

# THE QUOTA OF STRESS IN ORGANISATIONAL MILITARY GROUP

Maj. Psychologist E Tihan, M.Sc., PhD student, Col.It.Dr. M. Tudosie, MD,

Prof. Dr. R. Macovei, MD, Col.Dr. C. Neculaie

OPINFO CENTER; Army center of Medical Research; The University of Medicine and Pharmacy “Carol Davila”, Department of Clinical Pharmacology and Toxicology, Bucharest, Romania

## **The Methodological Frame Of Research**

The goal of our research is to determine the intensity of psycho-physiological states of stress, chronological tiredness and depression for the staff employee from an operations department (into organisational military group), under the conditions of the period of development of the target company. The session of social psychological poll was delivery in the Nov. 2005- Nov 2007.

## **Research Hypothesis**

These are the hypothesis from which we started the research:

1. Physiological states of stress, chronological tiredness and depression are overcoming higher levels within the target community.
2. If the first hypothesis is confirmed, then we may consider these results to be determined by the following arguments: relatively young age of the employees and their reduced work experience within the organisation, which constitutes strong motivated factors that determine a bigger resistance towards stressing factors.
3. In the context of the organisational climate the problem is for the staff to have a very large capability for a limited period of time, or to have a reduced capacity for solving the problems, as a consequence of their limited level of professional training.

## **Research Universe**

The research was conducted within a military organisation of the type interventions, having the headquarter in Bucharest, Romania. The company has been founded and has been activating after 1990, having as main object of activity a great variety of military interventions in the towns.

The investigated community, which is the representative sample included in our research includes 150 subjects, respectively the whole staff of the Operations Department.

On the “sex” variable the structure is the following: 20 female subjects and 130 male subjects.

The “age” of the subjects is between 25 and 39 years. Most of the subjects belong to the age group 26 to 30 years (100 male subjects).

Concerning the “marital status” of the investigated subjects.

Referring to the “studies” variable, we can state that the middle management are university graduates, except for one, who has graduated college. They have graduated university either in technical field (7 subjects) or in the economic field (6 subjects). The rest of backgrounds is founded on law or psychology universities.

The investigated population can be grouped into 3 categories, taking into account their “work experience for the organisation”: 1 year period (50 subject), 2 years (30 subjects), 4 years (20 subjects), 5 years (20 subjects), 5-10 years (30 subjects). We must state that all the investigated subjects in our research had a similar position in another units for a period of 1 to 7 years, previously of their arrival in this unit.

### **Methods and research methodology**

In order to conduct our research, we have used the following methods:

- documents analysis,
- observation,
- survey based on inquiry,
- semi structured interview.

The starting point of the research was the analysis of official documents:

- diagram of the company,
- Organising and Activating Rule,
- specific diagram of the Operations Department,
- position records.

By analysing these documents we could extract important data, which helped us to convey an accurate image of the organisational structure of the company, and most of all, to get used to employees responsibilities within the Operations Department.

Using the direct systematic observation as a method of research, we have tried to surprise both the verbal behaviour and the nonverbal one of the group members. In this regard we have taken into account:

- the environment in which the group members develop their activity;
  - stable symptomatic, starting from the premise that the look of an individual is not mute, on the contrary, it can provide a lot of useful information.
  - labile symptomatic, in other words, lots of behaviours and flexible, mobile conducts of the individual.

We have used the following observation guide in order to notice these behavioural manifestations:

- a. personalization of the environment;
- b. conditions of physical environment (space for developing the activities, enlightening, temperature, noise, logistics of the company, etc);
- c. behavioral code of each employee from the Operations Department;
- d. attitudes they had when they started their activities (opposition, passivity, cooperation, enthusiasm, hedonic tonus);
- e. attitudes they manifested during their activities (irritation, spontaneity, asking questions regarding the task which they had to solve);
- f. uncontrolled actions and moves (agitation, tics, eyes movements, mouth, hands, legs and body);
- g. reactions to stressful situations (failures, difficulties in solving the task, etc.);
- h. verbal behaviour (pronunciation, stressing, deficiencies in speaking, type of verbal behaviour, content of verbal behaviour).

The third method was the survey based on inquiry, when we have used 3 inquiries, as follows:

- Inquiry for identifying stress, (the goal is the identification of the level of stress of the investigated individuals). The inquiry contains 20 items, the answers being dichotomies, closed, pre-codified, of type Yes/No.
- Burnout inquiry, its goal being the identification both of the existence, as well as the level of the symptoms of burnout (chronic tiredness). The inquiry contains 15 items, each of them having an evaluating Lickert type scale with marks from 0 to 5.

- Depression inquiry, its goal being also the identification of the depression and of its level. This inquiry contains 12 items. Each item has an evaluating scale of the type Lickert with 4 intervals, the answers being marked from 1 to 4.

The inquiries have been applied collectively. Each subject had a sample of the set of inquiries, set which contains a briefing page and the 3 inquiries.

Another method used in our research was the semi structured interview. As it is known, for this type of interview there are approached pre-established themes and hypothesis, as well as in the case of structured interview, the difference being that questions and their succession are not pre-established.

The interview with members of the Operations Department had the purpose of completing the information obtained with the help of the inquiries, and it was focussed on the following themes:

- identification dates: surname and first name, sex, age, qualification and position
- work experience for the position in the organisation
- work experience in a similar position, previously of their arrival in the organisation
- job responsibilities
- work system applied with the sales representatives form the territory
- difficulties for the sale the products
- proposals for improving the sales activity
- repercussions of the professional activity on health
- repercussions of the professional activity on psychic state of mind
- manifestation of stress
- methods for overcoming the state of stress

We also have to mention the fact that the interview took part the day after the inquiries were distributed and their period of time was of 45 minutes.

### **Analysis of the results**

Following the analysis of the documents we could extract a lot of useful information for our research which is:

- Organisational structure of the company is pyramidal hierarchically. The Operations Department is at Chief Commander's orders, having connections to the whole unit.
- Both the Organising and Activating Rule and the position records are well structured and emphasize very clearly the responsibilities of the department and of its members.
- From the analysis of the position records we jump to the conclusion that the sale of the products is done by direct sale, as well as by the network of representatives from the territory. Because of the fact that the headquarter of the society is in Bucharest and the products are meant for food production, the management of the company decided to found some representative centres in many counties of the country.

The repercussions of the professional activity on health. The tensions are obvious within the department. This is strengthened by the leadership of the company's idea of realising some trips, to which the employees refuse to take part. More than that, the staff is not supported in attending professional courses for forming their career, they are not financially encouraged, they are not allowed to have any time for studying, for relaxing and they are allowed only a strict number of permissions to solve personal problems. This state of facts has generated physiological dysfunctions of the staff, especially for feminine staff.

The repercussions of the professional activity on psychic state of mind. The majority of the subjects declared that their activity in the department is not so productive, they are tired, tensioned, sometimes exhausted, conditions which more often induce in their mind the idea of resigning, abandoning their job. The interviewed individuals declared that they woke up in the morning very difficult, that they are able to work also very difficult and in this way they need to take energizers.

