CONTENTS

1 OCCUPATIONAL STRESS-A BIRD'S EYE VIEW 1

Mass production 1 Automation 2 Unsatisfactory person-environment fit 2 People are adaptable-and deformable 3 Common phenomena? 5 Examples of research projects and results 8 Reducing work stress: what to prevent and what to promote 14 Our requirements at work 15 For those most in need 16 Promotion of occupational mental health 16 Outlook for the future 17

2 IMPACT OF MODERN TECHNOLOGY 21

A historical perspective 21 Poverty and unemployment 23 Technology—our servant or our master? 24

xvi Contents

3 STRESS AND DISTRESS 27

The concept of stress 27 Quality of life 29 An example of mental stress in industry 30

4 HIGH-RISK SITUATIONS 33

Over- and understimulation 34 Square pegs in round holes: the person-environment misfit 36 Role conflicts 41 Shift work 41 Piece work 43 Mass production 48 Automation 50 Noise and vibration 54 Machinery and tools 55 Buildings and premises 56 Other physical factors 57 Combined environmental stressors 58

5 HIGH-RISK GROUPS 61

Coping strategies 62 Very young workers 63 Aged workers 64 Migrant workers 65 Physically, mentally, and socially handicapped workers 67 Female workers 68

6 STRESS REACTIONS AT WORK 71

Emotional experiences 71

Behavior 75 Physiological reactions 76 Summary of stressors and stress reactions 77

7 IMPROVEMENT OF WORK ENVIRONMENT TO PREVENT MENTAL STRESS 81

Principles for protection 82 Body posture and movement at work 95 Environmental hygiene at work 95 Accident hazards 97 Buildings and premises 98 Attention to hygiene factors is not enough 98

8 IMPROVING THE WORK PROCESSES 101

Independence and responsibility 102 Autonomous groups 102 Information input: load on sensory functions 104 Optimal design of shift work 105 Contact and collaboration 107 Equal human value but unequal abilities and needs 108 Living with less work 110 Every person ought to be a barefoot ergonomist 111

9 DISEASE PREVENTION AND HEALTH PROMOTION: POSSIBILITIES AND CONSTRAINTS 115 You can't force the horse to drink 116 Motivating factors for preventive action 116 False or unsatisfiable needs 118 Cultural factors 120

xviii Contents

10 SUMMARY AND CONCLUSIONS 121

Mental stress in industry 122 Satisfaction of basic human needs 124 Deprivation or excess 125 Level of living, well-being, and quality of life 126 De-institutionalize ergonomics 128 What can be done here and now? 129 Ideas to be considered for introduction and evaluation 131

11 RECOMMENDATIONS FOR CONSIDERATION AT LOCAL, NATIONAL, AND INTERNATIONAL LEVELS 137

Some general recommendations 137 Reformulation of goals 138 Compilation and application of existing knowledge 138 Improved methods for problem identification and modification 139 Activities at plant and community levels 140 Activities at country level 140 Compulsory managerial training 140 Work environment and health statistics 141 Special problems 141 Coordination of workers' protection, industrial health services, and trade union activities 141 Research and training in psychosocial industrial medicine 142 Seven levels of steps to promote mental health in industry 142 A five-step plan of action 143

INDEX 145