



Health as a Prerequisite for Development of Human Potential

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***HEALTH AS A PREREQUISITE
FOR DEVELOPMENT
OF HUMAN POTENTIAL***

COLLECTION OF PROCEEDINGS



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Published in Great Britain in 2010 by STS

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Kamenec Peter, Labunová E., Homzová P., Kociová K.,
Takácsová Sopková M., Mareková Hermína, Keketiová Jana,
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Typeset by STS Science Centre Ltd.,

London, Great Britain

Printed and bound by EU

STS Science Centre
145-157 St. John Street
London EC1V 4PY

ISBN 978-0-9564777-1-2

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A MANAGER'S WORK LOAD AND ITS IMPACT ON WORK RESULTS

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ABSTRACT

Work – what is it in fact? Nowadays it is the most frequent word. According to economics it is any aimful human activity, focused on the production of products and services. But what does the word mean to ordinary people? To earn living? It means different things to different people. In fact, all the answers are similar or identical. Work is not just an ordinary word. This word is not like any other word because nowadays it is a sort of a “holy notion“ for everyone. Everyone knows how bad the current situation is and everyone is happy to have any job at all. But how it influences our lives, health, how we cope with stress – these are the questions that we will try to deal with. You might not like my ideas, anyway it is just my own opinion and anyone else can see it in a different way.

Key words: job/work, work load, impact of work, stress, manager.

INTRODUCTION

Work is a basic historically primary kind of human activities. The ability to predict and plan is typical. Thus it becomes a purposeful activity. The man's approach to work and his position in work process have been changing with a human's own transformation. Technological development had significant impact on changing within a man's work position and it also influenced his approach to work itself. Necessarily, a man had to adapt to these changes. However, a man - the creator of the technological development – tended to forget himself, his own work problems and in fact he wasn't considered a member of a work process.

Actually, for an adult, work is an important place not only considering its range since it represents his main activity, but also it is his role in his relationship with a society and with every

single individual as well. Work is defined as the main activity doing which we spend a big part of our life, we devote sometimes too big amount of time to it, eventually our free time, we make an effort to deal with problems and difficulties. In spite of this work is not considered an obligation or an unpleasant duty, but it is seen as an activity which is essentially connected with a human being and his social basis.

That's why the questions focused on monitoring the quality of human's approach to work, on ways and means of creating and forming a relationship to work, are becoming essential as well as finding the answers to these questions. Both processes are directly important for a human himself as they allow him to regulate the level of his coping with work and his satisfaction. A positive approach to work determines human's work behaviour.

Our report is dedicated to managers' workload and its influence on a work performance.

Many supportive factors inspired by own goals, aspirations, needs and abilities can be found in a manager's work. But a manager also faces many barriers and problems in his works, where he deals with complicated and long- or long term demanding situations. These force a manager to act under stress, because he has to work in often inappropriate conditions or social atmosphere and make important decisions.

The quality of frustration tolerance differs among managers, which determines the quality of a relationship to work. The hierarchy of expectations as for work and conditions can influence coping with current work conditions. Thus necessarily there are differences among managers employed by one company.

1. WORK AND ITS INFLUENCE ON A HUMAN

Every work influences a human in a different way. For example, even the same work can influence different people differently. It depends on circumstances in the human's surrounding and events happening in his life. It's said that having a job, a person has everything. It might be depending on a point of view. Obviously, every point of view has its positives and also its negatives. For example, the fact that a human has a job, doesn't necessarily mean that he is happy or satisfied, at least, experience says so. Having a job (work) means everyday commuting early in the morning and late in the evening, not to speak about money. How pleasant can that be?! And as for our life? We do not want to regret, many people occur in the same situation. However one thing is true - we do not have time to enjoy our life. Our home usually means only going to bed and getting up early in the morning. And if we imagine ourselves being parents, having children and a partner, the whole situation looks very poor. But a man needs a family life and a social life too. What a life is it to come home late in the evening and not having time for our own family and our hobbies? So let's move away from this awful reality and focus on a more beautiful side. There are thousands of people who enjoy their work. They come home in the afternoon, see their

children coming home from school, if they're married, they enjoy life with their families, they have time for themselves and their hobbies. They may not be rich, but they're not as stressed as those working long hours although being paid much better.

In the next part of our report we'd like to discuss coping with stress of a manager.

2. COPING WITH A MANAGER'S STRESS

Supposingly, an individual or a group members are exposed to work factors hindering reaching a target, they are exposed to stress (*stress* = difficulty, anxiety, pressure) (Boroš J., 2001).

According to H. Seley (1966) stress comprises the changes happening in the organism.

Baddeley, A. D. (1976) and others define stress as a state in which the satisfaction of basic needs of organism is threatened. Until the problem is solved, a human is under pressure and if the problem cannot be solved for any reason, stress hits organism (Bratská, M., 1992).

Nowadays in every sector there are people whose task is to maintain development of a company. Managers also belong to this group. Their task is to work as efficiently as possible, implement new trends to provide expansion of the company and thus to maintain the biggest possible profit. Managers are exposed to extremely high expectations, which can be reflected in their psychic balance and in the whole work performance. Sometimes it is difficult to determine the cause of stress. In most cases there are more factors causing stress.

These are as follows:

- » too much travelling/commuting
- » unsatisfactory work results
- » long working hours
- » family problems
- » financial problems
- » lack of rest
- » constant pressure from the authorities
- » and many others

2.1 TOO MUCH TRAVELLING/COMMUTING

It is quite common that managers travel hundreds or even thousands of kilometres daily. Just imagine the one spending several hours daily in his air-conditioned car. On his tiring way among thousands of cars his only company is a radio and/or a cell phone. On a way to a business meeting a manager must be totally careful not to get involved in a car accident, to be able to pick up the phone and yet be able to avoid road pirates. After that journey he's expected to settle a business or to negotiate business conditions, which is often extremely demanding process. And again

another tiring journey home. This regular travelling usually doesn't positively affect any driver at all. No wonder such a manager suffers psychically.

2.2 UNSATISFACTORY WORK RESULTS

Supposingly a certain company is less succesful in spite of an enormous manager's effort, a manager suffers psychically, which again influences his work results. This is more frequent case, although, on the other hand, there are managers who consider failure to be the best motivation.

2.3 LONG WORKING HOURS

Often long working hours appear to be a significant factor causing stress. After long and tiring work day a manager comes home. Very often he is unable to relax. On contrary, he keeps on thinking of his duties, thus he keeps on working. He is getting more and more tired and he is not able to act properly according to a company's demands.

2.4 FAMILY PROBLEMS

It is not difficult to come to conclusion, that a person having family problems, cannot fully concentrate on his work, instead, he focuses on his private problems more and more. Then these problems negatively affect his work results. A manager having private problems has to bear a psychic burden as besides his work stress he has to cope with private problems so he is unable to have a rest.

2.5 FINANCIAL PROBLEMS

If a manager's family budget is not sufficient enough to satisfy all the family expences (for example different loans, insurance), a manger gets pressurerized by a neccessity of better work results and a higher salary. This may also lead to psychic unrest.

2.6 LACK OF REST

Too strong work enthusiasm of some managers makes them work without having a rest for a relatively long time. But not only this can be considered a possible cause of a manager's stress. However, much worse and even more frequent are cases when a manger cannot relax after very demanding work duties, and so his problems tend to pile up. This may continue for weeks worsening a manager's psychical as well as physical condition.

2.7 CONSTANT PRESSURE FROM THE AUTHORITIES

Constant pressure demanding better work results is becoming a frequent cause of stress. Authorities and owners of companies often presurize their employees demanding more efficient work and its results.

It's well known that when managers get into a stressful situation, they're able to act extremely efficiently. However the truth is that work under a long-term pressure in general worsens work results. This may affect the whole company. If a manager cannot act in a desired way, he has to face critics and pressure from his authorities, which not necessarily leads to improving his situation.

2.8 CONSEQUENCES OF STRESS

These consequences can be divided in two groups:

- » consequences concerning a company
- » consequences concerning a manager

CONSEQUENCES CONCERNING A COMPANY:

A manager's under-stress behaviour can influence a company in a positive way, also the impact can cause a destruction, or in some cases it has no obvious influence. Usually it depends on a position of a manager in a company, the sort of his direct contact to other employees and so on. As far as a positive stress is concerned, it even may lead to more effective results. Unfortunately, in some cases a manager's inability to cope with stress may lead to significant problems concerning a company.

CONSEQUENCES CONCERNING A MANAGER:

Long-term stress can never have a positive effect on a person, who faces it. Certainly, consequences are highly individual. There are some cases, when a person can cope with stress easily, although many more people suffer. Long-term stress can even lead to committing a suicide.

2.9 STRESS

As anything else even stress has its positive and negative sides. Unfortunately, in this case negative sides highly prevail. Probably that's why we are going to discuss positives at first, though they are minor. Positive is that some people are able to act efficiently being pressurized, these are the people who would hardly act this way without being forced to. It is necessary to mention, however, that doing this rarely lasts longer, usually it is only an occasional feature. When negatives are concerned, a human, being constantly in stress, is getting more and more nervous, he does not react in an enough flexible way. A person often loses his nerves and his behaviour gets out of his control. He easily gets tired and it is difficult for him to concentrate on things which need to be sorted out. He reacts nervously even aggressively and gradually his psychic breaks down. This situation can be helped only with sufficient relaxation or even medical help. Without this, a person reacts inappropriately to common social situations. Very easily he loses interests in social life, which can lead to a catastrophe.

Of course, these aspects affect the human's psychic. A person, who doesn't enjoy his work suffers psychically and very soon turns to pessimistic views. And this is when stress starts its „job“. People in stress are often nervous and easily irritable, or even aggressive. This sort of behaviour can soon lead to a person's social isolation. Stress, of course, is getting stronger and more influential as a person is not satisfied with his work, he doesn't enjoy it and he cannot get on well with people. A person very clearly realizes that he cannot exist out of a society. Being alone, better said, abandoned, having no interests or goals, a person tries to „solve“ his problems consuming bigger and bigger amounts of alcohol or drugs. This can lead to a sort of addiction, which often results in losing a job, a social position, very often a family. Now there is nothing left from what used to be here for him before. No wonder there is just one step to violence, criminality, suicides. What are all these things caused by?

On the other hand, not everything, fortunately, ends up like this. Those, who have a job and are satisfied, are advanced. Their family life is satisfactory and enjoyable. Logically, when a person is self-content and satisfied he tends to view the world positively and optimistically. And this is what matters - to think optimistically and positively. To see something positive even in every single situation, which is one of things helping to survive a day.

But what about those, who don't have work? It seems they live a pessimistic life. But there is an essential difference in this approach. Many of them have their families but not all of them are able to appreciate the fact. Family life can, at least to some extend, provide satisfaction.

CONCLUSION

From the point of view of a society, companies/organizations and individuals the work satisfaction seems to be essential. Yet, it is not as usual as it should be. Quite often managers have to face problems and difficulties which leads to a psychic disbalance. This effects a manager's whole life including work, family and social relations. Long-term complications within a person – work relation, inability to get rid of or to cope with these problems necessarily lead to health problems, inappropriate reactions, nervousness, higher level of tiredness.

Obviously, they more or less will influence a person's work behaviour as well as other social activities.

According to practical results, it is necessary to monitor the character and forms of managers' work load. It allows to harmonize, regulate potential managers' inner conflicts and act preventively. Although, diagnostic methods concerning and analyzing a person – work relation exist, anyway, a method providing information about the quality of a relation to work and its conditions counting managers' recent work load still absents.

BACK PAIN AS A DISEASE OF CIVILIZATION

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ABSTRACT

Lifting and carrying heavy loads, frequent bending, trunk rotation, unadequate or disproportionate burdens are significant risk factors occurring in the working environment, which often lead to back pain. Also, the impact of psychosocial factors and increased psychological tension is largely involved in developing back pain. In the work back pain is presented as one of the most common pain. It focuses on the different causes of pain. For the evaluation of survey questionnaires were used to detect the presence of back pain among respondents, predisposition to back pain development, respondents' attitudes to the movement, the presence of stress as a risk factor for pain development as well as other factors that may cause back pain. The main objective was to determine the differences among observed groups of pedagogic staff and physiotherapists. The result was a finding that none of the respondents from the observed groups suffer from chronic back pain, however, more than half of the pedagogic staff suffer from the transient back pain or have predisposition to its development. On the other hand, only slightly more than half of the physiotherapists are not threatened by the occurrence of back pain.

Key words: back pain, civilization diseases, risk factors.

INTRODUCTION

The issue of back pain presents a significant medical, social and economic problem. Nowadays, back pain is the most frequent pain being the most common reason of doctor visit as well as the

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reason of people sick leave from work. It affects mainly adults of productive age, however, this age limit has been reduced recently and more younger people suffer from back pain. Back pain refers to a global problem concerning many of us, people around us, our relatives resulting mainly from bad lifestyle characterized by lack of physical activity, high work pace, busy times, for some people by sedentary occupation or one-sided load, for others by increased psychical tension or high physical exertion at work. The work demands have been excessively increased and working hours have been extended consequently leading to a lack of rest that should be provided to maintain mental and physical regeneration. Suppression and lack of reduction of stress may also lead to the increased psychical tension having impact on back pain development. Pain is one of the fundamental biological defense mechanisms of organism. In international classification of functional capabilities MKF WHO (2001) a pain is defined as: "Unpleasant feeling that indicates potential or real damage of some of bodily functions." As the consequences of occurrence of prolonged pains other disorders may develop. Concerning back pain there are many causes that may result in its development.

THE REASONS OF BACK PAIN DEVELOPMENT

Vertebrogenic disorders occur extraordinarily frequently and because they affect people of productive age they have a significant socio-economic effect. They are the most common pains which are the reasons of limited activity of people up to the age of 45. Such pains present 20 – 30% of reasons of people sick leave from work and about 50% of decisions for pension that result from dicogenic disorders. In most European countries they are on the 5th – 6th place concerning the reasons of hospitalization (Dvorák, 2001). Due to the significant increase of occurrence of back pain not only acute but mostly chronically recurrent and persistent the situation is announced as being the epidemic of these days. Epidemiologic research show that about 80% of population in advanced industrialized countries have already suffered from back pain at least once during their lives (Hasarová, Šanta, 2005).

According to the definition of IASP (International Association for the Study of Pain) vertebrogenic pains include acute or chronically recurrent and persistent painful condition of the spine of degenerative or functional etiology (In: Hasarová, Šanta, 2005). Classification of vertebrogenic pains based on certain terms that somehow characterized painful condition including the beginning, duration, intensity and the localization of the pain (Kasík, 2002).

Most vertebrogenic disorders are of functional etiology without any important structural report. Back pains occur mainly in the area of cervical and lumbar spine that are from mechanical point of view mostly loaded having the impact on the development of several diagnosis including cranial-cervical, cervicobrachial, lumbosacral or sacroiliacal syndrome. Back pains may be also accompanied by neurological, infectious, and vascular diseases or heart, lung diseases as well as the diseases concerning different internal organs.

Wrong motion regime, the prevalence of static load in non-physiological positions, hypokinesia or unproportional excessive overloading cause disharmonic development of the organism. The disturbance of the agonist-antagonist synergy due to local failure or local overloading leads to the disturbance of static function of the muscle. Overloaded static muscles get shorter, dynamic muscles which are not strength are weakened due to reciprocal inhibition resulting into the development of muscular dysbalance. Gradually, the muscles begin to engage in normal movement in different order and with different intensity that they should be involved in the ideal movement patterns. (Varga, 2008). The development of the muscular dysbalance is not only the question of unproportional effort but more the question of wrong balance of static effort.

The impact of unproportional effort of either left-handers or right-handers has a significant impact on the muscles of the back as well as the spine. Mostly the muscles with increased tension dominate resulting into the development of pain.

INTERSPINAL VS. POLYSEGMENTAL MUSCLES

The inner group of muscles consists of larger number of muscle systems placed along the spine in several layers. Interspinal muscles are short. If the function to hold the trunk upright is wrong polysegmental muscles adjusted to different movements must cope with this role. Non-economic harmony of inter and polysegmental muscles, development of tension and overloading of polysegmental muscles lead to pains of locomotive apparatus. In this case intersegmental muscles do not maintain sufficient stabilization function (Rašev, 1999). Strengthening back muscles does not provide the elimination of back pain for ever, however, it is important to sustain harmony of the segmental musculature in common daily activities with the aim to eliminate pains.

IMPACT OF PHYSICAL EXERTION AND PSYCHICAL STRESS ON BACK PAIN DEVELOPMENT

Most people live constantly under stress either at work or other activities. Even more, due to some reasons they are at stress when they relax. There are more reasons of psychical stress factors. Higher psychical tension may lead to dissatisfaction with work, family problems, stress, depression, high level of responsibility or psychical concentration. It is important to learn how to cope with this reaction and mainly to try to eliminate its consequences such as increased tension that may very often have the impact on pain development. This means that prolonged emotional or psychical stress may result to functional disorders of the body which if repeated frequently can become organic disorders.

Each muscle performs some level of tension. Muscle tension is influenced by several factors. For common life it is important that muscle tension refer to psychical stress. Therefore, psychical tension develops resting activity mainly in some muscles. There are for example mimic muscles

with the anxiety visible at face and trapezial muscles where the pull of the head between shoulders is apparant (Trojan, 2005). Generally we can conclude that back pain is the most typical physical manifestation of the prolonged stress. Psychosomatic medicine means that a man responds to everything mentally and physically and so the tension not relaxed accumulates in the muscles leading after time to pains and fatigue or exhaustion. The more we suppress our emotional reaction, the more our body reacts. Therefore, Psychosomatics means that in back pain development play a significant role mental factors such as arthrotic degenerative changes of intervertebral joint and discs as well as mental factors (Hnízdil, 2005). Work-related stress is caused by various adverse working conditions and working environment that a man is not able to successfully deal with for a longer time. Stress influences each human in different way. There are people who are able to reduce stress. The others are more influenced and do not know how to cope with stress. This may also results to occurrence of pain of locomotive apparatus, cardiovascular system diseases such as hypertension, digestive disorders, mental problems including anxiety, total fatigue or insomnia. Stress may be caused by different factors. The most common include high degree of monotonous, high work pace, work under time pressure, high responsibility, bad relationship at work – conflicts, contradictions in dealing with situation, lack of cooperation between workers, injustice if the principle of equal opportunities for man and women is not kept, occurrence of discrimination because of age, race, nationality, financial or moral undervaluation. The most common factors having impact on back pain development leading from physical exertion include manual lifting of heavy loads, monotonous repetitive lifting of lighter loads, sharp lifting of very heavy loads, static working posture and vibration, wrong seat, reduced range of motion into extension – about 65-85% of patients suffering from pain in the lumbar spine have the reduced range of motion in extension, flexible movemenst of the lumbar part of the spine – the prolonged occurrence and frequent performance of flexion results from lifestyle nowadays (Nováková, 2001).

PHYSICAL AND PSYCHICAL EFFORT IN SELECTED OCCUPATIONS

Comparing these two occupation it is important to define the effect of stress as psychological tension for pedagogic staff and increased physical activity for physiotherapists. As we know, stress may influence a human performing both occupations, however, it is mostly a teacher at a primary scholl who is constantly under some stress. It is because of the impact of various factors already mentioned above such as work under increased time pressure where the ring at schools is one of the indicator of the activity relating to high work pace. Great responsibility of this occupation including the responsibility for the children leads to constant promptness to action reflecting in high psychological tension and in this way also in muscles tension. The situation is worsed due to children lack of interest of shools, their ill-breeding and disrespect to the teacher which may lead to the constant stress. They are mostly teachers that are the frequent patients complaining about back pains and headache in most cases including tension in cervical muscles such as m. trapezius,

short neck extensors, or m. levator scapulae as the consequences of the stress leading to increased muscle tension and resulting mainly from mental factors. However, also unproportional effort should be concluded. As an example the use of dominant hand in writing may be mentioned. Concerning physiotherapists, this occupation is more and more placed to the groups of occupation in which physical exertion prevail on psychical effort, however, even this cannot be excluded. In occupation in which physical exertion is a daily activity it is important to know how to prevent excessive loading of the locomotive apparatus and how to load it correctly. Some advantage of this occupation is that physiotherapist knows how to prevent back pain development. He knows how not to put the spine into wrong posture and how not to overload it by the use of the appropriate compensatory movement or positions. Despite this fact, also physiotherapist often suffer from back pain due to physical exertion during the whole day. In most cases we know to eliminate or reduce the pains using appropriate methods of physiotherapy and in this way improve the overall condition of the patient and his or her quality of life. Of course, the correct diagnosis of the disorder is important. Even though, the most important is the prevention of back pain development that may be achieved by the correct education about the significance of the active movement and instruction about the correct load of the spine.

METHODS OF THE RESEARCH

During the period of December 2008, January and February 2009 a research was conducted with the main aim to determine the occurrence of back pain or the predisposition to back pain development among the respondents in the selected groups. The basic group consists of 120 respondents divided into two sub-groups of 60 respondents. The first group consisted of pedagogic staff from the primary schools in Prešov and close area. The second group consisted of physiotherapists from different areas of Eastern Slovakia working mainly in private rehabilitation clinics, hospitals also in spas or social services establishments. In the research both sexes were represented, however, more respondents were women. The average age was 45,5 years for pedagogic staff and 34,6 for physiotherapists. The respondents were not randomly selected. This sample for research represents the selected types of risk occupation having the significant impact on the back pain development regarding the physical and psychical effort.

The first questionnaire done by author MUDr. Hnízdl consisted of the questions focusing on the locomotive activity among respondents, the presence of stress as a possible risk factor of back pain development, and also on the direct occurrence of back pain among respondents. The second questionnaire titled „Back pain“ developed by Australian Rheumatology Association consisted of the questions focusing primarily on the prevention of back pain development. The aim of questions included in the questionnaire was to reveal which activities or movements respondents perform wrongly and on such results to determine them as the possible risk factors of back pain development.

COMPARISON OF THE EVALUATED RESULTS – QUESTIONNAIRE 1

<i>Evaluation: respondents divided into three groups according to the predisposition to back pain development</i>	<i>Examined groups and number of respondents</i>			
	<i>Pedagogic staff (n=60)</i>		<i>Physiotherapists (n=60)</i>	
1. group *	19	31.67%	36	60%
2. group **	41	68.33%	24	40%
3. group ***	0	0%	0	0%
Total number of respondents	60	100%	60	100%

* Respondents not being endangered by back pains, taking care about their mental and physical health.

** Respondents with transient back pain of functional character or predisposition to its development.

*** Respondents with chronic back pain.

After the evaluation of the results, the largest representation of respondents was from 2nd group, with 41 (68.33 %) respondents from pedagogic staff and 24 (40 %) respondents from physiotherapists. In the 1st group the representation was 19 (31.67 %) respondents from pedagogic staff and 36 (60 %) from physiotherapists. There was no representation from the 3rd group.

COMPARISON OF THE EVALUATED RESULTS – QUESTIONNAIRE 2

<i>Evaluation: respondents divided into three groups according to correction of locomotive habits and lifestyle</i>	<i>Examined groups and number of respondents</i>			
	<i>Pedagogic staff (n=60)</i>		<i>Physiotherapists (n=60)</i>	
1. group *	6	10%	0	0%
2. group **	42	70%	31	51.67%
3. group ***	12	20%	29	48.33%
Total number of respondents	60	100%	60	100%

* Respondents with wrong lifestyle, wrong **locomotive habits**.

** Respondents with some wrong habits which increase the risk of back pain development.

*** Respondents with good lifestyle which reduce the risk of back pain development.

The largest representation of respondents was from 2nd group, with 42 (70 %) respondents from pedagogic staff and 31 (51.67 %) respondents from physiotherapists. The 3rd group consisted of 12 (20 %) respondents from pedagogic staff and 29 (48.33 %) respondents from physiotherapists. The 1st group consisted of 6 (10 %) respondents from pedagogic staff and no respondents from physiotherapists.

SUMMARY

As we know, the occurrence of back pain is a common problem among the whole population nowadays. In the countries of the European Union is the problem of back pain development evident due to previous studies. It is difficult to select the profession that would be risky for back pain development. In each occupation different work activities are dominant including mental factors of work such as hard physical work, movement repetition also static posture and vibration or other psychical or psychosocial factors. We can conclude that each working activity may have some impact on failure of musculoskeletal apparatus, in our cases in the form of back pain on which we focused in our research. Someone claims that a man is able to cope with more physical than psychological effort. It is at the consideration whether this fact could be evaluated comprehensively.

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CHANGES TO VALUE SYSTEM IN A SOCIETY AND THEIR CONSEQUENCES FOR HEALTHY DEVELOPMENT OF THE SOCIETY

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ABSTRACT

For many years human civilization used to be closely tied to a family which represented the only place for survival, reproduction and safe education of descendants. These communities were stable with clear rules and every member strove for cooperation. However, now an individual loyal to their family is replaced by an autonomous individual focusing merely on its own program. The middle of the twentieth century is the time, in which we can trace a process of the social paradigm shift. Value changes significantly influence the development of our society.

Key words: value system in a society, family, quality of life, health, development.

ARTICLE

The World Health Organization defines health as „a complete state of physical, mental and social well-being and not merely the absence of disease or infirmity“. Even though it is a useful and precise definition, it might be considered as idealistic and unreal. Using the WHO definition, 70-95% of people are classified as unhealthy. Mental well-being and social well-being are particularly concerned. Our devastated environment shows that we will not be able to reach a state of total health for a long time. Social well-being is dependent on our social environment. On one hand the society strives for permanent development, on the other hand it forgets about the changes which take place in our values. Values that used to be here for many years are now disappearing

and new values are only being created. According to some authors we are actually in a state of anomy. There has been a paradigm shift.

For many years human civilization used to be closely tied to a family which represented the only place for survival, reproduction and safe education of descendants. These communities were stable with clear rules, where every member strove for cooperation. Self-repression was taken as a logical result of these rules. Family was a basic unit of existence. Survival of people belonging to this smallest unit was thus ensured.

Social status of an individual in a group was decisive of their tasks and possibilities.

Opinions such as equality or the same possibilities were, of course, disregarded as each member of a family carried out different tasks.

This implies that people had different status, rights and duties within a group.

Roles were clearly defined in the paradigm which was firmly based on biological ties. Members of a society were supposed to fulfil their duties and it was regarded as „normal“.

Only harmonious fulfilment and cooperation in performing expected duties could ensure the existence and development within a group. A priority in an individual's life was to act in the group interest against their own interests.

However, now an individual loyal to their family is replaced by an autonomous individual focusing merely on their own program. The middle of the twentieth century is the time, in which we can trace a process of the social paradigm shift.

In this paradigm shift value ladders and traditional control systems become pluralistic. Social control is no longer effective and there is an enormous increase in crime.

Violence and crime become part of everyday life.

The following facts are closely connected with the above-mentioned changes:

- » a sharp decrease in the number of marriages,
- » a significant increase in the number of children born outside marriage,
- » a huge increase in the number of women at the labour market,
- » an increase in deviations and violence in children,
- » an increase in crime committed by a group of people, organized crime
- » a collapse of authority in the family system, mentality change.

The society strives for its normal functioning but we forget that solidarity among autonomous individuals in promoting common interests can only be achieved with considerable difficulty. Autonomous individuals do everything for their own benefit. A perfect example of this is representative research „Age discrimination - ageism“ by Lucia Vidovičová. A quarter of young people between the ages of 15 and 29 think that senior people live at the expense of the younger generation.

The world of fashion, mass media and advertisements present new „values“. A genre which is concerned is known as tabloid press. In the pejorative sense the tabloid refers to something having low value and level. Tabloid press is a type of newspaper containing sensational material about famous or less famous people and their life in their kitchen or bedroom like in a successful reality show.

Showing a certain social group in advertisements can even change our evaluation of the group and acceptance of the group by society. For instance, old people are usually shown in advertisements for the right denture adhesive or medicine for incontinence. Advertisements are often sexist showing a woman through her beauty and youth as attractive goods for men. Everything in the sense of „carpe diem“.

Does the stuff presented by the media every day have any influence on us?

I was trying to find answers to these questions. What are these products? Why are we satisfied with such „surface“, „dumbed-down“ culture? Does it enrich our life or does it deprive us of anything? While I was writing this article (What a coincidence!) I came across the words Milan Rúfus said for the newspaper Sme. When he was asked why it is important to read poems at the time of action films and reality shows he answered that a poem is a reflection of deepness of our being. Searching for fullness of its sense, deciphering the plots. It is heavy and therefore it flows in the river of life, close to its bottom, touching it. Action films, reality shows or other popular genres float on the surface of the river. As everything tenuous. These are products of the times of bread and games praised by Ancient Rome. As it had already been emptied inside, something was needed to fill this emptiness. (Sme 14 June 2007, p 29, Kolesárová, Prokopčák). I have nothing to add.

Let us look at how we are influenced by what Milan Rúfus calls „floating on the surface, the tenuous“ and what devastating impact it can have on our life.

Social rules, what our society accepts as a value, are determined by traditions, education, written and unwritten laws. Some of our rules can be viewed as ridiculous in different cultures, for example by rainforest aboriginal people. Accepted values are always valid in society in one geographic area in a certain time. Here and now. Some social rules valid at the time of the first Czechoslovak Republic would certainly make us smile and we would definitely not try to follow them.

Our present time decides on what is considered to be a sensation. Supply and demand are the backbone of a market economy. When demand increases good sellers maximize their supply. They put on the market everything that can be converted into money. If it were carrots, increased supply would come on the market a year later (and maybe nobody would be interested any more). In the world of „surface“ culture it is not a problem for an ingenious photographer to create an overnight sensation. I am quite astonished at enormous demand for this kind of press.

We have insatiable hunger for a good feeling and we need to satisfy it. We spend a lot of time shopping because getting good clothes at the sales evokes a marvellous feeling and our body immediately produces hormones of happiness. However, there is a hitch in it. We will become dependent on good feelings (it is like a drug). Therefore we need to get back again and again. The situation is unenviable especially for young people. Tabloids dictate fashion, way of life, what we should be like, etc. But what if we are clever but not good-looking? What if we fail to meet criteria for a superwoman or a superman? When our desire is not satisfied we become deeply frustrated. Unless we are able to satisfy our desire in a legal way, there is an illegal way to obtain what we want. If I do not earn enough money to buy my dream car, I can steal it. No wonder there has been a significant increase in crime committed by young people over the last years.

This is directly connected with an increase in crime. We want to lead the same lifestyle as our idol at all costs. We want to have the same clothes, pets or a villa. When we find out that it is not possible we become frustrated. When we fail to reach it by legal means we decide for an illegal way. We steal what we want or even destroy our idol - absurd murders of artists.

How to get out of this vicious circle without being influenced by all of this? We do not have enough time to think about what "mental food" we consume. We feel hungry so we quickly consume what we are offered - „mental fast food“.

Value changes are reflected in human relationships. We do not like our television so we quickly buy another one. We are not satisfied with our partner so we find a better model. Surrounded with all this material wealth everything seems to be better than loneliness. We search for satisfaction in new relationships.

Do not we try to hide behind tabloids pretending that the time we live in has brought about all these negative things? However, it is us who decide on what we will become or how we will spend our time. Do we still want to chase pseudovalues and suffer from the lack of real values? According to some psychologists a trend to attack our feelings and present love everywhere is responsible for the lack of real feelings. There is an enormous number of publications about real love.

Maybe those who wrote the most books about real love, had the least knowledge of it. Nietzsche, who used to write about love quite often, claimed that if there is no love in the relationship, it is time to leave. Fortunately, he did not have to try his own philosophy. When he was 45 he became seriously ill, probably as a result of syphilis. He suffered from serious mental disorders. His sister, who knew nothing about love, gave up her career and looked after her mentally unsound brother. That woman seemed to know more about love but it is a pity she did not write about it.

We have to realize that we live in the world where societies are becoming more dependent, and it is not only economic dependence. This process is called globalization.

Nowadays differences in the development and standard of living between developing and developed countries are quite enormous. Environmental problems, migration of people, various

plagues, hunger, climate change, extinction of species are issues we all should be concerned about. A few million of people die of malnutrition every year.

There are huge cultural, social as well as economic differences between individual states and tension caused by these differences is increasing. On a small scale, we feel this tension as social tension between groups of people in a particular society. On a large scale it creates hidden or open hostility between bigger groups or a war.

Heavily influenced by mass media, it manifests itself as tension between states. It is very difficult to say what the future of our civilization will be like, whether we are just in a state of anomy, where new values will be created and new order will be established, but taking into account the above-mentioned paradigms it will be a long process.

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THE INFLUENCE OF SENIOR VOLUNTEERING ON INDIVIDUAL HEALTH AND BENEFITS FOR THE SOCIETY

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ABSTRACT

The essay deals with volunteering of older people and investigates how it influences the individual health. It further analyzes the benefits of senior volunteering for the society, individual benefits and focuses also in the benefits provided for communities, organizations, and the private sector.

Key words: seniors, volunteering, health, benefits for communities, organizations, the private sector.

INTRODUCTION

In the following essay I would like to describe the influence of volunteering on peoples health and I focus especially on older people (seniors). This topic is nowadays very relevant due to many factors, the second demographic transition and the un-reversible process of population ageing among others.

When we speak about volunteering, it is necessary to mention a few related terms, such as altruism and philanthropy, and also to define the terms volunteering, voluntary work or voluntary organisation. In the most common understanding, volunteering is considered to be an activity which is done on a voluntary basis, is done of one's freewill, in favour of others and is undertaken without monetary rewarding. In this context it is understood also in the following essay. But it has to be mentioned, that an the present time the problem of volunteering is in the Slovak legislation still not appropriately solved.

The facts presented in this essay are compiled from many sources of foreign literature, primary from western Europe countries, where volunteering has a strong tradition and a lot of quantitative and qualitative researches dedicated to this problem have been carried out. I am currently working on a project of a qualitative research about this topic and I hope that I will be able to publish the results soon and bring new and interesting facts on this phenomena, with the focus on older people and volunteering in Slovak republic.

THE INFLUENCE OF VOLUNTEERING ON HEALTH

The concept of volunteering and health of older people generally suggests several health benefits for the seniors. But there are some contradictory opinions about the benefits of informal volunteering as opposed to formal volunteering and whether health benefits are for self-reported health problems or diagnosed health problems. Here are some findings:

- » Formal volunteering lowers depression levels for older people (65+) (Musick and Wilson, 2003) and provides mental health benefits (Li and Ferraro, 2005). This is not the case for informal volunteering.
- » Volunteering decreases self-reported (though not diagnosed) health problems, slows increase in depression and reduces morbidity rates (Lum and Lightfoot, 2005 – a longitudinal study from the USA carried out on people over the age of 70 who volunteered over 100 hours in 1993).
- » Onyx and Warburton's recent article on volunteering and health among older adults claims that there is consistent evidence that morbidity rates, functional health indices, self-reported health and life satisfaction are affected by formal and informal volunteering. Further they conclude that „we may reasonably conclude ... that formal volunteering has a direct impact on well-being, functional health and longevity, and this impact is net of initial health levels, socio-economic status, or informal social integration“ (Onyx, J., Warburton, J, 2003).

SOCIAL BENEFITS

Volunteering also influences individuals social life. Many authors examine these relationships. For example can volunteering be understood as an expression of active social engagement or as a form of strengthening of informal networks and social support systems. Voluntary work also leads to increased social contact with a wide range of people. This, in turn, increases the chances of older people finding social support, useful contacts, and helpful information.

It is also suggested that older people who volunteer have multiple and valued social roles, and they are in a position to assist others while gaining information and skills for themselves. They are likely to maintain significantly higher levels of well-being, a strong sense of their own worth, than those who do not volunteer (Onyx, J., Warburton, J., 2003).

INDIVIDUAL (SELF-REPORTED) BENEFITS

Rochester and Hutchinson state a number of reasons of why older people stayed in volunteer experience (Rochester, C., Hutchinson, R., 2002). Some of these suggest a number of benefits of volunteering to the older volunteer:

- » Keeping busy and active
- » Feeling like you are doing something useful and active, both in the actual volunteer activity and in contributing to a worthwhile organisation/project
- » A sense of taking responsibility
- » A sense of contributing to an organisation's decision making
- » An opportunity to learn new skills
- » An opportunity to develop existing interests and skills
- » An opportunity for social interaction and meeting new people.

Not all volunteering activities may be equally beneficial. There are some indications that too much volunteering, or stressful volunteering, or volunteering that lacks social support may not be beneficial (Onyx, J., Warburton, J., 2003). Volunteering of seniors works the best way when it provides the following:

- » The possibility of maintaining physical and cognitive activity
- » Information and encouragement to maintain or improve good health practices
- » Strong personal emotional support
- » The opportunity to contribute to the well-being of others
- » Strong links into supportive community networks.

Organisations who wish to recruit older volunteers should ensure, that these elements exist in their volunteer programs.

BENEFITS FOR THE COMMUNITIES AND ORGANISATIONS

The volunteering of older people benefits the community by creating social capital. This is important for for a healthy, thriving community. Increasing the contribution that older people make to society through volunteer activities helps to reduce some of the negative impacts of the process of population ageing. Other benefits for the communities involve: benefits from a society with a healthy and active older population through the skills and experiences that can be maintained and passed on to the community generally, the networks and trust created, and the reduced pressure on the health system.

Older volunteers have several qualities to offer a volunteer-involving organisation. These according to Rochester and Hutchinson include the following:

- » Maturity – older people have lived through enough experiences to enable them to understand the problems of others
- » Skills – they have also spent decades perfecting all kinds of skills
- » Availability – people who have retired from paid work or have finished child rearing tend to have more spare time and can be flexible about when they participate
- » Loyalty – older people spend more time on their volunteering and remain longer with their organisations than younger people
- » Numbers – older people make up an ever-increasing proportion of the population and organisations cannot afford to ignore this important resource
- » Confidence and authority – older volunteers were felt to be able to indicate if an activity were too much, to ask questions about the way things were run, to manage themselves, and to nurture younger volunteers
- » Patience and tolerance – older volunteers were felt to be more stable, have a calmer head, see issues from a number of perspectives, and work at a steadier pace
- » Commitment and continuity – older people were felt to be more reliable, be more willing to see a project through, be more tenacious, have an interest in the activity, and be more altruistic than younger volunteers (Rochester, C., Hutchison, R., 2002).

BENEFITS FOR THE PRIVATE SECTOR

Volunteering of older people can be viewed as a transition out of paid employment or as a step back into paid employment. This can be understood as beneficial for the private sector.

Several studies suggest that volunteering as a way of transitioning out of full-time employment towards retirement could include combining part-time employment and volunteer activities. This means that older people could in a way delay full retirement. The private sector could benefit from this prolonged employment amongst older people and the retention of corporate knowledge and skills that goes with this, whilst having the opportunity to train up new workers. As such, the private sector needs to play a role in promoting older volunteering as a step towards retirement. Some of the literature even talks about volunteering as a mentor within the private sector. However, the majority of authors agree that volunteering should never be used to replace paid employment.

Another way in which the private sector can benefit from older volunteering is where volunteering is used as an avenue back into employment. In this situation older people who have been unemployed or retrenched through the changing skills required by the work environment can use volunteering as a way of updating their skills and creating networks to facilitate new

employment options. In this situation the private sector benefits from the new skills gained by these volunteers and a more skills-rich workforce.

As a result I would like to mention that it is clear that volunteering of older people (but this applies to the population generally) has according to many scientific studies an outstanding positive influence on individuals health and can also have markable benefits for communities, organisations and the private sector. Therefore, more attention should be drawn to this tending topic.

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THE BASIC FACTORS OF HEALTH SAFETY AND PROTECTION AT WORK

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ABSTRACT

Health is one of the most important values in human life. The risk is almost omnipresent and a person encounters it in the entire course of his life. The elimination of these undesirable factors, which endanger health and life of employees, should be one of the priorities for every employer. The identification of dangerous actions which refer to individual company activities and the determination of the risk sources associated with each identified danger are very important in handling this task. The acknowledgement of the risk assessment principle in a company will bring about the optimization of working process, lower accident frequency and last but not least an increase in the quality of working life.

Key words: health, risk, safety, protection, employees, risk management

HEALTH

Health is the general condition of a human being which enables him to achieve the optimal quality of life and is not an obstacle to a similar endeavor of other people.

Health is a commonly acknowledged value. It is important for every human being. It gives us the feeling of well-being but at the same time it enables us to pursue the things which are valuable from our point of view. Health of a human being is influenced by his behavior and lifestyle. If we can play a part as far as harming our health is concerned, there is a hope that we also have the ability to prevent such harm to our health. We are not completely powerless as far as illnesses, worsening of the state of health, feelings of discomfort and compressing fully worthwhile existence are concerned.

Health has not only a physical dimension but also mental, social and spiritual one. Thus physical health is a well-being of a human body, trouble-free operation of functions. Mental health is a well-being of our thinking and experiencing. Social health is a well-being as far as those relationships which are important to us are concerned. Spiritual dimension indicates a relationship towards values. The form of health is unique for every human being and changes during his lifetime. During different life periods we put emphasis on different aspects of health. Good physical health does not guarantee that a person feels healthy and that he lives in healthy relationships and simultaneously injury, illness and ageing do not necessarily mean the end of our health.

HEALTH-SUPPORTING FACTORS

Health support is carried out through political, legislative, administrative and other means. Its content consists of programs which are directed towards a healthy lifestyle, measures which enable a social interaction of people, encouragement to be interested in one's own health, providing a convenient work opportunity, creating a healthy working environment, planned development of health, educational and social policies, legal modifications of production and distribution of certain type of food, planning of zoning and housing development and legislation concerning pollution of the environment. According to the World Health Organization, nowadays lifestyle is becoming increasingly important as far as formation and progress of illnesses are concerned. Therefore it is the effort of health workers to motivate people to be interested in their own health and to remove risk factors from their lives. A community provides the biggest room for supporting the health. For example it is a group of people – teachers, personnel, students attending the same school. Furthermore it could be the residents of dwelling house or religious community that meets regularly for services. In every community the overall human potential combines and multiplies thanks to the interaction and cooperation of its members. A community has its power through which it affects its own members but also people from the outside. Therefore health can be:

- » Individual
- » Communal
- » Global

Good health is the result of many influences, namely biological, psychological, social, economic and so on. Effective handling of problems, stress, relaxation, meditation, imagination and biofeedback are also very important. Other factors include:

- » Meaning of life, trust, belief
- » Social support
- » Physical activity
- » Cooperation with physicians
- » Preventive medical examinations

HEALTH-DAMAGING FACTORS

Impossibility to change a situation, loss of dominance, chronic stress, momentary stress, solitariness, depressing social activities, divorce, environment, emotions, overall mood. Factors which worsen the general condition also include:

- » Stress
- » Smoking
- » Drugs and alcohol
- » Unprotected sex
- » Overeating, unhealthy alimentation
- » Accidents, injuries

THE QUALITY OF LIFE AND ITS DIMENSIONS

Health is an important value and any illness significantly influences the quality of life of a human being. The focus of attention on the problem of quality of life is actually a consequence of the transition of more attention onto the psycho-social aspects of an illness. Physical dimension assesses the condition and operation as the consequence of an illness and a treatment. Mental dimension deals with the emotional evaluation of certain situation. It concerns the mood of an individual in global meaning when one is confronted with uncertainty, threat and multivalence that induce the feelings of depression and anxiety. Social dimension talks about a satisfaction with the network of social relationships, degree of social support and social operation. Economic dimension deals with the loss of employment caused by an illness, disablement, increase of the costs due to an illness and at the same time decrease of the income, decrease of economic status and the loss of important social relationships.

HEALTH SAFETY AND PROTECTION AT WORK

Health safety and protection at work is such a state of working conditions which eliminates the impact of dangerous and harmful factors on employees. Every employer is required to carry out all the measures that aim to eliminate the causes which can threaten life and health of an employee and must create safe working conditions. Industrial accidents or injuries can occur as a consequence of objective or subjective causes:

- » The group of objective causes includes unsuitable working conditions which are closely connected mainly with unsatisfactory technical level of machines and personal safety tools, unsuitable spatial organization of the workplace, negative impact of physical factors of the working environment and also the objective causes resulting from the socio-psychological conditions on the workplace.
- » Subjective causes are caused by human factor.

Health safety and protection at work expects the fulfillment of certain obligations by companies and also by employees. The employer is required to:

- » Secure the prevention by systematically creating the conditions which avert industrial injuries and occupational diseases and also all the illnesses originating under the influence of working environment. It includes: making employees familiar with the legal and other directives to secure safety at work, regularly checking the knowledge of these directives, improving safety devices, at least once a year organizing inspections of health safety and protection at work at every workplace, searching, assessing and evaluating the risks of possible threats to safety and protection of employees and so on.
- » Take the measures to secure safe and harmless working environment and most importantly: to accept the requirements of health safety and protection at work when assigning the work, to eliminate physically exhausting tasks or tasks which are being carried out in unsuitable working environment, to eliminate discovered defects, to establish, preserve and improve necessary safety devices, to provide personal safety tools free of charge to all employees and preserve them in usable conditions, to substitute physically exhausting tasks in more difficult working conditions with the new technological and working procedure, to discover and eliminate the causes of industrial injuries and occupational diseases, to keep them on file, report them to relevant authorities and take necessary measures to remedy the situation.

The employees have the right to health safety and protection at work, the information about inevitable risks at work and the information about the measures taken as the protection against their impacts. The employees have also particular responsibilities that arise from the law and these include:

- » Abide by the particular procedures and principles of safety behavior at the workplace
- » Abide by the directives and instructions
- » Use personal safety working tools and safety devices
- » Participate in educational activities, take an examination from safety directives and pass medical examinations
- » Do not consume alcoholic beverages and any other addictive substances
- » Announce defects and eventual failures that could endanger safety at work

PROCESS OF RISK MANAGEMENT

The main goal of risk management of health safety and protection at work is to prevent undesirable accidents that can have a negative impact on life and health of employees. Process of risk management should be conducted at least once a year and in these instances:

- » Introductory approbation of the workplace, putting premises into operation

- » Changes in legal and other requirements
- » Changes in activities, operational conditions, products and services of organizational unit
- » Changes in technology, device, changes in supplied resources and material
- » Changes arising from the results of investigation performed by management
- » Occurrence of defects arising from the results, observation, inspection, impulse coming from the employees or their representative.

COMMUNICATION

No system can operate without established communication. Intermediation of information secures the understanding of collective company strategy and on the other side it gives the possibility to create communication channels to obtain the information for permanent improvement. Proper communication will secure that appropriate information about health safety and protection at work in an organization are given to all who need it. Thus it is important to:

- » Determine who needs the information and what information he needs
- » Secure that everyone who need it will also get it (in such a form and in such a way that a receiver is able to understand it)
- » Secure that the information are passed on not only in the top-down direction but also the bottom-up and even among individual divisions of an organization
- » Provide the information about defects during the implementation of goals of managerial system

As one of the sources of social and economic effects of employing subject is concerned the quality of working life is essentially constituted by health safety and protection at work in addition to other aspects. Fulfillment of valid legislative requirements in this sphere secures consistent and systematic verification of what can cause an injury to people at the workplace and considers whether current safety measures are sufficient as far as their own health protection and also the protection of their co-workers is concerned. It is of a critical interest to every employer not only a legal obligation. Health safety and protection of employees must be equivalent and inseparable component of fulfillment of working and production tasks. The increase of health safety and protection at work has an important economic significance because finding solutions to questions related to health safety and protection, creating favorable working conditions and working relations bring the optimization of working process and have a positive economic effect. Moreover it brings about the decrease in losses, higher production, efficiency and quality of work – in other words it adds to the prosperity of a company and thus a whole society. Maintenance of health safety and protection at work has also an important humane aspect which presents a cultural and societal class of a company or a state.

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HEALTH PROMOTION AGAINST STRESS

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ABSTRACT

The contribution points out a need to show the principles of a healthy lifestyle not only in the value orientation of a modern man, but also to current educational practice. It presents the dominant role of prevention and increasing individual responsibility for the quality of life and level of one's own health, often through ineffective coping with stressful situations, that can have negative symptoms.

Key words: frustration tolerance, stress, stages of solving distress, effective strategies

INTRODUCTION

What is human mind of the 21st century interested in? In addition to issues of its own economic survival, satisfaction and happiness there are also broader issues, they are not related directly to it (as a poverty, a hunger, a necessity, gender and racial discrimination, military threats to domestic and foreign policy, an environment). All of them represent the same risk, they can act as triggers of stressful situations and negative reactions. There is a reason to wonder whether today's man has enough "natural" adaptive skills necessary to prevent without undue loss of function, to be able to survive and form the subjective and objective understandings of well-being.

We believe that man has learned how to change the world faster than he was able to adapt it and effectively use its benefits for himself, others and mankind. Generally speaking elderly

people are more interested in the health problems. The young people are not concern about their health promotion and diseases, because this is not current issue for them.

The attitude and interest of young people in health promotion change at the moment when the first signs of failure of health occur, when the unpleasant symptoms of the disease begin to trouble subjective well-being and quality of life of the individual more vigorously.

In our opinion the health knowledge about healthy lifestyles, the subjective responsibility for their health is at a low level and a minimum level of social consensus.

The lack of the health education issues may be seen not only in a lack of family education, but they are also probably insufficient in curriculum and educational organizations, which can very strongly encourage the transfer of competencies minimizing potential risk lifestyle in order to achieve the expected work performance of man, the harmonious balance of bio-psychological and socio-cultural approaches.

We think that there is a potential to create a space for students' attitudes to the value of a healthy lifestyle in our educational environment.

The concept, aim and objective of health education pursue obtaining of acquiring solid knowledge and requirements relating to healthy behavior. Obtaining the information, knowledge, skills, but also about shaping attitudes and value systems, aimed at interiorizing principles of healthy living. The result is the active care of the objective health of individuals, materialized in a balanced and meaningful life style, which is a prerequisite for living comfort, performance, success, personal fulfillment and social selfrealization.

1. LOAD STRESS AND ITS SOURCES

Load stress as a general category is characterized by any activity and functional state of the organism. There is a relationship between the requirements of human activity and a set of genetic or acquired factors, which is to meet these requirements, one fitted (Bratská, 2009, Hladký, 1993). The relation expresses formula: $S = f(E, D)$, while S reflects the loading condition, D disposition (a set of features which the organism is equipped to work), E means exposition (the set of all requirements that are imposed on the activity of the organism).

According to Bratská, M. (2009) the bulk of the burden caused by psychological state of load stress will depend on the measure of discrepancy between the sum of the requirements of the external environment and the readiness of people to cope with them. Individual survival of load stress has a different intensity and quality likeness. MIKŠÍK (2001) states 4 levels of psychological load stress (Fig. 1 on the following page).

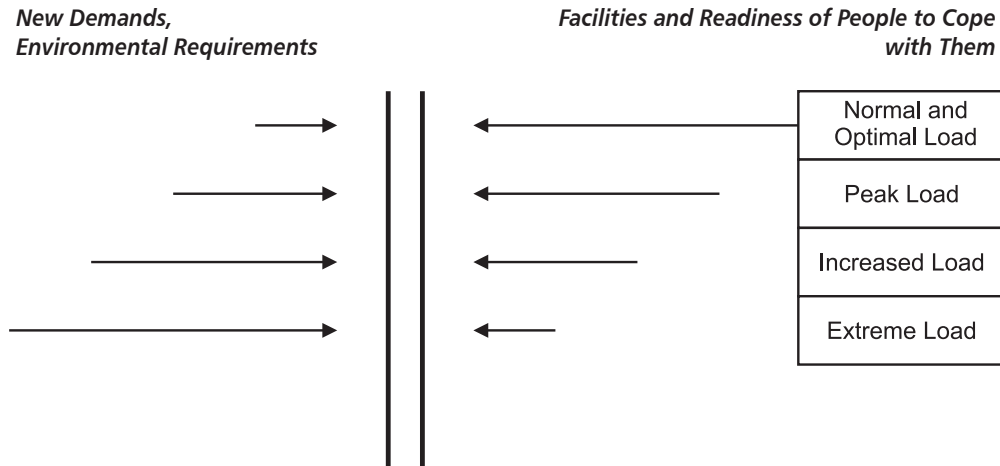


Fig. 1 Levels Of Psychological Load Stress (MIKŠÍK, 2001, in BRATSKÁ, 2009)

Sources of workload: extra work over the basic working hours (stress was the second most common problem for 2005 related to the work, which affected 22% employees of EU staff), inappropriate high motivation, great fear of failure, lack of emotional satisfaction from work, lack of self-realization, hopelessness of a life, poor social interactions, unhealthy lifestyle and bad nutrition habits. One of the most stressful factor is responsibility, awareness of risk in the event of a malfunction or a few swift action, but also the urgency, tension expectations or anxiety symptoms. In contributing to the psychological feeling of tiredness, fatigue, increased mental stress, changes in activity and performance, poor quality of sleep and insomnia (Hladký, 1993).

The following factors may be described as a set of performance requirements for personal features to a man, so that their structure should guarantee optimal work performance:

- » resistance load of responsibility and risk (executives, top management);
- » resistance load of time deficit;
- » resistance against monotonous work – vigilance load;
- » emotional stability;
- » responsive and flexible thinking together along with the ability to predict and plan;
- » range and reliability of memory;
- » intellect skills (decision making flexibility, creativity).

Sources of workload: overwork excessive hours at work extension of working time and work (stress strength was the second most common problem for 2005-related work, which affected 22% of EU staff), a disproportionately high motivation, a great fear of failure, lack of emotional

satisfaction from work, lack of self-realization, lack of meaningfulness of their own costs, poor social interactions, poor lifestyle, bad nutrition habits. Hladký, (1993).

1.1 STRESS AS A SPECIAL FORM OF PSYCHOLOGICAL LOAD

Any situation offering an alternative solution, requiring necessary adaptability or change can be stressful for the individual. In today's fast-moving world everyone has to solve problems and make decisions responsively. Everyday life's situation requires being prepared for action or progress, being always ahead of time and giving opinions and ideas. In the past four decades, many useful definitions of stress have been developed by researchers. We provide one of coping process with stress by Lazarus, R.S. (1966, in Křivohlavý, 2001), who sees coping as a process of external and internal factors (threats to personal human resources) in a stressful situation. Coping with stress is therefore a dynamic process in which there is a mutual transaction.

On one hand there is a person who has a personal adjustment, a reconsiliation of personal values, ethics, goals. On the other hand there is an environment with its requirements and many other influences and effects.

Personality traits that play a role in coping with stress: personality type (type of behaviour A, B, C), measure of frustration tolerance, different approaches to coping and stress, so called internal locus of control versus external locus of control, resiliency, coherence and its components, comprehensibility, meaningfulness, manageability, degree of acceptance of criticism, perceived self-efficacy, optimism, sense of humor, self-confidence, positive self-esteem, negative affectivity.

1.2. STRESS AND ITS TYPES

Stress as a special form of psychological load stress in a living system mobilizes reserves of energy to cope with work, is also seen as a *qualitative increased load*, which causes a deviation requests – behaviour, so there is a body alarm reaction. Bratská (2009) means under stress extreme situations related to the burden caused by extreme requirements. Křivohlavý (1994) states, that stress comes from the English and has its origin in Latin words stringo, stringere – which means tighten, press or clench. “To be in stress“ means being exposed to different pressures, to find someone in distress (Baumgartner, 2001).

In stressful situations, there is a situational pressure conditions, internal tensions and human effort. From a health perspective in stress assessment are important: *the degree of stress* (quantity), *power* (quality), and *frequency*. Stress becomes harmful to the individual beyond a certain limit.

TYPES OF STRESS:

- » *Eustress* – *acceptable stres*. It improves performance and health, increasing creativity, makes the satisfaction of the work. It makes people to minimize the stereotypical and comfortable ways of solving the problem situations and to discover new ones;

- » *Distress – negative stress.* It is demotivating and it harms the individual when it exists in more than a desired quantity, it causes anxiety disorders and fear, it includes all cases in which fear and anxiety is triggered by a specific stimulus or situation and an individual loses self confidence and balance;
- » *Acute – specific stress disorders.* Characteristic of acute psychological stress is a challenge. A person intentionally creates a stressful situation, followed by release (extreme sports);
- » *Chronic – dangerous for human health because the situation cannot be solved and the stress cannot get under control.*

STAGES OF STRESS

The first stage – alarm, warning, mobilization. There are physical reactions to human attention and simultaneously challenge to readiness. Feelings of real stress, however, manifest only in a situation when one cannot cope with the problems and symptoms, when clearly realizes that no longer has enough power to respond to the situation.

The second stage – resistance, stand firm. It exceeds after the initial warning stage. It is a specific defense of the organism after the first stage, the adaptive response to protect the organism, even at the loss of reserves.

The third stage – exhaust. A person becomes anxious, feels the fear and anxiety of being judged and evaluated negatively by other people, leading to feelings of inadequacy, embarrassment, humiliation and depression. Under normal circumstances, the stress comes and disappears. However, when stressors act further, there is an autoimmune disorders of a person.

OVERVIEW OF TYPICAL SYMPTOMS OF STRESS

You can find a table adapted from Křivohlavý, 2001, p. 181 on the following page.

2. POSSIBILITIES OF COPING WITH STRESS (EFFECTIVE FORMS OF COPING WITH LIFE DIFFICULTIES)

“Is it possible to cope with stress?” It can be answered in the affirmative form. In principle it is a conscious way to deal with a source of stress load.

The three most common ways are:

- » modification or removal of external conditions causing the stress;
- » change or elimination of own negative emotions;
- » change the meaning of the situation for the individual, that is evaluating the situation, changing attitudes.

<p>PHYSIOLOGICAL SIGNS AND SYMPTOMS (on your body)</p> <p>The increase of blood pressure, increased sweating, heartburn, heart disease, feelings of dry mouth, swallowing problems, trouble breathing, palpitations, pale and body trembling, shaking hands or feet, metabolic changes, digestive problems, gas, frequent urination, diarrhea, constipation, weight gain or loss, stomachache, bulimia, anorexia.</p> <p>Muscle tension in the neck and lower back associated with pain. Headache, migraine, dizziness, ringing or buzzing in ears, exanthema - allergy, skin disorders, rashes, hives, nausea, chest pains, sleep disturbances, low libido or problems with sexual performance.</p> <p>Uncontrolled facial tics and twitching.</p>
<p>EMOTIONAL SIGNS AND SYMPTOMS OF STRESS (on your thoughts and feelings)</p> <p>Rapid mood changes (from joy to sorrow and vice versa). Helplessness and hopelessness.</p> <p>Emotional instability. The inability to express emotional affection, sympathy or antipathy. Excessive daydreaming.</p> <p>Worries about unimportant things, worries about health and physical appearance.</p> <p>Withdrawal from social contacts, reduction of personal involvement with others.</p> <p>Tiredness, fatigue, irritability and anxiousness.</p> <p>Restlessness, lack of interest, burnout, impatience, self-deprecation, tendency to cry, nightmares, obsessive rumination.</p>
<p>BEHAVIORAL SIGNS AND SYMPTOMS OF STRESS (on your behavior)</p> <p>Indecision. Aggressive response, chaotic and meaningless movements. Zhoršená quality of work, an attempt to avoid tasks, lie, apology. Poor concentration. Sickness absence (influenza, common cold).</p> <p>Changes in the taste of food, overeating, undreating, drug or alcohol abuse, increased smoking Nervousness, nail-biting.</p> <p>Sitting up late at night and then getting up late with a feeling of great fatigue. Changes in activity and performance. Influence, relationship problems and irrational thinking, arelessness, compulsive behavior and impatience.</p>

ACTIVITIES SUPPORTING MINIMIZING OF UNPLEASANT EFFECTS OF STRESS ARE:

- » *relaxation, meditation and imagination* – deep breathing helps your body and mind to heal, calm down and align with stressful situations, *visualization* – a way of observation with concentrated attention, sleep, sauna, rest;
- » *escape* – everything that will distract the mind from the stressor is effective (music, hobbies, interesting activities);

- » *exercises* – stress levels reduces any physical activities, but it is best to exercise with high requirements for oxygen;
- » *balanced diet, no alcohol and caffeine* – reasonable amount of digestive food, eaten during the day and soft drinks (they help to reduce the acidity of stomach contents, which is increased under stress);
- » *religious faith*;
- » *laughter* – good mood (it is scientifically proven that ten minutes of warm-hearted laughter ensures a person two hours of peaceful sleep. It seems that a laughter is a strong component of assisting the regeneration of the body. The laughter causes deep breathing, but also increases the number of immune cells or a decrease in cortisol levels).

According to Křivohlavý, J. (2001, p.82) examples of effective forms of coping with life difficulties and stress include:

- » *behavior modification*;
- » *cognitive influence*;
- » *“psychological treatment”*;
- » *release of emotions*.

Behavior modification is based on the classical Skinner’s Bahavioural Theory qualifying (positive reinforcement for desired behaviour, the disregard for the undesirable behaviour situation).

Cognitive influence is based on the hypothesis of significant influence of ideas, personal standards, prejudices, attitudes, thoughts on human behaviour. In the background of stress and various other difficulties are often inappropriate and misleading ideas. The cognitive effect on these ideas is first detected and then replaced by others – reasonable and functional. The effectiveness of such stresses influence individual beliefs about his ability to manage the situation.

Psychological treatment consists of several steps. It is a recognition of the fact that psychological stress has its psychological side and then on the training easful coping strategies (training exercises, relaxation and imagination techniques).

Release of emotions. Experts indicate (Pennebaker, Colder, and Sharp, 1990, in. Křivohlavý, 2001), that telling, expressing and writing the traumatic event, we can reduce the negative mental state.

CONCLUSION

Health promotion interventions are a series of measures aimed not only to the health protection, to personal responsibility for one’s own health, to active use of health information, but also to initiate the direction towards the health education and *the change of behaviour*. Stress is the latest issue of civilized society. SELYE, H. once upon a time humorously noted that “*stress is the spice of life and life without stress means death.*“

In our opinion health education should focus on shaping attitudes to health protection, as well as to influence the value of the individual frameworks. In this context, we see the emphasis on the educational establishment in the direction of the operation:

- » self-creation – increasing a readiness to responsible health behaviour;
- » reinforcing and strengthening the positive attitudes towards health;
- » self-reflection – raising of awareness on all issues related to human health, including the elimination of prejudices and accepted opinions;
- » self-regulation – by emphasizing the personal phenomena of health with indirect, mediated effects on subjective health;
- » axiologization – assisting in the formation of value as well as motivational personality dimensions in order to increase health awareness of the individual.

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BANK OFFICER AND HIS STATUS

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ABSTRACT

Contribution goes into the status of bank officer, describes present aspect and endurance situations. It is related to psychic manipulation, status itself, environment, office equipment, relaxation and so on. It presents partial results from enquiry. Also it is addressed to source of psychic loading and shows the change of a bank officer status during twenty years period.

1. BANKING OFFICER

Each of us during his life continually gets into situations that their requirements will check our adaptability, place demands on our mental and physical fitness. Generally known as the stress of their situation. At the outset, we emphasize that the concepts of stress and burden will not be seen as synonymous, although there are several authors who considered the same concepts. Lean towards the view brethren who load naming various psychiatric conditions and related psychological and physiological reactions induced load situations (Bratská, 1992). The load seen as a broader concept, which falls under the stress. The term stress is used to describe extreme forms of stressful conditions that are caused by extreme environmental requirements. Why report stress and stress situations such as initial information? The answer is our reflection on the bank manager and his status.

In the past, work in a highly prestigious bank in post-revolutionary period, one of the best paid positions in the current status of the bank officer is no longer even a matter of prestige far, once the „reward“ for now „punishment“ work in the banking sector. Currently the position is forwarded to the bank officer level employee of any insurance company. Status banking official was significantly declass. In his workload comes active search of potential customers, the work environment, while remaining at a level of status, but others, catch it and any office work environment is similar to if not better level. The load situation is in bank officer, and incomparably

more difficult especially in the contacts, negotiations and psychological manipulation, compared with the state before 10 - silent or 15 years. Pressures which the bank manager for a client in crisis on the border of viability.

2. PRESSUROUS SITUATIONS

The load bank officer, can be described as indicated Oravcová (2005) symptoms in 3 areas:

- » **in the body** – increased blood pressure, rapid breathing, headaches, neck pain, nausea and stomach cramps, indigestion, diarrhea, sweating, weight changes and other,
- » **the mental** – survival of uncertainty, anxiety and depression, despair, loss of ability to concentrate, preoccupation, feelings of isolation, helplessness, inability of decision-making, anger, rage and other,
- » **social** – interpersonal relationship disorders, irritable speeches, viciousness, neovládané expressions of emotions, utiahnutosť and others.

Various types of stressful situations cause different changes in humans. These amendments deal with Kannada scholar H. Selenium. Typical system, generally applicable changes (non-specific reactions) described the general adaptation syndrome (Bratská, 1992). The time course of changes through three stages:

The first stage is the Alarm reaction. It is caused by a sudden disruption of the internal environment of the organism. The reaction is carried out by two systems regulating organism, which are nervous system and glands of internal secretion. In the adrenal cortical and pituitary hormones are secreted to raise the general state of mental tension and excitement. There is a mobilization of energy resources needed to increase energy expenditure. This leads to steeper heartbeat, faster downloading of the stomach and intestinal muscles, increase blood circulation, accelerated breathing. The organism is prepared to avert danger. When the body premože effects of pollutants, followed by another phase.

The second stage is the stage of resistance, increase resistance to various influences. It reduces the body's response to external influence. Organism to embrace the stressful factor, better manage internal environmental disruption. In it are signs often completely the opposite sense than in the first stage.

Third stage results in stabilization or depletion. When there is a depletion of total breakdown of adaptation and regulatory capacity of the organism. The result may well be a serious threat to the organism.

3. PSYCHIATRIC HANDLING

Psychological manipulation is to some extent part of our everyday lives. We use it consciously or unconsciously, when we assert an opinion or intention. It is a work in which the manipulator

purposefully and systematically affects the feelings, thinking and behavior kritičnost victims. Manipulator is a man who constantly uses psychological manipulation to achieve their goals. Manipulator distorts the original structure of the welfare of victims. Personal sacrifices structure consists of three areas: cognitive, emotional, and behavioral (behavioral). If the manipulator is disturbed as our rational and emotional area, the behavioral change is very easy, removes the critical thinking, it should be pointed out that the man whom manage to mentally manipulate, it did not recognize myself in him will not help someone else overlooked.

3.1 HANDLING EQUIPMENT

Flirty fishing lies in the fact that the new incoming members will take a person of the opposite sex. It works on the principle of mutual sympathy between the abuse of women and men. It happens that there is a love that is not sincere and lasts only until the latter assimilated.

When a person is love bombing the inclusion of love, admired, and the promulgation of an exceptional, sometimes even desirable to achieve the official target, it may not always be senior goal as world peace, saving the environment and so forth. When handling must therefore be upsetting the original personality, change its identity and a new program and then maintain that.

To achieve all these changes in psychological manipulation often used hypnotic procedures monotony. Manipulator repeats certain phrases impressive monotone voice, still necessitate attention generally quite suggestive, critical skills decline and man unconsciously accepts uncritically the irrational, illogical and incomprehensible reason the views presented in that state. People live in constant state of expected job losses.

Brainwashing used as a way to return and forced a statement „truth“ as the Communists in the political processes in the fifties and fascists in World War II. Brainwashing is purely coercive means. One knows that it is in the hands of the enemy, is imprisoned, tortured physically, psychologically blackmail and threat to life. In such conditions, under the influence of self-preservation instinct suddenly changed their views and gives dictated truth. When the man returned to his environment, of activist groups, returned to their original positions and can justify their actions.

Psychological manipulation is deeper and more sophisticated. Not physical violence to change the views of man. Manipulators are therefore regarded as equivalent to people, so the man feels threatened and willingly cooperate with them, unaware that it is under the influence of psychological manipulation. It does what it is required. Manipulator know that most people will learn by teaching others. New ideas as to strengthen rapidly. The original victim becomes the perpetrator. Psychological manipulation focuses on the influence behavior, thought and feeling.

Influencing behavior mean in psychological manipulation to alter the real environment in which man lives – clothing, food, sleep mode, the work carried out and most of his past habits.

It prescribes the procedure to its members and precise rules for how to work with before they can socialize, which can be read. Instructs their specific tasks and the amount of work that is never enough, organizing corporate events, they limited free time doing what is resulted in a very easy suggestibility, because they are always exhausted, distorts the individuality of man.

3.2 SOURCES OF BURDENS IN THE WORK

Regarding the classification of the factors of workload, it is as many authors write about them. Here are the factors of workload according to two authors to get a fuller picture.

By Beech (by: Boroš) divides the work in the stressors into 3 groups:

PROBLEMS WITH THE WORKLOAD:

- » work overload – work requirements are higher than the capacity of humans, and may be: quantitative overload (number of tasks, time, dates, etc.), qualitative overload (the complexity of tasks, tasks in excess of assumptions, skills, education or intellect of man, the importance of some „career“).
- » undercharge – occurring as a result of specialization of production, respectively. if the work pointless, boring, non-utilization of skills, assumptions and so on.

PROBLEMS WITH FRUSTRATION AT WORK:

- » uncertainty of roles (positions) – the lack of information about the nature of their work, the extent of responsibility of what is expected of the outcome of the work and so on,
- » role conflict – respectively. constriction in the „pliers“ superiors requirements that are inconsistent with the needs and rights of subordinates. This is a wider problem, often ethical,
- » high degree of specialization – for example no sense to stop and the final product of his (and group) work,
- » lack of leadership in professional careers – is linked with poor opportunities to acquire new working practices, skills and professionalism are not developed,
- » bad (poor) communication – the lack of communication network or communication strategy,
- » ruling bureaucracy – a problem known as the reflective. in defending the initiative, personal development, in fostering mediocrity.

PROBLEMS OF CHANGES IN EMPLOYMENT:

They are different and related to the evolution of technology. They relate to:

- » scientific and technological progress – eg. problems with qualifications and retraining;
- » promotion at work - can bring surprising problems with changing roles, relationships with people who have for years seen as a peer below,
- » marshalling - changing the type of job,

- » reorganization – can also have far-reaching implications of subjective and objective to uncertainty, the need to adapt, create new relationships and so on,
- » redundancy – often feel entitled to own unusefulness may result in uncertainty, reduced self-esteem, depression and so on.,
- » retirement – is often undervalued resource burden.

Slovak author Klapáč (in Kubáni, 1998) the burden on the resources to distribute the work groups. He nevertheless an extensive list of resources:

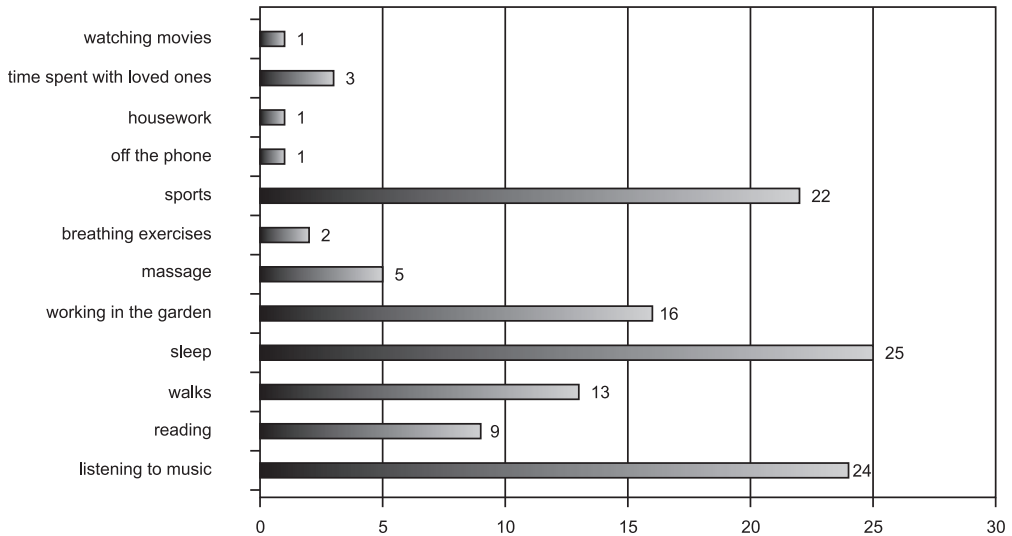
- » excessive prolongation of working hours,
- » excessive workload, lack of time, excessive work pace,
- » decision making lack the time or information, time pressure (short-term tasks, deadlines),
- » additional changes (variation in labor requirements), divided by the related work interruptions and unfinished work, dismemberment working time, distraction at work,
- » simultaneous pursuit of multiple activities,
- » overloading of individual organs and senses, related to saturation, with monotony,
- » prolonged unilateral posture, lack of exercise, without break,
- » unsuitable working environment (poor air, poor lighting, noise, cold, heat);
- » uncertainties in the organizational structure,
- » poor work organization,
- » excessive liability, disproportionate amount of responsibility,
- » imbalance between responsibilities and powers,
- » social conflicts,
- » activity for which no individual assumptions,
- » disproportionately high motivation, high anxiety over failure,
- » lack of emotional satisfaction from work, lack of self-realization, lack of continued reasonableness of his own actions,
- » poor sleep, sleep deprivation, irregular sleep,
- » insufficient rest, poor nutrition,
- » breaks and failure to complete work,
- » lack of training,
- » planning without implementation of the factual, negative unrealistic planning operates.

3.3 PARTIAL EXIT SURVEY

The exploratory sample consisted of 49 respondents, of whom 21 were women (43%) and 28 men (57%). Regarding age, most numerous respondents were aged 31 to 45 years, who

accounted for 44% of the sample survey. Almost had a balanced representation of workers aged 18 to 30 years (20%) and aged 46 to 55 years (22%). At least those surveyed were from age group 56 and over (14%).

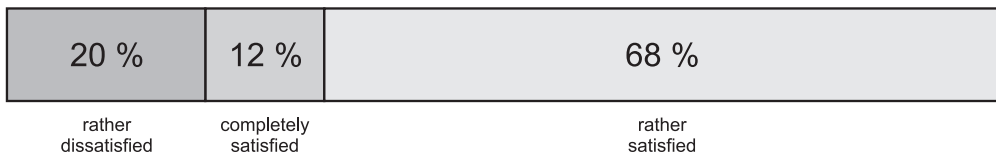
DIAGRAM 1: TYPES OF RELAXATION



ORGANIZE THE WORKPLACE, THE EQUIPMENT:

Ergonomic design of work contributes to physical well-being of the worker, which also positively affects its performance. If the layout of the workplace or equipment not conforming worker, there may be loss of time, the physical discomfort, which has the effect of concentrating and carrying out work tasks. The results are shown in diagram 2. Completely satisfied 12% of respondents, almost satisfied with minor reservations, 68%. Dissatisfaction expressed by 20% of respondents, representing a large proportion. Not completely satisfied none of the respondents.

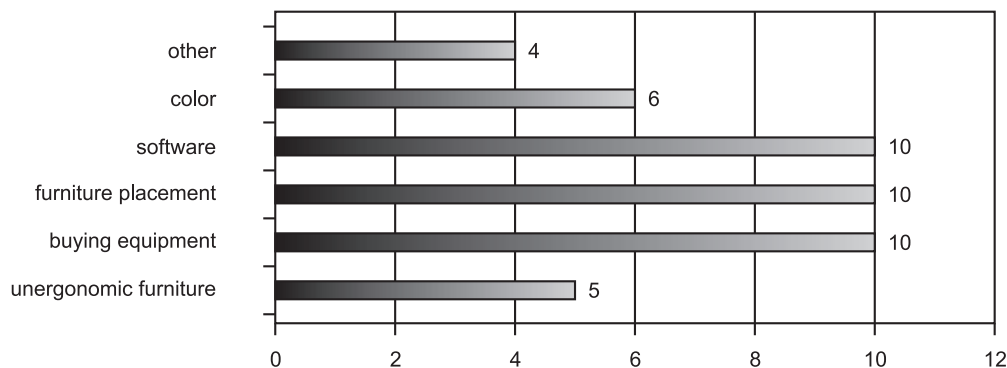
DIAGRAM 2: SATISFACTION WITH THE ARRANGEMENT OF THE WORKPLACE AND ITS EQUIPMENT



WHAT WOULD YOU HAVE CHANGED THE WORKPLACE?

By including this issue, respondents were given space, who are more satisfied or more dissatisfied with the arrangement of the workplace, to express an opinion, what should the workplace be changed (diagram 3). The most commonly offered options labeled software, furniture placement and buying equipment. These options received after 10 votes. The color of the walls are not satisfied 6 respondents, 5 respondents would be exchanged unergonomic furniture. As others suggested that it might change the lighting hardware.

DIAGRAM 3 THE NECESSARY CHANGES IN THE FACILITIES DEPARTMENT



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ISBN 978-0-9564777-1-2

