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X Міжнародна науково-практична конференція

**АВІАЦІЙНА ТА ЕКСТРЕМАЛЬНА ПСИХОЛОГІЯ У КОНТЕКСТІ
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THE FUNCTIONING OF THE FAMILIES OF PEOPLE WHO HAVE EXTREMELY EMOTIONALLY DEMANDING JOBS

“The Workforce View in Europe 2017”, the latest report by ADP, shows that Poles are among the most stressed employees. The study by ADP covered approx. 10,000 adult employees from eight European countries, including France, Germany, Italy, the Netherlands, Spain, Poland, Switzerland and the UK. As shown by its findings, the proportion of Europeans who experience stress at work on a daily basis is alarmingly high (16%). This number is higher than a year before, when 13% of employees said they had been under constant stress. Polish employees proved to be the most stressed of the 8 European nations participating in the study. As many as 22% of Poles declared they experienced stress at work (compared to e.g. 10% of Spaniards). Moreover, in Poland, nearly half of respondents (46%) reported they experienced stress at work often or very often. Similarly to the rest of Europe, Polish women were more likely to experience extreme stress than men. The most stressful jobs in Poland are found in sales, marketing and healthcare sectors.

Each year Americans examine various professional groups and evaluate their exposure to stress. CareerCast.com, an American career site, reported that in 2017, the first five most stressful professions were as follows: soldier (a stress score of 72.74 pts), firefighter (72.68), pilot (60.54), police officer (51.68), and event coordinator (51.15). According to a study conducted by OBOP in 2000, Poles perceive doctors (22% of respondents), teachers (15%), police officers (14%), and pilots (11%) as the most stressful professions.

Completely different views about professional stress levels are held by Chinese people. Researchers from the Southern Medical University in Guangzhou argue that the highest stress exposure is found in menial, taxing, and low-paid jobs, such as waitperson. In people who do high-risk, but well-paid, respectable, jobs, the level of stress is lower. Occupational health and professional risk assessment specialists warn – stressed employees are less likely to do their job properly and are more likely to take days off. Recent data shows that occupational stress is the second most often reported health issue.

Occupational stress, or work-related stress, is defined as “*the disagreement experienced by the individual between environmental requirements (associated with your job) and personal/situational resources. It is accompanied by various psychological, physical and behavioural symptoms (known as stress responses)*”. Literature offers various classifications of workplace stressors. According to the WHO, potential sources of stress include work organisation (leadership style, feeling of stability at work, communication), working conditions (rest time, shift system) and type of work (too much work, degree of responsibility, isolation, ergonomics). Cooper, Marshal (1987) and Bamber (2006) also mention work-life balance as an important factor. Bamber argues that it includes marriage quality, support from your loved ones and double career.

The conflict between family and work is a two-way one. On the one hand, there is a negative impact work has on family (work-family conflict), and on the other, work is negatively affected by family (family-work conflict). Netemeyer et al. (1996) developed definitions of both these types of conflict. They argue that **work-family conflict** is a form of interrole conflict in which the general demands of, time devoted to, and strain created by the job interfere with performing family-related responsibilities. And **family-work conflict** is a form of interrole conflict in which the general demands of, time devoted to, and strain created by the family interfere with performing work-related responsibilities. These two types of conflict are not mutually exclusive, which means that people can experience both of them at the same time (Kłosowska, 2017). If the emotional tension at work is high, it usually has its impact on the family, and vice versa. Work-related stress has strong, negative effects on family life, and family problems impact work, thus creating a vicious cycle. As a result, instead of security and family harmony, people feel anxiety and uncertainty. When both parents work, this often means two times as much stress, and, consequently pressure and stress at home.

A healthy family, which fosters congenial atmosphere, understanding, and support is the best remedy for stressed parents. Indeed, family can be the best form of social support. The most desirable type of family support for stressed employees is emotional support and assistance related to problem solving. Emotional support includes positive emotions, intimacy, trust and commitment, acceptance of emotions, and active listening. Support in problem-solving means the ability to talk about the problem, obtain information and take action important for solving the problem, encouragement, and feedback about your own behaviour and coping methods. Often, such conversations with your loved ones not only help you deal with your problems, but also provide a new perspective on professional affairs and the things that are the most important, such as family relationships, because the people you live with are aware of the sources of problem situations. And if conversations are not enough, sport might be a good choice, as it is the best way to get rid of negative emotions (Łukawska, 2016).

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