



ZISŤOVANIE PRÍČIN PREŤAŽENOSTI PRACOVNÍKOV V ALLIANZ – SLOVENSKÁ POISŤOVŇA, A.S.

THE CAUSES DISCOVER OF OVEREXERTION OF THE WORKERS IN ALLIANZ – SLOVENSKÁ POISŤOVŇA, A. S.

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Abstract

In corporation, Allianz – Slovenská poisťovňa, a.s., there intervene the different forms of tiredness and overexertion the workers. It flows into the stress situations very often. To precede the tiredness and overexertion in work-life, the workers try to do it by the help of observance of some principles, for example:

- the exercitation of method “the time management” . the good time ordering and the right concept of planning the time in the organization the work-day,
- the job organization,
- the work-place organization,
- the different forms of relaxation; the behavior of work and relaxation.

Key words

The overexertion; the tiredness; the workers; the management; the stress.

Introduction

The tasks and work-acts, those are not solved by employees in the moment of beginning, later they often end in situation of weariness and overexertion (the creation of stress situations). Exists all the order of realms; those are the resource of stress and overexertion. Every worker uses the various relax techniques in the battle against the overexertion and stress. The modern term “coping”; it means the overmastering the actuating stress-maker; the disposition into the battle with the overexertion. We can use the term “coping strategies” too and introduces “conscious, rational” principle of balancing with the life-oppressions and of headwaters’ oppression.

In corporation ALLIANZ – Slovenská poisťovňa, a. s., workers allege 3 principles of overmastering the overexertion:

- they aim to change or removing the external conditions inductive of overexertion,
- they aim to change or removing the internal conditions inductive of overexertion – for elimination the negative emotions (emotional directed overmastering),
- they aim to change consequence of situation for employee, for the reevaluation the situation.

The workers know, that to prevent the stress situations necessitates constant control themselves.



We had found from the interviews with the employees from the corporation ALLIANZ – Slovenská poisťovňa, a. s., that they address oneself to more acts, by force of them they try to eliminate the overexertion' feelings:

- 1) *They relax* – sauna, retirement, meditation are effective principles by the decrease of overexertion influences. Interestingly choices act, that satisfied them internal and all at once they have to concentrate on this, it helps them to remove stress.
- 2) *They train* – the overexertion level is decreased by every physical activity, but the best is the training with the high requirements to oxygen consumption.
- 3) *They eat and drink abstemiously* – the rational a lot of food and non-alcoholic drinks help corporation-workers to decrease the acor and to normalize its value that is increased by overexertion.
- 4) *They visualize* – the worker gazes to some object. Then he closes the eyes and he conceives of it in his visual image. In the end again he opens the eyes and he makes certain of his visualization. It helps him to deprive of desultoriness, skipping of attention from the object to other object. In the end this principle of meditative contemplation by the attention-concentrations quiets comfortably.

THE CAUSES DISCOVER OF OVEREXERTION OF THE WORKERS

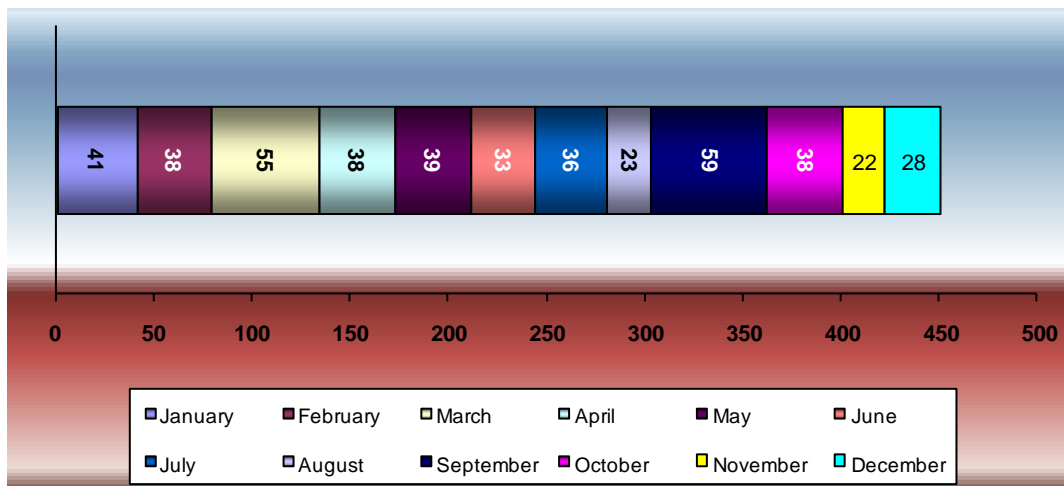
The aim of contribution is to bring near the problematic of worker-exhaustion and overexertion in ALLIANZ – Slovenská poisťovňa, a. s. and to offer the ground applied information by the solution and by elimination of unfavorable states, those evocate the overexertion. We have taken the method of standardized interview.

We chose into the research the most commonly and most basically kinds of insurance:

1. The insurance Life – commonly paid
2. The insurance Life – nonrecurring paid
3. The travel insurance
4. The obligatory contractual insurance
5. The insurance PRIVAT
6. The insurance KASKO

From the interviews with employees resulted, that they feel the most the excess ballast and overexertion in the end of year (always in November and December). It's given thereby too, that the clients leave their duty to pay the insurance policy at the last moment.

The object of insurance PRIVAT is the insurance of buildings, garages and households. How results from the Pict. 1., the differences in the amount of enclosed bargain in each month aren't so expressive. The workers of assurance company introduced, that these events don't have the influence on their exhaustion and overexertion.

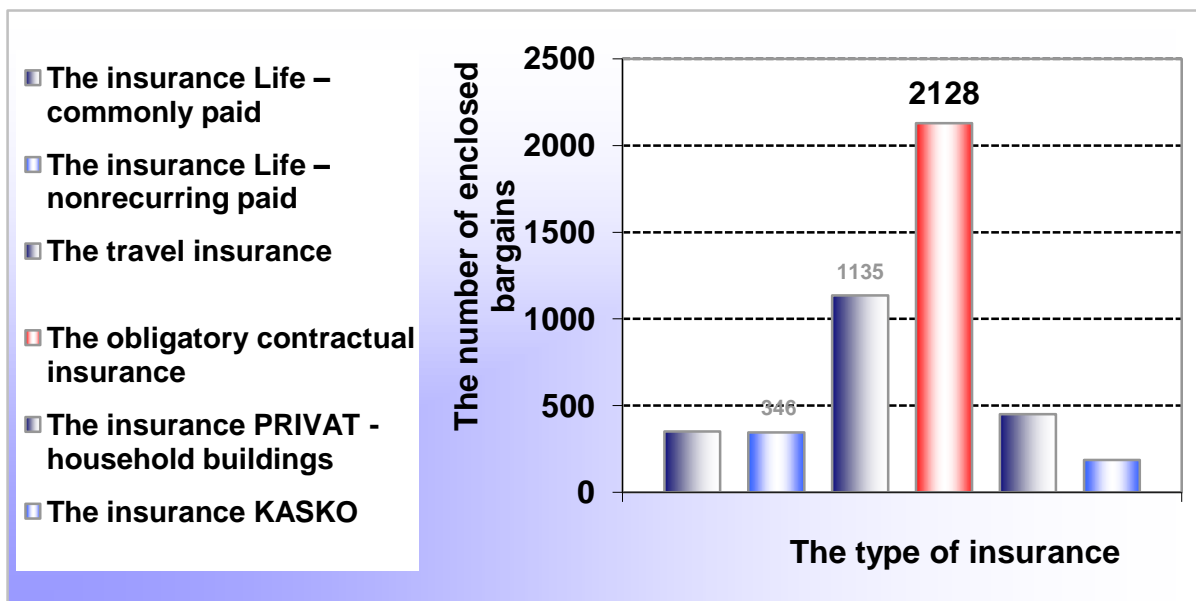


Pict. 1 The insurance PRIVAT / The resource: Own

The insurance KASKO – from Spanish – trunk (of plane, airplane etc.). In insurance industry is going about the insurance of transport vehicle in case of his damage or destruction. It's used the concept "collision insurance", for example the collision motor vehicles, boats etc. As it's going about the insurance, that it's good to shutdown at the beginning of year, the workers feel the higher degree of work and then the overexertion in the month January.

From all research further results, that the employees of ALLIANZ – Slovenská poisťovňa, a. s. are exposit to increased ballast by the work especially in the summer months and in the months at the end of year. They feel the overexertion especially in the month June, September and November.

On the problem of overexertion we can to look from other view too. Up to now we though the valuation of overexertion in number of enclosed insurance bargains. On the picture 2 we can follow the case, when we look on the given problematic from the other view, it means about how type of insurance bargain goes. From this chart we can read that the most job requires the enclosing the insurance connection onto obligatory contractual insurance.



Pict. 2 The full valuation of workers-efficiency in respect to type of insurance
The resource: Own



THE HEALTH CARE ABOUT THE EMPLOYEES

The deputies of leading ALLIANZ – Slovenská poisťovňa, a. s. and The Full-corporation business committee had subscribed on 21st December 2007 the new collective contract on the period from 1st January 2008 to 31st December 2011. In the collective contract are undertook the profitable conditions for workers, how this modifies the Labour Code and the collective contract. The actual collective agreement modifies the basic realms of care about the workers, as well as principles of creation and using the resources from the social fund. Those should contribute to elimination of workers-overexertion in the year.

The employee can choose one from some types of health care or their combinations. The height of contribution is 232, 38 €.

The resources of utilization this contribution:

- diagnostic – preventative examination,
- auditorium – relaxation stays,
- individual auditorium program,
- attendance the dioptric tools,
- dentist services,
- dermatol – surgical achievements,
- to buy the medicines.

ALLIANZ – Slovenská poisťovňa, a. s. provides 2 holidays with the reimbursement of salary to the organism-regeneration by auditorium – therapeutic and recondition stay realized through the travelling office Avicenum. Except for that provides the packet of vitamins in value 16, 60 € and the preventive vaccination against the viral affection.

The workers can besides the basic offering choose from the other stays in the favor price with discount 10%:

- Piešťany – HOTEL PARK, that provides the 7-days relaxation stay with the half board and with 10 procedures for one person or the weekend stay with the full board and 4 procedures for two persons. The price is same in all the year
- In the spa Piešťany, workers of ALLIANZ can ensure the 5- or 6-days relaxation stay with the half board in the 4-stars hotel BALNEA ESPLANADE, PALACE, where they have 2 procedures daily included into the price.
- In the spa Dudince is for the 6-days therapeutic stay with the half board to disposition yearly the therapeutic house SMARAGD with 2 procedures daily or for 7-days relaxation stay with the half board and 2 procedures daily in hotel Jantár
- In Trenčianske Teplice is the possibility to relax in the hotel FLÓRA (6-days relaxation stay with the half board and the sanitation procedures). In PARKHOTEL on Baračka we can choose by either 6-days wellness stay with the half board for one person or the 3-days weekend stay with the full board for two persons, the part of both are the relaxation procedures.
- In the spa Brusno they can choose the 5-days relaxation stay with the full board and 12 procedures in the therapeutic house POĽANA
- In High Tatras is the opportunity to relax in the spa Nový Smokovec, and it's possible in the therapeutic house PALACE/BRANISKO. Besides the half board are included 2 procedures in the price
- The other interesting offering are in the spa Ružbachy, GRAND HOTEL STRAND offers the 6-days stay from January to June and the 5-days stay in the summer with the



full board and with the 12/15 procedures. The full board with the 15 procedures is the part of 7-days stay in the hotel TRAVERTÍN I.

- In the spa Rajecké Teplice, the guests have included in the 6-days stay with the half board in hotel MALÁ FATRA 11 procedures too
- On Sliač in the hotel KASKÁDY, the workers can decide between the 4-days stay in summer or the 5-days stay in the other term. Besides the relaxation procedures it offers the unlimited entry into sauna and fitness and the free car park as well as the connection to internet in the hotel room

THE OVERMASTERING THE FEELING OF EXHAUST AND OVEREXERTION BY THE WORKERS OF ALLIANZ

By the interviews with the employees of ALLIANZ – Slovenská poisťovňa, a. s. we reached the summary that factors those influence the work-overexertion, we can segment into 3 groups:

1) The influence of vital and social surroundings:

- a) The companies' workers could have to evasively of the noisy surroundings (in case, that the noise cumulates on the work-place, it could be the cause of:
 - Exhaust,
 - Stuffiness,
 - Sleeplessness,
 - Headaches,
 - stretch muscle.
- b) The workers keep their job surroundings clean and modified. The sufficiency time give for the relaxation and recreation. They form thereby the pleasurable work surroundings. They try to go out good with everybody.
- c) They give the sufficiency time to their partner and family. The quality of life affects to a great extent the worker-satisfaction in the personal life too. The personal life isn't separated from the relations in work acts. The predominant inquietude and the disharmony from the family environs the workers can transfer to the work-place with their behavior. They search the work-help and the back-up by the other workers.

2) The influence on the physical health:

- a) Better to apply the principles of healthy life style.
- b) They use the natural therapy of overexertion – the water-therapy, meditation, concentration.

3) The influence on the psychical health:

- a) The employees of insurance office try to think positive by the practice their responsibilities.
- b) They keep the positive psychical attitude:
 - they make the list of tasks and acts for the week,
 - they separate these acts into the particular days in the week and write it to the planning calendar,
 - when the quantity of tasks signalizes the overexertion, some from the tasks left out, they aware themselves, that in the interest of preservation of psychical and physical greet is sometimes reasonable to drop from some tasks,



- by the forming of plans and timetable they count with it, that there can emerge the exceedingly and unexpectedly situations, those they will to solve,
- they try to eliminate the disturbing influences (it doesn't go about the really important occasions, they concentrate on their plan).
- c) They prefer the assertive method of behavior communication (the method of presenting their feelings). This presentation is sincere, unwilling, opened, but so, that they unhurt the feelings of the other person.
- d) The stress and the overexertion they imperceptible as the threat. They take it as the risk and as the appeal too.

Summary

To this, that would be possible the most objective to value the state of negative factors, those the overexertion call out, it was important to do the standardized interviews and get the relevant information from the internal documents of ALLIANZ – Slovenská poisťovňa, a. s. From the results of research we can determine, that the overexertion in the work isn't on the bad level. Most workers perceive the overexertion as negative result of accumulated job and no systematical access to this problematic. From the interviews we knew too, that workers sensed the deep overexertion and exhaust in June, September and November. Therefore we proposed that they should systematize their tasks. It is important too, that workers should demarcate their personal and work targets and to order them by their importance.

From the interviews and the internal documents we knew too, that the employer takes the care of health his employees very well. Very good health care is offered them and the profitable discounts to the relaxation stays too.

Key words

The overexertion; the tiredness; the workers; the management; the stress

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