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THE EFFECT ON THE PRODUCTIVITY OF MANAGERS IN A MEGACITY CONSIDERING THE STRESS OF THE URBAN TRAVELER

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Introdução

The stress of the usual urban traveler can be experienced not only when driving the vehicle, but also in other activities. Thus, the weakening states of health generated by the mentioned factors can lead to loss of productivity of employees and managers (Longenecker et al., 2007; Darrat et al., 2016). The research question that guides this work is: What is the effect of the stress generated by commuting on managers' productivity?

Problema de Pesquisa e Objetivo

The objective is to identify the commuting effects of the usual urban traveler on the productivity of managers of companies of a megacity. We investigated the stress of the usual traveler in fatigue and burnout, to assess its subsequent effect on the manager's productivity. We carried out the study in a city that could be representative of megacities. The municipality of São Paulo is a megacity, with more than 12 million inhabitants (IBGE, 2019).

Fundamentação Teórica

The Figure 1 in the paper presents the conceptual model that guided this study. On the left side of the model, we show the stress of the urban traveler by the effect of commuting. In the model, this effect impacts both emotional exhaustion, which is related to burnout and fatigue. Both, according to the model, affect the productivity of managers.

Metodologia

The research strategy was the survey. We sent a questionary via Linkedin to managers who work in the city of São Paulo. There were 514 respondents with complete answers. We used three scales: stress scale of the usual urban traveler (Evans et al., 2002); fatigue scale (Chalder et al., 1993) emotional exhaustion of the burnout scale (Maslach et al., 1996); work completed from the Stanford - SP 6 presenteeism scale (Koopman et al., 2002).

Análise dos Resultados

Our results indicate that managers' stress in commuting has an important effect on work productivity via completed work. The results suggest that managers' stress in their commute work influences productivity due to their influence on burnout and fatigue of these managers. Commuting stress seems to affect burnout. The results also confirm the incidence on fatigue Burnout, represented by emotional exhaustion, and fatigue (which is also a component of burnout), mediate the influence of managers' commuting stress on their productivity, by influencing the work completed.

Conclusão

In this study, we quantitatively examined the effect of managers' stress on job performance in the city of São Paulo. Regardless of the confirmation of the hypotheses, it is important that future studies related to the phenomenon of smart and sustainable cities also start to consider the effect on companies. More than that, the studies should examine other contexts, particularly the Latin American context, which is rarely presented in international publications, despite the importance, specific characteristics and importance for the practice of the cities directly involved, and similar setting

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