

University of Tlemcen

Department of psychology

Module : English language

Level : Master one

Specialty : work and organizational psychology

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Lesson one : “What is work and organizational psychology ?”

Definition :

It is one of the branches of psychology, it is dominated by the practical side.

According to ‘Fraser’ in his book (industrial psychology), it is the study of human being in a state of work.

Interest and goals of work and organizational psychology :

Work and organizational psychology focuses on the relationships that exist between the worker and the institution (organization) in which he works, with the intention of achieving economic and comprehensive development.

Perhaps its most important goals are :

1. To increase production and productivity.
2. To increase worker comfort and job satisfaction.
3. To improve the relationship among workers.
4. Good choice of workers.
5. Training of workers.

6. Studying the psychological disorders prevalent among workers.
7. Investigating the works' accidents and their causes.

The fields of work and organizational psychology

1. Professional alignment
2. Human engineering
3. organizational behavior

English term	Arabic
Psychology	علم النفس
the practical side	الجانب العملي
industrial psychology	علم النفس الصناعي
state of work	حالة العمل
the relationships	العلاقات
Organization	منظمة
production	إنتاج
Productivity	إنتاجية
psychological disorders	الاضطرابات النفسية
Professional alignment	التوافق المهني
Human engineering	الهندسة البشرية
organizational behavior	لسلوك التنظيمي

Practice: provide definitions to the terms in the table above.



Lesson 2

Stress and work pressure

Stress definition:

Stress can be defined as the degree to which you feel overwhelmed or unable to cope as a result of pressures that are unmanageable.

Pressure definition :

The burden of physical or mental distress.

Sources of stress and work pressure :

1. Long hours.
2. Heavy workload.
3. Changes within the organisation.
4. Tight deadlines.
5. Changes to duties.
6. Job insecurity.
7. Lack of autonomy.
8. Boring work.
9. Insufficient skills for the job.
10. Over-supervision.
11. Inadequate working environment.
12. Lack of proper resources.

13. Lack of equipment
14. Few promotional opportunities
15. Harassment
16. Discrimination
17. Poor relationships with colleagues or bosses
18. Crisis incidents, such as an armed hold-up or workplace death.

Symptoms of work-related stress

The signs or symptoms of work-related stress can be physical, psychological and behavioural.

Physical symptoms include:

1. Fatigue
2. Muscular tension
3. Headaches
4. Heart palpitations
5. Sleeping difficulties, such as insomnia
6. Gastrointestinal upsets, such as diarrhoea or constipation
7. Dermatological disorders.

Psychological symptoms include:

1. Depression
2. Anxiety
3. Discouragement
4. Irritability
5. Pessimism
6. Feelings of being overwhelmed and unable to cope
7. Cognitive difficulties, such as a reduced ability to concentrate or make decisions.

Behavioural symptoms include:

1. An increase in sick days or absenteeism
2. Aggression
3. Diminished creativity and initiative

4. A drop in work performance
5. Problems with interpersonal relationships
6. Mood swings and irritability
7. Lower tolerance of frustration and impatience
8. Disinterest
9. Isolation.

Practice: define the following terms:

1. Isolation
2. performance
3. Aggression
4. behaviour