting both the physiological as well as psychological changes of the employees in the organizational settings. After around a decade of period Leiter and Maslach (1988) defined “Occupational Stress” as depersonalization, emotional exhaustion as well as a reduced sense of personal accomplishment, while mentioning that, there is no universally agreed definition for this concept. In consort with, conferring to the United States National Institute for Occupational Safety and Health (USNIOSH) (1999) “Occupational Stress” can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or else needs of the worker. Thus, prolonged distress is more destructive to physical, mental as well as emotional health of professionals under numerous circumstances (De Silva et al., 2017). Therefore, unnecessary occupational stress affects with the individual performance, organizational productivity as well as efficiency of overall project delivery (De Silva et al., 2017).

Subsequently, Kyriacou (2001) also defined the concept of “Occupational Stress” as the unpleasant, negative emotions, such as anger, anxiety, tension, frustration, or depression, resulting from some aspect of the work as an employee (pp. 28). However, this definition has been precisely targeted upon the teaching profession. Hence, the employee’s emotions are probable to impact on his or her performance in the organization (Kyriacou, 2001). In consort with, Tsai et al. (2009) also defined the concept of “Occupational Stress” as harmful physical and emotional responses incurred in the work environment. Hence, Tsai et al.’s (2009) definition incorporates both physical and emotional responses with respect to diverse occupational stressors prevailing in the organizational work settings.

Along with, Langan-Fox and Poole (1995) defined the concept of “Occupational Stress” as the imbalance resulting from job-related demands and abilities. However, a certain amount of stress can act as a catalyst for optimum job performance, while too much stress can damage employee’s health and wellbeing during the process of job performance in the organizational setting (Langan-Fox and Poole, 1995). Along with, Montgomery et al. (1996) also defined the concept of “Occupational Stress” as an employee’s awareness or feeling of personal dysfunction, as a result of perceived conditions or happenings in the workplace, and employees’ psychological and physiological reactions caused by these uncomfortable, undesirable or threats in the employee’s immediate workplace environment. In conclusion, different definitions specified by enormous scholars in the arenas of HRM, psychology, medicine, engineering, and organizational behaviour for the notable concept of

“Occupational Stress” are descriptively shown with the comprehensive comments (Table 1).

Table 1. Definitions for the concept of “Occupational Stress”

Author (s) & Year	Definition	Comments
Selye (1956)	Stress is defined as a state manifested by a specific syndrome which consists of all the non-specific changes within the biologic system that occur when challenged by aversive or noxious stimuli.	-Stress occurs when confronted by aversive or noxious stimuli. -Tends to focus on the individual more than on the organization.
Cox et al. (2000)	Stress is defined as the common physiological effects of a wide range of aversive or noxious stimuli.	-Describes the concept of stress as physiological effects of noxious stimuli.
Beehr and Newman (1978)	Occupational stress is defined as a situation where in job related factors interact with a worker to change his or her psychological and/or physiological condition and this forces the person to deviate from his or her normal functioning.	-Describes the concept of occupational stress as a situation where job related factors interact with workers. -Describes the changing of both psychological and physiological conditions of the workers.
USNIOSH (1999)	Occupational stress is defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or else needs of the worker.	-Describes the harmful physical and emotional responses as a result of occupational stressors.
Montgomery et al. (1996)	Occupational stress is defined as an employee’s awareness or feeling of personal dysfunction, as a result of perceived conditions or happenings in the workplace, and employees’ psychological and physiological reactions caused by	-Describes the employee’s responsiveness of personal dysfunction because of workplace conditions. -Describes psychological and physiological reactions caused by uncomfortable conditions in the workplace.

	these uncomfortable, undesirable or threats in the employee’s immediate workplace environment.	
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Source: Developed by researchers based on literature

III. RESEARCH METHODOLOGY

The archival method was adopted by researchers in accomplishing the key objectives of the research. Similar methodological approaches were practiced related to the research arena of occupational stress in prior research history by Fletcher and Payne (1980). The systematic review together with critical review processes were combined in this review in establishing a novel practical definition, conceptualizing, operationalizing, and developing a comprehensive instrument to measure the construct of occupational stress. Conferring to Khan et al. (2003) systematic review is specifically “...based on a clearly formulated questions, identifies relevant studies, appraises their quality, and summarizes the evidence by use of explicit methodology. It is the explicit and systematic approach that distinguishes systematic reviews from traditional reviews and commentaries.” (Khan et al., 2003, pp. 118). Thus, the systematic review process has enclosed published research articles in fields of HRM, psychology, and organizational behaviour, which have been published between 1872 and 2020. In this systematic review process, noteworthy academic research databases so-called, Emerald Insight, Taylor and Francis, JSTOR, Elsevier, Springer, Scopus, Willey Online, PubMed, SAGE Publishing and Science Direct have been utilized for principal collection through published research articles. Furthermore, academic institutional repositories of recognized global universities too have been considered in the meantime for additional collection. In view of that, approximately 126 published research articles were considered and scrutinized in the initial review to check the applicability of them for the research phenomenon. After eliminating irrelevant and duplicates, the remaining 96 published research articles were systematically reviewed. Six key search screening conditions were defined and established to warrant the translucent selection of the published research articles (Table 2). Since the requirement of in-depth exploration of the concept of occupational stress along with its evolution, as well as the availability of a rarer number of studies interrelated to the arena of occupational stress, a wide-ranging period (from 1872 to 2020), was considered as the time window of the study.

Table 2. The key search screening conditions, which were applied for the inclusion and exclusion of published research articles in the systematic review process.

Search screening condition	Reasons for using the search screening condition	Inclusion	Exclusion
Language of the article	To access articles published in the international language, which is most extensively used by researchers.	English language	Any other language other than English language
Format of the article	To analyse and synthesis the presented information in the published research article precisely.	Full text	Abstract only
Type of the article	To concentrate on the quality of the published research article.	Research article published in the scientific peer-reviewed journal	Research article published in non-scientific non peer-reviewed journal, conference proceedings, newspapers, books etc.
Period	To perform an in-depth exploration of core concepts together with their evolutions.	1872-2020	Before 1872
Relevance in terms of research arena of occupational stress	To create a pool of published research articles, which are relevant to occupational stress.	Published research article, which refers to occupational stress.	Published research article, which does not refer to occupational stress.
Relevance in terms of conceptualization, operationalization, and development of the instrument to measure the	To create a pool of published research articles, which are relevant to conceptualization, operationalization, and the development of measuring	Published research article, which refers to conceptualization, operationalization and measuring instrument	Relevance in terms of conceptualization, operationalization, and development of the instrument to measure the

construct of occupational stress.	instrument for occupational stress.	development for occupational stress.	construct of occupational stress.
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Source: Developed by researchers

Subsequently, this research study comprehended a systematic review process that has led to comprehensive conceptualization and operationalization of the construct of occupational stress aimed at developing a comprehensive instrument which is intended to be verified in future research studies both quantitatively and qualitatively.

IV. TOWARDS THE CONCEPTUALIZATION OF OCCUPATIONAL STRESS

Throughout the research antiquity several scholars have defined the concept of “Occupational Stress” conferring to numerous viewpoints. Since, there are key approaches to occupational stress namely, medical approach, clinical psychology approach, engineering psychology approach and organizational psychology approach, “Occupational Stress” has been defined in diverse ways based on these key approaches in various circumstances while acquiring the features of these approaches. Selye (1956) has defined “Stress” as a state manifested by a specific syndrome which consists of all the non-specific changes within the biologic system that occur when challenged by aversive or noxious stimuli.

Afterwards, Beehr and Newman (1978) defined “Occupational Stress” as a situation where in job related factors interact with a worker to change his or her psychological and/or physiological condition and this forces the person to deviate from his or her normal functioning. Subsequently, occupational stress affects not only the morale of the employees, but also the organization’s bottom line (Beehr and Newman, 1978). Conferring to USNIOSH (1999) “Occupational Stress” can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or else needs of the worker. Thus, prolonged distress is more destructive to physical, mental as well as emotional health of professionals under numerous circumstances (De Silva et al., 2017). Along with, Montgomery et al. (1996) also defined “Occupational Stress” as an employee’s awareness or feeling of personal dysfunction, as a result of perceived conditions or happenings in the workplace, and employees’ psychological and physiological reactions caused by these uncomfortable, undesirable or threats in the employee’s immediate workplace environment. To sum up, reviews of occupational stress definitions are descriptively elaborated (Table 1).

A. Occupational Stress: Working Definition

The working definition for the concept of “Occupational Stress” was developed based on three noteworthy definitions specified by Beehr and Newman (1978), Montgomery et al. (1996) and USNIOOSH (1999).

Accordingly, the developed working definition for the concept of “Occupational Stress” is as follows:

“Occupational Stress is the employee’s responsiveness of personal dysfunction as a result of perceived workplace conditions and harmful physiological, psychological and emotional responses caused by these uncomfortable workplace conditions”.

V. TOWARDS THE OPERATIONALIZATION OF OCCUPATIONAL STRESS

Operationalization comprehends translating of psychological world into physical world (Bryman and Bell, 2011). This is performed by observing the behavioural dimensions, facets, or else properties signified by the concept (Sekaran and Bougie, 2016). Thus, dimension is an aspect of a concept (Bryman and Bell, 2011). Consequently, these dimensions are translated into observable and measurable elements in developing an index of measurement of the specific concept (Sekaran and Bougie, 2016). Based on the established working definition for “Occupational Stress” six key dimensions have been identified.

A. Key Dimensions of Occupational Stress

“Responsibility Pressure”, “Quality Concern”, “Role Conflict”, “Job Vs Non-Job Conflict”, “Workload” and “Employee Dysfunction Responses” have been recognized as the key dimensions for the construct of “Occupational Stress” in this comprehensive research.

1) *Responsibility Pressure*: Conferring to House et al. (1979) responsibility pressure signifies having excessive responsibility for people, process or else products and inadequate human assistance or material assistance. The first dimension of “Responsibility Pressure” entails four elements namely, “Individual and Subordinate Responsibility”, “Tasks with High-Cost Mistakes”, “Lack of Human Assistance” and “Lack of Material Assistance”. Thus, responsibility pressure is measured by the question items which come under four elements. Accordingly, the element of individual and subordinate responsibility is measured by two question items (Table 3). Afterwards, the element of tasks with high-cost mistakes is measured by one question item (Table 3). Subsequently, the element of lack of human assistance is measured by one question item (Table 3). Along with, the element of lack of material assistance is measured by one question item (Table 3). In

conclusion, Table 3 presents key elements and question items of the dimension so-called “Responsibility Pressure”.

Table 3. Elements and items of the dimension termed “Responsibility Pressure”.

Element	Item
Individual and subordinate responsibility	I have too much individual responsibility.
	I have too my responsibility of my subordinates.
Tasks with high-cost mistakes	I perform tasks where mistakes could be quite costly.
Lack of human assistance	I do not have enough human assistance in performing my job.
Lack of material assistance	I do not have enough material/equipment facilities in performing my job.

Source: House et al., 1979

2) *Quality Concern*: Conferring to House et al. (1979) quality concern designates of having concern about not being able to perform as good work as one could or else should. The second dimension of “Quality Concern” entails three elements namely, “Amount-Quality Interference of Work”, “Tasks against the own Judgment” and “Inability of Influencing Supervisor’s Decisions and Actions”. Thus, quality concern is measured by the question items which come under three elements. Accordingly, the element of amount-quality interference of work is measured by one question item (Table 4). Then, the element of tasks against the own judgment is measured by one question item (Table 4). Along with the element of inability of influencing supervisor’s decisions and actions is measured by one question item (Table 4). In conclusion, Table 4 presents key elements and question items of the dimension so-called “Quality Concern”.

Table 4. Elements and items of the dimension termed “Quality Concern”.

Element	Item
Amount-quality interference of work	I think that the amount of work I have to do may interfere with its quality.
Tasks against the own judgment	I feel that I have to do tasks that are against my better judgment.
Inability of influencing supervisor’s decisions and actions	I feel that I am unable to influence my immediate supervisor’s decisions and actions that affect me.

Source: House et al., 1979

3) *Role Conflict*: Conferring to House et al. (1979) role conflict denotes the receiving of ambiguous and / or

conflicting expectations from the others at work. The third dimension of “Role Conflict” entails three elements namely, “Conflicting Demands of Others”, “Conflicting Expectations” as well as “Satisfying too many People”. Accordingly, role conflict is measured by the question items which come under three elements. Consequently, the element of conflicting demands of others is measured by one question item (Table 5). Then, the element of conflicting expectations is measured by one question item (Table 5). Along with, the element of satisfying too many people is measured by one question item (Table 5). In conclusion, Table 5 presents key elements and question items of the dimension so-called “Role Conflict”.

Table 5. Elements and items of the dimension termed “Role Conflict”

Element	Item
Conflicting demands of others	I am unable to meet the conflicting demands of others work with me.
Conflicting expectations	I don’t know what the others expect from me.
Satisfying too many people	I have to satisfy too many people during performing my job.

Source: House et al., 1979

4) *Job Vs Non-Job Conflict*: Conferring to House et al. (1979) Job Vs Non-Job Conflict denotes feeling that the job interferes with nonwork life for instance family life and so on. Typically, in the job Vs non-job relationship the employee needs to manage the interactions and responsibilities between the employment and household efficaciously (Palacio et al., 2022). The fourth dimension of Job Vs Non-Job Conflict entails three elements namely, “Job Interference with Family Life”, “Overtime during Unwanted Hours” as well as “Feeling Trapped”. Accordingly, Job Vs Non-Job Conflict is measured by question items which come under three key elements. Consequently, the element of job interference with family life is measured by one question item. Then, the element of overtime during unwanted hours is measured by one question item. Along with, the element of feeling trapped is measured by one question item. In conclusion, Table 6 presents key elements and the question items of the dimension so-called “Job Vs Non-Job Conflict”.

Table 6. Elements and items of the dimension termed “Job Vs Non-Job Conflict”.

Element	Item
Job interference with family life	I feel that my job tends to interfere with my family life.
Overtime during unwanted hours	I am asked to work overtime when I don’t want to.

Feeling trapped	I feel that I am trapped in a job I don’t like, but can’t out of.
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Source: House et al., 1979

5) *Workload*: Conferring to House et al. (1979) workload denotes reporting a huge quantity of work as well as frequent time pressure. Specific to the IT software service industry, workload refers to the workload which software professionals typically contract with because of the nature of the projects and the project management tasks (Palacio et al., 2022). Moreover, due to too many allocated tasks in a given period of time, the level of occupational stress could be enhanced (Palacio et al., 2022). Accordingly, the employees feel overwhelmed due to the amplified number of tasks which have a negative effect on the employees’ perceptions to carry out their jobs, meet deadlines and comply with their duties (Palacio et al., 2022). The fifth dimension of “Workload” entails three elements namely, “Work Very Fast”, “Work Very Hard” as well as “Insufficient Job Accomplishment Time”. Accordingly, the dimension of workload is measured by question items which come under three key elements. Consequently, the element of work very fast is measured by one question item. Then, the element of work very hard is measured by one question item. Along with, the element of insufficient job accomplishment time is measured by one question item. In conclusion, Table 7 presents key elements and the question items of the dimension so-called “Workload”.

Table 7. Elements and items of the dimension termed “Workload”.

Element	Item
Work very fast	I have to work very fast often during performing my job.
Work very hard	I have to work very hard (physically/mentally) during performing my job.
Insufficient job accomplishment time	I feel that my job offers me with little time to get everything done.

Source: House et al., 1979

6) *Employee Dysfunction Responses*: Conferring to Montgomery et al. (1996) employees feel personal dysfunction due to perceived working conditions which leads to diverse employees’ psychological and physiological reactions followed by undesirable conditions in immediate workplace environment. Thus, the dimension of “Employee Dysfunction Responses” entails three elements namely, “Physiological Responses”, “Psychological Responses” and “Emotional/Behavioural Responses”. Accordingly, the dimension of employee dysfunction responses is measured by the question items which come under three elements. Thus, the element of physiological responses is measured by four question

items. Then, the element of psychological responses is measured by three question items. Along with, the element of emotional/behavioural responses is measured by four question items. In conclusion, Table 8 presents key elements and the question items of the dimension so-called “Employee Dysfunction Responses”.

Table 8. Elements and items of the dimension termed “Employee Dysfunction Responses”.

Element	Item
Physiological responses	I have elevated levels of blood pressure.
	I have heart pains or cardiovascular disease symptoms.
	I have frequent muscle aches in my body muscles (E.g.: neck aches, back aches, hand aches, leg aches and etc.)
	I have frequent headaches.
Psychological responses	I often feel of being useless and hopeless during performing my job.
	I frequently feel lack of concentration during performing my job.
	I often feel anxiety during performing my job.
Emotional/ Behavioural responses	I have eating disorders for instance; eating too much or eating inadequately.
	I often have sleep disturbances.
	I addict for alcohol, smoking or other drugs.
	I often aggressive during performing this job.

Source: Palacio et al., 2022; Edwards et al., 1998

Accordingly, the construct of “Occupational Stress” comprises six key dimensions namely, “Responsibility Pressure”, “Quality Concern”, “Role Conflict”, “Job Vs Non-Job Conflict”, “Workload” and “Employee Dysfunction Responses”. Key dimensions and the elements of the variable of “Occupational Stress” are diagrammatically displayed (Figure 2). Conferring to figure 2, (D) stands for a “Dimension” and (E) stands for an “Element” of the variable of “Occupational Stress”.

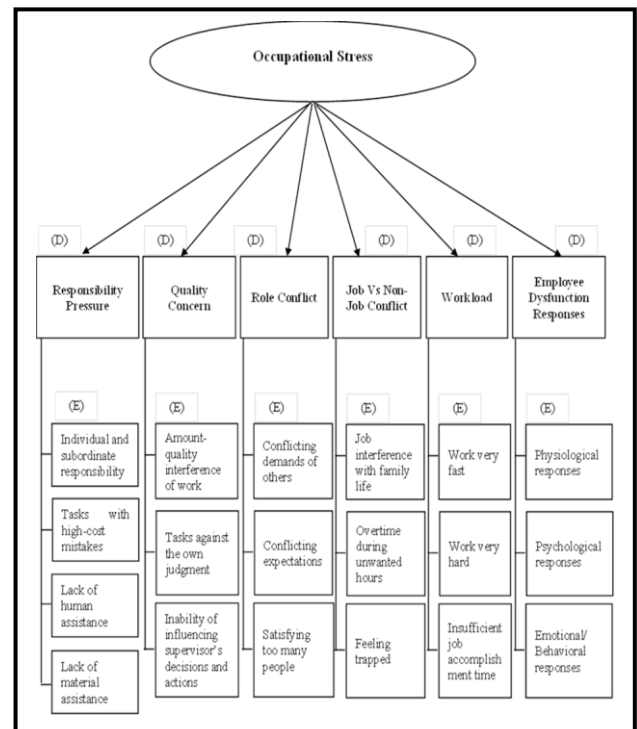


Figure 2. Dimensions and Elements of the Variable of “Occupational Stress”

Source: Beehr and Newman, 1978; Montgomery et al., 1996; USNIOSH, 1999; House et al., 1979

VI. CONCLUSIONS, LIMITATIONS AND SUGGESTIONS

Occupational Stress is the employee’s responsiveness of personal dysfunction as a result of perceived workplace conditions and harmful physiological, psychological and emotional responses caused by these uncomfortable workplace conditions. Accordingly, six main dimensions namely, “Responsibility Pressure”, “Quality Concern”, “Role Conflict”, “Job Vs Non-Job Conflict”, “Workload” and “Employee Dysfunction Responses” have been recognized for the construct of “Occupational Stress”. Relevant certain elements under each dimension have been explored through this comprehensive research. In conclusion, the explored dimensions, elements, and question items could be utilized to develop a comprehensive instrument to measure the construct of “Occupational Stress”.

This research study is limited to instrument development in measuring the construct of “Occupational Stress”, nevertheless, there is an enormous scope for utilizing this developed comprehensive instrument to empirically measure the construct of “Occupational Stress” linked to employees’ perspectives. Accordingly, the developed instrument could be utilized to measure the employee perceived occupational stress discretely or accompanying with another construct linked to diverse global business industrial contexts after having a comprehensive reliability and validity assessments linked to such specific contexts in future studies. Correspondingly, the developed instrument

could be applied for the future comparative research studies in measuring the different perceived occupational stress levels among the employees under diverse designation categories or diverse hierarchical levels linked to numerous global business industrial contexts. A significant knowledge can be engendered into the knowledge pool of HRM, psychology, medicine, engineering, and organizational behaviour through introducing of a novel practical definition for occupational stress, its dimensions as well as a pragmatic comprehensive instrument to measure it.

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