

# Differences in job related stresses and strains and work ability between managers and staff in the service sector.

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## Purpose

Challenging job-demands are widely seen as negative stresses and strains. However, they can also promote an employees' development. This is of particular importance in the growing service sector with its diverse tasks and job characteristics and often precarious conditions of employment. So far, little is known about the consequences of work related stresses and strains in service jobs for the work ability of managers and staff. Therefore we compare them on physical, cognitive and emotional dimensions of work related stresses and strains as well as their work ability.

## Design/Methodology

We use survey data from the study "Gesunde Arbeit NRW 2014" with 2025 employed respondents older than 16 years, which were interviewed from November to December 2013. In this sample, 1057 respondents are employed in the service sector and 291 of them are managers. Respondents were asked to rate 29 items on job related stresses and strains and their work ability.

## Results

Unpaired t tests show significant differences between employees in managerial positions and fellow employees regarding stresses and strains and work ability.

## Limitations

The survey is cross-sectional, restricted to North Rhine -Westphalia and the data on work related stresses and strains and work ability are self-reported.

## Implications

Differentiated knowledge about the consequences of stresses and strains on managers' and staffs' perceived work ability is important for staff and organisational development.

## Originality

To our knowledge, there is no other recent representative survey on stresses and strains and work ability of managers and staff employed by the service sector in Germany.



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