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Abstract:

Several work organizations have focused on achieving organizational goals at the expense of the employees' goals and needs. However, productivity has been declining, resulting in physical and psychological pressures and disorders on workers. Many studies have confirmed that the deterioration of occupational health such as medical costs and insurance payments of work incapacity have inflicted huge cost to the business organizations. In addition, it has regulatory effects such as turnover, low motivation, lack of creativity, and low productivity. The biggest challenge for work organizations is adopting scientific and practical method in order to take care of the psychological and physical health of their workers, and create a comfortable atmosphere that satisfies and makes them feel safe and secure. Who is responsible for the physical and psychological health of employees? This is the question that this article is trying to answer.

Keywords: work, employee, health, safety, working conditions.

ملخص

العديد من منظمات العمل ركزت على تحقيق الأهداف التنظيمية على حساب أهداف واحتياجات المستخدمين. إلا أن ذلك أدى إلى انخفاض الإنتاجية وتسبب في ضغوط واضطرابات جسدية ونفسية للمستخدمين. وأكدت العديد من الدراسات أن تدهور الصحة المهنية وتكاليف العلاج ومدفوعات التأمين على العجز عن العمل قد ألحق خسائر باهظة لمنظمات الأعمال، بالإضافة إلى آثاره التنظيمية مثل دوران العمل وانخفاض الدافعية، مستوى الإبداع، والإنتاجية، وعليه أصبح التحدي الأكبر لمنظمات العمل هو تبني طريقة علمية وعملية من أجل العناية بالصحة النفسية والجسدية لمستخدميها، وخلق بيئة عمل صحية تجعلهم يشعرون بالأمان والطمأنينة. من المسؤول عن الصحة النفسية والجسدية للمستخدمين؟ هذا هو السؤال الذي سنحاول الإجابة عليه من خلال هذا المقال.

الكلمات المفتاحية: العمل، الموظف، الصحة، السلامة، ظروف العمل.

Introduction:

In the field of occupational medicine, it has been recognized that the work organization has effects on the physical and the psychological health of workers (Davezies, 1999). These effects can be positive or negative depending on the different conditions. Concerning the positive effects, Warrtifs (1987) indicates that the work had the same effects as Vitamins. Work is considered as a strong element to shape identity because it contributes in enhancing self-esteem (Morin and Forest, 2007: 35).

On the other hand, work can have harmful and devastating consequences on health. For instance, studies conducted in both America and Europe by (Deci and al, 2001) showed that work can generate a higher level of anxiety when employees are not allowed to be independent and self-controlled. Feeling of anxiety make them feel incompetency and it results in unsatisfactory professional relationships (Morin and Forest, 2007: 35).

Statistics also have proven that every year 2.78 million workers lose their lives as a result of occupational accidents and diseases. 2.4 million of these deaths are attributed to occupational diseases only. Recently, the International Labour Organization has estimated 374 million victims of occupational accidents and non-fatal occupational diseases. (Hämäläinen and al, 2017; Takala and al, 2014). The latest estimation from the World Health Organization (WHO) also showed that when taking into consideration deaths and disabilities, 2.7% of the global burden of deaths in the general population is related to work (WHO, 2018).

In addition to the economic cost, there is an intangible cost that these numbers do not reflect. It is the cost of the innumerable human suffering which is caused by work accidents and occupational diseases. Unfortunately, research and practice have constantly proven that much of this suffering can be prevented. Thus, social and psychological dangers, work-related stress and non-contagious diseases are a growing concern. Many workers continue to face ongoing risks to their psychological and physical well-being and health. It is important not to overlook this category of workers who are suffering in terrible silence.

In reality, work in many organizations mainly service ones has become inhumane. The individuals have become resources, work times have turned into emergencies, the pace of work is accelerating, and the boundaries between areas of life are erased and overlapped (family, work). The future of the work itself

has become uncertain. Impatience and helplessness have reached the point of resignation and even sudden death in some cases.

Concerns about occupational health and safety are increasing due to the systematic deterioration that is suggested by the main indicators of working conditions. Those indicators have been reached by studies and surveys about work and its conditions which are represented in the following:

- increasing the proportion of workers exposed to physical stress;
- increasing restrictions due to the increasing working pace;
- increasing labour intensity over the past few years;
- Workers suffer from the increasing internal and external market constraints on organizations
- deterioration in working conditions and their consequences on the employees' health and safety;
- consistency in the rate and severity of work accidents;

And above all, occupational diseases have drastically increased. (Châtillonand Bachelard, 2006: 121).

There are also other motives to improve occupational health and safety, the most important of which are:

Direct costs: compensation for work accidents, replacement of employees, equipment repair costs and compensation related to pollution...

Indirect costs: poor organization of structures, loss of revenue...etc.

- All the above mentioned conditions have affected the image and reputation of the organization in case of serious accidents. It is difficult to estimate and measure the effects of this on the organization.

As a result, employers have increased their interest in improving and managing health, safety and environment at work, especially with regard to controlling risks that lead to legal proceedings. Finally, it has been mentioned that the cultural developmental reflection of sustainable development concept that has pushed organizations towards a more responsible behavior with regard to the effects of their activities on the environment and on their employees in general. The management of health, safety and environment has been organized in accordance to the recognized standards of OHSAS 18001, ILOOSH 2001 for occupational health and safety, and ISO 14001. EAMS for the environment can also provide the needed accuracy to improve safety and environmental performance (Xavier, Cavaillé, and Coll, 2009: 274).

Accordingly, about 20 years ago, attention has begun to be paid to the value of work and its role in maintaining and enhancing individuals' health. Since then, employers and managers have begun to learn about the effects of work on the workers' psychological and physical health. Also, a new culture of work life quality has emerged. It supports the idea of the need to reform the work environment in organizations. This is a part of any attempt to maintain the psychological and physical health of workers. It has become certain that the quality of work life is the only way to maintain workers' health and safety.

Therefore, this article is proposed to answer the following questions:

- 1- What are the objectives of occupational health and safety? What are the strategies to achieve them?
- 2- Who are the actors responsible for the mental and physical health of workers?
- 3- What are the obstacles and challenges to occupational health and safety?

Defining Terms:

Occupational Health and Safety:

The concept of occupational health and safety has evolved from a mere health protection to include the preventive and precautionary aspect. It aims at creating a safe work environment free from all kinds of risks and diseases that threaten the lives of individuals and their mental and physical health at work.

In this context, occupational health and safety is defined as “a set of procedures that organizations follow in order to preserve the health and safety of workers from the risks that cause accidents, injuries and diseases as well as working to treat and avoid them. In addition, different working conditions are taken into account. Also, it provides workers with the way of how to deal with machines and equipment in a proper way in order to preserve them from damage. This would positively affect their health and the production process efficiency” (Shehadeh, 2019: 13).

The concept of occupational health, included in the new nomination, emphasizes the need to recognize not only accident problems but also the 'consequences' of working within a broader spatial or temporal scale.

These effects are difficult to perceive at first glance, but they are not less dangerous than immediate damage. In particular, some diseases are mentioned such as occupational diseases such as allergies, musculoskeletal disorders, occupational cancers, and alienation . In these cases, workers are repeatedly exposed to sources of danger over a long-term time scale before being aware of

the pathological effects of these risks. Their nature made it difficult to realize them due to the inability to link these risks and the harm resulting from them. In order to prove the relationship between their causes and their effects, epidemiological studies and research are required. In this case two examples can be provided: the Asbestos and the wood dust that cause respiratory cancer in woodworkers and carpenters which took a long time to be proven.

In January 2019 at the opening of the International Labour Organization Centenary Celebrations, the ILO's Global Commission on the Future of Work called for a global workers' guarantee that involves basic workers' rights including "a wage that ensures adequate conditions of life", limiting working hours and ensuring safe and healthy workplaces. It also called for recognition of occupational safety and health as one of the basic principles and rights at work (International Labour Organization, 2019: 68).

Whereas Omar Wasfi Aqili has defined professional safety and health as “a set of principles and rules that protect human resources whatever their type and the nature of their work from the dangers of the jobs they practice. Thus, the physical, physiological or psychological protection is achieved through the development, the implementation and the follow-up of an appropriate security and protection program through which the number of accidents and injuries can be reduced or prevented during work periods. The protection program is developed by studying and analyzing each work to find out the risks or injuries to which the individual is exposed to as well as providing the means that enable his protection.” (Aqili, 2005: 495)

Safety is seen in psychology as a need that satisfies and evokes a special feeling arises from the individual's conviction that there is no threat to what he clings to: life and its material, emotional, intellectual, spiritual basic needs. This feeling is often individual and irrational as it is influenced by the individual's personality, experience, education and the situation he is in. The information that the individual possesses may make him feel safe but he is objectively in danger; whereas, another person is going to be anxious for no apparent reason.

The sociology of safety is a concept that has not yet been defined for society. However, it has attracted more attention because of the emphasis on the societies' increasing need for security. The problem remains in how to measure it, identifying its indicators (unemployment, nuclear, violence,

pollution) as well as the difficulties of adaptation in a period of rapid change. (Xavier, Cavaillé, and Coll, 2009: 447)

Safety is defined as “the situation in which the person is not exposed to any danger” (Petit la Rousse, 2008). It means the situation and working conditions in which no harm is done to workers. In the field of work, this concept refers in particular to the danger which can affect the physical safety of the worker and his health. "Risk" is what occurs in the field of work includes: falls, burns, injuries and road accidents. In this case, we are talking more specifically about work accidents.

Working Conditions:

The concept of working conditions evokes the idea of health and well-being or stress at work. In addition to the physical factors, we also talk about the so-called stress factors. Stress is not a disease in itself but it can reinforce many diseases such as depression, cardiovascular diseases and musculoskeletal diseases. For organizational behavior, severe stress can lead to risky behaviors. Also, it can reduce attention and effectiveness at work in addition to work accidents. High pressure at work is the reason of the increasing absence rate which is recorded by many business organizations in recent years indicating suffering and discomfort at work. Therefore, working conditions are a critical factor in either promoting well-being at work or deteriorating occupational health due to the failure to “meet the contemporary work demands” (Ogito, 2007).

Among the factors that contribute to the deterioration of the workers' health at work, the following can be mentioned:

Physical factors: Those factors are everything that exposes the worker to a physical environment or harmful substances, painful body positions, repetitive movements which are harmful to the body, heavy loads, work pace and intensity.

Organizational factors include short turnaround times, production standards, flexibility and lack of notice on schedule changes.

- Factors related to labour relations: direct requests, relations with colleagues, direct hierarchical control.

The nature of the work itself: solving unexpected problems, performing complex tasks, satisfying precise and high quality of standards, monotony of tasks, and the constant need to acquire new knowledge that is needed by the job position (Brangier, Lancry, & Louche, 2004: 290).

Occupational health and safety objectives:

The objectives of occupational health and safety aim at providing safe, healthy and appropriate working conditions for workers of different organizational levels and in all areas of work. This is to reduce risks to workers' health due to practices, work situations, machines, equipment or materials that may expose them to the risk of accidents, physical or psychological diseases.

According to the shared definition of the International Labour Organization (ILO) and the World Health Organization (WHO), occupational health has three distinct and main objectives:

- Maintaining a high degree of physical, mental and social well-being of workers
- Prevent the risks that workers are exposed to in their workplace and protect them from any damage.
- Maintaining employees in jobs or positions commensurate with their physiological and psychological capabilities.

It also specified the objectives of occupational health and safety (Madi and Al-Khatib, 2010: 98), as follows:

- Protection of the working human element or what is recently called the suspended working environment
- Protection and development of skills, expertise and specializations;
- Raising the technical level of employees through continuous training and practice;
- Determining the performance methods and managing them with the least effort and the least risk;
- Protection of production factors as a binding objective for all direct and indirect workers;
- Reducing the cost of production while increasing production and trying to reduce the difference in raw materials as much as possible;
- Giving confidence in economic establishments and continuously encouraging them.

The multidisciplinary approach as a strategy to achieve occupational health and safety:

The interdisciplinary approach to occupational safety and health aims at bringing together disciplines such as law (public policy and labor law), design

tasks (engineering, ergonomics, software, automation), instruments (technologies, health technologies, sensors), environment, physical and social influences (public health, nutrition, physical activity, demography), human nature (psychology, sociology, economics), medicine, neuroscience, work organization, as well as the management of human resources.

This means a broader focus on occupational safety and health through the study and use of new, diverse and integrated disciplines and skills including psychological, social and economic disciplines. The protection of the workforce is present in all of these disciplines. The present and the future require a comprehensive view of the risks faced by workers and all their effects on the worker's physical, psychological and social health.

It is expected that the world changes; that affect the structure, organization and control of work; will erase the boundaries between work and family life and the public role in the social life. Accordingly, the need for a multidisciplinary approach to address the different effects raised by these changes is increased(International Labour Organization, 2019: 58).

Today, in all private or governmental work organizations, a new culture of enhancing life quality at work has become the only way to combat this phenomenon. Before talking about the mechanisms of maintaining occupational health, it is necessary to note that the first procedure is to diagnose the work situation on the basis of a set of indicators including the number of absents, requests for transfer and change of service, early retirement, the presence of conflicts and nervousness. These indicators highlight the reality of work and determine the need for intervention. They protect workers from suffering and help them to get out of these situations that would be harmful to their mental and physical health.

Some principles of a comprehensive approach to occupational health and safety can be identified, namely:

-Multidisciplinary as an organizing principle for occupational health procedures: This is achieved through the formation of a multidisciplinary team in which expertise and specialized viewpoints are exchanged in order to select and implement occupational health and safety procedures as well as finding solutions to various legal and technical restrictions.

Participation of relevant actors: This principle aims at involving workers in the developing strategies and programs for occupational health and safety. It also

aims at engaging different actors (staff, employee representatives and social partners) in the various stages of development and implementation of these programs which means benefiting from the experience of real actors in the field.

By applying the previous principles, a preventive program has been developed. This program has to be comprehensive and multidisciplinary to be effective. A comprehensive diagnosis must be made to identify the sources of danger at work. Here, many tools can be used including questionnaires, observation and interviews. After the results, an action plan is drawn up that includes effective and sustainable preventive measures to eliminate the factors that threaten the mental and physical health of workers. It is necessary that this program be implemented under the supervision of a working team that includes employees' representatives as well as the main actors who are likely to provide them with medical, psychological and legal assistance. Each of these actors has a share of responsibility. Accordingly, the following work is trying to introduce these actors, the tasks entrusted to them as well as their responsibility to develop and implement occupational health and safety programs that will maintain the mental and physical health of workers.

As for occupational health and safety procedures and measures, they include:

Providing a safe work environment: The law stipulates that an individual must have access to information related to the work environment, including everything related to the utilized materials and dangerous activities. This would enhance his role in preventing these risks.

-Supplying personal protective equipment: It is the simplest activity that the business owner should do. He can determine what is prescribed by regulations or proposals by product suppliers. The careful and accurate selected personal protective equipment will provide adequate protection from the risks present in the work environment provided that it is "useful". It has to be used correctly in order to be really effective.

-Training of employees: This includes training workers in occupational health and safety through a set of activities that affect the dimensions of the work situation, in a plan ranging from identifying risks and assessing impacts. Training workers is an investment that often aims at developing new skills for workers which means supporting their health and safety. Other than changes in

behavior, training can lead to other things such as cooperation, teamwork and effectiveness (Baril-Gingras, Bellemare and Brun, 2006: 25).

The driving dynamic of risk management is to facilitate monitoring and implementing procedures, updating risk analyzes (on a regular basis), and anticipating organizational and technical changes that may affect working conditions and employee's safety.

-Procedures for eliminating and controlling hazard sources: This is done through facilities, equipment and collective protection. It requires situation analysis, diagnosis and search for answers that are provided by workers or external consultants. However, the costs of these measures can be an obstacle depending on the capabilities of the organizations. Although sometimes prevention through the elimination or control of risks is primarily aimed at increasing productivity or quality, such goals can have an impact on occupational health and safety.

-Measures related to the reorganization of work: After identifying the risks or measures to control them, the organization of work must be reviewed. This usually involves a change in normal activities or the addition of new tasks which may require the integration of knowledge, practice and the coordination of the work of many actors. It should be noted that some measures are related to the reorganization of work that can simply reduce exposure to risk and introduce new difficulties and risks. At this point deeper changes are needed. (Baril-Gingras, Bellemare and Brun, 2006: 25-26).

Actors for occupational safety and health:

The main goal is to achieve better control of risks in order to protect workers in addition to better internal and external organizational environment. This goal can be achieved through actors within the organization and the external parties so that risks at work can be understood, detected and avoided. Actors for occupational health and safety inside and outside the organizations are presented as follows:

International Labour Organisation:

In the changing world of work, ILO recommendations relating to occupational safety and health remain valid and appropriate. Agreements and recommendations are reviewed to ensure that they respond to the demands of the changing world of work. They are formulated to adapt to new challenges in occupational safety and health.

The Occupational Safety and Health Convention of 1981, which was adopted nearly 40 years ago, contains provisions that are still valid today. For instance, this agreement calls on member states to conduct studies and research on an ongoing basis to identify risks. It also calls on employers to “prevent accidents and injury to health arising out of, linked with or occurring in the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment “ (Occupational Safety and Health Convention, 1981, No 155, p5) , according to the size of the company and the nature of its activities” which allows these processes to be adapted to changes in the world of work. It ensures that the organization of work, with regard to working hours and the arrangement of rest periods, does not harm the health and safety of workers. It emphasizes that employers must take all reasonable and practicable steps to eliminate excessive ‘physical or mental fatigue’ that is considered one of the major risks that is on the rise.

International labor organizations through occupational safety and health Conventions and Recommendations (codes of practice and guidelines) continue to play a key role in ensuring and promoting a safe and healthy work environment. The 2003 ILO Comprehensive Occupational Safety and Health Strategy has reaffirmed its role as a cornerstone for promoting occupational safety and health. It called for integrated measures that improve the linkage of standards and means of action in order to increase their impact. This approach remains appropriate and applicable in the changing world of work (International Labour Organization, 2019: 63).

The Occupational Safety and Health Administration are already evolving. Organizations are gradually moving from the emergency management phase to enter into a period of anticipation and prevention. Previously, many experienced health, safety and environment professionals used to be like fire fighters running behind the correction and treatment of imbalances that affect the health and safety of workers without the ability to anticipate and avoid them. However, today there is a qualitative leap from the era of remedial and corrective measures to the era of planning and preventive measures.

For this purpose, recognized international standards, ISO14001 and OHSAS 18 001, have been organized to provide standards and instructions regarding the establishment of an occupational health and safety work environment management system. The establishment of these organizations is a

real and necessary project in order to unify all efforts made in the field to develop these systems and develop occupational health and safety(Cavaillé, and Coll, 2009: 274).

Legislation and Labour Law:

Legislation on occupational safety and health is one of the cornerstones of occupational safety and health systems and programs. It continues to play a major role, because all occupational health and safety systems must have a solid legislative basis.

Legislation is not static; on the contrary, it must evolve in response to the continuous change in the world of work. Among the current difficulties are laws that require organizations to respect human rights and workers. Here we can recall some legislative initiatives aimed at integrating occupational safety and health as a subject taught at all educational levels. (International Labour Organization, 2019: 63). Measures to prevent occupational hazards are based on the general principles of prevention contained in the Labour Code. Employers are primarily responsible for the safety of their employees. Therefore, it is up to them to determine the appropriate preventive measures for the nature of their activity. The list of general principles of prevention contained in the Labour Law is a guide for them to define the general prevention policy. This is done on the basis of assessing the risks and then defining the actions to be implemented. With regard to environmental protection, the state has the responsibility to ensure environmental security. Achieving this goal is through enacting legal texts to protect the environment and ensuring that factories comply with them. Manufacturers must also provide a range of technical solutions, including: providing pollution detection devices and mechanisms to reduce discharge and establishing rules for designing products that generate less hazardous waste.

Labour Inspectorates:

Labour inspection is necessary to implement standards, policies, systems and programs as it proves the occurrence of violations in the workplace. It also contributes to find appropriate ways to overcome these violations and problems. Thus, inspection is considered a main component of occupational safety and health program. It is among the cornerstones of the multidisciplinary approach to occupational health and safety as previously outlined.

Organizations are inspected for occupational health and safety impurities in workplaces attempting to find solutions to them. Inspectors monitor existing working conditions, record illnesses and accidents, enhance awareness among

workers and employers about occupational health and safety issues and take necessary measures in case professional health and safety are violated (Muhammad, 2016: 216).

The tasks of labour inspectors and control officers are to ensure the implementation of measures aimed at protecting the working environment. They are complementary to what is being taken by the actors within the organization. They often provide instructions that should not be neglected. Their tasks are presented as follows:

- Disclose conditions and situations that are inconsistent with regulations for the protection of workers or the environment (provisions regarding the design of buildings such as warehouses, regulatory pollutant emission thresholds, inspections of electrical installations).

- Update risk studies as a source of information for the labour inspectorate.

- Combining and reminding with the memos of the labour and environment ministries as well as identifying some methods of cooperation.

- Carrying out joint inspections and visits on the topics of “Safety and Health at Work” and “Prevention of Major Accidents”. Inspections and visits about the nature of products, conditions of use and storage, analysis of explosion hazards, protection and prevention measures, training and licensing of personnel safety-related positions, safety instructions and organization of emergency services.

- In a case of an accident on the site, a regular contact between both administrative of the Ministry of work and the Ministry Environment during the administrative and technical investigation in order to study the possibility of a joint investigation. it is necessary to develop and revitalize the inspection bodies in the Ministry of Labour as well as enhance coordination between them and the rest of the actors in order to enable them carrying out their tasks in the best way.

Employers:

Employers are required to take all necessary measures to ensure the safety and protection of the physical and mental health of their employees. Therefore, they must take the necessary measures to prevent occupational hazards at work (periodic awareness through reminders by publication, identification of individual hazard cards according to work positions), training employees of

what enhances health and safety (e.g. fire training, equipment training, occupational health and safety training).

It is clear that these measures must constantly adapt to changing conditions in order to maintain and improve the level of protection. In addition, the actions of employers must be based on the general principles of prevention enshrined in labour laws. In order to establish a multi-factorial system for the prevention of occupational hazards (organizational, human, technical), these principles must be implemented with respect for basic values and the good prevention practices.

Work Médecine:

Occupational physicians have a role in maintaining the health of workers, particularly by monitoring working conditions, conducting investigations on risks and diseases, and possibly suggesting improvements. This is prevalent in the suitable physical conditions, adapting functions, techniques and working rhythms to human physiology and ensuring the protection of workers. Occupational medicine aims at preventing the worker from experiencing any physical or mental weakness and protects him from occupational diseases and work accidents.

This is through:

- Prevention through periodic examinations carried out by the department of labor medicine.
- Monitoring workplaces in terms of hygiene, security, and ambulance facilities.
- Improving working conditions which will have a positive impact on the health of the worker.
- Protection of the environment and the natural surroundings of work (Baali, 2011: 25-26). If the instructions provided by the labour medicine are implemented and respected, the risks and the various factors that cause occupational suffering will be minimized. This also makes the worker feel the institution's interest in him through its concern for his health. Thus, his performance at work will be raised because he is satisfied. But the reality of labour organizations is different, as not all institutions have the interest of labour medicine. Therefore, care should be taken to activate this body in all organizations, whatever their nature, in order to ensure the mental and physical health of workers.

The legislator has obliged employers to take all preventive measures to protect the health of workers, especially the formation of health prevention, security and hygiene committees in which the work doctor is an active member. The Algerian legislator stipulated legislative provisions that oblige the employer to establish medical equipment and structures, considering that work medicine is an obligation on the employing institution that must take care of it (Ben Azzouz, 2009: 275).

Occupational Safety and Health Committees:

The Health, Safety and Working Conditions Committee (CHSCT) is the advisory and executive body that employers rely on to respond to their occupational hazard prevention needs. Occupational safety and health committees are joint bodies consisting of management members and representatives of employees and workers. Their task is to contribute to the protection of employees' health in the organization by analyzing working conditions, detecting occupational hazards, making proposals with regard to the prevention of these risks, and compliance with legislative and regulatory provisions. These committees seek to design programs to confront physical and psychological risks in the workplace. This is done according to a set of procedures:

- Discussing and announcing occupational safety programs in various ways such as lectures, films, models, and computer programs.
- Notify supervisors and explain how to manage occupational safety.
- Linking incentives and positive behaviors in the field of occupational safety and security, taking into account the suggestions of employees, and offering prizes to those whose professional record indicates low rates of accidents, diseases or health problems at work.
- Relying on the committees in identifying danger sites and evaluating safety programs (Abbas, 2011: 311-312).

This is for industrial establishments in which the worker is more vulnerable to work accidents and occupational diseases. However, these committees also provide assistance programs aimed at providing advice and guidance to workers who have psychological problems that affect their performance. Among the methods which are used in these programs, the ones that seek to reduce the psychological pressures of the workers which are as follows: -Allowing workers to talk freely with each other: This freedom gives

them the opportunity to satisfy their social and human needs and solve their problems which affect their productive efficiency.

- Reducing conflicts between employees by relying on negotiation policies, fair dealing, and clearly defining goals and job roles.

- Focusing on self-monitoring in measuring and evaluating performance.

- Opening up with employees and informing them of all matters related to their work.

- Supporting the efforts of employees, listening to them, participating in decision-making, and informing them of the course of things in the organization (Abbas, 2011: 313).

Syndicates:

Trade unions undertake the task of defending the moral, material, individual, collective rights and interests of employees. The union representatives are at the disposal of the workers. Their proximity to them allows them to know the problems they face and the difficulties they encounter in their work whether related to working conditions, workload, and conflicts with colleagues or superiors. The worker must realize and be aware that he is not alone in this case. There is someone who supports him and helps him in finding a solution to his problems, and defending his rights and interests before the law. Also, the union's periodic meetings with workers allow the detection and drawing attention to the working situations and conditions that pose a danger to the health of employees, therefore, they can be eliminated or prevented.

Employees:

Employees are primarily responsible for their own safety and the safety of their colleagues through the application of safety and security instructions as well as participating in the prevention policy set by the organization. The employee has different and specific obligations within the framework of his duties at work represented in:

- Commitment to health preventive measures: For instance, wearing protective equipment, participating in periodic medical examinations, training procedures necessary to perform their tasks.

- Adhere to the instructions of the employer and the regulations and instructions of the institution's internal system.

- Alert in case of danger to his health or the health of others

-Refrain from behaviors that endanger his health or the health of others (driving with heavy weight when tired, smoking in places with highly flammable substances). This commitment depends on the user's own self-assessment.

In general, the obligations of the employee are defined in the labor law. Therefore, according to the formation and capability of each worker, He is responsible to take care of his health and safety as well as the health and safety of other persons who can be affected by his actions or negligence at work.

What is the employee responsibility in case of an accident?

In case of an accident, the responsibility of the employee must be assessed according to various criteria, the most important of which are:

- The available capabilities and equipment (means, machines);
- training him to use the equipment, in particular in the field of occupational health and safety;
- Compliance to the employer's instructions regarding occupational health and safety in the performance of his duties and tasks;
- Compliance with what is stipulated in the internal regulations. For instance, they should specify the conditions of using work equipment, means of protection, and dangerous materials and preparations.
- His level of responsibility in the company: For instance, a worker cannot be blamed for an accident related to the use of a machine if he has not been trained on the correct use of it. Worker awareness and culture play an important role in the success or failure of the occupational health system. The conscious worker seeks to implement the various conditions of occupational health and safety imposed by the institution on the one hand, and urges workers to respect them on the other hand. It contributes in the development of programs and preventive measures through his own experiences that help in detecting dangerous and stressful work situations that may affect his health or the health of others whether physically or psychologically. It should also be noted that every worker has a set of rights that he must guard. He does not make any concessions or allow any abuse of his right or the right of his colleagues that may cause the deterioration of mental and physical health (Elafri, 2018: 118).

Accordingly, the responsibility for occupational safety and health rests with several different parties, including governmental and labor agencies, employers, unions and others. Their tasks intersect with the aim of providing safe working conditions and environment, protection and prevention of workers from risks,

injuries and occupational diseases as well as preserving material resources including equipment and machines from damage.

The important question is whether the parties have an effective role in their preventive interventions or not. Those parties include: the state legislation or inspection bodies, consultative institutions from outside the organization, the actors from within the organization and in the workplace whether the employees themselves or the employers. The issue is related to the effectiveness of public and private policies by interfering with the implementation of legal provisions and ensuring the implementation of the labor law and everything related to the protection of the mental and physical health of employees by various bodies outside and inside the organization. Also, the scientific research bodies that are funded by employers have a role in the detection of everything related to the psychological and physical threats that affect the workers' health. In addition, a database was created through monitoring, documentation and inventory of abuses, risks and all information and data on occupational health and safety from reliable sources. This helps develop plans, necessary measures and priorities for intervention as well as promoting better protection of workers' health. Epidemiological studies also help in detecting and diagnosing occupational diseases, as well as taking measures for their recognition and compensation.

Obstacles in achieving occupational health and safety

The conflict between the economic and social dimension:

The first obstacle is related to the tension between the economic and social dimension. Human resource management oscillates between humanity and productivity and seeks to reconcile the economic and human aspects. This tension expresses itself in a certain way in occupational health and safety. On the one hand, the goal of achieving occupational health and safety is indisputable from the point of view of the organization, in light of the recent development of the organizations' social responsibility. On the other hand, preventive measures clash with the logic of production. Devoting time, energy and money to occupational health and safety comes at the expense of production and marketing. That is why, in many cases, occupational health and safety is neglected for economic motives (de Châtillon and Bachelard, 2006: 122-123). Accordingly, studies must be carried out aiming at determining the returns that organizations can achieve through the occupational health and safety of their employees, and the losses because of neglecting this. However, the final

decision regarding this is the decision of the employers according to their personal convictions. However, the current context of strong competitive pressure, especially in low-income countries, makes it difficult for the humanitarian view to impose itself in order to achieve occupational health and safety objectives for employees.

Conflict between independence and limitations:

Occupational health and safety management program and procedures are part of the work organization in which independence and restrictions clash. New forms of work organization reinforce this controversy. In fact, employees are given a margin of independence, at the same time they are constrained in different and sometimes malicious ways, whether from colleagues, information and communication technology, or others. These constraints burden the managers who have to reconcile between respect for instructions (regulatory texts, quality procedures, design, safety standards, etc.) and productivity requirements which can be called "modernization" of the work organization. Managers face new types of constraints which are represented in the pressures of competition, market demands, globalization, cost reduction, "rationalization" and "performance improvement". In the direction of these different pressures, managers have very few solutions. In the industrial sector, these pressures are partly passed on to suppliers and the cost of raw materials or labor.

In the service sector, these pressures are faced at the expense of employees, either by reducing workers, or through close supervision and work intensification. (deChâtillon and Bachelard: 2006, 124). The phenomenon of work intensification has spread in organizations all over the world. It has also been legitimized by all hierarchical levels through moving to a 36-hour shift. This intensification profoundly altered the organization of work. For instance, break and overlap times are reduced as a result the adequate transmission of instructions and information are prevented. This condensation became the main cause of suffering at work. In this context, despite the attempts to mitigate the harmful effects of this intensification, the various regulatory pressures often lead employers to apply this intensification.

Conflict between the formal and informal system (law and administration):

Occupational health and safety management is exercised in the context of a set of rules. On the one hand, the law defines the conditions for doing work. On the other hand, daily practices remain limited up to the desire of the actors.

The legal developments have worked to restructure the human resources function which has particularly affected the management of occupational health and safety, especially in recent years. The duty to assess work risks is no longer the only goal. There has become a necessity to assess social risks, such as the need to prevent moral and sexual harassment which is considered one of the latest developments in social law. However, the observer of the reality of work finds that employees are subjected to other rules. They are often subjected to contradictory rules and orders between what is formal and what is informal. (de Châtillon and Bachelard, 2006: 125)

It appears that human resources managers who are in these tensions have to deal with conflicting rules, conveying the word of law and making sure that they fit real work situations. This situation obliges them to make the distinction between routine daily practices in the field and the formal rule whether it is legal or regulations implemented through administrative standards, the quality or the product. This tension can only be resolved by prioritizing goals between what emerges from commitment and what allows the group to operate within its scope. It is often believed that non-compliance to the rules can cause work accidents. There are also situations in which work accidents are the result of the application of inappropriate rules for the organization and work performance.

Conflict between the individual and the group (organization):

The main problem facing the field of occupational health and safety which can also summarize the previous dimensions is the conflict between the individual and the collective dimensions. The field of occupational health and safety focuses first on the individual and attributes to him the responsibility for work deficiencies. Gradually, however, the law rebalanced the situation by highlighting the regulatory dimension of occupational diseases through recognizing the responsibility of the managers. At the same time, we notice a rise in the impact of the organizational behavior psychology. For instance, in the case of psychological stress, the employers' have refused to be the responsible as well as the responsibility to prevent and treat it. They argue that the psychological factor has an impact on individuals in isolation from the organization, as if the organization produces health only and cannot be held responsible negative phenomena (de Châtillon and Bachelard, 2006: 126).

In terms of occupational health and safety, it is noted that the phenomenon of responsibility evasion of the various parties as the employers deny their responsibilities and attribute the responsibility for damages from diseases and

accidents either to the employees or the society. Employers criminalize the organization and sometimes the community for the harm that is resulted from their actions. The general community is responsible about the occupational health and safety of the organizations in general. The Department of Occupational Health and Safety focuses on teamwork although the consequences and suffering are individual. This is the reason for the individualization of the phenomenon. For instance, for the behaviors observed in relation to occupational harassment, it is clear that it is the individual's responsibility whether (the harasser, or the victim). However, the organization does not take measures as if it is not responsible. In light of this context, occupational health and safety problems appear to be an individual responsibility in an organizational framework.

According to the relevant authority, the occupational health and safety authorities face many challenges in the application of standards and procedures that aim at protecting employees in the working environment. Some of them are related to the non-compliance of workers with the use of occupational health and safety means and tools as well as the non-compliance with the instructions issued by the employers. This is due to the workers' unawareness of the importance of these means in protecting them from various dangers. It may also be due to the lack of practice and training. Others are related to economic conditions, lack of concern for the necessary measures, failure to provide means and tools for occupational safety and health due to their high prices and cost, and the inability to fund training and awareness programs in this field. Finally, it is important to mention the absence of dialogue means and joint action between the various previous mentioned actors.

This is the set of obstacles that may prevent the ability to protect the employees, whether from a physical or psychological point of view.

CONCLUSION:

This research supports the idea of the necessity of reforming the work environment and conditions within the framework of any attempt to preserve the psychological and physical health of employees. It becomes certain that the quality of work life and a safe environment alone would preserve the health and safety of human capital. This can only be reached through the efforts' intensification of the various actors inside and outside the organization. In addition, it necessitates the increase of community awareness by spreading the culture of occupational health and safety through which it can direct and unify the efforts of employees to perform their work in a professional and preventive manner without physical or moral losses.

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