



Occupational Stress in the Service Professions

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Workers in the service industry face unique types and levels of stress, and this problem is worsening. Many workers and organizations are now recognizing work stress as a significant personal and organizational cost, and seeing the need to evaluate a range of organizational issues that present psychosocial hazards to the workers.

Occupational Stress in the Service Professions introduces the reader to contemporary theoretical and research issues and then provides a comprehensive international review of a range of professions including nurses, correctional officers, police, fire fighters, volunteers, academics, the clergy and teachers. The book identifies the main sources of stress for these specific occupation work groups, and the implications for intervention. The range of contributions from researchers in Australia, The Netherlands, Germany, Canada, United Kingdom, and the United States presents an international perspective. Well illustrated with case-studies of a number of organizations, the book serves to explore the political and social nature of the work stress problem. It then concludes with a chapter on the implications for intervention, policy and the future and aims to present a theoretical synthesis, applicable to the whole sector. Graduate students, researchers, and high level HR professions will find this an invaluable work.

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About the Author

Maureen Dollard at the University of South Australia in Australia, Tony Winefield and Helen R. Winefield both at the University of Adelaide, Australia.

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