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PREFACE

Welcome to the beautiful city of Valencia and ADEIT, the conference facility of the University of Valencia that is playing host to the 2008 conference of the European Academy of Occupational Health Psychology. The Academy’s first conference took place in 1999 to provide a discussion space to promote the development of research, education and practice in the emerging field of occupational health psychology. That inaugural event was held in Lund, Sweden. In the intervening years, conferences have been held in Nottingham, England (2000), Barcelona, Spain (2001), Vienna, Austria (2002), Berlin, Germany (2003), Porto, Portugal (2004) and Dublin, Ireland (2006). It is with great pleasure that we return to Spain for this, the eighth Academy conference. That the Academy conference has returned to Spain is due in no small part to the tremendous financial and practical support of our Spanish and international sponsors.

This conference marks the tenth anniversary of the signing of the enabling document that facilitated the creation of “an institution urgently needed in Europe to bring together and support those concerned for research, teaching and practice in relation to psychological, social and organisational issues in occupational health, and to promote excellence in such activities” (European Academy of Occupational Health Psychology, 1998). The discussions that followed led to the Academy’s formal constitution in 1999. Given that this conference is to be the last large-scale gathering of interested parties ahead of the tenth anniversary of the Academy’s constitution, it seems appropriate to mark this milestone with something of a celebration during our time here in Valencia. One manifestation of this celebration involves the unveiling of a new logo. The Academy’s first logo, produced in 1998, was intended as a temporary emblem to be used until funds became available to commission a corporate insignia. Ten years on and that same logo is still in use! Earlier this year a graphic designer was tasked with the production of a new logo capable of capturing the dynamic interplay of research, education and professional practice in occupational health psychology in a contemporary and fresh manner. A variety of designs were proffered and, following an overwhelming majority vote of Executive

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Committee members, the logo that graces these pages was chosen to take the Academy into the second decade of its life.

At this juncture it might also be considered timely to pause to reflect on what has been achieved and what remains to be achieved in respect of research, education and practice in our discipline. As the first conference back in 1999 provided a space for the discussion of how occupational health psychology in Europe might be structured and framed with a view to the creation of a self-sustaining discipline, we hope that this conference will likewise stimulate debate on how the discipline might mature into its second decade. Enormous strides have been made on both sides of the Atlantic Ocean in recent years, but much remains to be done.

On behalf of the Organising Committee, thank you for attending this conference. We hope you find that it meets your expectations and stokes your enthusiasm for the ongoing development of occupational health psychology. Finally, we would like to thank all of those who have given so generously of their time in helping to make this event a reality.

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CONFERENCE SPONSORS AND COLLABORATORS

The following have generously supported the 8th conference of the European Academy of Occupational Health Psychology

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Col·legi Oficial de Psicòlegs Comunitat Valenciana

European Agency for Safety and Health at Work

MSc in Occupational Health Psychology

Institute of Work, Health & Organisations

Work & Stress

A journal of work, health and organisations

eeF

The manufacturers’ organisation

Generalitat Valenciana

Conselleria d’Economia, Hisenda i Ocupació

Taylor & Francis

Taylor & Francis Group

ea-ohp
DELEGATE FACILITIES

Venue

University of Valencia conference centre (ADEIT)
Plaza Virgen de la Paz, 3 · E-46001 Valencia

ADEIT is hidden among the medieval narrow winding streets of the historical centre of Valencia. It can be difficult to find so you are advised to allow plenty of time on your first visit! The nearest landmark is Plaza de la Reina which is less than one minute walk from the conference venue.

Internet access

A suite of 18 internet-connected computers is available to delegates at no charge each day of conference from 08:00-14:00. Room 1.6.
In addition, there is free wi-fi on the ground floor of the conference facility.

Presentations

All oral presentations must be supported by a Microsoft PowerPoint presentation that should be handed in at the conference registration desk upon arrival. Presentations should be on CD or USB stick and clearly labelled with (i) the name of the lead author, (ii) title of presentation and (iii) day, time and room number of the presentation.

Cafeteria

Lunch is included in the delegate fee and refreshments will be available at no cost each morning and afternoon of the conference. There is a cafeteria on the ground floor of the conference facility where delegates may purchase additional items.

Exhibition stands

During the conference, you are invited to visit the exhibition stands located in the ground floor foyer. Books and journals relevant to occupational health psychology from Wiley-Blackwell, Taylor & Francis and the EA-OHP will be available.

Further assistance

Should you require any assistance during the conference please don’t hesitate to visit the conference registration desk on the ground floor.
CONFERENCE PROGRAMME
WEDNESDAY 12 NOVEMBER

08:00-09:00
Registration

09:00-09:30

Salon de Actos: Opening address (Tom Cox, EA-OHP; Pedro Gil-Monte, University of Valencia)

09:30-11:00

Salon de Actos: Psychosocial work environment and health

Emotional labour and well-being in teaching: The influence of experience and job involvement
Kinman, Hindler & Walsh

Does job complexity predict job strains?: Testing the moderating effects of self-efficacy and job autonomy
Liu, Wu, Fan & Nauta

Illegitimate tasks: Effects on well-being over time
Jacobshagen, Semmer, Meier & Kälin

Changes in the control of work processes: Are there merely positive consequences for employee well-being?
Bahamondes Pavez, Wilde, Hinrichs & Schüpbach

Room 1.1/2: Work-family conflict

Stress reduction at the work-family-interface: The role of positive parenting
Holdstein & Hahlweg

Home and work demands-resources and sickness absence: The mediating role of job motivation and perceived health
ter Hoeven, ten Brummelhuis & Paper

Work-life conflict and musculoskeletal disorders among employees in Switzerland
Knecht, Brauchli, Läubli, Bauer & Hämmitg

The Role of Social Support and Work-Family Conflict on Nurses’ Health Distress and Marital Adjustment
Simães, McIntyre & McIntyre

Effective work-life balance strategies for different family types
Brummelhuis & van der Lippe

Room 3.1: Symposium: Development of a European Psychosocial Risk Management Framework (PRIMA-EF) (Leka & Kortum)

Introduction to the European framework for psychosocial risk management
Leka, Jain, Cox & Kortum

Policies, Regulations and Social Dialogue in the EU in relation to psychosocial risk management
Ertel, Stiljanow, Sedlatschek, Iavicoli, Natali, Petyx & Deitinger
Psychosocial risk management – European framework: a survey about stakeholders’ perceptions of psychosocial risks
Deitinger, Natali, Petyx, Ertel, Leka & Iavicoli
Developing indicators for psychosocial risk management
Houtman, Van den Bossche, Zwetsloot, Bakuys Roozeboom, Widerszal-Bazyl, Zolnierczyk-Zreda, Leka & Jain
Evaluation of best practice interventions for work-related violence and work-related stress
Lindstrom, Vartia, Leka, Pahkin, Sutela, Hassard & Jain
Key issues in policy research for psychosocial risk management and the way forward
Leka, Cox, Zwetsloot, Jain & Kortum
Key issues in policy research for psychosocial risk management and the way forward
Leka, Cox, Zwetsloot, Jain & Kortum

Room 1.4: Violence, bullying and harassment
Teachers’ experience of violence and bullying: An application of stressor-emotion-control/support theory
Fox & Stallworth
Violence in and from work in a group of teachers at the Universidad del Trabajo del Uruguay (Polytechnic Institute): A quali-quantitative triangulation study
Silveira
Meta-analysis of the antecedents and consequences of occupational sexual harassment
Topa-Cantisano
Risks and distribution of sexual harassment at the workplace: A representative survey in German and French-speaking Switzerland
Strub, Schar Moser & Vanis

11:00-11:30

Refreshments

11:30-12:15

Salon de Actos: Taylor & Francis Keynote Presentation: Tores Theorell

12:15-13:45

Salon de Actos: Workshop: Peer assistance in the workplace: Co-worker helping as a basis for enhancing employee well-being and addressing problematic workplace behavior
Bamberger & Bacharach

Room 1.1/2: Symposium: Putting theory to work in the real world (Tehrani)
Well-being in the Workplace
Berriman & Tehrani
Internet pornography and gambling – punishment or treatment and rehabilitation?
Nategh
Moral Harassment – the French solution
Tehrani, Vaughan & Szalajski
Using Psychological Theory to Design Effective Employee Rehabilitation Packages
Wren

Room 3.1: Symposium: The impact of psychological flexibility on health and performance at work (Bond, van Veldhoven, Biron & Flaxman)
  The influence of psychological flexibility on work Redesign: Mediated moderation of a work reorganisation intervention
  Bond, Flaxman & Bunce
  Psychological workload, employee job strain and psychological flexibility
  van Veldhoven & Biron
  Emotional dissonance and well-being in service roles: the role of psychological flexibility
  Biron & van Veldhoven
  Increasing psychological flexibility at work through Acceptance and Commitment Training (ACT)
  Flaxman & Bond

Room 1.4: Symposium: Research on burnout: New vistas (Shirom)
  Burnout, health status, and permanent work disability: register-based cohort study
  Ahola, Toppinen-Tanner, Huhtanen, Koskinen & Väänänen
  The temporal relationship between burnout and prolonged fatigue: a 4-year prospective cohort study
  Leone, Huibers, Knottnerus & Kant
  The role of guilt in the process of burnout
  Gil-Monte, Ferraz & García-Juesas
  Quantification of salivary cortisol profiles in field research: internal structure and stability
  Bernhardt, Hölzl & Baerenz
  Work demands and well-being: a comparative analysis amongst Swedish and Catalan physicians
  Dolan & Díez

Room 2.4: Leadership
  Leadership and learning climate
  Hetland, Skogstad, Hetland & Mikkelsen
  Preconditions of health promoting leadership: An empirical study of supervisors
  Wilde, Hinrichs, Bahamondes Pavez & Schüpbach
  Supervisors promote safety through intrinsic motivation (…and a little support from the organization)
  Fournier & Conchie
Lunch & Posters (Room 0.1)

Appreciation at work: Measurement and associations with well-being
*Jacobshagen, Oehler, Stettler, Liechti & Semmer*

Crying at work: an examination of the beliefs and attitudes of women
*Yaghmour & Kinman*

Unpaid overtime, perceived job characteristics and burnout: Unpaid overtime as a job motivation and burnout neutrality factor
*Tseng*

Transformational leadership and safety performance: The mediating role of meaningful work
*Inness, Barling & Turner*

An organizational change model
*Saksvik*

Psychometric properties of a safety climate and attitudes scale
*Tomas*

Relations between psychological harassment (mobbing) and interpersonal style in handling conflicts with office and service employees at the University Center for Health Sciences pertaining to the University of Guadalajara, Mexico
*Acosta Fernández*

Personality, traumatic symptoms and coping, a comparison between professional and non professional samples of caregivers
*Díaz Martínez, Lanzón Serra, Infanzón Cases & Sellami*

Work-related mental and behavioral disorders compensated under industrial accident compensation insurance in Korea
*Ahn & Choi*

Occupational stress and life expectancy
*Fat*

Conflict, no way out? Support climate and consequences on burnout
*Guerra, Arenas, Medina & Munduate*

Colorectal cancer and employment: An examination of the psychosocial and work-related factors associated with continued employment and return to work
*Bains*

Gender differences and psychosocial risks at work in Madrid. Preliminary findings. Ibermutuamur Job Stress Research Program
*Catalina-Romero, C., Sainz-Gutiérrez, J.C., Cortés-Arcas, M.V., Quevedo-Aguado, L., Neyra-Suárez, I., Calvo-Bonacho, E. & Román-Garcia, J.*

Stress, burnout and emotional disorders in a work context: Creation of a Portuguese instrument
*Pereira, Cunha, Machado & Machado*

The influence of breast cancer treatment on cognitive ability and employment pathways
*Kalawsky, Munir, Yarker, Ahmed, Robertson & Whalley*

Job insecurity as a collective phenomenon: Job insecurity climate. A study of its antecedents
*Sora, Caballer & Peiró*
Perceived stress is reduced by group-based stress-management intervention: A randomized controlled trial
*Willert, Thulstrup & Bonde*

A tool for evaluating the risk of mobbing in organizational contexts: the “Val.Mob.” scale
*Deitinger, Nardella, Bonafede & Aiello*

Burnout, engagement and sleep problems in physicians from Spanish emergency hospital staff
*Martín-Aragón, Quiles, Quiles, Terol, Núñez & Bernabé*

Examining self and observer ratings of personality as predictors of sexual harassment victimization
*Milam & Spitzmüller*

The role of stress resistance in marine navigators’ occupational activity
*Nezavitina & Shafran*

The impact of change processes on employees' attitude towards the use of ICT at work
*Andersen, Saksvik & Torvatn*

Dominating mood as a mediator of the relationship between short-term stress and hardiness
*Berezovskaya*

Incidence and predictors of workplace violence and aggression
*Teed, Kelloway & Barling*

Stress at work and impaired sleep: Perseverative cognitions as a mediator
*Berset, Lüthy, Eifering & Semmer*

Psychosocial factors in construction work: A comparative study
*Lorente, Gracia, Cifre & Salanova*

The Danish Way: A national strategy for job stress prevention
*Lauritzen & Skydsbjerg*

The Thai version of effort-reward imbalance questionnaire (Thai ERIQ): A study of psychometric properties in garment workers
*Buapetch*

The burnout syndrome in Slovenian P.E. teachers
*Markelj & Jankovič*

Integrating the assessment of work stress in patients undergoing cardiovascular catheter examination into routine clinical care
*Kopp, Ritelli, Pfaffenberger & Pachinger*

Assessment of safety culture in high reliability organizations
*Bresó, Latorre, Gracia & Peiró*

How efficacy beliefs predict work engagement and performance
*Lorente, Salanova, Schaufeli & Martínez*

15:15-16:30

**Salon de Actos (large side): Individual factors and health**

Individual disposition, personal impact, and healthy processes as moderators for stress and health complaints connected with organizational change
*Tvedt & Saksvik*

Burnout syndrome: The influence of personality and social factors on teachers’ emotional exhaustion
**Cristea**
Emotion regulation in demanding classroom situations

**Philip & Schüpbach**
When do narcissists get stressed? The role of effort-reward imbalance

**Meier & Semmer**

**Salon de Actos (small side): EA-OHP Education Forum** (open meeting: all welcome)

Leka

**Room 1.1/2: Employer perspectives**
Comparing the attributional style of managers and employees when discussing incidents of stress at work

**St-Hilaire, Yarker, Lewis & Donaldson-Feilder**
Over the line: Managers’ experiences of a labour strike

**Kelloway, Frances & Scales**
Building a CSR framework to promote occupational health and safety practices in SMEs

**Churchill & Leka**

**Room 3.1: Recovery**
Perfectionism and weekend respite effects amongst university academics

**Flaxman, Menard, Bond & Kinman**
Give and take: Social resources promote recovery among managers

**Grebner, Ragsdale & Basler**
"A hard day’s night". A longitudinal study on relations among task characteristics, sleep quality and fatigue

**de Lange, Kompier, Taris, Geurts, Beckers, Houtman & Bongers**

**16:30-16:45**

**Refreshments**

**16:45-18:00**

**Salon de Actos: Putting research into practice**
Working towards a WHO global approach to healthy workplaces through best practices

**Kortum & Arredondo**
Research-practice partnership for developing health promoting organizations: model and implementation

**Bauer, Jenny, Deplazes, Inauen & Lehmann**
Knowledge development and content in occupational health psychology: A systematic analysis of the JOHP and Work & Stress

**Kang, Staniford, Dollard & Kompier**
Room 1.1/2: Psychosocial interventions
Reduced organizational work stress interventions evaluated
Klein Hesselink, Wiezer, de Kleijn & den Besten
Changing individual coping as a method for the control of job stress: An intervention study
El sheikh, Kamal & Alazab
Emotional dissonance on work family conflict among Chinese service employees
Cheung Yue Lok & So-Kum Tang

Room 3.1: Stress and health: longitudinal relationships
Longitudinal modelling of well-being and mental health in Australian workers
Millear & Poppy
Increasing the probability of finding an interaction in work-stress research: A two wave longitudinal test of the triple -match principle
Chrisopoulos, de Jonge, Dollard, Winefield & Dormann
Low predictability at work as a predictor of myocardial infarction: An 18-year prospective study
Väänänen, Joensuu, Koskinen, Kivimäki, Vahtera, Kouvonen & Jäppinen

Room 1.4: Safety
The influence of work stressors on safety related events: The mediating role of employee well being
Fleming
Cognitive and emotional risk perception and its links to safety behaviours
dos Santos Oliveira & Costa Agostinho da Silva
The positive and negative outcomes associated with breach and fulfilment of the psychological contract of safety in blue and white collar employees
Walker, Earl & Cuddihy

18:00-19:30
Walking tour of historic Valencia (FREE: please register at reception by lunchtime). Departing from and returning to the conference facility.

19:30-20:30
Wine tasting (please register at reception by lunchtime). Location: conference facility.
THURSDAY 13 NOVEMBER

08:30-10:00

Salon de Actos (large side): Burnout and engagement

Role stress and personal resources: a study on burnout and engagement
Garrosa, Moreno-Jiménez, Rodríguez-Muñoz, Rodríguez-Carvajal & Díaz
Exploring burnout and work engagement in diverse occupations: A continuum or two separate factors?
Millear & Poppy
Engagement in action. Findings from an intervention study in Ireland
Freeney & Tiernan

Salon de Actos (small side): Factors associated with satisfaction and well-being

Discrimination of five different forms of work satisfaction by effort-reward imbalance, work engagement and control at work
Inauen, Bauer, Jenny & Deplazes
Unemployment, temporary work and perceived job insecurity: A comparison of their association with health and life satisfaction in Finland
De Witte, De Cuyper, Kinnunen, Nätti, Mauno & Mäkikangas
The positive and negative factors affecting graduate nurses’ health and well-being during their first year of clinical practice in regional Australia
Walker & Georgiadis
Psychosocial working conditions and well-being among migrant workers in a low skilled job
Hoppe

Room 1.1/2: Safety

Organizational politics and workplace safety
Malka, David, Avery, Mehta & Witt
What about the families? An intensive case study on the impact of work accidents
Gonçalves, Sales & Ribeiro
The influence of work stressors on safety related events: The mediating role of employee well being
Slaunwhite, Fleming, Wentzell & Gatien
Concern promotes concern: Trust emotions and safety citizenship among workmates
Conchie & Donald

Room 1.3: Health promotion and behaviour change

Health promoting activities in StatoilHydro ASA: A practical example of follow-up at three intervention levels
Hinna
Behaviour change and worker engagement practices in the United Kingdom’s construction industry
Lunt, Bates & Bennett
Systematic review of preventative behavioural interventions for dermal and respiratory occupational health hazards

*Lunt, Bell, Sheffield & Morris*

Stages of health behaviour change in workplace health promotion

*Hinrichs, Wilde, Bahamondes Pavez & Schüpbach*

**Room 1.4: Burnout**

The relationship between social comparison, organizational identification and commitment on burnout: Are there differences among Dutch and Spanish workers?

*Carmona, Buunk, Peiro & Dijkstra*

Individual and contextual predictors of nurses’ job satisfaction: The mediating role of burnout

*Laschinger & Finegan*

Burnout development phases among employees who do people work

*Putnik, Dorant, de Jong & van der Molen*

Physician... heal thyself: The health, strain and burnout of anesthesia residents in Canada

*Day, Stevens, Simms & McKeen*

**10:00-10:45**

**Salon de Actos (large side): Keynote Presentation: Arnold Bakker**

**10:45-11:15**

**Refreshments**

**11:15-12:30**

**Salon de Actos (large side): Invited presentation: Eusebio Rial González (European Agency for Occupational Safety and Health)**

**Salon de Actos (small side): Sickness absence**

Assessing the factors that influence the return to work of employees on sickness absence

*Gervais, Weyman & Williamson*

Copying co-workers’ sickness absence in teams

*ten Brummelhuis & ter Hoeven*

Consequences of “part-time sick leave” for colleagues and management

*Sieurin, Vingård & Josephson*

The influence of psychosocial working conditions on full, partial or no return to work after long-term sickness absence

*Josephson, Voss & Vingård*

**Room 1.1/2: Stress prevention**

Helping organizations in preventing occupational stress: From knowledge to practice

*Brun, St-Hilaire, Biron & Vézina*
Do teachers benefit from certain teaching methods regarding their stress? Results of a video-based analysis of stressors during teaching in Germany and Switzerland
*Meder, Krause & Schüpbach*

Well-being in university teachers: The importance of the triple work profile
*Perea & Salanova*

**Room 1.3: Workshop: Leisure therapy in the workplace: Harnessing the power of escapism via virtual vacations**

Connors & Bloadel

**12:30-13:45**

**Salon de Actos (large side): Manager behaviour**

The identification and impact of supportive manager behaviour in UK rail transport staff
*Leather, Zarola & Santos*

Promoting positive manager behaviour: Developing a stress management competency indicator tool
*Donaldson-Feilder, Yarker & Lewis*

First line vs. senior managers: Concurrent influences on job characteristics and employee work-related outcomes
*Karanika-Murray, Mellor & Cox*

**Salon de Actos (small side): Social capital and social climate**

The impact of social capital on sickness absence in the workplace: The moderating role of perceived health
*Lancee & ter Hoeven*

The impact of positive and negative events at work on fatigue after work: The moderating role of social climate
*Gross, Semmer, Meier, Kälin, Jacobshagen & Tschan*

Humour in the workplace: A mixed blessing?
*Dikkers & de Lange*

**Room 1.1/2: Psychosocial issues, the law and regulation**

The personal injury case definition as it applies to work-related stress: Challenges of structure and application
*Houdmont, Cox & Griffiths*

Work-related stress: Reforming the law and employer behaviour
*Hamilton*

Motivation to comply with health & safety regulations: Altruism or pressure from regulatory bodies? An assessment of the DSE Regulations
*Gervais, Williamson, Sanders, Hopkinson, Watson, Hotopp & Lewis*

**Room 1.3: Work engagement and effectiveness**

Fostering work engagement among school teachers: the role of trust in the principal
Chughtai & Buckley
Acculturation strategies, multicultural personality traits, and employment Decision

Horverak, Sandal & Timmerman
Risk factors associated with the professional performance of civil servants with impairment

Rando & Anjos
The interactive effects of burnout and personality on physical symptoms: A longitudinal analysis

Malka, Zapf, Rubino, Milam & Spitzmüller

Room 1.4: Individual factors

Self-efficacy and flow at work: a virtuous circle
Salanova, Rodríguez-Sánchez, Cifre & Schaufeli
Social support at work, attachment style, and burnout among geriatric mental health workers
Sochos & Sierra
Development and validation of the “Expectations of policing” scale
Santos, Leather & Zhou
An IPA study of cancer survivorship and work
Bains, Yarker, Munir & Kalawsky

13:45-15:15

Lunch & Posters (Room 0.1)

Study of the psychological factors implicated in medical professionals with high risk levels
Pantelie & Vintilă
The Portuguese Public Administration reforms potential impact in the development of civil servants’ work-related stress
Baptista & Ferraz
Psychological, material and workplace well-being between Spanish and Moroccan samples
Díaz Martínez, Sellami, Lanzón Serra & Infanzón Cases
Suicide risk of workers with compensated occupational injury in Korea
Ahn & Kim
Coping, burnout and emotional disorders in students and university professors
Cunha, Pereira, Machado & Machado
The different conceptualizations of job insecurity and their influence on employees’ behaviors and attitudes
Sora, Caballer & Peiró
Social representations of psychosocial risk in a group of workers: Use of a graphic method.
Nardella, Deitinger, Bentivenga, Ghelli, Bonafede, Ronchetti & Aiello
The agent structure of safety climate in the construction sector
Meliá & Becerril
Psychological and physiological methods diagnostics of modern office workers’ work-related stress
Rubtsov
Individual and organizational factors of employees’ well-being: A comparative study
Virga, Sulea & Zaborila
Middle management in change and transition: Health and well-being in the integration process
Vestly Bergh & Bakke
A study of cultural facilitators and barriers in the implementation of health & safety systems

Ramos-Sapena, Díaz-Cabrera, Isla Díaz & Hernández-Fernaud
What is a healthy organization at work? Perspectives from different professionals

Gonçalves, Neves & Morin
The observation of natural work meetings as a method to assess safety culture

Latorre
The impact of stress on health-related behaviour: The moderating role of perceived social support

ter Hoeven & Fransen
Prevention of arthalgia pain while caring for aged people

Hakobyan
Personality, workplace bullying and health among Latin-American immigrants

Moreno-Jiménez, Garrosa, Rodríguez-Carvajal, Díaz & Rodríguez
The effects of teamwork on mental welfare of hospital nurses

Yamaguchi
An exploratory study of the factors that lead to burnout in “hobby-Jobs”

Volpone, Perry & Rubino
Organizational practices for learning with work accidents

da Silva, dos Santos Oliveira, Carvalho, Jacinto, Fialho & Soares
Study of the psychological factors involved in the activity of professionals working in the penitentiary system

Vintilă, Pantelie, Zamosteanu & Flori
A cross-sectional study about mobbing among the finance sector workers in Istanbul-Turkey

Gül, Kay, Çayır, Alçalar, Tezcan & Özgülner
Occupational injuries in the Eastern Mediterranean Region (EMR): The hidden endemic social and health problem

El-Sayed
Occupational stress in teaching: A study with high school teachers

Gomes & Simães
Working conditions and risks in Latvia

Grinberga
Biographical counselling based on anthroposophy for a deeper understanding of work dissatisfaction, personal void and promotion of occupational health

Kartic & Bapi
Safety climate and accidents among construction workers: The role of leadership as a mediator

Meliá & Becerril
State of the art of safety climate

Latorre, Bresó, Gracia & Peiró
What does burnout predict? Not turnover: The influence of burnout on organizational attitudes

Weinhardt & Griffeth
Perceived positive impact of workplace factors on the health of nursing staff in long-term care facilities

Reeves, Tuller, Henning, Punnett, Nobrega & Gore
Workplace bullying associated health hazards: Is it lack of quality assurance? A model of organizational intervention in Egypt
Differences between native and immigrant workers in Spain: Accidents and well-being
García-Izquierdo & Ramos-Villagrasa
Evaluating the implementation of occupational health and safety policy in Hong Kong schools
Tang & Cox
Similarity and sickness absence: The impact of supervisor and subordinate sex
Volpone, Rubino, Avery, McKay & Wilson
Does the 'right personality' protect public safety personnel in incident response?
Perry, Witt, Luksyte & Stewart

**15:15-16:00**

**Salon de Actos (large side): Keynote Presentation: Dolores Díaz Cabrera**

**16:00-17:30**

**Salon de Actos (large side): EA-OHP Professional Practice Forum** (open meeting: all welcome)
Kelly

**Salon de Actos (small side): Individual factors in the stress process**
The way optimists cope with stress at work
Torkelson
Does work motivation have any impact on perceived stress among information technology consultants?
Wallgren
Gimme a Break: Subjective Recovery Mediates the Illegitimate Task-Stressor – Well-being Relationship
Ragsdale, Grebner, Semmer & Beehr

**Room 1.1/2: Symposium: The graying of the American workforce: Implications for occupational health psychology (Fisher)**
Trends in Demographic and Job Characteristics among Older Workers in the U.S
Fisher, Matthews & Grosch
Occupational Differences in Age-related Cognitive Decline
Grosch, Alterman, Li & Fisher
Trends in Demographic and Job Characteristics among Older Workers in the U.S
Fisher, Matthews & Grosch
Occupational Differences in Age-related Cognitive Decline
Grosch, Alterman, Li & Fisher
Age, Health, Fairness and Retirement Perceptions: Comparisons Among Older Black and White Women
Cleveland, Sawyer, Foo & Jones
How Does the Nature of the Work-Family Interface Influence Planned Retirement Age of Men and Women?
Barnes-Farrell, Dove-Steinkamp, Golay, Johnson & McGonagle
Room 1.3: Symposium: (EA-OHP Research Forum) Experimental research in occupational health psychology (Wielenga-Meijer & de Lange)

- The stress reducing effects of an affiliative type of humor intervention. Results of an innovative experimental study
  de Lange, Dikkers & Hauwen
- The influence of job resources in the relation between high job demands and indicators of well-being and performance
  de Goede & de Lange
- Changes in work autonomy: The role of task reflection
  Niessen & Volmer
  Wielenga-Meijer, Taris, Kompier & Wigboldus

Room 1.4: Workshop: The role of psychosocial occupational risks and work-related stress in developing countries

Kortum & Leka

17:30-17:45

Refreshments

17:45-19:00

Salon de Actos (large side): Symposium: Managing conflict at work: Roles and interventions for occupational health psychology (Wren)

- Preventing Conflict: How occupational health psychologists can help managers and their organisations re-align structures and processes that may lead to conflict
  Hill-Tout
- Fostering competence in managing interpersonal relationships amongst groups of senior medical staff
  Allen
- Intervening with Managers to Reduce the Impact of Manager/Employee Conflict
  Gething
- Mindfulness: Tool to Help Employees Survive Work Conflict?
  Schwartz
- Developing an Internal Workplace Mediation Service.
  Jennings & Thompson

Salon de Actos (small side): Antecedents of stress and well-being

- Supervisor Effectiveness and Employee Emotional Exhaustion
  Witt, Perry, Rubino & David
- Predictors of Occupational Stress in Multinational Companies in India
  Mahanta & Chadha
Knowledge, risks and actions: A qualitative assessment of behaviours among motor vehicle repair (MVR) paint sprayers
Gervais, Sanders, Baldwin, Cooke, Piney & Germain

Room 1.1/2: Stress: Organisational outcomes
Workplace stress and productivity: Is there a relationship?
Catano & Kelloway
Productivity, care quality and employees' well-being in public and private service housing for elderly people
Sinervo, Pekkarinen, Syrjä, Noro, Finne-Soveri, Taimio, Lilja, & Pirttilä
The impact of work hour reduction on sickness absenteeism
Buvik, Tvedt, Torvatn & Saksvik

Room 1.3: Interpersonal relationships
Organizational indicators of employees' well-being: citizenship behaviours vs. counterproductive behaviours
Sulea, Zaborila & Virga
Interpersonal conflict as a source of workplace stress
Leon-Perez, Ramirez-Marin & Medina
"Awww poor muffin": The derogation of health and safety complaints among young workers
Kelloway & Yue

Room 1.4: Symposium: Workplace bullying and health: Organizational and personal interventions (Escartin & Zapf)
Workplace Bullying and Health: An Introduction
Zapf
Evaluation of a Longitudinal Study of A Risk Management Intervention for Bullying
Dollard
Developing an Anti-Bullying Code of Practice in a Large Public Organization: A Case Study
Escartin, Arrieta, Rodríguez-Carballeira & Zapf
The Mental and Physical Effects of Workplace Bullying: The Use of a National Postal Survey and Individual Psychological Assessments in the Legal Process
O'Moore
Victims of Workplace Bullying in a Psychosomatic Hospital
Jenderek, Schwickerath & Zapf

Sala de Juntas: EA-OHP Executive Committee Meeting (closed meeting)

20:30-

Conference dinner: Astoria Palace Hotel
**FRIDAY 14 NOVEMBER**

*Note: Throughout Friday the Salon de Actos (large side) will be dedicated to Spanish-language presentations. See page 30 for details.*

09:30-11:00

Salon de Actos (small side): Workshop: Focusing: A learnt tool for promoting well being in the workplace  
Bacharach

Kelly & Mackay

Room 1.3: Symposium: Work-life balance and a worksite health promotion program for low qualified workers with regard to gender (Busch)  
Family and Work: benefit or burden for low qualified workers?  
*Staar, Busch & Aborg*  
Work-Life Balance of low qualified women  
*Busch & Suhr-Ludewig*  
Gender Differences in perceptions of stressors and resources among low qualified workers  
*Kalytta & Ducki*  
A worksite health promotion program for the low qualified workers: ReSuM  
*Busch, Roscher, Ducki & Kalytta*

Room 1.4: Symposium: Psychosocial Safety Climate and Culture; Building Individual Resilience through Organisational Resilience (Dollard)  
Psychosocial Safety Climate as a Precursor to Demands, Resources, Health, and Engagement in Humanitarian Aid Workers  
*Dollard, Taylor, Clark & Dormann*  
Psychosocial Safety Climate: Longitudinal Impact on Health, Engagement and Sickness Absence  
*Dollard & Bakker*  
Policing and Psychosocial Safety Culture  
*Winwood, Tuckey & Dollard*  
Building Organisational Resilience  
*Taylor, Dollard & Clark*  
Operationalising the construct  
*Dollard & Kang*

Room 2.4: Symposium: Hispanic immigrants working in the United States: Workplace challenges (Eggerth)  
Stress in the Workplace and the Cardiovascular Health of North American Hispanics  
*James*
Examining consequences of employment status for stressor exposure in Latino immigrants in the United States
Spitzmüller, Rivera Minaya, Rubino & Schulze

Psychosocial Predictors of Workplace Accidents: A Qualitative Study
Clark & Quiles

Exploring the feasibility of workplace tuberculosis interventions
Eggerth, Flynn & DeLaney

11:00-11:30

Refreshments

11:30-13:00

Salon de Actos (small side): Psychosocial work environment and organisational outcomes
When time pressure really hurts: The case of performance impairment
Semmer, Kälin & Elfering

From burnout to aggressiveness towards service users: An investigation among social workers
Neveu & Mancebo

Changing the individual coping as a method for control of job stress associated health hazards: An intervention study
El Sheikh, Kamal & Alazab

Room 1.1/2: Gender and ageing
Menopause, depression and quality of life
Micali, Abbate, Cancelleri & Barbaro

Short narratives as a method to investigate factors that influence women professionals to resign from their posts
Muhonen

Work, age and flow: An exploration of the relationship between different work aspects, health- and age-related aspects and flow
Brinkhuis & ter Hoeven

Gender sensitive aspects of occupational health analysis and health promotion in public administrations
Ducki

Mainstreaming gender in interventions for work-related stress and psychosocial issues: European expert’s perceptions and practices
Hassard, Leka & Griffiths

Room 1.3: Stress: Measurement and evaluation
The design of case definitions for work-related stress in large-scale workforce surveys
Houdmont, Cox & Griffiths

Stress-related job analysis for hospital physicians: Development and validation of an instrument
Keller, Bamberg & Gregersen
Use of the outcome rating scale in evaluating the effects of short term psychotherapy on work-related distress

Wieclaw

A framework for evaluating occupational health services: applying the RE-AIM criteria in a consultancy context

Friedrich & Bauer

**Room 1.4: Stress Theory**

Expanding the DISC model: Effects of matching coping styles

van den Tooren, de Jonge, Vlerick & Vermeulen

The role of personality and the demand-control model in predicting job satisfaction: A longitudinal analysis

Rubino, Milam, Spitzmuller, Malka & Zapf

Predicting job strain among nursing personnel using job stress and organizational justice models

Rodwell & Noblet

Identifying the predictors of employee health and satisfaction in a cost-conscious, output-driven public sector environment: Testing a comprehensive and non-linear demand-control-support model

Noblet & Rodwell

**Room 2.4: Organisational change**

Occupational identity as a barrier to successful organisational ICT-based change

Andersen, Buvik & Saksvik

Investigating demographic predictors of change processes perception

Tvedt & Saksvik

Nonlinear dynamics of motivational processes in the workplace

Navarro, Arrieta & Ceja

Quantitative’ versus ‘qualitative’ employability: Associations with employees’ attitudes and well-being

De Cuyper & De Witte

13:00-14:15

Lunch & Spanish-language posters (Room 0.1)

Sala de Juntas: ICG-OHP annual meeting (closed meeting)

14:15-15:30

Salon de Actos (small side): Practitioner training and education

The changing roles of occupational health and safety professionals: Threat or opportunity?

Khan, Houdmont, Leka & Griffiths

A participatory approach to promoting psychosocial health at work: Developing the Informing, Counselling and Advising (ICA) practices of occupational health psychologists
Jalonen, Kivistö & Palmgren
Building a systemic model for managing occupational health
Jenny, Bauer, Deplazes, Inauen & Lehmann

Room 1.1/2: Well-being in particular organisations and contexts
PTSD and depression among veterans with special reference to 9/11 and Operation Iraqi Freedom
Karuvannur
Discrimination at work: A cross-sectional study among Nepalese in the UK
Regmi
Psychosocial interventions: Nine Spanish experiences
Vega

Room 1.3: New perspectives
Virtual reality in practice: A new way for organizations to get S.M.A.R.T.
Connors & Bloedel
Well-being versus stress: What advantages does a holistic view of well-being offer that stress cannot?
Lunt & Fox
Workload and value congruence: Distinct contributors to burnout and work engagement
Leiter

Room 1.4: Symposium: Global changes, work conditions, stress and fatigue in aviation workers:
An international union/researcher study (Greiner)
Background on a global investigation of civil aviation workers: Focus on social and economic security aspects
Rosskam, Greiner, McCarthy, Smith, Marowsky & Williamson
Temporal Factors and Civil Aviation Workers – an International Collaborative Study
McCarthy, Greiner, Rosskam, Smith & Marowsky
Measuring work stress in civil aviation workers in a globalized economy
Siegrist, Rosskam, McCarthey, Greiner, Smith & Marowsky
Work conditions, economic and social security, fatigue and burnout in aviation workers
Greiner, Rosskam, McCarthey, Smith & Marowsky

15:30-16:15
Salon de Actos (small side): Closing ceremony and presentation of awards
(Fellowship Awards; Andre Bussing Memorial Prize; Work & Stress Best Paper Award)
FRIDAY 14 NOVEMBER
SPANISH-LANGUAGE ACTIVITY STREAM

Location: Salon de Actos (large side)

08:00-08:15
Introducción

08:15-09:00
Eusebio Rial González (European Agency for Occupational Safety and Health)

09:00-11:00
Riesgos psicosociales

Factores de riesgo psicosocial intralaborales y su relación con la satisfacción con la vida en los trabajadores.
I. C. Marulanda y V. M. Gómez
Universidad de los Andes (Colombia).

Intervenciones en desarrollo organizacional y factores de riesgo psicosocial: una perspectiva estructural.
R. A. Medina
Codelco (Chile).

La calidad de vida laboral en relación a otras variables laborales y organizacionales de equipos de trabajo.
M. C. Ramis, M. A. Manassero, E. García y V. A. Ferrer
Universidad de las Islas Baleares (España).

Estudio de factores psicosociales en trabajadores Mexicanos de la industria del petróleo: implicaciones metodológicas para su evaluación.
J. A. Ramírez, L. Cedillo, A. M. Valencia y J. Santillana
Universidad Nacional Autónoma de México-FESI (México).

Condiciones de trabajo y salud en profesores: el papel del bienestar psicológico.
M. A. Adell, Y. Estreder, F. Latorre y J. Ramos
Universidad de Valencia (España).
11:00-11:30

Refreshments

11:30-13:00

Simposio: Estrés, burnout, engagement, y variables psicosociales asociadas en población laboral mexicana. (Coord: Arturo Juárez García).

El estrés laboral como metáfora de procesos de cambio de operadoras telefónicas en México.
J. Ramírez
Escuela Nacional de Antropología e Historia (México)

Estrés en ejecutivos de medianas y grandes empresas mexicanas: un enfoque de desarrollo humano organizacional.
P. Mercado y R. Salgado
Universidad Autónoma del Estado de México (México)

Estudiando la otra visión del síndrome del quemado: engagement (entusiasmo laboral) desde un enfoque mixto.
C. I. Hernández
Universidad Nacional Autónoma de México (México)

Prevalencia del síndrome de quemarse por el trabajo en académicos mexicanos de instituciones de educación superior evaluados con el CESQT.
J. I. Sandoval y S. G. Unda
Universidad Nacional Autónoma de México (México)

Validez de la escala de desgaste profesional (CESQT) y variables psicosociales asociadas en trabajadores manuales en México.
A. Juárez-García y J. García
Universidad Autónoma del Estado de Morelos (México)

13:00-14:15

Lunch & Posters (Room 0.1)

La administración del conflicto en las organizaciones y su efecto en la salud.
M. Acosta, M. A. Aguilera, y B. E. Pozos
Universidad de Guadalajara (México).

Propiedades psicométricas de la adaptación portuguesa del "Cuestionario para la Evaluación del Síndrome de Quemarse por el Trabajo (CESQT)”: un estudio trasncultural.
H. Figueiredo, Y. Medeiros, y P. R. Gil-Monte
Universidad de Valencia (España).
Estrés asociado a factores psicosociales en el trabajo en personal de enfermería de tercer nivel de atención del instituto mexicano del seguro social.
*C. Colunga, **C. B. Enríquez, ***M. A. González, **R. Domínguez, *M. L. Preciado, y **M. C. Santes
*Universidad de Guadalajara (México)
**Universidad Veracruzana (México)
***Instituto Mexicano del Seguro Social (México)

La importancia de la evaluación de riesgos psicosociales en el sistema penitenciario.
H. Valdez
Dirección General de Prevención y Readaptación Social (México).

Nuevas estrategias metodológicas en la docencia de postgrados.
M. Ventura, I. Martínez, M. Salanova, S. Llorens, y E. Cifre
Universitat Jaume I (España).

Estrategias formativas de afrontamiento del estrés para docentes. Modelo formativo de competencias frente a riesgos psicosociales en el ámbito educativo.
*P. R. Gil-Monte, **J. F. Martínez-Losaías, **M. J. Ramos, **D. Pagès, y A. Peña
*Universidad de Valencia (España)
**Audit & Control Estrés (España)

Aplicación del modelo de investigación-acción para el mejoramiento del desempeño de los coadjutores como tutores académicos.
A. M. Sainz, A. Muñoz & P. Ornelas
Instituto Tecnológico y de Estudios Superiores de Occidente (ITESO) (México).

El lado oscuro de las organizaciones y sus efectos en el factor humano.
*Juana Patlán, y **Leonardo Rivera
*Instituto Tecnológico Autónomo de México (México).
**Universidad Autónoma del Estado de Hidalgo (México).

La tolerancia al estrés y el desarrollo de competencias de estudiantes universitarios como estrategia preventiva al burnout.
N. Mancebo
Universitat de Girona (España).

Validez factorial del “Cuestionario para la Evaluación del Síndrome de Quemarse por el Trabajo” (CESQT) en una muestra de profesionales que trabajan hacia personas con discapacidad chilenos.
V. Olivares, y P. R. Gil-Monte
Universitat de Valencia (España).

Efecto de la falta de retroalimentación en la realización de una tarea de resolución de problema y su relación con el síndrome burnout.
E. N. Fuentes, y C. Torres
Instituto Tecnológico y de Estudios Superiores de Occidente (México).

*Estresores laborales en pilotos comerciales de avión.*
*J. C. Sánchez, **C. Aguirre, y **R. Vauro*
* Universidad de Salamanca (España).
** Universidad de Talca (Chile)

*Estrés traumático secundario y variables de personalidad en profesionales que laboran en servicios de emergencias de Jalisco.*
*R. M. Meda, **B. Moreno, *E. D. Arias, y *E. C. Chan.*
*Universidad de Guadalajara (México).
**Universidad Autónoma de Madrid (España).

14:15-16:00

**Violencia en el trabajo**

Registro y diario mobb: una herramienta de diagnóstico precoz del mobbing.
*M. Fidalgo, **R. García, ***Y. Gallego, ****G. Pérez, *****R. Ferrer, y *C. Nogareda.*
*INSHT (España)
** Departament de Salut (España)
*** MCMutual (España)
****MCPrevención (España)
*****Universidad de Barcelona (España)

Lugares de trabajo saludables en enfermería: antecedentes y consecuencias de la agresión en el trabajo.
*UNED (España)
**Hospital Universitario La Paz (España)

La violencia como riesgo psicosocial en profesionales sanitarios.
*Universidad de Zaragoza (España)
**UNED (España)

Violencia psicológica y mobbing en Costa Rica.
M. Pando, C. Aranda, S. Franco y T. M. Torres
Universidad de Guadalajara (México).

Inmigración y trabajo en España: factores personales y psicosociales determinantes del síndrome de Ulises.
*P. J. Ramos-Villagrasa y **A. L. García-Izquierdo*
*Universidad de Barcelona (España)
**Universidad de Oviedo (España)
16:00-16:30

Refreshments

16:30-18:00

Síndrome de quemarse por el trabajo

El papel de la culpa en el proceso de desarrollo del síndrome de quemarse por el trabajo (burnout) y su relación con la depresión.
J. A. García-Juesas, H. Figueiredo y P. R. Gil-Monte
Universidad de Valencia (España)

Estilos de personalidad y presencia o ausencia de burnout: en busca de una relación (estudio realizado en la Región de Valparaíso, Chile).
C. Quaas
Pontificia Universidad Católica de Valparaíso (Chile).

Prevalencia del síndrome de burnout y factores asociados en el personal de enfermería del HGR C/MF No. 1 de Cuernavaca, Morelos.
*L. M. Rubio, *L. Ávila, *J. Ortiz y **T. Grajales
*Instituto Mexicano del Seguro Social (México)
**Universidad de Montemorelos (México).

Diagnóstico urgente: la experiencia de evaluar el síndrome de quemarse por el trabajo (SQT) en el personal de seguridad y custodia del sistema penitenciario de Jalisco, México.
*H. Figueiredo y **H. Valdez
*Universidad de Valencia (España)
**Dirección General de Prevención y Readaptación Social (México).

Estrategias formativas de afrontamiento del estrés para docentes. Estresores percibidos e impacto en la salud.
*P. R. Gil-Monte, **J. F. Martínez-Losa, **M. J. Ramos, **D. Pagès y **A. Peña
* Universidad de Valencia (España)
** Audit & Control Estrés (España)

18:00-18:15

Cierre
ABSTRACTS
WORK ENGAGEMENT: A GOOD EXAMPLE OF POSITIVE OCCUPATIONAL HEALTH PSYCHOLOGY

BAKKER, A.

Erasmus University Rotterdam, the Netherlands

Work engagement is defined as a positive, fulfilling, work-related state of mind that is characterized by vigor, dedication, and absorption. Thus, engaged employees have high levels of energy and are enthusiastic about their work. Moreover, they are often fully immersed in their work so that time flies. Engagement is becoming more and more popular among scientists and practitioners, because the empirical evidence shows that engagement is predictive of the bottom line: organizational performance. Engagement can be measured with the Utrecht Work Engagement Scale (UWES; Schaufeli & Bakker, 2003) – and this instrument is now used in many different countries in Europe, the US, South Africa, China, and Australia. Recent studies in Western countries have consistently shown that job resources including social support from colleagues and supervisors, performance feedback, skill variety, autonomy, and learning opportunities are positively associated with work engagement. In the presentation, I will discuss my research program on work engagement, and show that job resources particularly have motivational potential when job demands (e.g., work pressure, emotional demands) are high. The latter finding suggests that job resources are crucial for competitive advantage, because work engagement has predictive value for in-role performance, sickness absence, client satisfaction, and financial returns. Finally, I will show how the Job Demands – Resources (JD-R) model can be utilized to foster employee engagement and organizational performance in a wide range of occupations. I will illustrate how the internet-based JD-R Monitor can be used to intervene simultaneously at the individual, group, and organizational level to foster employee engagement.
This presentation focuses on the field of organisational safety and particularly on safety culture and organisational paradoxes associated with this concept. Also, it explores a group of critical culture characteristics that can facilitate organisational changes, implementation culture, directed to the improvement of the safety and health, and, specifically, safety culture.

Safety Culture
Despite its recent appearance in the organisational safety area, safety culture has begun to gain acceptance due to its theoretical, empirical and intervention-relevance in organisations. An organisation that encourages a positive safety culture would have a more holistic and comprehensive vision of the safety management system, develop more of a group meaning of safety, encouraging the participation of organisational members in health and risk prevention, and influence members’ initiatives and behaviours as a group in the face of unforeseen events and their adherence to standard safety rules and procedures.

Safety culture concerns meanings, interpretations, attitudes, values, beliefs, rules and procedures related to safety. Nevertheless, safety culture is a recent, polemic and complex concept that requires considerable theoretical and empirical clarification. There are two main divergences of opinion relating to safety culture: (1) concerning the relationship between organisational and safety culture; and (2) concerning two main theoretical approaches and how to investigate them.

Another area of organisational culture research that is beginning to attract attention is the existence of paradoxes in organisations. Organisations are considered to be complex, ambiguous and in some ways paradoxical. In the safety culture field, several researchers have pointed out the importance of these characteristics.

One approach which highlights the contradictory nature of organisational culture is the Competing Values Framework (e.g. Cameron and Quinn, 1999). This Framework has influenced the fields of organisational and safety culture (e.g. Reiman and Oedewald, 2004; Silva et al., 2004; Van Muijen et al., 1999; Zammuto et al., 2000). This model is elaborated around two central dimensions: Internal – External, and Flexibility – Control. These two dimensions form four quadrants representing organisational culture orientations or models that reflect shared or conflicting values of organisational life: (1) Human Relations model or Clan culture; (2) Open System model or Adhocracy culture; (3) Internal Process model or Hierarchy culture; and (4) Rational Goal model or Market culture.

We have developed the Safety Culture Values and Practices Questionnaire (QCS), analyzing the dimensions of safety culture related to specific organisational practices directed at risk prevention. The simultaneous presence of several orientations towards safety is assessed by considering the four cultural orientations indicated by the Competing Values Framework.

A group of seven dimensions describing various organisational practices and their underlying values was selected. Each dimension is differentiated in relation to its association with these
four cultural orientation. The proposed dimensions are training programme content, incident and accident reporting systems, orientation of safety rules and procedures, performance appraisal and safety promotion strategies, motivation patterns used, information and communication systems, and leadership styles.

The results show six dimensions of organisational values and practices and different company profiles in the organisations studied. The four cultural orientations proposed by the Competing Values Framework are not confirmed. Nevertheless, a coexistence of diverse cultural orientations or paradoxes in the companies is observed.

**Implementation Culture**

Current research into organisational change processes emphasise the key role of organisational culture as a critical barrier in the implementation of new systems. Therefore, an important task is to identify and evaluate cultural facilitators and barriers in the development of a learning organisation and knowledge management system (KMS) directed to health and safety improvements in order to ensure the success of implementation. However, despite this list of factors, there is a lack of clear orientations. A main task is to define a clear group of critical success factors and to develop a model that enables specifying interrelations among those factors. We have developed a first version of the evaluation and implementation cultural model. This model has to be tested in a longitudinal study developed in the HILAS project.

The HILAS project (Human Integration into Life-cycle of Aviation Systems - AIP4-CT-2005-516181) will develop a model of good practice for the integration of human factors across the life-cycle of aviation systems. This project will be directed to the improvement of the safety and operations of airlines, maintenance repair organisations (MROs) and original equipment manufacturers (OEMs). The implementation of this system will imply organisational changes processes based on intra- and inter-organizational learning loops that facilitate an improved Knowledge Management System.

The central theoretical approach of the implementation culture model proposed is that organisations develop and assume a group of key values related to innovation and learning. In the first version, we have selected a group of dimensions related to organisational learning that foment the information distribution and use: Organisational and individual values; Organisational practices and policies related to innovation and learning; Organisational and individual behaviour; Organisational Trust; Proactive Climate; and Cohesion.
THEORETICAL MODELS IN EUROPEAN PSYCHOSOCIAL WORK ENVIRONMENT RESEARCH – A PHYSICIAN’S EXPERIENCES DURING FIVE DECADES

THEORELL, T.

Karolinska Institute, Sweden

During the late 1960s and early 1970s the Michigan group had developed the Person Environment Fit model. The overriding idea was that the work environment has to fit the individual.

The demand control support model was introduced in the 1970s. It has its emphasis on the environment. During the 1980s the effort reward imbalance model (ERI) was introduced with focus both on the environment and the individual. The demand control model and the ERI as well as new combined models (for instance the demand resource model and the demand coping model) have been used extensively during the past decade. The significance of these models seems to change when the general work situation changes in society.

During the 1970s and 1980s Sweden had been one of the leading countries in the movement for an improved psychosocial work environment. In all of Scandinavia new laws were instituted that regulated employer responsibility for a good work environment. This included opportunities for employees to decide about their own working conditions. A crisis situation in Swedish economy during the early 1990s with a marked rise in unemployment and a change in societal climate has changed this situation.

During this long period there has been a lively development in neurobiological research. We know much more about the brain’s functions and how they could possibly relate to work related ill health. We also know much more about how the body regulates endocrine and immune functions during long lasting stress. Our own studies have shown that the recording of biological stress indicators adds to our understanding of job stress.

During periods of pronounced changes in the working world management is being challenged in our work sites. It is therefore logical that research on leadership and employee health has expanded during later years. Leaders influence employee health both directly and indirectly (through the work environment). We have recently shown that male employees who describe their leaders as fair and just have a lower risk of developing myocardial infarctions than others. Studies on employee health effects of leadership courses have been started.

Work environment research has to be active continuously. This means that theoretical models, questionnaires, standardised interviews and physiological measures have to be challenged continuously and also that we need coordinated efforts both nationally and internationally in order to be updated.
OCCUPATIONAL IDENTITY AS A BARRIER TO SUCCESSFUL ORGANISATIONAL ICT-BASED CHANGE

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Objectives: This paper analyses the assumption that one reason for unsuccessful large scale ICT implementation – shown by the underutilisation of new ICT systems especially by blue collar workers, is companies’ ignorance of the threat to occupational identity this change represent. ICT has dual characteristics - its mission is to automate, but it also has an inherent capacity to informate. A consequence of ICT is that tacit and often body-related knowledge needs to become explicit - not "real" but symbolic. Blue collar employees may experience an inbuilt ambiguity in learning ICT because 1) it is not institutionalised in their work routines, 2) the ICT systems are not perceived as corresponding to their working reality, and 3) there is little focus on shifting from action-oriented to cognitive-based skills.

Methods: From 2003 to 2007, two Norwegian power grid companies have been visited on several occasions, resulting in 52 interviews and an extensive amount of field notes. Field observations and interviews conducted through different periods among and with technical installers (perceived by themselves and the companies as blue collar workers) as well as project planners, team leaders and grid owner representatives, have been analysed both by individual researchers and collectively. All interviews were recorded and transcribed.

Results: The analyses show that most blue collar employees do not see the computer as a primary work tool. As the systems are insufficiently updated, they often encounter unforeseen challenges in the field. Their work environment is characterised by strong social relations and a high degree of professional pride, and they express regret for decreasing professional development/training. Evaluating company policy with increased emphasis on ICT against employees' view of their job description, job content and working identity, the contours of a discrepancy between company objectives and employee acceptance of and ability to follow these emerge. It is a company goal that installers should be as much as possible outdoors, while planners and project leaders should be indoors, thus increasing the gap between blue and white collar workers. The results imply that organisational implicit and explicit structures/functioning favour white collar employees, as blue collar workers lack references with regard to ICT which the organisations do not respond to. Insufficient training of use, and the lack of construction of meaning vis-à-vis the systems, mean that employees have not been equipped with the necessary tools to bridge the gap between symbols and reality.

Conclusions: Working life has become extensively more individualised since the end of the 1950’s, but occupational identity is still a strong feature among manual workers today, and represent a potential source of resistance against ICT-based change, as they experience a devaluation of what is their professionalism, and thus occupational identity, without a proper replacement. Moreover, while it can be argued that organisational commitment is declining due to changed relationship between the organisation and its employees, occupational identity remains a significant aspect that should not be overlooked in the process of technology transfer.
Since the 80s much research has been conducted concerning changes in the control of work processes. Nowadays the work process is no longer characterized by input-oriented control mechanisms but by the increasing importance of outcome-orientation. Consequently, employees are more and more responsible for both the work process itself and the achievement of the outcome. This implies changes in the demands and working conditions for employees. However, it is not clear to date, how the concrete changes in working conditions can be described and what their consequences for employees well-being are. Well known examples for outcome-oriented forms of work control are “management by objectives” and “new public management”.

**Objectives:** This study examines whether characteristics of the control of work processes are associated with perceived demands, work load and resources originating from the work situation on the one hand and with consequences for employee well-being on the other hand. It is expected that changes in the control of work processes are related to a higher task range as well as more possibilities for learning and development at work and, at the same time, to increased flexibility requirements and augmented work load. Despite the expected positive components of the working situation, might such a constellation of working conditions be associated to a conflict between employees’ work and private life and result in negative consequences for employee well-being.

**Methods:** Data of German employees from different sectors were obtained by questionnaire. The questionnaire assesses characteristics of the control of work processes, perceived working conditions and employee well-being.

**Results:** As expected, the results show that employees who work in fields with high outcome-orientation report high values for task range, opportunities for learning and development as well as high values for the flexibility requirements and work load. The findings also indicate that there is a tendency towards conflict between work and private life and that there are impairments in well-being. Furthermore, it can be shown that well-being is highly correlated with the characteristics of the outcomes employees have to achieve.

**Conclusions:** Despite important improvements in the perceived working conditions (e.g. a higher task range) negative values for the well-being of the employees were observed. The implications of these results will be discussed.
AN IPA STUDY OF CANCER SURVIVORSHIP AND WORK?

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Objectives: The research objectives were to explore cancer survivors’ experiences of managing cancer and work utilising an Interpretive Phenomenological Analysis approach (IPA). The impact of diagnosis and treatment on a cancer survivors’ ability to work is not yet fully understood. With an estimated 90,000 new cases of cancer diagnosed in people of working age in the UK each year, this is a key issue for health at work. This study employs an IPA approach to gain a rich understanding of survivors’ experience of work. The approach is phenomenological as it is interested in formulating a detailed interpretation of an individual’s personal perception, as opposed to generating an objective account of the area being investigated.

Methods: Eleven participants (female n = 5, mean age = 57.4 years) were recruited from a National Cancer Charity (United Kingdom). All participants had received a cancer diagnosis in the last 10 years. The researchers sought to gain a rich insight into the experiences of cancer survivors, including those that successfully returned to, or, resumed work, those who had difficulties in managing cancer and work, and those who did not return to work. Semi-structured interviews comprising of four broad areas (cancer experiences at work, management, coping and improvements) were conducted and audio-taped. Data was transcribed and analysed using Interpretive phenomenological analysis (IPA).

Results: All participants were employed at the time of diagnosis, however, at the time of the interview 8 were employed, one was on long-term sick leave, one had taken ill-health retirement and one was unemployed. Analysis generated four higher-order themes: Disclosure; Support; Management of work; and, Psychological Outlook. Most returned to work, or attempted to, once their treatment was completed. Disclosing information to employers about their condition and treatment was important as it was deemed necessary to gain time off work. Furthermore, disclosure facilitated the introduction of work adjustments. The majority (n = 9) reported that they received support continuously and were never made to feel isolated in the workplace due to their cancer, allowing individuals to focus on managing their cancer. The knowledge and understanding of employers and colleagues appears to be crucial when interpreting the level and type (positive or negative) of support received. Upon returning to work, the majority of participants reported that their employer made adequate adjustments. However, only two participants reported that their return was monitored. Concerns relating to anxiety regarding recurrence and low quality of life were also expressed. Encouragingly, a number of participants reported a positive psychological outlook with regard to managing and coping with their cancer and work.

Conclusions: The findings provide a rich and invaluable insight into cancer survivors’ experiences in managing their cancer and work. It is apparent that many report positive levels of support and adjustments from employers, however, the knowledge and understanding that employers and colleagues have of cancer, its treatment and their implications for work is crucial. It is also plausible to suggest that more appropriate return to work monitoring is required to aid individuals affected by cancer.
RESEARCH-PRACTICE PARTNERSHIP FOR DEVELOPING HEALTH PROMOTING ORGANIZATIONS: MODEL AND IMPLEMENTATION

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Objectives: From a public health perspective, developing health promoting organizations is a key strategy for achieving a positive public health impact. It requires an intervention research approach which produces occupational health (OH) interventions which are both effective and have a high potential for dissemination. A salutogenic intervention research model is presented which closely links knowledge creation and practice transfer in each research phase. The implementation of this model by a research-practice partnership is illustrated.

Methods: Based on the transdisciplinary research approach and systems theory, we developed a salutogenic intervention research model (TRIP Model) (Bauer 2007). This model integrates the research system (OH scientific disciplines), the intervention system (OH consultants and dissemination agents) as well as the target system (companies) into OH projects. A participatory action cycle is applied for jointly setting targets, assessment, project planning, implementation, evaluation and dissemination of the research results. To put this model into practice, our research department consists of an interdisciplinary OH research group and a separate OH consulting centre closely engaged with companies. The success of the model implementation is assessed by the potential public health impact of the resulting OH interventions based on the RE-AIM criteria (Glasgow et al. 2003).

Results: Based on this model, a network of 6 OH providers including our department and 10 pilot companies had developed an evidence-based toolbox for comprehensive OH management for consultants and companies. A 3-year follow-up survey (Landert 2007) among the 2200 registered users of the freely available, internet-based toolbox showed that about 1/3 of the registered companies implemented at least parts of the toolbox. Also, 80% of the respondents reported positive effects of the toolbox. An in depth effectiveness-study is under way.

Conclusions: The salutogenic intervention research model has proven useful as joint group action theory for involved stakeholders – researchers, practioners and companies. It increases accountability towards practice. However, research designs and instruments often have to concede to practical limitations as well, making it more challenging to publish results in scientific journals. Overall this approach is promising for meeting its primary aim: producing evidence-based OH management interventions with a high public health impact.
WORK, AGE AND FLOW: AN EXPLORATION OF THE RELATIONSHIP BETWEEN DIFFERENT WORK ASPECTS, HEALTH- AND AGE-RELATED ASPECTS AND FLOW

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Objective: Optimalizing employees’ productivity and employability, the striving towards a broad availability during all life phases (Van Buul & Maas, 2004), are important topics in today’s organizations (Remery, Henkens, Schippers, & Ekamper, 2003). First, it is important for the performance and survival of organizations (Grant, Christianson, & Price, 2007). Second, the middle aged and older workers are becoming increasingly prevalent in the workplace (Sterns & Miklos, 1995). In order to cope with the increasing costs due to population ageing it is determined that the pensionable age has to be raised (European Council of Barcelona, 2002). Therefore, it is necessary that employees are able and willing to work longer. Measures aimed at optimalizing the employability and productivity of employees can prevent early retirement of employees (Remery et al., 2003). According to Schaufeli (2004) and Demerouti (2006) work flow (i.e. absorption, enjoyment, and intrinsic motivation) can contribute to optimalizing employability and productivity and therefore it is assumed that organizations should take measures which contribute to reaching a state of flow within their employees. The study aims at investigating which personal and work-related aspects contribute to work flow and builds on the “work-demands-capacity” model conducted by Van Dijk et al. (1990) and the model of “ageing and physical workload” conducted by De Zwart et al. (1995). Based on these models, it was hypothesized that the relationship of job demands, job control, and job resources with flow was mediated by physical workload, physical work capacity, and perception of ageing.

Method: Questionnaire data were gathered in 2008 from an organization in the Dutch semi-public leisure sector. A total of 103 employees completed the questionnaire (response rate = 59%).

Results: Results of the hierarchical regression analyses only supported the hypotheses regarding job resources. Flow is positively affected by job resources and this relationship is mediated by physical work capacity and by perception of ageing. A positive and significant relationship between perception of ageing and flow was found. Thus, the better the perception of ageing, the more work flow one is experiencing. This may be due to self-efficacy and coping. Boehmer (2007) found that people who feel younger than their chronological age had higher self-efficacy than people who had same or older age identity.

Conclusions: Findings from current research indicate that job resources are beneficial in reaching a state of flow. Thus, it seems worthwhile for organizations to promote flow by providing sufficient job resources to all employees.
HELPING ORGANIZATIONS IN PREVENTING OCCUPATIONAL STRESS: FROM KNOWLEDGE TO PRACTICE

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Although the sources of stress in the workplace are quite well-known, the field of intervention studies to prevent psychosocial risks is still in an embryonic state. Many studies have found that pathogenic work conditions can lead to poor physical and mental health but most organizations find that preventing workplace stress in an effective way can be a struggle. Although the effectiveness of stress interventions at work is still on slippery ground (see Biron, Bond, & Cooper, 2007), there has been a few recommendations in terms of best practice in stress prevention (see Giga et al., 2003; Jordan et al., 2003; Tasho et al., 2005). Based on these and on intervention studies we conducted in Quebec’s public and private organizations (Brun, Biron and Ivers, forthcoming), we developed practical and specific prevention tools to guide the intervention process.

Objectives: The present paper describes these tools and shows how they can be used to as support to decision-making in regard of the development, implementation and evaluation of a comprehensive stress prevention program. The purpose of this toolkit is to provide guidance at each step of the risk management cycle (Cox et al., 2000).

Method and results: The program involves five main steps: (1) preparing for changes, (2) evaluating risks, (3) developing an action plan, (4) reducing risk, and (5) evaluating the intervention. The toolkit includes 4 main components:

1. Assessing risk
   A questionnaire was developed using mainly validated shortened scales of job control, job demands, rewards, social support, organizational justice, readiness to change, and mental health indicators.

2. Flyers with guidance on each step
   In order to lead an intervention, a guide describes each step of an intervention. Thus, six files describe the important components of the step (i.e. preparation, indicators, problems, solutions, implementation, and how to conduct the evaluation process).

3. Assessment of management practices
   The grid characterizing management practices assesses risk factors by a collection of data upon human resource management practices.

4. Training trainers for Quebec’s public sectors
   The training aims to develop an understanding and a suitability of the strategic approach to prevent mental health problems at work.

Conclusion: This paper constitutes a good example of knowledge transfer from research to practice. Although much remains to be done in intervention research, organizations urgently need to be guided and accompanied in the development, implementation and evaluation of stress reduction programs.
THE IMPACT OF WORK HOUR REDUCTION ON SICKNESS ABSENTEEISM

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Objective: There is an ongoing political debate in Norway on the use of six hour work day as a means for the reduction of sickness absenteeism. The literature shows no clear evidence for such an effect. Most qualitative studies indicate that employees perceive positive health effects, but no quantitative evidence has yet supported this. The present paper reports findings from two recent case studies in Norway. Both cases have implemented reduced working hours with wage compensation for part of their staff. The objective of the study is to demonstrate how the sickness absenteeism in these two cases was affected by work hour reduction, and to discuss the limitations of absenteeism research.

Methods: Both cases concerned midsized Norwegian enterprises; one was a private production facility, the other a municipal agency. Data from the enterprises’ records of sickness absenteeism have been sampled. To test the development in absenteeism, t-tests have been used to compare statistics for equivalent twelve-month periods before and after implementation of the work hour reduction. A survey was conducted before, during and after the implementation in both cases, measuring psychosocial work environment, subjective health and work stress outcomes, and employees’ subjective evaluation of the 6 hour work day. Descriptive analyses and group comparisons through t-tests on these data are used to shed light on the findings.

Results: The results show a significant reduction in sickness absenteeism in one of the cases, but no significant decrease in the other. The survey data show that employees in both cases experience intensification of the work day after the implementation. In one of the cases the employees experienced positive health effects related to the reduction in working hours and for the other the social relations at work have suffered.

Conclusions: The ambiguous findings demonstrate the complex nature of changes in sickness absenteeism. The reduction in absenteeism found in one of the cases may be due to several factors other than reduced working hours. This includes general efforts to improve working conditions and working environment such as automation of work and general organizational efforts to improve the working environment. In addition, individual case histories of employees are a considerable threat to the validity of results in small-scale studies. The need to establish pre and post measurements and the need to follow the change process over a prolonged period, with repeated measurements, are discussed.
THE RELATIONSHIP BETWEEN SOCIAL COMPARISON, ORGANIZATIONAL IDENTIFICATION AND COMMITMENT ON BURNOUT: ARE THERE DIFFERENCES AMONG DUTCH AND SPANISH WORKERS?

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2 University of Groningen, the Netherlands

Objectives: The present study aimed to study among Dutch and Spanish workers the relationship between social comparison responses, organizational identification and commitment on burnout. Previous research has shown that the way individuals identify or contrast themselves with better-off or worse-off others may play an important role in the development of burnout, especially the identification with worse-off others. In this study, we further researched this relationship in two cultures with individualistic and collectivistic patterns. In addition, we examined how the relationship between social comparison and burnout was affected by organizational commitment and identification.

Method: Four hundred and four workers from two private and several public organizations participated in the field study filling a questionnaire. Both private organizations were multinational manufactory companies, from the automobile sector and from the appliance sector. And the public organizations were libraries in both cultures. In the private organizations, the Spanish sample was composed of 101 workers (75.3% males and 24.7% females) and the Dutch sample consisted of 75 workers (62.2% males and 37.8% females). In the public organizations, the Spanish sample was composed by 121 workers (25.6% males and 74.4% females) and 107 workers in the Dutch sample (12.1% males and 87.9% females).

Social comparison responses. To assess the identification and contrast processes of upward and downward social comparison, participants answered a translated Spanish and Dutch version of the Identification-Contrast Scale developed by Van der Zee, Buunk, Sanderman, Botke, & Van den Bergh, (2000).

Organizational commitment. The extent to which respondents experienced commitment to the organization was assessed by using the 9-item Organizational Commitment Questionnaire (Mowday, Steers, & Porter, 1979; Janssen, 2004).

Organizational identification. To assess identification with the organization, we used the identification with the organization scale (Mael & Tetrick, 1992). Burnout was assessed with the Spanish and Dutch version of the widely used Maslach Burnout Inventory-General Survey (MBI-GS, Schaufeli, Leiter, Maslach & Jackson, 1996). This instrument consists of a reduced and adapted version of the original questionnaire (Maslach & Jackson, 1981, 1986), that contains 16 items.

Results: In general, results on burnout showed country differences on emotional exhaustion and professional efficacy. In particular, results showed that Spanish who focused on upward similarities with others scored higher on cynicism and reduced personal accomplishment. In addition, workers who identified with the organization and were more committed to it, had higher levels of cynicism and reduced personal accomplishment.

Conclusions: Finally, the present results showed that the way individuals compare themselves with others may have a relationship with the levels of commitment to and identification with the organization. However, results showed in part that cultural background is needed to examine the way individuals compare themselves with others, and how these comparisons with others may affect their attachment to the organization and levels of burnout.
WORKPLACE STRESS AND PRODUCTIVITY: IS THERE A RELATIONSHIP?

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Objectives: In recognition of the benefits of a healthy workplace, the American Psychological Association established awards for employers who create healthy workplaces. These programs seek to improve employee health by reducing risk factors, such as stress, that lead to disease. These programs carry with them a cost that health promotion professionals argue is offset through enhanced morale and productivity (O'Donnell, 2007; Lloyd & Foster, 2006). Most arguments revolve around reduced medical costs, a major concern in the US, and reduced costs of absenteeism. Hardly any research demonstrates that workplace stress is in fact associated with lower productivity; part of the difficulty in demonstrating this is to control for various factors that affect performance. Our primary objective in this study was to show that in a controlled environment stress levels were higher in units in a heavy manufacturing plant that were judged by management to be less productive.

Method: We examined differences between day and night shifts within the same plant; the day shift was more productive. We used structured interviews, focused critical incident workshops and questionnaires to measure differences between the groups on stress and other factors. We obtained interview data from nine supervisors/managers and eleven shop floor workers divided between the two shifts; four workshops with 5-8 participants each were held with two for managers and two for workers; finally 223 employees completed surveys.

Results: Night shift workers were more critical of organizational climate and task design. They reported more work stress, role conflict and role ambiguity. Night shift workers were less satisfied with the performance of their supervisors. Night shift workers perceived the organization to be less supportive of them than did day shift workers. Employee experiences of their jobs and supervisors contributed to role stress, motivation and perceptions of organizational climate. Role stress, in turn, inhibited the development of affect ties to the organization.

Conclusions: By using two comparable groups of workers in the same plant doing the same jobs, we were able to control such factors as international competitiveness, technological sophistication including the availability and the management of technology, company leadership, demographics of the workforce, pay and benefits, and scheduling. While we cannot claim a cause and effect relationship, our data show a strong negative relationship between stress and productivity. The consistency of the findings in both our qualitative and quantitative data supports this relationship.
INCREASING THE PROBABILITY OF FINDING AN INTERACTION IN WORK-STRESS RESEARCH: A TWO WAVE LONGITUDINAL TEST OF THE TRIPLE-MATCH PRINCIPLE

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2Human Performance Management Group, Eindhoven University of Technology, the Netherlands
3Psychologisches Institut der Johannes Gutenberg-Universität, Germany

Objectives: Research into work stress has attempted to identify job resources that can moderate the effects of job demands on strain. The recently developed triple-match principle, TMP proposes that job demands, resources and strain contain a cognitive, emotional and physical component. When a psychological imbalance is induced by job demands, individuals activate corresponding resources to reduce the effects of the demands. A closer match occurs when the resources are processed in the same psychological domain as the demands. The further away from a match, the less likely an interactive effect will become. Put simply, the likelihood of finding an interactive effect between job demands and job resources is greatest when demands, resources and strain are based on qualitatively similar dimensions (i.e. cognitive, emotional and physical). For example, emotional support from colleagues is likely to buffer the effects of emotional demands on emotional exhaustion.

Methods: The TMP was tested in a sample of 179 Australian police officers in a 2-wave longitudinal study. Survey packs were sent to participants’ home address by the Police Association on two occasions, 12 months apart.

Results: The likelihood of finding an interactive effect was related to the degree of match between job demands, job resources and strain with 33.3% of triple-match interactions becoming significant, 22.2% when there was a double-match, and 0.0% when there was no match.

Conclusions: These findings lend support to the triple-match principle as a guiding framework when exploring possible interactive effects in work stress research.
FOSTERING WORK ENGAGEMENT AMONG SCHOOL TEACHERS – THE ROLE OF TRUST IN THE PRINCIPAL

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Objective: The recent migration towards positive psychology, which lays stress on human strengths and well being, has contributed to the rise of the construct of work engagement within the occupational health psychology literature. Work engagement refers to a ‘positive, fulfilling work related state of mind that is characterised by vigour, dedication and absorption’ (Schaufeli, Salanova, Gonzalez-Roma and Bakker, 2002, p. 74). The current study strives to deepen our understanding of work engagement in the school setting by identifying the main factors that may boost the engagement levels of teachers. Additionally, this study also aims to investigate the consequences of work engagement for schools.

Methods: More specifically, the current study explores the impact of teachers’ trust in the school principal on work engagement. Additionally, it highlights the role of organizational identification in explaining the linkage between trust in the principal and work engagement. Furthermore, this study analyses the relationship between work engagement and three organizational outcomes, namely, self-reported in-role job performance, learning orientation and error communication. Survey data for this study were collected from 130 high school teachers drawn from six schools located in a large eastern city of Pakistan.

The research model portraying the proposed relationships is presented in figure 1 below:

Figure I Hypothesised Model

<table>
<thead>
<tr>
<th>Trust in the Principal</th>
<th>Organizational Identification</th>
<th>Work Engagement</th>
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<table>
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<tr>
<th>Outcomes</th>
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<tr>
<td>In-Role Job Performance</td>
<td></td>
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<tr>
<td>Learning Orientation</td>
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<td>Error Communication</td>
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Results: Hierarchical regression analysis revealed that organizational identification fully mediated the relationship between teachers’ trust in the principal and work engagement. In addition, it was found that work engagement was significantly and positively associated with all the three outcome variables, namely, in-role job performance, learning orientation and error communication.

Conclusions: Most of the empirical work on work engagement has been preoccupied with the role of job resources in cultivating work engagement. This paper makes a contribution to the growing engagement literature by empirically assessing the effects of trust in the principal on teachers’ work engagement. Additionally, this study also enumerates one possible process in the form of organizational identification through which faculty’s trust in their principal can convert into work engagement. In short, the results of this paper suggest that psychological variables such as trust and organizational identification can play a key role in augmenting employees’ work engagement.
Small and medium-sized enterprises (SMEs) are of vital importance to the European economy as they represent the majority of enterprises, employ two thirds of the workforce and generate over 65% of total business turnover. Hence, occupational safety and health (OSH) in SMEs represents a priority for OSH promoting organisations. Despite numerous OSH initiatives targeted at SMEs, their record remains poor with detrimental effects on organisational and employee health. Recent OSH promotion strategies by the European Commission (EC) and the European Agency for Safety and Health at Work (EASHW) have attempted to link OSH with Corporate Social Responsibility (CSR), establishing a business case of strategic importance for organisations (EC, 2001; 2002). However, reports by EASHW (2004) and the UK Department of Trade and Industry (DTI, 2003) recognise difficulties for the integration of the two concepts and for the engagement of SMEs in CSR activities. A key factor in both cases is the perceptions and values of SME owner/managers. Examples are now available in enterprises of different sizes where linking OSH with CSR has resulted in positive practices (EASHW, 2004). This project aimed at exploring how OSH could be integrated with CSR in the SME context. During the first phase of this research, semi-structured interviews were held with 100+ SMEs in the East Midlands area of the UK, from a variety of sizes and sectors. Interesting results showed awareness and understanding in relation to CSR and OSH differed on the basis of the sector and the size; more awareness raising in relation to both CSR and OSH and how the two areas can be interrelated is needed. Most of the companies that participated in this research had responsible practices that mapped onto CSR’s internal and external dimensions however these were perceived as good business practices and not encapsulated within the CSR framework. In relation to OSH, an overwhelming focus on safety issues highlighted the need to educate on work-related health issues and employee well-being. Phase two focused on semi-structured interviews with leading experts in the three areas (CSR, OSH and SMEs). This identified common themes, thus helping build awareness and best practice. The experts from across Europe encompassed academic, policy making / legislative and practitioner areas. Results show an awareness of the problems of small businesses but a realism regarding the difficulties of voluntary implementation. The benefits of ‘best practice’ and the need for businesses to learn in a more organic/homogenous fashion, particularly from other businesses, was highlighted as particularly important. Re-iteration of issues surrounding language and understanding were common. Regulation was deemed necessary for improvement particularly from the European policy sector. Deriving from these two phases, a framework and training pack are being developed for phase three, to involve action research within SMEs implementing OSH initiatives. The driver is to understand what encourages companies to move beyond a mere focus on legal duties and towards a re-educative approach, applied to all OSH requirements within an SME. Such learning could prove beneficial in helping direct policy work in the future.
CONCERN PROMOTES CONCERN: TRUST EMOTIONS AND SAFETY CITIZENSHIP AMONG WORKMATES

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Objective: A number of studies have emphasised the importance of employee safety citizenship behaviours in lowering workplace accidents (e.g., Griffin & Neal, 2000; 2006). Safety citizenship behaviours involve helping others, seeking ways to improve safety, and reporting potential problems or violations in safety (Hofmann & Morgeson, 1999). Studies have shown that these behaviours typically increase as supervisors become more supportive and trusted by employees, and employees’ safety climate perceptions become more positive (e.g., Barling et al., 2001). A possible additional influence on safety citizenship behaviours, which research has yet to consider, is that of workmates. As many acts of citizenship (e.g., helping and looking out for the safety of others) are directed towards co-workers, it would seem reasonable that the quality of workmate relationships would impact on the occurrence and frequency of these behaviours. The current study tested this possibility by investigating the effect of trust in workmates on employees’ safety citizenship behaviours. We predicted that trust between co-workers would be associated with higher levels of citizenship behaviours directed towards workmates (helping, stewardship and whistle blowing) (H1). Further, of two dimensions of trust: beliefs and emotions (McAllister, 1995), we predicted that trust emotions would be a stronger predictor of citizenship behaviours than would trust beliefs (H2). This is consistent with the observation that trust emotions extend relationships beyond formal economic principles to ones where social exchanges are central (Dirks & Ferrin, 2002). Within these social exchanges, employees are likely to engage in citizenship behaviours as a way to reciprocate favourable behaviours that generated the trust emotions.

Method: These two predictions were tested and supported using data collected from a sample of 148 UK petrochemical employees.

Results: The results of a correlation analysis showed that trust beliefs and trust emotions were significantly and positively related to the three citizenship behaviours (average trust belief correlation, \( r = .27 \); average trust emotion correlation, \( r = .40 \)). The results of regression analyses also showed that trust emotions, but not trust beliefs, predicted the citizenship behaviours of helping, stewardship and whistle blowing.

Conclusion: These results show the important influence that workmate relationships have on safety and emphasize the importance of considering the role of trust in safety.
VIRTUAL REALITY IN PRACTICE: A NEW WAY FOR ORGANIZATIONS TO GET S.M.A.R.T.

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**Objective** According to the Health and Safety Executive, millions of workers are stressed out at work. Research has laid a very rich foundation by identifying, describing, and defining workplace stress. However, new advancements in technology now enable researchers and practitioners to build upon this rich foundation and put knowledge into more effective practices. Stress Management using Advanced Research and Technology or S.M.A.R.T. can be a new way forward for organizations. It encompasses the technology of Virtual Reality or VR to provide a new dimension via realistic vacation-like environments in an animated 3D-movie-like fashion. This inspires the user to physically and cognitively interact with the dynamics of the environment in a way that they become a participant rather than a spectator. The Wii game and Second Life online virtual world are already harnessing the powerful attributes of VR rather lucratively. However, this trend is now being translated into scientific research to help improve mental health practices.

**Methods** In a trial study to investigate the effectiveness of VR to combat stress and anxiety led by Dr. Giuseppe Riva at the Istituto Auxologico Italiano, a sample size of 60 students ages 21-28 were assigned to 3 groups. Stress was induced. Group one was given Virtual Reality Personal Computer-based Software Application or VRPCA in which users are immersed in a 3D animated virtual landscape while navigating with a joystick and exploring their world via a head-mounted display. The second group watched a basic DVD movie. These two were instructed to use their distraction intervention for relief. The third group was the control group.

**Results** The parameters used for measurement were heart rate, respiration rate, skin conductance, and amplitude electromyography. In addition, self reports of emotional state, anxiety as well as a sense of presence in a virtual environment were assessed. By all measurements the group receiving the VR condition favored better than the DVD condition and control group at achieving a sense of relief and relaxation.

**Conclusion** The implication is that being immersed in a virtual vacation-like environment can induce an effective state of stress relief and relaxation that can improve workers motivation, attitude, and productivity. The most important attribute of VR technology, unlike traditional methods of stress relief such as meditation, is the dynamic of the environment quickly grab users’ attention and can hold it until they achieve relief. Nevertheless, the user can still use those individualized traditional methods of stress management techniques. In fact, for a more comprehensive experience within their virtual vacation, a worker could, for example, meditate on top of virtual Mt Everest. Since most workplaces are equipped with personal computers or laptops, a VRPCA is attainable potentially at most sites. By getting S.M.A.R.T. about workplace stress, organizations can potentially reduce stress-related costs associated with insurance claims, absenteeism, presenteeism or showing up to work in ill-health, building or joining wellness centers, as well as other well-intentioned long-acting stress management programs.
BURNOUT SYNDROME – THE INFLUENCE OF PERSONALITY AND SOCIAL FACTORS ON TEACHERS’ EMOTIONAL EXHAUSTION

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**Objective:** The main objective of this research study is the investigation of the burnout syndrome in the Romanian professional workplace, more specifically, the educational system. The purpose of this study was evaluating the level of burnout in a specific workplace and of identifying possible factors that might influence the level of emotional exhaustion such as personality traits and social indicators (age, sex, study level, type of undertaken work).

**Method:**
*Participants.* The participants involved in the study were teachers from primary, secondary school and from high schools situated in the county of Iași or in the areas closed to the city.

*Variables.*
Dependent: burnout syndrome, emotional exhaustion, depersonalization, professional efficiency
Independent:
  a) Social indicators – gender (female vs. male)
      - Type of undertaken activity (physical vs. intellectual)
      - Educational level (secondary, high school, university)
      - Monthly income (up to 250 Euros, between 250-500 Euros, over 500 Euros)
  b) Personality traits – F factor (openness – quietness);
      - I factor (rationality– emotionality);
      - L factor (trusting others –suspiciousness);
      - Q4 factor (high level of energy vs. low level of energy);

**Instruments.**
A) BURNOUT SYNDROME QUESTIONNAIRE is an instrument with 31 items, structured on three dimensions: Professional efficiency Emotional Exhaustion and Depersonalization. The participants had to answer on a Likert scale in 5 points. C) THE CATTELL INVENTORY OF PERSONALITY– we extracted from the initial inventory only the items referring to the following personality traits or factors: F, I, L and, Q 4.

**Results:** The statistical data have underlined the existence of a certain level of emotional burnout experienced by the teachers that work in the Romanian educational system. The data suggested some specific statistical differences between subjects if we take in consideration the social indicators previously mentioned: the males manifest more often than women behaviors indicating a high level of depersonalization. In addition, the data point out the fact that personality traits correlate in negative/positive manners with the scores on the three dimensions of the burnout syndrome,

**Conclusions:** The results of this study are considered to be important and, could be valued if employers are willing to admit the existence of the burnout syndrome and would have sufficient availability to design intervention projects in that regard.
PHYSICIAN... HEAL THYSELF: THE HEALTH, STRAIN, AND BURNOUT OF ANESTHESIA RESIDENTS IN CANADA

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Anesthesiologists experience a high degree of stress (Nyssen et al., 2004) and negative outcomes associated with this stress (e.g., substance abuse, suicide; Sargent et al., 2004). However, little research has examined the health and stress of anesthesia residents (ARs). General research on residents indicates that medical residency is a period of intense training that can be mentally and physically burdensome (Cohen & Patten, 2005). Residents experience many stressors, including long hours, lack of sleep, and increased expectations (Toews et al., 1997). Therefore, ARs may be particularly prone to strain outcomes because of the demands associated with their profession and the intense training conditions, compounded by a lack of experience, knowledge, and control. Negative outcomes may arise from these increased demands and increased stress. For example, long call shifts can substantially increase the risk of medical error and adverse events (Barger et al., 2006). Despite these negative outcomes, little research has examined the institutional and individual factors that help reduce stress and improve AR health.

Therefore, there were 3 goals of the current study: (a) to examine the impact of job and life demands (i.e., role conflict, ambiguity, overload, expectations, training, and life hassles) on psychosocial outcomes (i.e., strain, burnout, and conflict) of ARs across Canada; (b) to compare ARs strain and burnout levels to normative burnout levels in other occupations; and (c) to examine the organizational and interpersonal factors (i.e., job control, support from staff, residency program, family, spouse, coworker) that may decrease negative outcomes and mitigate the negative impact of job demands.

We surveyed anesthesiology residents in all Canadian programs using a web-based survey (N=241). With only 3 exceptions, all of the job and life demands were significantly correlated with the psychosocial outcomes. When examined jointly, demands explained 20.7% - 47.6% of the variance in the outcomes (p<.01), with hassles having the greatest unique impact (s = .17 to .56, p<.05) in most of the analyses. Compared to normative levels of burnout, residents reported significantly more emotional exhaustion and cynicism than nurses and management professionals (t=2.18, p<.05 to 7.71, p<.001). Conversely, residents reported significantly more professional efficacy than nurses (t= 6.38, p<.05) and psychiatric workers (t=8.73, p<.05).

When examined jointly, support explained 10.1% - 24.7% of the variance in psychosocial outcomes (p<.01). Staff support had the strongest unique impact on health (s = .16 to .35, p<.05). Job control was related to all outcomes (r's = .19 to .34, p<.05). Support and job control buffered some of the relationships between job and life demands and psychosocial outcomes.

These results have implications not only for the health of ARs, but also for their training. By understanding the factors that may exacerbate or alleviate stress, anesthesia programs may help improve resident health and performance by tailoring the training and support that they provide their residents. Future research should examine these relationships and buffering effects in other types of residents, and examine the effectiveness of existing programs designed to support residents (e.g., MD Financial Management, Counseling & Psychological Services).
‘QUANTITATIVE’ VERSUS ‘QUALITATIVE’ EMPLOYABILITY: ASSOCIATIONS WITH EMPLOYEES’ ATTITUDES AND WELL-BEING

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Objectives: The present study aims to investigate the relationship between employability and job satisfaction, affective organizational commitment, well-being and turnover intention. In line with earlier studies, employability concerns ‘the individual’s perception of his or her chances to achieve a new job’. Unlike earlier studies, employability may concern (1) a job on the external (i.e. external employability) versus the internal (i.e. internal employability) labour market, or (2) a job (i.e. quantitative employability) or a better (i.e. qualitative employability) job. The combination results in four distinct types. Hypotheses are based on social exchanges principles: external quantitative employability relates to favourable outcomes, while external qualitative employability relates to unfavourable outcomes. Unlike external quantitative employability, the employee may interpret external qualitative employability negatively as a signal that the current employer’s investments fall short: the employee perceives opportunities elsewhere that the current employer is unwilling or unable to provide. This may cause relative deprivation, and hence, strain. Moreover, the employee might reciprocate limited investments on the part of the employer with withdrawal. Furthermore, internal employability, be it quantitative or qualitative, is hypothesized to relate to overall favourable outcomes: internal employability may develop, at least partly, from the employer’s investments. This likely leads the workers to develop feelings of loyalty and, possibly, increased well-being.

Method: Results are based on a sample of 389 Belgian workers. Hierarchical regression analyses with listwise deletion were used to investigate the relationships.

Results: We established a positive relationship between external quantitative employability and job satisfaction, affective organizational commitment and well-being, and a negative relationship between external quantitative employability and turnover intention. External qualitative employability related negatively to job satisfaction, affective organizational commitment and well-being, and it related positively to turnover intention. Finally, internal quantitative and qualitative employability related to overall favourable outcomes.

Conclusion: The introduction of different employability types has important implications for employers and employees alike. Some employers are concerned about potential turnover or reduced loyalty among highly employable workers. However, turnover and commitment are conditional upon the quality of job opportunities elsewhere. Moreover, employers may develop a retention policy by investing in the employees’ internal employability. Furthermore, employability relates to overall favourable results for employees. One exception is the situation where employees perceive a discrepancy between the quality of their current job and possible other jobs elsewhere. Plausibly, these employees will act upon their perceptions and will eventually end up in better jobs, implying that their dissatisfaction is transitory.
“A HARD DAY’S NIGHT” A LONGITUDINAL STUDY ON RELATIONS AMONG TASK CHARACTERISTICS, SLEEP QUALITY AND FATIGUE

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Objectives: The aim of this prospective 4-wave study was twofold, namely: i) to examine the causal direction of the longitudinal relations among job demands, job control, sleep quality and fatigue, and ii) to examine the effects of stability and change in demand-control history on the development of sleep quality and fatigue.

Method and results: Based on results of a unique 4-wave complete panel study among 1163 Dutch employees, we found significant effects of job demands and job control on sleep quality and fatigue across a 1-year time lag (in line with the strain-hypothesis of the Demand-Control model (Karasek & Theorell, 1990)). No reversed or reciprocal causal patterns were detected. Furthermore, our results revealed that cumulative exposure to a high strain work environment (characterized by high job demands and low job control) is associated with elevated levels of sleep related complaints. Moreover, cumulative exposure to a low strain work environment (i.e., low job demands and high job control) is associated with the highest sleep quality and lowest level of fatigue. Our results also revealed that changes in exposure history are related to meaningful changes in reported sleep quality and fatigue across time. A negative change from a Non-high strain to a High strain job is associated with a significant increase in sleep related complaints, but a positive change in exposure history is not related to a subsequent positive effect in sleep related problems.

Conclusions: From a theoretical point of view it is important to see that psychosocial work characteristics can explain the development of sleep related problems across time. Our results suggest that working in a high strain job over a prolonged period of time can have detrimental effects for sleep quality and fatigue. Job redesign should therefore especially be focused on those who hold a high strain job or on those who transfer to a high strain job. Workers who transfer to a high strain job or who work in a high strain job may need extra attention to improve their health.
UNEMPLOYMENT, TEMPORARY WORK AND PERCEIVED JOB INSECURITY: COMPARISON OF THEIR ASSOCIATION WITH HEALTH AND LIFE SATISFACTION IN FINLAND

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Objectives: Research shows that unemployment is associated with decreased psychological and physical health (see e.g. McKee-Ryan, Song, Wanberg, & Kinicki, 2005, for a review). In addition, research also shows that job insecure workers report lower mental well-being and physical health (see e.g. Sverke, Hellgren & Näsvall, 2002). Finally, temporary work is supposed to be associated with negative consequences for health and well-being too, even though findings regarding this issue are mixed (e.g. De Cuyper, De Jong, De Witte, Isaksson, Rigotti, & Schalk, R, 2008). The aim of this study is to contrast various employed and unemployed groups in order to compare the consequences of (perceived) job insecurity, working on a permanent versus temporary contract and unemployment.

Methods: The Living Conditions Survey was used, conducted in 1994 by Statistics Finland (N = 4,485). Of the respondents, 77% were employees and 23% unemployed persons. Six groups were created. Employed respondents were grouped according to their job contract and perceived job insecurity (3 items). The unemployed were divided into two groups: short-term unemployed (1–12 months of unemployment) versus long-term unemployed (more than 12 months). The following groups were distinguished: (1) employees with permanent work and no perceived insecurity (n = 2,257); (2) employees with permanent work and perceived insecurity (n = 713); (3) employees with temporary work and no perceived insecurity (n = 158); (4) employees with temporary work and perceived insecurity (n = 344); (5) short-term unemployed persons (n = 662); (6) long-term unemployed persons (n = 345). Four outcome variables were measured: psychological symptoms (9 items, alpha = .82), somatic symptoms (8 items, alpha = .63), self-rated health (1 item), and life satisfaction (1 item). The data were analysed using covariance analysis adjusted for background variables to examine the differences in the outcomes (psychological and somatic symptoms, self-rated health and life satisfaction) between the six groups of employment circumstances.

Results: The results show that insecure permanent employees and long-term unemployed persons had the highest level of psychological and somatic symptoms, and the lowest level of self-rated health. Life satisfaction was lowest among both unemployed groups.

Conclusion: Our results suggest job insecurity and unemployment to be equally detrimental for mental and physical health. This finding aligns with Lazarus’ suggestion that “the anticipation of harm can have effects as potent as experiencing the harm itself” (Lazarus, 1966). Temporary work was not associated with specific health related problems. Also this finding is in line with recent findings in the field of temporary employment (De Cuyper, Isaksson & De Witte, 2005).
“HUMOUR IN THE WORKPLACE: A MIXED BLESSING?”

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Objective: The aim of this cross-sectional field study among Dutch employees is to test the psychometric quality and multidimensional nature of a relatively new measure of humour styles. The available research on relations between humour and well-being show several serious limitations. First of all, there is evidence that a good sense of humour plays a positive role in physical and mental health (e.g., Boyle & Joss-Reid, 2004; Szabo, 2003). In contrast, there are also studies finding no or even negative effects of humour (e.g., Kerkkänen, Kuiper & Martin, 2004; Martin, 2004). In short, previous studies are inconclusive with regard to the association between humour and well-being.

A second shortcoming is the lack of consistency regarding the conceptualization and operationalization of humour. Some authors point to the multidimensional nature of the construct, whereas other researchers operationalize the construct with one-dimensional measures. Martin, Puhlik-Doris, Larsen, Gray and Weir (2003) have developed a multidimensional measure of humour, differentiating among affiliate (humour used to enhance one’s relationships with others in a benign way), self-enhancing (use of humour to enhance the self), aggressive (humour used at the expense of one’s relationships with others), and self-defeating (use of humour at the expense and detriment of the self) humour styles. However, consensus on the underlying dimensions of humour is lacking.

Methods: In order to address these unresolved issues, a field study will be conducted among a sample of Dutch employees. The survey will include the Humour Styles Questionnaire (HSQ; Martin et al., 2003), measuring four types of humour (i.e., affiliate, aggressive, self-enhancing, and self-defeating). In order to test the psychometric quality and multidimensional nature of this instrument in a Dutch work setting, Confirmatory Factor Analyses will be performed in LISREL. In addition, the associations of these different humour styles with employees’ wellbeing (i.e., burnout and engagement) will be examined to test the external validity of the measure.

Preliminary results: Based on previous psychometric assessment of the HSQ instrument by Martin et al. in 2003, we expect to find four different humour styles (Hypothesis 1a). In addition, we believe that these four styles can be appointed to two underlying dimensions (Hypothesis 1b): i) favourable (i.e., affiliate and self-enhancing), and ii) unfavourable (i.e., aggressive and self-defeating) humour. Following the dual-process mechanism – which relates job demands and resources to well-being – underlying the Job Demands-Resources Model (Demerouti, Bakker, Nachreiner, & Schaufeli, 2001), we expect that the two favourable humour styles will be associated positively with resources (e.g., social support) and, subsequently, with engagement (Hypothesis 2a), and that the two unfavourable humour styles will be associated positively with demands (e.g., workload) and, subsequently, with burnout (Hypothesis 2b). Preliminary results obtained with a pilot sample of 58 Dutch university students show a factor-structure supporting the multidimensional structure of humour comprised of four humour styles, and good reliability scores (Cronbach’s alpha’s ranging from .76 to .84).

Conclusions: Final results and conclusions will be presented at the EA-OHP conference.
PROMOTING POSITIVE MANAGER BEHAVIOUR: DEVELOPING A STRESS MANAGEMENT COMPETENCY INDICATOR TOOL

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Objectives: The research set out to build on previous research that identified the management behaviours associated with the effective prevention of stress at work. There were three specific aims: to refine the management competency framework for preventing and reducing stress at work; to develop a questionnaire tool to measure the behaviours covered by the competency framework; and to explore the ways in which the research findings can be used in practice.

Methods: The research built on a qualitative phase (previously reported at EA-OHP) that incorporated interviews and focus groups with 216 employees, 166 line managers and 54 HR practitioners regarding effective and ineffective stress management behaviours. A combined qualitative and quantitative approach was employed to develop a ‘Stress management competency indicator tool’. Behavioural statements were extracted from the earlier qualitative phase and were piloted qualitatively with an expert sample (n=21) and quantitatively with a snowball sample of employees (n=292). A preliminary reliability analysis was conducted and a revised questionnaire comprised of 112 items was administered in 22 organisations. Both self-report data from managers (n=152), and upward feedback data from employees about their managers behaviour (n=656) was gathered. Data was analysed using reliability analysis and exploratory factor analysis to explore the psychometric properties of the indicator tool. To further validate this solution, two workshops of stress experts (n=38) explored the framework and named each factor. In addition, a qualitative approach was used to explore the usability of the indicator tool. 47 managers, 6 stakeholders (OH/HR) and 38 stress experts contributed to interviews and focus groups. Data was transcribed and content analysis was used to extract themes.

Results: Exploratory factor analysis revealed four factors and a final ‘Stress management competency indicator tool’ comprised of 66 items. The workshop participants named the four factors: a) Respectful and responsible: managing emotions and having integrity; b) Managing and communicating existing and future work; c) Reasoning/ managing difficult situations; and d) Managing the individual within the team. The four factors were clustered into 12 sub-competencies. The usability analysis provided positive feedback on potential uses for both the framework and the tool. Two particular uses for the tool were identified: in a stress management context to provide information at the local level; and in a general management development or appraisal context to provide feedback information to aid identification of development needs.

Conclusions: This research has generated a four-factor competency framework that defines the behaviours managers need to show in order to prevent and reduce stress in the workplace, together with a questionnaire tool to measure the behaviours identified. Usability findings suggest that these tools can be usefully applied in workplaces in both management development and stress management contexts. This research hopes to provide an alternative perspective and additional tools from which practitioners can draw to tackle stress in the workplace.

This paper summarises applied research presented in two research reports for the UK Health and Safety Executive (Yarker et al, 2007; Yarker et al, 2008).
In the safety literature risk perception has been large studied, as an individual factor that influences behaviour and perceptions on workplace. Risk perception is a subjective individual assessment about risk exposure that differs from the technician assessments (e.g. Lima, 2005). Some studies revealed that risk perception is influenced by individual’s workplace accidents experience and by safety climate (e.g. Cree & Kelloway, 1997). Additionally, risk perception also influences safety behaviours (e.g. Cree & Kelloway, 1997; Arezes, 2006), suggesting that higher risk perception is associated with more safety behaviours. Rundmo (2000) distinguished two risk perception components: cognitive and emotional. Cognitive risk perception focus on information processing and emotional risk perception focus on emotions felt about identified risk source. There are a few studies approaching simultaneously cognitive and emotional risk perception and its links with others psychosocial factors. Existent research (e.g. Rundmo, 2000; 2001) suggests a stronger association between cognitive risk perception and safety behaviours compared to emotional risk perception.

Objectives: Our study aimed to analyse the differences between the two kinds of risk perception (i.e. cognitive and emotional) and other behavioural and psychosocial variables (i.e. accidents experience; safety climate; safety behaviours). The following hypotheses were tested:
1) Workplace accidents experience and cognitive and emotional risk perception are positively related.
2) Safety climate and cognitive and emotional risk perception are negatively related.
3) Cognitive and emotional risk perceptions are positively related to safety behaviours.

Methods: We conducted a correlational study with 84 workers from three SME (moulds sector) companies. All the data was collected with a self-reported questionnaire. Risk perception was operationalized with a cognitive and an emotional scale (adapted from Rundmo, 2000; Lima & Castro, 2005), six items per scale, covering specific risks. Safety climate was operationalized with 20 items of the “organizational safety practices” scale from OSCI (Silva et al, 2004). Safety behaviours was operationalized by two adapted scales from Burke et al (2002) instrument: “using personal protective equipment” scale, with seven items; and “communicating health and safety information” scale, with three items. Workplace accidents experience was measured with two self-reported measures (i.e. two accidents rates: frequency and severity). Answers were given in a seven point Likert type scale, except the workplace accidents experience. All scales revealed good internal consistency.

Results: Results confirmed all hypotheses and also revealed some differences between cognitive and emotional risk perceptions. For instance, workplace accidents (i.e. self-reported frequency) are a good predictor of cognitive risk perception, explaining 21% of its variance ($\beta=.48$). Safety climate predicts both types of risk perception: cognitive ($\beta=-.32$), explaining 10% of its variance; and emotional ($\beta=-.28$), explaining 8% of its variance. Cognitive risk perception predicts the use of personal protective equipment explaining 15% of its variance ($\beta=.36$).

Conclusions: Our results suggest the relevance of distinguishing the two risk perception components (i.e. cognitive and emotional) and further implications will be discussed.
Gender Sensitive Aspects of Occupational Health Analysis and Health Promotion in Public Administrations

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Objectives: Following the European gender mainstreaming principles a gender sensitive analysis of the relationship of working conditions, stress and health on the one hand and the conception of gender sensitive interventions on the other hand becomes more and more important. The aim of this study was to investigate gender-specific differences in the working conditions and health outcomes of public civil servants. Consequences for interventions are presented.

Methods: Data on health, working and living conditions were gathered with a self-administered questionnaire. Stressors, resources and different health outcomes (somatic and psychosomatic complains, irritation; job satisfaction) were measured by using a short form of the DiGA instrument (Ducki, 2000). A number of 136 female and 132 male civil servants of Berlin senate department of the interior and sports participated. Reliability and validity of the instrument are good or sufficient. In order to analyse the relationship between working conditions and health outcomes, correlations were calculated. To predict specific health outcomes, regression analysis (stepwise) were conducted. Results of gender differences were based on t-tests.

Results: A lot of similarities between male and female ratings were found. For example no gender differences were found with regard to the negative rating of information problems, work interruptions, transparency of supervisor decisions and time pressure. Moreover decision latitude, social support of colleagues and appreciation from the supervisor were positively rated by males and females. Regression analyse show that the most important predictors for job satisfaction were transparency of supervisor decisions, work complexity, appreciation and decision latitude. About 52% of total variance can be predicted on the basis of these variables. In spite of these similarities a number of important gender differences emerged. Women significantly reported stronger somatic and psychosomatic complains than men. Stressors and resources are more strongly associated with psychosomatic complaints and job satisfaction for women. E.g. correlation between mobbing and psychosomatic disorders for men was r=.29*, for women r=.44**.

Conclusions: Results show that the combination of social and task-related resources like transparency of supervisors decisions, appreciation, work complexity and decision latitude are very important for the health of male and female civil servants. The quality of working conditions has particularly a stronger impact on women’s health. In other words: Enhancement of social and task-related resources promises to be a very effective intervention - especially for women.
CHANGING THE INDIVIDUAL COPING AS A METHOD FOR CONTROL OF JOB STRESS ASSOCIATED HEALTH HAZARDS. AN INTERVENTION STUDY

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Job stress is a worldwide workplace health hazard. Although the organizational factors are considered as the determinant factors of job stress in the different workplaces, Coping might be a cornerstone factor in management of job stress. Coping is the direct practice of the workers towards the stressors inside the different workplaces. Different kinds of coping were picked up among the workers; these kinds might determine the magnitude of job stress associated health hazards.

Objectives: to find out the relation between the style of individual coping and job stress associated health hazards among the studied group and to assess the value of changing the style of coping on the prevalence rate of job stress associated health hazards among the selected group.

Methodology: Cross - Sectional study was conducted among 587 workers. The workers were subjected to an interview sheet to investigate job stress. All subjects were medically examined to explore the health hazards. The stressed workers were again subjected to an interview sheet to assess the style of their coping in dealing with job stress. Health education sessions followed by training courses were conducted for the stressed workers to modify their individual coping against job stress. Reassessment of health hazards was done after 6 months to investigate the value of the intervention.

Results: The most prevalent health hazards among the stressed workers were: aggressive mood, unclassified chest pain, migraine, insomnia, generalized body ache, drug abuse and depression. These hazards were reported among workers with reconciliation and/or seeking support style of coping. The intervention of individual coping had led to some decrease of the proportion of health hazards.

Conclusion: The style of individual coping is a promising way for control of job stress associated health hazards.

Recommendation: Individual coping might be addressed as a method for prevention and control of job stress.
PERFECTIONISM AND WEEKEND RESPITE EFFECTS AMONGST UNIVERSITY ACADEMICS

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In recent years, occupational health researchers have begun to examine the extent to which employees are able to recover from work during their leisure time, along with the impact of recovery and respite experiences on psychological health and well-being (e.g., Eden, 2001; Sonnentag, 2001; Fritz & Sonnentag, 2005). The present study sought to expand on previous work in this area by investigating the extent to which UK academic employees recovered from work pressures over a bank holiday Easter weekend.

Objectives:
- To investigate whether employee burnout and fatigue improve during and after a long (bank holiday) weekend
- To investigate the extent to which academics are able to switch off (psychologically detach) from work during the weekend, along with the impact of poor detachment on well-being
- To examine whether academics with higher levels of maladaptive perfectionism experience poorer respite effects

Method: Ninety academic staff at two UK Universities completed questionnaires on four occasions before and after the Easter bank holiday weekend. The questionnaires included measures of perfectionism, time pressure, burnout, fatigue, and weekend experiences. The measurement time points are listed below.

Time 1: A working week before the Easter weekend
Time 2: Immediately following the Easter weekend
Time 3: A working week one or two weeks after the Easter weekend
Time 4: A working week four weeks after the Easter weekend

Results: Initial results indicate a strong respite effect for academics as a result of the long Easter weekend. Specifically, high levels of burnout and fatigue reported by participants at T1 reduced significantly at T2 (reflecting improved well-being over the weekend). There was a slight increase in fatigue and burnout between T2 and T3, but the respite effect was generally maintained at T4. There was also some evidence of a link between perfectionism and respite effects. Specifically, academics who experienced excessive doubts about actions (a component of maladaptive perfectionism) obtained lower respite effects than those low in perfectionism.

Employees with higher perfectionism experienced a reduction in burnout between T1 and T2, but then experienced a significant increase in burnout between T2 and T3. Hierarchical regression analyses revealed that worry and rumination about work (but not positive thoughts about work) over the Easter weekend was a significant predictor of burnout at T3 and T4 (controlling for burnout at T1, demographics, and time pressure).

Conclusion: As far as we are aware, this is the first study to take advantage of a bank holiday weekend in the UK to investigate employee respite effects. The results generally support previous research that has demonstrated the importance of weekend and vacations for employee recovery and well-being (cf. Eden, 2001). Our findings further suggest that perfectionist employees are prone to poorer respite and recovery experiences, and higher levels of burnout and fatigue. Finally, this study demonstrates that poor psychological detachment from work during leisure time is particularly detrimental when it takes the form of work-related worry and rumination.
SUPERVISORS PROMOTE SAFETY THROUGH INTRINSIC MOTIVATION (...AND A LITTLE SUPPORT FROM THE ORGANIZATION)

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Objective: An important influence on employees’ safety behaviours, and consequently workplace accidents, is supervisor support (Barling et al., 2001; Hofmann et al., 2003; Kelloway et al., 2006). A number of studies have shown that as supervisors become more supportive of safety; employees’ increase their engagement in safety. However, what is less clear are the causal processes involved in this relationship. This study addressed this issue by examining the role of employee motivation in the relationship between supervisor support and employee safety behaviour. In accordance with safety climate research (Neal & Griffin, 2000; 2006), we expected supervisor support of safety to increase employees’ motivation to engage in safety, and this motivation to increase employees’ safety compliance and citizenship behaviours. Drawing on the self-determination theory (Deci & Ryan, 1985), we conceptualised motivation as having four dimensions: amotivation, extrinsic, identified regulation, and intrinsic. We hypothesised that supervisor support would influence employee citizenship behaviours through identified regulation and intrinsic motivation (H1); and that supervisor support would influence employee safety compliance through extrinsic motivation (H2).

Method: These predictions were tested on data collected from eighty-one UK construction employees drawn from a single industrial work site.

Results: The results of regression analyses showed some support for H1, but failed to support H2. Specifically, the result showed that supervisors’ influence on employees’ citizenship behaviours were partially mediated by intrinsic motivation, while their influence on employees’ safety compliance was moderated by employees’ integrated regulation. When integrated regulation was high, supervisor support increased employees’ safety compliance. However, when this motivation was low, supervisors had no influence on employees’ behaviour. The main predictor of employees’ integrated regulation was the organization’s level of support for safety. In summary, this suggests that organizational support for safety promotes employees’ integrated regulation, which combines with supervisor support to influence employees’ safety compliance.

Conclusions: In conclusion, our results support motivation as one of the processes involved in supervisors’ influence on employee safety. However, they suggest that motivation may not be the main mechanism through which supervisors have their effect (at least within the construction industry), and that research should continue to search for other, more powerful, processes.
Objective: An online survey tapped public schoolteachers’ perceptions of their work environments, including violence and bullying they experience at school, their administrations’ responses to violence, and their personal responses to stress. Teacher stress is viewed within the stressor-emotion-control/support theoretical framework. Stress is conceptualized as a process linking employee perceptions of stressors (violence, bullying, and job conditions) to physical, psychological, and behavioral strains (job satisfaction, attachment, burnout, and physical symptoms), mediated by emotional responses and moderated by relevant forms of control or support.

H1. Violent acts and bullying will be associated positively with negative emotion, burnout, and physical symptoms, and negatively with job satisfaction and attachment.

H2. Favorable job conditions will be associated negatively with negative emotion, burnout, and physical symptoms, and positively with satisfaction and attachment.

H3. Negative emotion will mediate relations between the stressor and strain variables.

H4. Satisfaction with the school administration’s handling of violence will moderate relations between acts of violence and strains.

H5. Coworker social support will moderate relations between bullying by the principal and strains.

Methods: This study was developed with the cooperation of the teachers’ union of an urban public school system. Participants were solicited with notices on the Union’s website, an email blast to the Union membership, and meetings between the researcher and union officials and delegates. 779 teachers completed the online survey. Measures included established scales of job satisfaction, physical symptoms, burnout, job-related emotions, and bullying. New scales were developed together with union officers to tap specifically relevant aspects of conditions experienced at school, support and control, and the occurrence and handling of acts of violence.

Results: The results largely supported hypotheses 1-4. Almost 65% of the respondents reported being targets of pervasive bullying (“quite” or “extremely often”); 45.6% reported being targets of pervasive bullying by their administrators/principals. 21.4% had been the target of at least one violent act during the prior academic year. All relations of bullying and job conditions with strains were partially mediated by negative emotions (except with burnout, which was fully mediated). Moderator analysis revealed that for job attachment, satisfaction, negative emotions, and physical symptoms (but not burnout), there were significant interactive effects of violent acts with satisfaction in the handling of violence by the school. Experiencing violent acts predicted strains, but only when satisfaction with how violence was handled was low. However, interactions of social support with principal bullying was supported only for job attachment and negative emotions, and, surprisingly in opposite the predicted direction.

Conclusions: These results support many predictions of the Stressor-Emotion-Control/Support framework. Effects of pervasive bullying, particularly by principals, are significantly greater than actual acts of violence. The importance of serious attention to organizational, educational, and public policy on workplace violence is highlighted by the findings linking administrative handling of violence with violence itself in accounting for strain. Development of effective policies to protect teachers and address the violence they experience, and consistent implementation of these policies, may go a long way in ameliorating teachers’ distress.
ENGAGEMENT IN ACTION: FINDINGS FROM AN INTERVENTION STUDY IN IRELAND

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Objective: The aim of this study was to address a considerable gap in the literature, to investigate the usefulness of a mixed-methods work engagement intervention. In the literature, engagement is couched as the opposite to burnout and while there have been intervention studies that have sought to reduce burnout, none to date has attempted to foster engagement.

Method: A two-wave study was conducted over an 18-month time period in an international financial services organisation with 200 employees. Employees were assessed on measures of engagement, burnout, organisational climate, social support and desired areas of change. This showed that the employees were burnt-out, with low levels of energy and identification as well as low levels of professional efficacy. A tailored intervention based on the survey results and subsequent in-depth qualitative analysis was implemented to help the company through a difficult period of immense structural change. A series of participatory planning workshops involving employees and management resulted in a number of changes.

Results: While the results at Time 2 did not demonstrate statistically significant improvements on Time 1, there were strong indications that the intervention had served as an important stabilising and supportive function for employees. Furthermore, employees reported a number of improvements in the work environment, particularly in the area of training.

Conclusions: Reasons for the non-significant findings are probably due to the confounding effects of the upheaval caused by the extensive organisational change brought about by a major restructuring of the organisation as well as an insufficient time lapse following the workshops. The key strength of this study lies in the bespoke approach, where the intervention was adapted to accommodate the needs of both the employees and management while at the same time being able to give due consideration to the climate of the organisation. Thus, the findings from this study have important implications for best practice guidelines in the implementation of interventions that aim to bring about genuine and lasting positive change in organisations.
A FRAMEWORK FOR EVALUATING OCCUPATIONAL HEALTH SERVICES: APPLYING THE RE-AIM CRITERIA IN A CONSULTANCY CONTEXT

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Objectives: To bridge the research-practice gap, we need not only to test an occupational health (OH) intervention’s efficacy, but moreover provide evidence for its ability to reach intended participants, be adopted by organisations, implemented as intended, and maintained over time. In this work, we apply the RE-AIM criteria (Reach, Efficacy–Adoption, Implementation, Maintenance; Glasgow et al., 1999) to an OH consultancy context. We show how we use this framework to evaluate the dissemination and implementation of a multi-dimensional OH intervention, which is provided by an occupational health management (OHM) consulting agency.

Methods: Unlike many traditional intervention research studies, we established a research-practice partnership that allows us studying interventions in a naturally occuring service delivery situation, where OHM consultants acquire customers demanding OH services. The intervention consists of an acquisition phase, where bulk mailings, information events, and telephone marketing are used to inform companies about the services. To analyse interest in using the services, questionnaires are enclosed in the mailings, and data on event participation and success of phone calls are collected in a customer database. In the implementation phase, a number of OH measures are being carried out that address multiple health issues. An intervention monitoring system was developed to record process and maintenance data (e.g. participation rates, duration and retention of interventions). Outcomes are assessed at different levels: Employee surveys provide data on individual, team and company level (e.g. health behaviour or job satisfaction). Further, data can be aggregated across companies to study overall effects.

Results: Adhering to the logic of the natural service delivery process, the RE-AIM criteria must be adapted: Since recruitment stands at the beginning of the process, a three-stepped adoption measure is the first criterium (proportion of companies showing interest in services, proportion of companies that receive consultancy, proportion of companies that eventually adopt measures). When delivering services, reach (proportion of employees taking part) and implementation (quantitative and qualitative process measures) are relevant dimensions. After completing the interventions, efficacy and maintenance can be assessed on individual, organizational and cross-organizational level.

Conclusions: The RE-AIM framework was conceptualised in the context of clinical and community counseling or preventive services. It suggests focussing not only on efficacy, but also on other evaluation criteria that determine public health impact. Applied to the OHM consultancy context, these criteria are equally important, linking the complex service delivery process to consecutive evaluative steps, thus guiding the alignment of intervention and evaluation processes.
ROLE STRESS AND PERSONAL RESOURCES: A STUDY ON BURNOUT AND ENGAGEMENT

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Objectives: The experience of role stress has been linked to burnout as an important job stressor, but the impact of this stressor in the context of engagement has not yet been sufficiently studied. Personal resources also seem to influence the process of burnout and engagement. The aim of the present study is to examine the interaction of the processes of job-demands and personal resources in relation to burnout and engagement dimensions. For this purpose, the effects of role stress and three personal resources were analyzed: optimism, hardy personality, and emotional competence.

Methods: This study examines the influence of role stress and personal resources (optimism, hardy personality and emotional competence) on burnout and engagement dimensions. The main and interactive effects of role stress and personal resources on burnout and engagement were tested using hierarchical multiple regression analysis. Socio-demographic characteristics were controlled and entered in the first step. Role stress was entered in the second step, and personal resources the third step, in order to investigate their relative importance. The interaction terms of role stress with each of the three personal resources were then entered in the fourth step to test for the hypothesized moderating effect of personal resources on the relation between role stress and burnout, and role stress and engagement.

Results: Data from 470 nurses from general hospitals in Madrid (Spain) showed that both role stress and personal resources were related to burnout and engagement dimensions, although role stress was more closely related to burnout, whereas personal resources were more closely related to engagement. In addition, optimism as a personal resource, showed a moderator effect on exhaustion and the three dimensions of engagement.

Conclusions: The study provides additional support about role stress as an important predictor of burnout and engagement, even after controlling for personal resources and socio-demographic variables.
AN INVESTIGATION INTO THE RELATIONSHIP BETWEEN ORGANIZATIONAL JUSTICE AND SAFETY CLIMATE PERCEPTIONS

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Objectives: This study investigated the possible predictive relationship between organizational justice and safety climate. Safety climate research is a primary example of psychosocial concepts being applied to the occupational safety research domain. The amount of research conducted on the predictive validity of safety climate exceeds the amount of research conducted on the factors that influence the development of safety climate perceptions, highlighting an important gap in the literature. Our knowledge and understanding of safety climate antecedents is lacking and researchers have only just started to investigate possible precursors or antecedents of safety climate. Organizational justice is a multidimensional social construct that attempts to explain how we perceive fairness in the work place. The purpose of this study is to test the extent to which, procedural, informational and interpersonal justice will be directly and positively predictive of safety climate perceptions.

Method: Survey data was collected from frontline employees from a large Canadian construction company (Listwise N=288). Multiple regression analyses were performed to examine the predictive relationship between procedural, interpersonal and informational justice and safety climate perceptions. The survey consisted of items measuring safety climate perceptions and organizational justice perceptions.

Results: Results of the study indicated that safety climate perceptions were significantly correlated with all types of organizational justice perceptions. Regression analyses indicated, procedural, interpersonal and informational justice were significant positive predictors of safety climate, and explained fifty percent of the variance (Adjusted R square = .50, F (3, 287) = 95.82, p < .001.

Conclusions: This study has implications in academic and applied work settings by adding to our understanding and depth of knowledge within the safety climate and organizational justice research domains. This study addresses the lack of safety research that investigates the antecedents or predictors of safety climate. Furthermore this study adds to the organizational justice literature by contributing linking justice with safety. This study also has significant practical implications for organizations seeking to improve the functioning and safety climate of their organization.
KNOWLEDGE, RISKS AND ACTIONS: A QUALITATIVE ASSESSMENT OF BEHAVIOURS AMONG MOTOR VEHICLE REPAIR (MVR) PAINT SPRAYERS

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Objectives: Occupational asthma is an ongoing concern in the United Kingdom (HSE, 2006). Isocyanate exposure accounts for approximately 20% of this total (Piney, 2004), with motor vehicle repair (MVR) paint sprayers 80 times more likely to suffer from asthma (HSE, 2005). The HSE used Safety and Health Awareness Days (SHADs) to educate employees and owners of MVR body shops on the dangers of isocyanate exposure and to change work practices. This follow-up study assessed this intervention’s impact on 12 MVR businesses that attended a SHAD.

Methods: A longitudinal design allowed follow-up visits nine months after the event. The sprayers (N = 36) were observed in their natural environment and interviewed to determine any changes to their behaviours and work practices since the SHAD. An observation sheet and a semi-structured questionnaire were used to collect the data. Thematic analysis was used on the interview data and content analysis on the observation data.

Results: The sprayers’ spraying experience ranged from 6 months to 48 years. The majority were aware that isocyanate exposure could cause occupational asthma. They worked with limited supervision with most not feeling at risk. Those who felt at risk were especially concerned about the dust and noise generated within a body shop, but felt that work practices and equipment significantly lowered the risks. Many sprayers left the spray booth inappropriately as they detached the airline in the booth and walked to the exit, exposing themselves to isocyanates. Although they did not lift their visors whilst observed, nearly half of them when interviewed admitted to doing this as a regular occurrence, before the clearance times had elapsed. They were aware this could have a deleterious effect on their health, but were concerned about the quality of their work.

Conclusions: The intervention increased knowledge and changed behaviours. The majority of sprayers were aware that isocyanate exposure could cause occupational asthma. They were not overly concerned about exposure to isocyanates with using the latest equipment and water-based paint, but this perception may contribute to a more relaxed atmosphere at the workplace and may result in unintentional exposure to risk. They understood the dangers of lifting their visors while in the booth, but their main concern of ensuring a high standard of work, overrode their commitment to continuous safe practices. Further research is needed.
ASSESSING THE FACTORS THAT INFLUENCE THE RETURN TO WORK OF EMPLOYEES ON SICKNESS ABSENCE

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Objectives: Sickness absence is a major concern for many organizations as work-related accidents and ill-health impact directly on employees and can incur indirect costs: e.g. staff substitution/replacement staff; lost productivity; reduced quality of service. Due to these, employees may return to work from sickness absence before they are fully recovered. The current research will explore the factors that influence employees in returning to work following short-term (≤ 7 days) and long-term (≥ 7 days) periods of sickness absence.

Methods: The data were gathered in the Health & Safety Executive’s Survey of Workplace Sickness Absence and (ill) Health (SWASH) - 2005/06. An independent research organization administered the survey using telephone interviews (N = 10,193). The respondents were interviewed at home to encourage more open responses. They were asked to think about a period of sickness absence and to state their concern about six issues in relation to their current job. The data were subjected to analyses of covariance to control for age, gender and size of organisations.

Results: The participants averaged 6.4 days sickness absence per year. Other findings showed individuals are more likely to return to work before fully recovered if they have concerns about loss of pay, loss of job, their future employment prospects, the effect on their employers’ business, their boss’s reaction (i.e. if their boss is more sympathetic), and the extra burden on colleagues. These were in respect of short and long-term sickness absence.

Conclusions: The present research found employees return to work before they are fully recovered, when on sickness absence, suggesting that ‘wellness’ may not be the main driver prompting a return to the workplace when individuals experience ill-health. The results support previous research where employees may use presenteeism (coming to work ill or when not fully recovered) rather than absenteeism as a way to cope with ill-health (see Caverley et al., 2007), which may lead to negative consequences for the organization, such as reduced productivity (see Chatterji & Tilley, 2002). One factor that has been seen to influence return to work is adjustment latitude (Johansson, Lundberg & Lundberg, 2006), which may need to be explored by organisations. While presenteeism may not be the most desirable and effective option for organizations, the concept of adjustment latitude may assist individuals and organizations to arrive at an acceptable working situation.
MOTIVATION TO COMPLY WITH HEALTH & SAFETY REGULATIONS: ALTRUISM OR PRESSURE FROM REGULATORY BODIES? AN ASSESSMENT OF THE DSE REGULATIONS

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Objectives: Britain implemented the European Directive 90/270/EEC on working with display screen equipment by the Health and Safety Display Screen Equipment Regulations 1992 (amended 2002), which aims to reduce the risks of ill health associated with Display Screen Equipment (DSE) work, notably musculoskeletal disorders (MSDs), stress and visual fatigue. The present paper explores the motives of employers in implementing changes in the workplace to manage the health and safety risks associated with DSE use.

Method: A cross-sectional study was used to generate self-report data from a stratified sample of employers in Great Britain (N = 1241). The questionnaire covered issues such as: the use of DSE, perceived risks, alterations to workstations, provision of eyesight tests and costs and benefits. A sub-contractor administered the questionnaire using either CATI or online access, and collated the data. The data were analysed using tests of association and descriptive statistics.

Results: Employers were more likely to engage in actions regarding display screen equipment in order to follow good practice (91%), improve the comfort of the employee (91%), protect employees from risks (89%), and comply with the Regulations (85%). They were less likely to engage in actions to reduce the costs of absence (53%), to act on pressure from employees or safety representatives (34%), or to act on pressure from the HSE or local authority inspectors (19%). These results were comparable across industry, size of organisation or sector (public/private). Additionally, most employers noted staff reacted positively to the changes they introduced (69%), they thought that the benefits to the organisation of compliance with the Regulations outweighed the costs (65%) and complying with the Regulations was not onerous (54%).

Conclusions: The present research showed that employers were motivated into acting for somewhat altruistic reasons, and to ensure compliance. Conversely, the regulatory elements of implementing changes were afforded a fairly low priority. The issue of social desirability needs to be considered, as well as their obligation to ensure the well-being of employees. As altruism is considered one of the elements of displaying organizational citizenship behaviour (OCB; Organ, 1988), the employers’ behaviours could be considered as essential in promoting a positive work environment. Research has shown the relationship between public service motivation and altruism (Kim, 2006). Further research is needed to explore the underlying causes of such behaviour.
WHAT ABOUT THE FAMILIES? AN INTENSIVE CASE STUDY ON THE IMPACT OF WORK ACCIDENTS

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Objective: Work accidents constitute an extremely serious problem in our society with several consequences for the injured, colleagues and family. This study tries to fill out an unexplored field concerning work accidents’ consequences for the family. Previous studies (e.g., Gonçalves, 2007) revealed that a work accident is an unexpected event with a traumatic load that can be associated with the development of several psychological disorders, namely, posttraumatic stress disorder, anxiety and depression, at an individual level. There are practical and theoretical evidences supporting the idea that, in general, traumatic and stressor events affect not only the victim but also the family and significant others (Dembe, 2001). In this context, the present study aims to understanding the impact of work accidents in families, i.e., identify the consequences (negative and, eventually, positive changes) of work accidents within the family and couple systems and to analyse how families and couple cope with these changes. A second goal is to conciliate research purposes with counselling support to families, based in the action-research perspective.

Method: Data collection started by a quantitative approach, with questionnaire administration: F-COPES (McCubbin, Olson, & Larsen, 1981; Garcia & Ribeiro, 2007); Love attachment (Matos & Costa, 1997); Marital satisfaction (Narciso & Costa, 1996); PCL-C (Weathers et al., 1993), and Secondary posttraumatic stress disorder (adapted from Buchanan et al., 2006). In a second moment, further data was collected by means of a semi-structured interview. Besides data collection, this interview did intended to provide active counselling support to families, and eventually screening and referring for clinical intervention. The sample was composed by 4 couples in which one of the members had a work accident.

Results & Conclusions: Results reveal the perceived changes due to the work accident, from the point of view of each couple member. Based on the findings, guidelines for evaluation and intervention with families affected by work accidents are proposed.
GIVE AND TAKE: SOCIAL RESOURCES PROMOTE RECOVERY AMONG MANAGERS

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Objectives: There exists ample evidence that perceived social support can contribute to well-being. In addition, recovery is essential for well-being. Nevertheless, the relationship of social support with recovery from work demands is hardly investigated. Moreover, it is not known whether providing support in terms of pro-social success contributes positively to subjective recovery among providers. We assume that perceived support as well as pro-social success promote feelings of recovery that in turn contribute positively to well-being.

Methods: Data analyses are based on a sample of 125 Swiss managers. The overall response rate was 69 per cent. Subjective recovery was measured using a 4-item faces scale (e.g., ‘How well do you recover in general after work?’, ‘… over night?’, ‘… on days off work?’, and ‘… on holidays / in vacations?’). Perceived support was measured using the Caplan et al. (1975) items. Giving support was assessed using the pro-social success scale (Grebner, et al. 2008, e.g., ‘I helped others to succeed’). Seven indicators of well-being were used: psychosomatic complaints, irritation, and inability to switch off one’s mind after work (Mohr, 1991), exhaustion and disengagement (Demerouti & Nachreiner, 1998), and resigned attitude towards the job and job satisfaction (Oegerli, 1984; Baillod & Semmer 1994).

Results: Mediator effects were tested following the procedure of Baron and Kenny (1986). The indirect effect of the IV on the DV via the mediator was tested using Sobel’s test (1982). Recovery fully mediated the negative relationship between supervisor support and resigned attitude, exhaustion, disengagement, inability to switch off, and feelings of resentment. Moreover, the positive relationship between supervisor support and job satisfaction was partially mediated by recovery. The relationship between co-worker support and well-being failed to yield any mediator effects. Moreover, recovery fully mediated the negative association between pro-social success and psychosomatic complaints, resigned attitude, and disengagement. Finally, two partial mediator effects of recovery were found for job satisfaction and feelings of resentment.

Conclusions: To give support and to perceive that one can get support when it is needed can be beneficial for well-being. In addition, perceived supervisor support as well as providing support to other people promotes feelings of recovery after work, over night, and during vacation. Moreover, recovery carries the influence of social support and pro-social success on well-being among managers. In general, resources that promote recovery should receive more attention in research on occupational stress.
THE IMPACT OF POSITIVE AND NEGATIVE EVENTS AT WORK ON FATIGUE AFTER WORK: THE MODERATING ROLE OF SOCIAL CLIMATE

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Objectives: In the past few years occupational stress research has become increasingly interested in (lack of) recovery as a possible mechanism linking daily stress with long term health impairments. Furthermore, occupational health psychology has come to emphasize not only negative but also positive experiences. To better understand the mechanisms involved, diary studies are needed. The current study focuses on daily positive and negative work events as predictors of fatigue at the end of the work day. We predicted that both positive and negative events would affect fatigue, but that the effect of negative events would be stronger. Since the experience of emotions always occurs in an environmental context, this study also investigates how the psychological team climate affects the association of fatigue with negative as well as positive events. We predicted that daily events would have stronger effects under conditions of a poor team climate, as compared to a good team climate.

Methods: The analyses are based on a diary study (6 work days) of 76 white-collar workers. Participants were instructed to report every stressful and pleasant situation they experienced. At the end of each working day they filled in a short questionnaire that included a measure of fatigue by Apenburg (1986). Furthermore, participants completed a questionnaire that asked for more chronic circumstances such as social climate using a scale by Frese and Zapf (1987). General exhaustion was assessed as a control variable.

Results & Conclusions: Multilevel analysis showed that fatigue at the end of work was predicted by the number of negative (sign.) and positive events (marginally sign.). Psychological team climate had no main effect on daily fatigue when general exhaustion was controlled, but it moderated the effects of events in line with our hypotheses. The impact of negative events on fatigue was stronger for people in unfavorable teams, as compared to people in favorable teams. Moreover, the (attenuating) effect on fatigue of positive event was stronger for employees in poor teams, as compared to employees in good teams. These results are important in at least three ways. (1) They show effects of an accumulation of experiences over the day on fatigue at the end of work, corresponding to a mechanism of depleting (negative events) and building (positive events) resources; the stronger effect for negative experiences corresponds to the negativity bias typically found with regard to positive and negative emotions (cf. Fredrickson, 2005). (2) They illustrate the importance of background characteristics for understanding reactions to daily experiences. (3) They specifically underscore the importance of social aspects of work. It seems particularly noteworthy in this respect that not only do negative experiences increase fatigue in an especially strong way when the social climate is poor; but that positive experiences have an especially strong fatigue-reducing effect under these circumstances.
Objectives: Work-related stress is a major cause of absence for British employers yet their legal obligations for managing it are complex and multi-faceted, supported by guidance that is fragmented. By contrast other health hazards benefit from specific regulations supported by either guidance or an approved code of practice. This study attempted to identify a process for regulatory reform that would (i) gain stakeholder consensus, (ii) provide a concise reference point for employers' duties for managing work-related stress, (iii) facilitate effective enforcement of legal obligations, and (iv) maintain redress for claimants suffering psychological injury due to work-related stress.

Methods: The study considered the development of both the civil and statutory aspects of the law regarding work-related stress in Britain. This revealed the diverse and complex nature of the legal obligations that employers have to their employees across a range of areas of law, including health and safety, employment, harassment, disability discrimination, as well as through the tort of negligence. The study also gave consideration to the clinical aspects of stress, such as challenges in creating a definition of a case of stress (Cox, Griffiths, Houdmont, 2006). The study then utilised a qualitative research method to develop the studies proposals. A series of semi-structured interviews were undertaken with representatives of the various stakeholders in the process, including the (i) judiciary and legal profession, (ii) regulatory policy makers and enforcers, (iii) employers and their representative groups, (iv) academics, (v) health, safety and HR professionals, and (vi) trade union representatives. Information from these interviews was analysed and interpreted using template analysis (King, 1998) and mapped on to an initial coding template that was iterated through the process.

Results: Although a common consensus amongst participants was reached about the broad principles of regulating work-related stress, a number of issues were identified including (i) defining an organisational and individual trigger to take action, (ii) the need for specific regulation, (iii) the extent of an employer's duty of care, and (iv) future ownership of national policy and promotion in this area.

Conclusions: The results highlighted that the current legal framework for work-related stress may not be proving effective at controlling its effects on employee health. Reform should consolidate the current preventative, protective and compensatory features into a single entity.
Strong gender segregation within the labour market can be observed; men and women tend to work in very different jobs and in different occupational sectors, resulting in differential exposure to workplace hazards and impacts on occupational health and wellbeing (Messing et al., 2003). The European Commission (2002) in the ‘Community Strategy on Health and Safety at Work 2002-2006’ included the integration of gender (i.e. gender mainstreaming) into occupational health and safety activities as a key objective and priority for future action. The European Agency of Health and Safety (2002) further emphasises the need to mainstream gender into risk assessment for occupational health and safety; reinforcing this issue as a key priority for future action. Currently, within the context of the EU, gender issues and differences have been ignored in policy, strategies, and actions (European Agency, 2002).

Objective: The objective of the current research endeavour is threefold: namely, to examine the degree and extent to which gender is addressed in strategies to manage and prevent psychosocial issues and work-related stress; yield an assessment of intervention experts’ perceptions surrounding issues of gender and their ascribed importance; and the identification of key gender differences needing to be addressed in psychosocial risk management, as indicated by experts.

Method: A systematic review of best-practice interventions (including primary, secondary and tertiary) from across Europe was conducted. Authors of identified interventions were recruited via email to participate in a semi-structured interview. Experts identified had a concentrated expertise and knowledge in the design, implementation and evaluation of interventions. Experts were asked “Has the intervention [you have designed, implemented, and/or evaluated] been useful in addressing gender issues? If so how?”, “Do you think that gender differences are important to address in work-related stress interventions? If so, how?”, and “What gender issues do you think are important to address in work-related stress interventions?” Telephone interviews were conducted, recorded, and subsequently transcribed.

Results: A total of 32 interviews were conducted (47% female; n=10 primary, n=12 secondary, and 10= tertiary – level intervention experts) from 15 European countries: U.K., Germany, Netherlands, Denmark, Norway, Sweden, Poland, Italy, Portugal, International, Finland, Ireland, Switzerland, Spain, and Belgium. Discourse analysis will be used to analyze the collected data. The analysis of the data is currently ongoing and results pending.

Conclusion: Results and implications will be discussed.
LEADERSHIP AND LEARNING CLIMATE

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Objective: The aim of this study was to investigate the relationship between leadership and psychological learning climate.

Methods: A sample consisting of 1061 participants completed the Learning Climate Questionnaire (LCQ) and the Multifactor Leadership Questionnaire (MLQ). Leadership dimensions used in the study were the following: transformational, transactional and passive-avoidant leadership. Transformational leadership implies the leader being an inspirational role model, using inspirational motivation and intellectual stimulation, and considering the needs of each individual follower. Transactional leadership consists of exchange of rewards between leader and follower, while passive-avoidant is characterized by neglect or avoidance of leadership responsibilities. Based on theory and prior research, the following aspects of learning climate were chosen for further investigation; Time, autonomy, team style, opportunities to develop and guidelines.

Results: The results from a path analyses revealed several interesting findings. Significant paths were found between Transformational leadership and autonomy ($\beta .45$), team style ($\beta .15$), opportunities to develop ($\beta .48$) and guidelines ($\beta .13$). Significant paths were also revealed between Transactional leadership and time ($\beta .15$), autonomy ($\beta -.21$), team style ($\beta .16$), and guidelines ($\beta .20$). Finally, significant paths were found between Passive-avoidant leadership and time ($\beta -.40$), autonomy ($\beta -.08$), team style ($\beta -.30$), opportunities to develop ($\beta -.12$) and guidelines ($\beta -.21$).

Conclusions: The findings revealed different patterns of relationships between Transformational, Transactional and Passive-avoidant leadership and aspects of the learning climate. Implications of the findings will be discussed.
HEALTH PROMOTING ACTIVITIES IN STATOILHYDRO ASA – A PRACTICAL EXAMPLE OF FOLLOW-UP AT THREE INTERVENTION LEVELS

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Objectives: Spring 2005, the Vice President in a unit of 120 employees found several causes of concern: The employee’s well-being was declining, several employees and managers were on sick-leave due to work-related stress and turn-over was high. Occupational Health Personnel (OHP) agreed to start a health promoting project in the unit with interventions at several levels. The Annual work environment survey (Nov. 2004) indicated the following focus areas: competence development, workload, work/private life balance and well-being

Methods and results: A steering group controlled the process.

Primary level: The OHP team conducted in-depth interviews on a representative selection (1) and found further focus: Uneven spread of tasks, Insufficient/non-systematic training of personnel, Non-compliance to internal requirements. The OHP team then facilitated Focus Groups (1) that created action plans: Implement system for prioritization of work tasks, Implement systematic training program for new employees, Systematic competence and carrier development, Mandatory training program on internal requirements The Management Team was followed closely during the following year. Secondary level: Presentations: psychosocial hazards and work-related stress – with main focus on awareness of signals and importance of communication with surroundings, ergonomics – with main focus on training and learning with individual follow-up. Folder: Burn-out. Tertiary level: The best available office equipment fit to special work tasks was provided. To encourage physical activity, a weekly work-out program was initiated. All employees was invited to fill out the Bergen Burnout Indicator (2,3) (Norwegian adaptation of MBI) to ensure that the ones in danger of burnout was followed up. Employees at Risk were followed up by the company doctor individually.

Evaluation: The interventions initiated by the focus groups were evaluated with focus on the process of implementation during the first year (4). Final evaluation was conducted by the management team spring 2007 and showed progress in the areas that initially had been the cause of concern:

1. Well-being increased
2. Decreased workload and spillover effect into private life
3. Systematic competence development was implemented
4. It was accepted to address problems due to workload and work-related stress.

Conclusions: The long term commitment from the management team was key success factor of this project. This was based on the fact that the OHP team followed them closely at all intervention levels, and gave them an assurance that what they did added value, through the evaluation processes and follow-up of risk groups.
STAGES OF HEALTH BEHAVIOUR CHANGE IN WORKPLACE HEALTH PROMOTION

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Stage theories are used to investigate stage-specific interventions for health-protective behaviour. Stage theories of health behaviour change construe discrete, qualitatively different stages. Interventions can either be matched or mismatched for each stage. Compared with mismatched interventions matched interventions are more successful to promote movement into the next stage. Mismatched interventions have either no effect or give irrelevant information that might cause reactance or incomprehension in the individual. Frequently used stage theories like the Transtheoretical Model of Behaviour Change (TTM) or the Precaution Adoption Process Model (PAPM) focus on the classification of individuals regarding their current stages and individual-specific interventions. However, workplace health promotion predominantly focuses on target groups or whole organisations and uses “one-size-fits-all” interventions. Therefore, workplace health promotion often fails due to inadequate interventions. Stage theories, however, might have the ability to categorise work groups regarding their stage and promote successful stage-based interventions. This study is a first step towards an investigation of stages of health behaviour change in workplace health promotion.

Objectives: Stages of health behaviour change, employees’ and supervisors’ readiness to modify health behaviour in their workplace as well as their request for organisational relief depending on the individual’s current stage of health behaviour change were examined.

Method: A questionnaire study was carried out to measure the current stage of health behaviour change (precontemplation, contemplation, action, maintenance) of employees in different fields of health behaviour. The questionnaire also assesses the readiness to modify health behaviour in the workplace. A second questionnaire was applied to measure the current stage of behaviour change of supervisors. The questionnaire also contains the current stage of behaviour change to promote their employees’ health.

Result: As expected, stages of health behaviour change predict readiness for behaviour modification and the request of organizational relief. E.g. employees in the contemplation-stage want organisational relief whereas employees in the action-stage don’t. Most supervisors are either in the action- or in the maintenance-stage to promote their employee’s health.

Conclusion: The results show that stages of health behaviour change should be recognised as an important factor for workplace health promotion. Companies should pursue target group-specific strategies for planning health promotion programs in the workplace.
STRESS REDUCTION AT THE WORK-FAMILY-INTERFACE: THE ROLE OF POSITIVE PARENTING

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Objectives: Working parents encounter a variety of conflicting duties in their work and family lives which often results into stress and a reduced quality of life. The present study examined the efficacy of a parenting program (Workplace Triple P) especially designed for the needs of employed parents, covering topics such as positive parenting, stress management, and balancing work and family life. The program is a group training and aims to reduce conflicts and stress at the work-family interface by targeting family risk and protective factors and assisting parents to better manage competing work and family demands.

Methods: More than 100 working parents with children aged between 2 and 10 years (M = 5.7; SD = 2.2) signaled interest in our study. 117 parents (92 mothers and 25 fathers) were randomly assigned to the treatment (Workplace Triple P) or waitlist-control condition. On average, the participating parents were 38.8 years old (SD = 5.3) and worked 27.6 hours per week (SD = 10.3). 102 parents lived together with their children and a spouse or partner, whereas 13 lived alone with their children. The German short version of the Depression Anxiety Stress Scales was used to measure individual stress. Work-related stress was assessed with the use of the subscale ‘work overload’ of the Trierer Inventory for the Assessment of Chronic Stress. Parenting style was measured with the German Version of the Parenting Scale consisting of the three subscales overreactivity, laxness, and verbosity. Moreover, parenting self-efficacy was surveyed with the German version of the efficacy subscale of the Parenting Sense of Competence Scale. Additionally, we assessed occupational self-efficacy.

Results: After the intervention, parents from the treatment condition, compared to those from the waitlist-control condition, reported a significant reduction in individual and work-related stress. Additionally, they reported a significant improvement in parenting (reduced overreactivity and verbosity) and a significant higher level of self-efficacy concerning the management of home and work responsibilities.

Conclusions: This study shows that Workplace Triple P helps parents to enhance their work-family balance by strengthening parenting competence and the parents’ ability to cope with stress in different life domains. This cost-effective group training can easily be implemented into family friendly organizational resources and thus contributes to workplace health promotion and human resource development.
Objective: Within the last decades, labour migration movements have strongly affected Europe. While empirical studies have demonstrated an increased risk of poor physical and mental health for immigrants, to date few studies have focused on psychosocial working conditions and immigrant worker’s well-being. The aim of this study was, first, to investigate whether immigrant workers experienced poorer psychosocial working conditions and well-being than their German coworkers and, second, to test differences in the association of psychosocial working conditions with well-being.

Method: Immigrant (n=89) and German workers (n=146) who performed equivalent tasks in a German mail service company were surveyed. To investigate psychosocial working conditions, we applied scales of the German instrument for stress-related job analysis (ISTA), which assesses task-related stressors and resources, e.g., uncertainty, time pressure and job control. In addition, daily hassles, social isolation, customer stressors, and coworker and boss support were measured. To assess well-being two scales on job strain and psychosomatic complaints were applied.

Results: In both groups, the majority of workers were men with a mean age of 36 years. On average, they had worked for the company for 10 months. Most immigrant workers had a Turkish background (37%), followed by Eastern Europeans (18%) and Africans (15%). When testing our first question, ANCOVAS showed that immigrant workers experienced more daily hassles, social isolation, and customer stressors than their German coworkers. Yet, they did not report poorer well-being. When testing our second question, hierarchical regressions revealed that the association of stressors with well-being is generally stronger for German workers. On part of the resources boss support was more positively associated with well-being for immigrant workers. Moderated regressions indicate differences in the role of resources, e.g., with job control being only relevant for German workers and coworker support being more effective for immigrant workers.

Conclusions: Findings revealed that despite higher levels of social resources, immigrant workers did not report poorer well-being. This ‘healthy immigrant effect’ has been found in earlier studies and could result from different expectations or a high amount of personal resources among immigrant workers. The results suggest that intercultural stress management interventions should focus primarily on the improvement of the social work environment, for example through team interventions. Prevention strategies should aim at targeting the entire workforce, but at the same time address the specific needs of immigrant workers.
ACCULTURATION STRATEGIES, MULTICULTURAL PERSONALITY TRAITS, AND EMPLOYMENT DECISION

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Objectives: A number of studies have suggested that hiring decisions tend to be biased against applicants with minority backgrounds. The present study investigated if Norwegian managers were more willing to hire a Norwegian applicant when given a choice between a foreign and two Norwegian equally qualified applicants. Further, we investigated if the judgements of managers were influenced by the foreign applicants’ acculturation strategy. We also investigated whether the personality characteristics of the managers were related to their willingness to hire the foreign applicant.

Methods: A total of 436 Norwegian managers participated in the study. The managers were introduced to a resume from the interview of three applicants. One of these applicants was slightly manipulated into three different versions. The text describing the manipulated candidate was designed in order to reflect the applicants’ nationality, acculturation style, and the five dimensions of the five-factor model for personality. The description of the candidates was also designed in such a way aiming at evoking latent biases against immigrant applicants in the participants. The managers were asked to rank the best suited and second best suited candidate for a job in their own organization. All managers also completed the Multicultural Personality Questionnaire (MPQ). Five personality factors are assessed with the MPQ: Cultural Empathy, the capacity to identify with the feelings, thoughts and behaviour of individuals from other cultures. Open-mindedness, the capacity to be open and unprejudiced, Social Initiative, the tendency to approach social situations actively and to take initiative, and Emotional stability, the degree to which people tend to remain calm in stressful situations (Van der Zee & Oudenhoven, 2001). The MPQ scales have shown meaningful correlations with the five factor model measured by the NEO-PI (Van der Zee & Oudenhoven, 2001).

Results: There were no differences in the managers’ willingness to rank the Norwegian applicant, and the Turkish applicant who seemed integrated in the Norwegian society, as the best suited candidate. However, the managers’ willingness to rank the Turkish applicant who seemed less integrated in the Norwegian society was significantly lower. The study suggests that managers’ perceptions of the foreign applicants’ acculturation style influence the applicants’ chances of being hired. Further, we found that the personality dimensions like Cultural Empathy, Open-mindedness and Emotional Stability in managers were related to their willingness to hire a foreign applicant in their own work unit.

Conclusions: The findings are relevant for understanding discrimination in multicultural employment settings.
THE DESIGN OF CASE DEFINITIONS FOR
WORK-RELATED STRESS IN LARGE-SCALE
WORKFORCE SURVEYS IN BRITAIN:
IMPLICATIONS FOR POLICY AND PRACTICE

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Objectives: The British government uses findings from large-scale, nationally representative, workforce surveys on work-related stress to shape policy and practice on tackling this challenge to occupational health. At the same time, the findings from such surveys are important for measuring progress toward national improvement targets. Both these applications highlight the importance of reliability across surveys in terms of the prevalence estimate that they generate. To achieve a reliable indication across surveys of the scale of the problem, it is important that a consistent approach is taken not only in relation to survey design and administration but also in relation to the design and operationalisation of case definitions used in surveys as the basis for measurement. The objective of this study was to investigate i) consistency in reported prevalence rates for work-related stress identified through such surveys and ii) the theoretical foundations of case definitions for work-related stress used in those surveys as the basis for measurement.

Methods: A systematic literature review was conducted of large-scale, nationally representative workforce surveys in Britain published between 1997 and 2007. The review methodology captured published studies using the PsychINFO, EMBASE, ASSIA and Web of Science electronic databases. Data were extracted on prevalence rates obtained and case definitions used as the basis for measurement.

Results: Fifteen surveys met the inclusion criteria. Across the surveys, considerable variability was found in terms of prevalence: rates ranged from less than 1% to 27%. The surveys clustered into three categories in terms of the prevalence rates they generated. Category membership appeared to be broadly contingent upon the type of case definition used. The surveys used a variety of different case definitions for work-related stress informed by a host of contrasting theoretical models or, in some cases, no theoretical model.

Conclusions: It was concluded that inconsistencies in case definitions for work-related stress employed in the surveys, in tandem with methodological differences in survey design and administration, are likely to account for the variance in prevalence estimates. This inconsistency makes it difficult to assess whether government targets for the alleviation of the burden of work-related stress are likely to be met. It may also contribute to stakeholder disagreement on the scale of the work-related stress problem and hinder policy initiatives on tackling the challenge to occupational health presented by work-related stress. Overall, the findings highlight the imperative for the development of theory-based case definitions for work-related stress that are acceptable across stakeholder groups for use in future large-scale surveys.
THE ENGLISH PERSONAL INJURY CASE
DEFINITION AS IT APPLIES TO WORK-RELATED
STRESS: CHALLENGES OF STRUCTURE AND
APPLICATION

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Objectives: Personal injury litigation for work-related stress in England has been identified as an important influence upon organisational activities on tackling work-related stress. However, the case definition used in claims for work-related stress has been identified as confusing, difficult to apply in practice and in need of reform. This study attempted to identify problematic aspects of the case definition with a view to the generation of (i) recommendations for its development and, (ii) guidance for stakeholders on its interpretation and application.

Methods: Court judgments from personal injury claims for work-related stress provided the source of evidence. These revealed detailed information on the views of the judiciary as well as the defendant and claimant counsel on the interpretation and application of the case definition. Judgments were considered as a source of evidence where (i) they pertained to a claim for injury arising out of work-related stress in which an English court had passed judgment and (ii) judgment had been passed in the period 2002-2007. Judgments were identified through interrogation of online legal databases including those of the British and Irish Legal Information Institute (BAILII) and Lawtel using keyword search terms. Problematic aspects of the case definition were defined as those where the judgment revealed (i) disagreement between parties, (ii) disagreement between different courts, (iii) explicit reference by the judge to an aspect of the case definition as being problematic and (iv) contrasting opinion within the judgment on how the courts had dealt with a previous claim.

Results: 28 claims met the inclusion criteria. Analysis revealed a host of issues associated with three components of the case definition: foreseeability, breach and causation.

Conclusions: The results highlighted the imperative for the development of guidance for stakeholders on interpretation and application of the case definition. Moreover, they pointed to the need for case definition reform. In view of the case definition’s psycho-legal status (i.e., both psychological and legal factors must be present for a successful case assessment), it is recommended that research evidence from occupational health psychology and related fields could usefully be applied in these endeavours.
DISCRIMINATION OF FIVE DIFFERENT FORMS OF WORK SATISFACTION BY EFFORT-REWARD IMBALANCE, WORK ENGAGEMENT, AND CONTROL AT WORK

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Objectives: Work or job satisfaction is a popular measure in work related research and practice, and a common element in employee surveys. Mostly, short scales are used assessing overall work satisfaction, but they tend to provide little specific guidance for work related interventions, which aim to increase work satisfaction levels. As a promising alternative, the model of Bruggemann (1976) proposes five different forms of work satisfaction: Progressive work satisfaction, stabilized work satisfaction, resigned work satisfaction, fixated work dissatisfaction, and constructive work dissatisfaction. Yet, empirical research on this model is limited. Therefore, the main research question of this study is to explore whether the five forms of work satisfaction can be discriminated by effort-reward imbalance and control at work as selected key health determinants at work by work engagement as a key predictor of individual job performance. The overarching aim of this study was to search for key indicators that can guide occupational health management interventions. Implementing occupational health management in companies requires indicators on both health relevant working conditions to be improved and on performance related job attitudes as key outcomes from a company perspective.

Methods: Data has been collected with a cross-sectional survey in nine companies (n=390). The employee survey contains items on working conditions and items on effort-reward imbalance (ERI, Siegrist, 1998), work engagement (Utrecht Work Engagement Scale, UWES, Schaufeli & Bakker, 2003), control at work and work satisfaction (according to Bruggemann, 1976). The five types of work satisfaction are going to be discriminated by discriminant analysis, investigating differences between the types.

Results: First results will be available at the conference.

Conclusions: If the five types of work satisfaction according to Bruggemann can be well discriminated by effort-reward imbalance, control at work and work engagement, it could serve as important and meaningful indicator for the planning of interventions in the context of occupational health management.
ILLEGITIMATE TASKS: EFFECTS ON WELL-BEING OVER TIME

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Objective: Illegitimate tasks are a new stressor concept. It refers to tasks that violate norms about what can reasonably be expected from a person in a given job (Jacobshagen, 2006). We postulate that illegitimate tasks, representing a special case of unfairness, offend one's professional identity, and thus, the self (Semmer, Jacobshagen, Meier, & Elfering, 2007). Our goal was to show the usefulness of the new concept by going beyond existing cross-sectional evidence (Semmer, Jacobshagen, & Meier, 2008), demonstrating that illegitimate tasks predict well-being over time.

Methods: 167 Public sector employees in Switzerland were asked to fill in a questionnaire three times, with a time lag of 6 months each. Illegitimate tasks were assessed with the Bern Illegitimate Tasks Scale (9 items; Jacobshagen, 2006), which asks to what extent participants have to carry out tasks they consider unreasonable or unnecessary. Well-being indicators were a) Feelings of Resentment towards the organization (Geurts, Schaufeli, & Rutte, 1999), b) resigned attitude towards work (Bruggemann, 1974), and c) organisation-based self-esteem (Pierce, Gardner, Cummings, & Dunham, 1989). Data were analyzed with multiple regression analysis, controlling for age, gender, and the dependent variable at baseline.

Results: Illegitimate tasks display considerable stability ($r_{12} = .68$, $r_{23} = .69$, $r_{13} = .57$). Feelings of resentment were predicted for each 6 months time lag, with betas = .26 and .28, respectively; resigned attitude towards work was predicted for each time lag (betas = .22, .24, .22), and organisation-based self-esteem was predicted for the 12-month time lag (beta = -.17).

Conclusions: Illegitimate tasks predict a) an indicator of high emotional arousal (feelings of resentment) over a rather short time frame of 6 months, b) diminished organization-based self-esteem over a longer time frame of 12 months, and c) a resigned distancing from one's work over all time frames. These longitudinal results confirm the existing cross-sectional evidence and indicate that illegitimate tasks are a powerful stressor that should be considered in future research. As all three dependent variables involve feelings and attitudes toward one’s work, the effects of illegitimate tasks are not confined to the individual but are damaging for the organization as well. Our results therefore have clear practical implications as well, arguing for considering the legitimacy of the demands involved in tasks that are being assigned.
A PARTICIPATORY APPROACH TO PROMOTING PSYCHOSOCIAL HEALTH AT WORK – DEVELOPING THE INFORMING, COUNSELLING AND ADVISING (ICA) PRACTICES OF OCCUPATIONAL HEALTH PSYCHOLOGISTS

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Objectives: Informing, counselling and advising (ICA) in Occupational Health Services (OHS) refers to the educational activities by which occupational health personnel facilitate the learning of individuals and organizations on health and safety issues. This study deals with developing ICA practices by OHS in the context of an action research.

Methods: The action research conducted in co-operation with six OHS units and their client organizations in 2006-2007. The study consisted of development processes containing learning sessions for the OH personnel and researchers, and the tasks to be carried out in-between the sessions by the OH personnel and their clients. The data included questionnaires and interviews before and after the process, minutes of sessions and the good ICA practice developed in the process. Here we focus on the ICA development process of an occupational health psychologist (OHP) and her client organization; the nursing staff at a university hospital.

Results: During the process, OHP developed an ICA matrix for planning health education on all levels of the client organization. She and the nursing staff also drew up a list of ICA contents that help to understand the meaning of ageing for work ability and enhance interaction between different generations in the work community.

Conclusions: The results confirmed that the focus of health education and communication in the work of OHPs is on individual employees, although often the impact of ICA would be more significant if it also reached those organizational stakeholders with discretion in decision-making. Action research, as a method, helped the clients to perceive and define their health needs and to understand the role of the OHP.
BUILDING A SYSTEMIC MODEL FOR MANAGING OCCUPATIONAL HEALTH

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Objectives: Occupational Health Management (OHM) is the continuous participatory analysis and optimisation of organisational structures and processes that have a direct or indirect impact on the health of the employees and thus influence the organisation's business outcomes (Bauer & Jenny, 2007). To advance OHM in the field and win companies for this salutogenic optimisation process, researchers and practitioners need to connect better to the existent organisational structures and processes. Therefore, OHM should ground on an explicit model of a salutogenic organisation.

Methods: We drafted an organisational model as frame of reference for companies, practitioners and researchers collaborating in OHM projects (Bauer & Jenny, 2007). The model builds on the knowledge of occupational (health) psychology and emphasises the key role of optimising organisational management practices for developing health at work. OHM should be an integral part of an organisational system sustaining and developing itself in continuous interaction with its environment and within itself, just like individuals. This idea of self-managing organisational systems corresponds to the New Management Model of St. Gallen (Rüegg-Stürm, 2006), which is committed to structuration theory, a systemic viewpoint, social constructivism and organisational ethics. Based on this generic management model, we focus on those elements relevant to health and OHM, and drafted a systemic-salutogenic Model of OHM.

Results: The model selects those factors particularly relevant to the on-going salutogenic development of the organisation and of its members, called salutogenic practices. Salutogenic practices can be explicit or implicit, being associated to health directly or indirectly (Bauer & Jenny, 2007). In order to build up the capacities for becoming a salutogenic organisation ready for continuous improvement, OHM should be conducted by the company itself, supported by external OHM consultants only as needed.

Conclusions: Depending on the status of the organisational system, implementation of OHM can be a profound reorganisation, introducing new structures and processes as well as cultural change, or it can be a focused optimisation of the system, building on existing quality circles and optimisation processes (Rüegg-Stürm, 2006). Particularly in the first case, support by OHM consultants is needed to facilitate change. As external intervention system, they are temporary agents that make the system aware of health issues and their connection to performance outcomes.
THE INFLUENCE OF PSYCHOSOCIAL WORKING CONDITIONS ON FULL, PARTIAL OR NO RETURN TO WORK AFTER LONG-TERM SICKNESS ABSENCE

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Objective: Partial return to work (RTW), after an initial period of full-time sick leave, has become more common in Sweden during recent years. The expectations of partial RTW are that employees with reduced work ability can return to active work, and that partial RTW will promote and lead to early full-time RTW. The aim of this study was to describe the frequency of full, partial and no return to work (RTW) after long-term sick leave and to ascertain the influence of mental work demands, decision latitude and social exclusion at the workplace, reported before the onset of sick leave, on RTW.

Method: The study group consisted of 853 employees in the public sector in Sweden, mainly women, with at least one sick-leave spell lasting 28 days or more. The most common disorders were musculoskeletal problems, especially neck/shoulder pain and low back pain and mental distress, especially depression and burnout syndromes. The proportion of full-time, partial or no RTW was recorded two years after the onset of sick-leave. Self-rated health, work ability and psychosocial working conditions were assessed by questionnaire before the onset of sick leave.

Results: With respect to disorders, 74% of those with musculoskeletal disorders, 77% of those with mental disorders, and 85% of those with other disorders, were back in work, full-time or partially within two years. The lowest rate of full-time RTW, 56%, was observed for those with mental disorders. On the other hand, those with mental disorders had the highest rate, 21%, of partial RTW. A relaxed work situation, a combination of low demands and high decision latitude, reported before the onset of sick leave, increased the odds for full RTW (OR 2.72) and for partial RTW (OR 2.42). Social exclusion, social support and poor leadership reported before the onset of sick leave were not associated with full or partial RTW.

Conclusion: Partial RTW is one way back to full RTW, but also operates as a long-term solution for remaining in active work. Promoting a relaxed work situation, a combination of low demands and high decision latitude, presumably supports both full and partial RTW after long spells of sick leave.
KNOWLEDGE DEVELOPMENT AND CONTENT IN OCCUPATIONAL HEALTH PSYCHOLOGY: A SYSTEMATIC ANALYSIS OF THE JOHP AND WORK & STRESS

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Objective: The nature of work has changed rapidly in the past decade due to economic and social developments such as globalisation of economic and business practices, workforce diversity, and rapid advancement of technology. Out of these changes, a fundamental question arises: “is our knowledge up-to-date and able to accommodate these changes and their implications for occupational health”?

Method: With this question in mind we assessed the scope and content of knowledge in OHP by systematically analyzing all of the journal articles in the most influential journals, Journal of Occupational Health Psychology (N = 302) and Work & Stress (N = 280) from 1996-2007.

Results: We found OHP research primarily focused on work factors (15.1%, JOHP; 8.8%, W&S), e.g. workload, individual influences (16.8%, JOHP; 12.5%, W&S), e.g. motivation, and a combination of work and individual contextual factors (36.8%, JOHP; 35.0%, W&S). Most studies were conducted in industrialised nations (e.g. North America 56.2% in JOHP, 17.1% in W&S; Europe 34.2% in JOHP, 67.7% in W&S), with urban participants (69.5% in JOHP, 69.7% in W&S). Cross-sectional designs were the most dominant (59.9%, JOHP; 67.7%, W&S), with longitudinal studies less common (22.8%, JOHP; 14.8%, W&S). Finally intervention studies only accounted for 7.5% of studies in JOHP, and 6.1% in W&S. These patterns of research and knowledge development highlight the socio-geographically located nature of knowledge development in OHP, and the propensity to look at the individual and job context rather than up-stream factors such as the influence of government policies.

Conclusions: We hope that this up-to-date account of knowledge development will lead to valuable new insights for OHP researchers and policy makers to utilize to improve the scope of research and quality of workers’ lives.
FIRST LINE VS. SENIOR MANAGERS: CONCURRENT INFLUENCES ON JOB CHARACTERISTICS AND EMPLOYEE WORK-RELATED OUTCOMES

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Objectives: A lot of attention to-date has been directed towards the role of the line manager for employee work-related health and well-being (Nielsen et al., 2008; Yarker et al., 2007, 2008; Nyberg et al., 2005). This is well-justified, since line managers are the most immediate and salient persons in employees' work environment and most likely to have a direct influence on employee behavior (O'Driscoll & Beehr, 1994; Kozlowski & Doherty, 1989). However, research has overlooked the possible concurrent impact of senior management. Organizational practice has recognized senior management as a key driver for promoting occupational health (Cox et al., 2007b; Kohler & Munz, 2006; Kompier et al., 2000), because it has the power to influence the organizational agenda, policy and strategy. The Corporate Culture Health Transaction Model (Bernin, 2002) places top management as an indirect influence on employee outcomes, due to its impact on organisational norms, values, and structure. This study examined the extent to which the relationship between managerial behaviours impacts on perceived job characteristics and work-related health outcomes, concurrently for line and senior managers.

Method: Non-managerial male shop floor workers (N=311, M age=45.33, sd=9.41, M tenure=19.61, sd=11.81) completed a cross-sectional survey on managerial behaviours (simultaneously assessing line and senior managers), work characteristics (job control, job demands, relationships with colleagues, physical work environment, work-life balance, bullying), and work-related outcomes (job satisfaction, self-reported health, worn-out, days of absence). Structural equation modelling was used to examine the direct and indirect effects of managerial behaviours on work-related outcomes through job characteristics, and the unique effects of first line and senior manager behaviours.

Results: First, a full mediation model was fitted, with the managerial behaviors predicting the job characteristics which predicted the three work-related outcomes. This provided good fit to the data ($\chi^2(46)=54.13, p=0.19$). A model of partial mediation did not provide an improvement ($\Delta\chi^2(2)=5.11, p=0.95$). The full mediation model was retained (RMSEA=0.02, GFI=0.97, TLI=0.96, CFI=0.99). Line manager behaviors had indirect effects on worn-out (via bullying), absence (via job demands) and job satisfaction (via job control). Senior manager behaviors impacted on worn-out (via work-life balance) and job satisfaction (via job control) explaining between 7 and 21% of the variance in the outcomes. Two unique effects models were tested separately for line and senior manager behaviors ($\Delta\chi^2(2)=31.06, p<0.00$). Model fit was acceptable but far from optimal. Overall, line manager behaviors explained more variance in job characteristics and outcomes than senior manager behaviors.

Conclusions: This study enriches our understanding of the role of managerial behaviors on employee work-related health. It (i) shows that both line and senior manager behaviors together influence bottom-line employee work-related outcomes, through different mechanisms, (ii) provides some support for the Corporate Culture Health Transaction Model (Bernin, 2002), (iii) indicates that a sole focus on the line manager may not be the most effective way of utilizing resources for improving work-related health. The results suggest the need for integrating leadership theory with occupational health theory.
PTSD AND DEPRESSION AMONG VETERANS WITH SPECIAL REFERENCE TO 9/11 AND OPERATION IRAQI FREEDOM

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The veteran population has a higher incidence of PTSD and depression than the general population. Visions and details of national or worldwide war stirs up an internal war in veterans, manifested as nightmares, panic attacks, anger, emotional withdrawal, somatic symptoms and depression.

Objective: To examine the incidence of PTSD and depression in male & female veterans with special reference to the September 11th World Trade Center attack and Operation Iraqi Freedom. This is a retrospective descriptive study utilizing aggregated data from the period of September 11, 2000 to April 1, 2003.

Method: New patients enrolled in the primary care internal medicine clinics at VAMC, Northport,NY. There were 156 female and 6119 male primary care patients enrolled in our center from September 2000 to September 2001; 148 female and 4326 male primary care patients enrolled from September 2001 to September 2002; and 105 female and 2700 male primary care patients enrolled from September 2002 to April 1, 2003. We compared the incidence of depression, anxiety and PTSD in the year preceding the WTC collapse to that following 9/11 and the start of Operation Iraqi Freedom.

Results: Of the six thousand one hundred and nineteen males seen in the year September 11, 2000 to September 11, 2001, 3604 (59%) males were diagnosed with depression, 1402 (23%) with anxiety, and 1337 (22%) with PTSD. Of the 156 females seen in the same year, 148 (95%) were diagnosed with depression, 52 (33%) with anxiety and 32 (21%) with PTSD. Of the 4326 males seen in the October 2001 to September 30, 2002, 3781 (87%) males were diagnosed with depression, 1479 (34%) with anxiety, and 1396 (32%) with PTSD. Of the 148 females seen in the same year, 130 (88%) were diagnosed with depression, 70 (47%) with anxiety, and 46 (31%) with PTSD. From October 2002 to April of 2003, 2700 males and 105 females were seen at the VAMC Northport. 2679 males (99%) were diagnosed with depression, 1279 (47%) with anxiety and 1204 (45%) with PTSD. Among females 103 had depression (98%), 39 (37%) had anxiety, and 44 (42%) had PTSD. Of note, talk of war started around November 2002 and by January 2003 Operation Iraqi Freedom was a certainty.

Conclusions: The incidence of depression and PTSD among veterans is higher than previously thought. There is a significant increase in the incidence of depression, PTSD, and anxiety in veterans since the advent of 9/11. War seems to have aggravated symptoms more in male veterans than female veterans probably because although women are trained in combat, few are actually placed on the front line in battle. Both events were highly publicized through newspaper, radio and television, with graphic photography and veterans were unable to remain ignorant to either event. Our study conclusively shows that there should be strategies in place during wartime events, natural disasters, and terrorist attacks to protect veterans at such times.
STRESS-RELATED JOB ANALYSIS FOR HOSPITAL PHYSICIANS: DEVELOPMENT AND VALIDATION OF AN INSTRUMENT

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Empirical studies have revealed a variety of stressors and resources related to the working conditions of hospital physicians, such as long working hours, the interaction with desperately ill and dying patients as well as social support from colleagues and supervisors. These stressors and resources have an impact on the physicians' health, their job performance, and the quality of patient care.

Objective: The aim of this study was to develop and validate an instrument for stress-related job analysis which may help to improve physicians’ psychosocial work environment in the long term.

Method: The study has been conducted in multiple steps using different qualitative and quantitative approaches. First, the current situation of hospital physicians was analysed in 13 interviews and 3 job observations with physicians from different medical fields (e.g. gynaecology, anaesthesia and radiology). Based on these preliminary analyses, an instrument – a self-report questionnaire and a measurement for job observation – was developed and further refined in 13 interviews and 18 job observations with a heterogeneous group of physicians. In a pilot study 45 physicians were surveyed. Currently, the main study with about 1000 physicians is being conducted.

Results: The results of the interviews and observations of the first steps of the study reveal various stressors and resources. Some of them are well-known from previous studies, e.g. time pressure and interruptions. However, there are several other stressors which are particularly important for the work situation of physicians, e.g. deficits in the complex labour organisation and communication lines in hospitals, as well as an imbalance between the physicians' high responsibility and a shortage of organisational resources. Furthermore, participation, respect, unfairness and further education are relevant issues. Initial statistical analyses have shown the following results: The reliability for all questionnaire subscales varies between .66 and .92 and is estimated satisfactory to good. To validate the questionnaire for the stress-related job analysis, the results for the working conditions and for the physicians' psychological and physical state of health were correlated: There are highly significant correlations between overload and emotional exhaustion as well as unfairness and emotional exhaustion. The correlations between overload and job strain as well as emotional dissonance and job strain are highly significant. Finally, the physicians' personal accomplishment correlates highly with participation and with the conditions for further education.

Conclusion: The methodical approach and benefits of the instrument will be discussed.
OVER THE LINE: MANAGERS’ EXPERIENCES OF A LABOR STRIKE

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Objectives: Although there have been a number of studies documenting the experiences of striking union members, there has been little or no attention paid to the experiences of managers during a strike. This is an important omission because managers are often on the front lines of a strike having to pass through a picket line each day. Moreover, managers are responsible for getting the workplace “back to normal” at the cessation of strike activity. Our goal in this study was to explore managers’ experiences during a labor strike and their implications for both managers and the organization.

Method: Participants for the current study were 10 managers selected according to a system of purposive sampling for variation. Data were collected in the midst of a bitter four month strike. Individual interviews were conducted to gather detailed information concerning managers’ perceptions of the workplace prior to the strike, experiences during a strike and expectations for return to work.

Results: As expected, managers’ experiences during the strike reflected both the polarization of attitudes and patterns of conflict as documented in the union literature. Managers did not expect the level of conflict, seeing the dispute as a political one between the union and “the company” but experiencing a level of personal hostility that was unexpected. Although not hypothesized, managers also experienced the switch in job duties (i.e., from managerial to performing the tasks of striking workers) as a pleasant change from their normal activities. Managers anticipated that the return to work would be characterized by a rigid adherence to workplace policies with little of the collegiality that had characterized pre-strike relations.

Conclusions: This study addressed a gap in the industrial relations literature by considering managers’ experiences during a strike. The results show that there is a high cost for managers during a strike. Although managers found satisfaction in the work they performed during the strike, they and their families became targets for aggressive acts by strikers. Managers experienced stress and polarization of attitudes stemming from the personal nature of the attacks they experienced. The managers had a gloomy outlook for the post-strike workplace, one characterized by divisions between managers and non-managers, in this previously collegial workplace. Additional research on managers’ strike experiences and on the post-strike workplace is clearly necessary.
"AWWW POOR MUFFIN": THE DEROGATION OF HEALTH AND SAFETY COMPLAINTS AMONG YOUNG WORKERS"

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Objectives: A consistent finding in the research literature is that young workers experience more injuries, but fewer fatal injuries, than do their older counterparts. There are also data suggesting that younger workers tend to experience more serious injuries, with a greater likelihood for need for surgical intervention, than do older workers. Although there are many large surveys of safety outcomes among young workers, comparatively few studies have asked young workers about their experiences of safety in the workplace.

Method: Participants for the current study were 10 young workers selected according to a system of purposive sampling for variation. This study was conducted in two phases of collection and analysis. Individual interviews were conducted to gather detailed information concerning workplace safety.

Results: In general, young workers described a lack of awareness of, and concern for, safety in the workplace. Although every respondent had experience multiple workplace injuries, most did not report injuries to supervisors. When they did report injuries, they were most often mocked by supervisors and coworkers. Accidents and injuries were seen as the result of carelessness and respondents were more concerned with establishing a reputation as a "good" employee than they were with safety.

Conclusions: In the world view of our participants, safety is not a systemic or environmental concern, it is a matter of personal competence and, to some extent, of personal choice. This view is reinforced by workplace climates that treat workplace hazards as being just part of the job and by supervisors who routinely dismiss complaints or concerns about safety conditions telling individuals who did complain were routinely denigrated, told to "suck it up" or, in the case of young male workers, had their masculinity questioned. In contrast, injuries and scars were presented as "badges of honour" by more senior employees. The implications of this worldview for safety interventions with young people are discussed.
THE CHANGING ROLES OF OCCUPATIONAL HEALTH AND SAFETY PROFESSIONALS: THREAT OR OPPORTUNITY?

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Objectives: The world of work is changing and, with it, the role of occupational safety and health practitioners. Increasingly, such practitioners are involved in aspects of work traditionally performed by other specialists. Role development has implications for training needs and our understanding of the future role of the practitioner. This presentation reports on research conducted to identify how the role of the occupational safety and health practitioner is changing and what the implications of change might be in terms of training needs.

Methods: The research involved a Delphi consensus building exercise with an expert panel of 30 stakeholders who had considerable knowledge and experience in this area. The panel included regulator and organisational bodies, sector skills councils, and educational and professional bodies. The findings of the Delphi exercise informed the design of a survey which was completed by more than 1,600 members of the Institution of Occupational Safety and Health (IOSH).

Results: There was overall agreement among health and safety experts and practitioners on the highest priorities for workplace health, namely common mental health problems and work-related stress. Despite different prioritization of other key issues between the two groups, other key areas include health surveillance and identification of emerging risks, musculoskeletal disorders, sickness absence, planning for major health-related scares and incidents, work-related driving, work-life balance, engagement and advice for SMEs, evaluation of health and safety interventions, work-life balance and immigrant/migrant population. Experts and practitioners also agreed as to the key knowledge and skills required for the future role of health and safety practitioners. Key knowledge areas include attitudes, persuasion and behaviour change, risk perception and communication, change management, development of legislation and guidance, organisational culture, professional codes of conduct, the multi-factorial nature of ill health, awareness of boundaries and other groups’ professional competencies. Key skills areas include influencing, making the business case for workplace health, early identification of workplace health priorities, leadership, understanding business models and processes, project management for OSH issues, presentation skills, assertiveness and practice and evaluation of workplace health interventions, mediation and conflict management.

Conclusions: Despite some differences in the perception of importance of the issues among different sub-groups of practitioners, it is recommended that continuing professional development (CPD) training programmes develop knowledge and skills in relation to all the above key priorities, placing emphasis on common mental health problems and work-related stress.
EMOTIONAL LABOUR AND WELLBEING IN TEACHING: THE INFLUENCE OF EXPERIENCE AND JOB INVOLVEMENT

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Objectives: It is widely acknowledged that jobs involving extensive interpersonal contact require some degree of emotional labour, frequently impairing the wellbeing of employees (Hochschild, 1983; Grandey, 2000). Although teaching has been described as a profoundly emotional activity, little is yet known about the emotional demands faced by teachers or their impact on wellbeing and job satisfaction. This study examined two facets of emotional labour (emotional demands and dissonance) as predictors of burnout, job satisfaction and work-life conflict. Also investigated was the role played two variables that are theoretically plausible moderators of the relationship between emotional labour and strain: job experience and job involvement.

Methods: Six hundred and twenty eight secondary school teachers (74% female) completed a range of questionnaires. Emotional demands were measured by a scale based on Pugliesi (1999) and emotional dissonance was assessed by the scale developed by Zapf et al. (2001). Work-life conflict was assessed by the scale developed by Carlson, Kacmar, and Williams’ (2000). The Maslach Burnout Inventory (Maslach, & Jackson, 1986) and Warr et al’s (1979) measure of job satisfaction were utilised.

Results: Significant associations were observed between both dimensions of emotional labour and all strain outcomes. Job involvement was positively associated with both dimensions of emotional labour. More experienced teachers tended to report more emotional demands and emotional dissonance. A significant moderating effect was found for job experience and involvement in the relationship between emotional demands and strain.

Conclusions: This study has found that emotional demands and dissonance are intrinsic components of the teaching role that can potentially threaten the wellbeing of teachers. Interventions are required to raise awareness of the emotional demands of teaching and ways in which the emotion management skills of teachers might be enhanced should be considered.
REDUCED ORGANIZATIONAL WORK STRESS INTERVENTIONS EVALUATED

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Objectives: In the research literature evaluation of reduced organisational work stress interventions for self help purposes in small groups is scarcely found. Most studies on work stress interventions apply high scientific standards for measurement and experimentation. Practical interventions are often done without any type of evaluation therefore, giving the participants no feedback on the results. Besides this, most reduced interventions only intervene at the personal level and do not try to influence the organisational level. In our project it is shown that the standards for a qualitative good effect evaluation can be kept, also with less rigorous measurement and experimentation.

Method: Six organisational work stress interventions in small departments (10-20 employees) are described and compared to each other. Four of the six cases are held in a mental hospital and two in a municipality. The interventions implied (a) a consultancy part to increase participation and commitment of the employees in designing the intervention and (b) a practical research part with reduced measurement and experimentation. Only one page questionnaires (A4) were used to measure the key indicators of the identified problem. The use of a control group was replaced by group discussion on the interpretation of the results and changes.

Results: It was shown that with the omission of a control group and the use of simple tailor made questionnaires, adequate interventions can be held. In all cases positive effects on organisational factors are found. Sometimes these effects are small, showing that a second intervention cycle is necessary to increase the effects. Such a second cycle can be easily implemented however, because of the knowledge and experience gathered in the first implementation cycle. The group discussion at the end of each project showed that this knowledge and experience is sufficient to interpret the quality and quantity of the effects correctly. Group discussion gave more information than the application of a control group, also used in two cases.

Conclusions: It is shown that with a "light" version of work stress interventions, adequate results can be reached and when not evaluated as sufficient, group discussion appeared to be a good start for a second intervention cycle. However guidance by consultants or training of managers or lay persons in the application of the method is still necessary, because employees often lack initiative and creativity to start and continue interventions themselves. The one page questionnaires gathered enough steering information for designing the interventions and the evaluation of the relevant key concepts. The approach is easy enough to be applied on a stand alone basis, but also the inclusion of this type of interventions in broad organisational stress or quality programs is discussed.
WORK-LIFE CONFLICT AND MUSCULOSKELETAL DISORDERS AMONG EMPLOYEES IN SWITZERLAND

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Objectives: Scientific research on the topic of work-life balance or imbalance and its impact on health is limited largely to English-speaking countries. By providing data and empirical evidence from a large, even though non-representative sample of the Swiss working population, this study partly fills the research gap in Switzerland on the topic of work-life balance and health, especially concerning the relationship between work-life conflict and musculoskeletal disorders.

Methods: To collect own primary data a survey has been conducted within four large and well-known companies in Switzerland of different industrial sectors (health-care system, financial sector, transportation sector) with a total sample of more than 6,000 employees of all occupational positions. By using well-established, reliable, and validated measures to assess concepts such as work-life conflict or balance, we developed a fully standardized and comprehensive questionnaire, which allows us, for the first time in Switzerland, to investigate the research questions and at best to replicate the results from international studies.

Results: There is much evidence for a quite strong association between indicators of work-life balance and different health outcomes. In particular, findings show a significant dose-response relationship between the degree of work-life conflict or imbalance and musculoskeletal disorders (lower back pain, pain in the neck/shoulder).

Conclusion: Work-life balance plays a crucial role for employees’ health in general and also for musculoskeletal disorders in particular. Companies should take this into account when planning or implementing work-place health promotion. Since the nature of work has been changing from physical to emotional and mental requirements, reconciling professional and private lives becomes even more important.
WORKING TOWARDS A WHO GLOBAL APPROACH OF HEALTHY WORKPLACES THROUGH BEST PRACTICES

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Objectives: In May 2007, the 60th World Health Assembly of the World Health Organization endorsed the Global Plan of Action on Workers' Health for the period 2008-2017. The Global Plan of Action addresses all aspects of workers' health, including primary prevention of occupational hazards, protection and promotion of health at work, employment conditions, and improving the response of health systems to workers' health. One of the five specific objectives of the plan are to protect and promote health at the workplace. The assessment and management of health risks at the workplace should be improved by defining essential interventions for prevention and control of mechanical, physical, chemical, biological and psychosocial risks in the working environment. Protecting health at the workplace also requires enacting regulations and adopting a basic set of occupational health standards to make certain that all workplaces comply with minimum requirements for health and safety protection. Mechanisms are required to stimulate the development of healthy workplaces, including consultation with, and participation, of all stakeholders. WHO recognizes that global health threats, such as tuberculosis, HIV/AIDS, malaria and avian influenza, can also be prevented and controlled at the workplace. In preparation for implementing the WHO Global Plan of Action on Workers' Health at the workplace level, a number of countries and international stakeholders have emphasized the need for a globally coherent framework for planning, delivery, and evaluation of essential interventions for workplace health protection and promotion. WHO endeavours to develop a global guide on healthy workplaces. The present work is one step towards that goal by comparing different regions' guidelines and finding best practices that implement these models.

Methods: A convenience sample supplemented with a literature review was chosen in order to find common guidelines among different regions. Based on the material available three regions were identified: North America, Europe, and the Asian-Pacific Region. The best practices were based off of these guiding principles from each region and most of them had achieved awards for their efforts from differing organizations.

Results: There were 4 common themes. Commitment from leadership (i.e. through policy or work guidelines) is necessary. Organizations need to recognize the importance of involving employees with the process of health promotion and protection. The concept of health needs to be broad (employee health and safety, the employee's health and their families' health, the organizational health (psychosocial work factors), or environmental health (physical factors, community, promoting health). Finally, there needs to be the following: a needs assessment for prioritization (have it align with guidelines, policy, corporate goals), identify goals to work on, implementation of plan, and evaluation. Examples of best practices from North America, Europe, and the Asian-Pacific Region will be presented.

Conclusion: Working towards a healthy workplace is achievable. Best practices share with other member states the possibility and productivity that can be achieved. The common elements among the different regions highlight that the strategies utilized can be broken down into simple components that can be catered to a specific region.
INDIVIDUAL AND CONTEXTUAL PREDICTORS
OF NURSES JOB SATISFACTION:
THE MEDIATING ROLE OF BURNOUT

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Objective: We used Kanter's work empowerment theory to test a multi-level model of workplace empowerment wherein we examined the effect of unit level leadership and empowerment on individual nurses' experiences of burnout and job satisfaction. We also examined the effect of a personal dispositional variable, core self-evaluation on nurse burnout, and subsequently job satisfaction.

Method: We surveyed 3156 nurses in 217 hospital units in 21 hospitals to test the multi-level model of nurses' job satisfaction. A multi-level structural equation modeling analysis revealed significant individual and contextual effects on job satisfaction.

Results: The results revealed a good fit of the hypothesized model to the observed relations in the data (Chi Square=12.03, df=1, CFI=.997, TLI=.945, RMSEA=.06). As predicted in the individual level part of the model, CSE had a significant negative effect on Emotional Exhaustion (Beta=-.419), which in turn, had a significant positive influence on Cynicism (Beta=.609). Similarly, CSE had a significant negative effect on Cynicism (Beta = -.164), which then had a significant negative influence on Job Satisfaction (Beta = -.468), as did Emotional Exhaustion (Beta=-.128). At Level 2 (unit level), LMX Quality has a significant direct effect on Structural Empowerment (Beta=.25), which in turn had a significant direct effect on individual nurses' Job Satisfaction (Beta=.30). LMX Quality also had a direct effect on nurses’ Job Satisfaction (Beta=.55). Unit level LMX and structural empowerment influenced the two components of burnout differentially. Unit level LMX had a significant negative effect on individual nurses’ feelings of cynicism (β = -.48) and unit empowerment had a significant negative effect on emotional exhaustion (β = -.17). The LMX/EE path was not significant (β = -.15) nor was the empowerment/cynicism path (β = -.13).

Conclusions: The contextual effects of positive employee/supervisor relationships and their influence on empowering working conditions at the unit level and subsequently nurses’ individual burnout levels and job satisfaction highlight the importance of leadership for creating conditions that result in a satisfied nursing workforce. Interventions to change work conditions at the unit level are considerably more feasible than altering personal dispositional factors, however, our results suggest that management must also take employees’ core beliefs about themselves into account when designing healthy work environments in nursing settings. Remarkably little research has been conducted that investigates the combined effects of situational and dispositional determinants of work behaviours and attitudes, and even less has been done that takes into consideration the impact of work unit contextual factors. This study provides a comprehensive theoretical understanding of how leadership affects both unit and individual level outcomes. Yet more research is needed to fully understand the mechanisms through which leadership at the work group level influences unit and individual outcomes. Our results suggest that unit leadership is important in determining whether nurses stay or leave the field and thus provides an important potential remedy to the flood of people leaving the profession. Moreover, it is likely that this model is applicable to other occupational group who also are facing impending shortages as the general workforce ages.
THE IMPACT OF SOCIAL CAPITAL ON SICKNESS ABSENCE IN THE WORKPLACE: THE MODERATING ROLE OF PERCEIVED HEALTH

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Objective: Sickness absence can be the result of various causes, such as demographics, health (behaviour), and work, personal, and organizational factors (e.g., Duijts, Kant, Swaen, Van den Brandt, & Zeegers, 2007). Many researchers have contributed to our understanding of absenteeism, by studying the role of social predictors like social support (van Knippenberg, van Dick, & Tavares, 2007) and social influence (Bamberger & Biron, 2007). However, these studies focus on social structures in the workplace. In this paper, we will examine the influence of social capital outside the workplace on sickness absence in the workplace. There has been growing interest in the relationship between social capital and health (e.g., Poortinga, 2006). In the present study, social capital is defined as aspects of social organization – such as civic participation or help from others – that yield positive returns for the individual (e.g., Putnam, 2000; Coleman, 1990). As such, it is understood to influence health positively (Mansyur, Amick, Harrist, & Franzini, 2008). Despite the interest in the health effects of social capital, little is known about its effect on sickness absence from work. Besides individual consequences, sickness absence has enormous effects on the economic performance of organizations and the society as a whole (Dalton & Todor, 1993). Therefore, we examine to what extent social capital can explain sickness absence. Building on social capital theory, we test a conceptual model considering relationships between social capital, perceived health, as well as interactions between perceived health and social capital.

Method: For the measurement, we used the 1996 wave of the German Socio-Economic Panel Study, an annual representative household survey (see Wagner, Burkhauser, & Behringer, 1993). The data on sickness absence were collected in the consecutive year (i.e., 1997). For the analyses, we dropped non-working respondents and subsequently made use of Tobit regression analysis. These models are designed to make improved estimates when there is either left- or right-censoring (Roncek, 1992).

Results: As expected, a strong negative relation was found between perceived health and sickness absence in the workplace. In addition, a significant interaction effect was found between participation in civic institutions and perceived health. To understand the interaction effect, an ANOVA was conducted on degree of civic participation (active vs. not active) and perceived health (healthy vs. unhealthy). This analysis confirmed that the interaction between health and civic participation was significant. Analysis of the simple main effects showed that the effect of participation in civic institutions was only significant in the unhealthy condition (simple slope analysis confirmed this pattern of relations). Perceived health significantly moderated the effect between civic participation and sickness absence, indicating that the negative effect of civic participation on absence is more pronounced for people who perceive themselves as unhealthy as opposed to healthy. The hypothesized relationships of family social capital and social capital from friends on sickness absence could not be confirmed.

Conclusions: The findings of the present study show the importance of social participation outside the workplace for people to engage in working life, especially when they do not feel physically well.
Social support is widely recognised to be an important foundation for both physical and psychological well-being at work. Nevertheless, research findings paint a complex and confusing picture. In occupational stress research, for example, some studies report a direct effect of support upon the appraisal of stressors, while others report a direct effect upon symptoms of strain. Of the studies investigating the potential buffering effects of social support, some report positive buffering effects, others negative or ‘reverse buffering’ effects and others no effects at all. One of the principal factors contributing to this rather puzzling picture has been a lack of specificity in the manner in which social support is construed and measured. Work under the general heading of the ‘matching hypothesis’ has introduced a welcome degree of specificity here, suggesting as it does that the benefit of social support might depend upon some degree of congruence between the prevailing stressful work demands and the source and type of help on offer. Line manager support has here been found to be especially important in promoting employee health and well-being. There remains, however, a general lack of research seeking to identify the precise behavioural indicators of such manager support. In simple terms, what does ‘supportive management’ look like in the minds of those who are managed? Put another way, what does a ‘supportive manager’ do that is critical in their being perceived as supportive?

Objectives: Three objectives are therefore pursued in this paper:

- The more precise specification of supportive manager behaviour amongst a sample of UK rail transport staff;
- The exploration of underpinning structure (factors) beneath these identified behaviours;
- The examination of the impact of these underpinning factors upon employee work attitudes and well-being.

Method: A series of focus groups and repertory-grid interviews were conducted to determine the behaviours which, in the minds of participants, differentiated a ‘supportive’ from an ‘unsupportive’ manager. From these interviews and focus groups some 159 constituent behaviours were derived. These behaviours were then listed as the items on a questionnaire; with respondents being asked to indicate how ‘characteristic’ each of the identified behaviours was of their manager. Exploratory and confirmatory factor analytic techniques were then utilized to determine the smaller set of key behavioural clusters that constitute supportive manager behaviour. Next, correlation and multiple linear regression analyses were used to determine the impact of the supportive manager behaviour factors upon job satisfaction, organizational commitment, work engagement, psychological symptoms of stress and attitudes towards the customer.

Results & Conclusions: The results showed that a smaller number of supportive manager behaviour factors could be determined and that these factors make a significant contribution to employees’ health and work attitudes. The development and encouragement of these behaviours, e.g. through improved selection, training, management development and performance appraisal processes has an obvious premium for improving employee well-being and work role effectiveness.
Objective: The objective of the study was to identify distinct roles for work overload and value congruence in predicting health care providers’ experience of burnout in contrast to work engagement. The second objective was to contrast the experience of worklife among health care providers.

Method: Health care providers (N = 1000) completed surveys assessing burnout and their perceptions of worklife. They completed questionnaires including the Maslach Burnout Inventory that assesses respondents’ energy in contrast to exhaustion, their involvement in contrast to cynicism, and professional efficacy. They also completed the Areas of Worklife scale that assesses respondents’ perception of workload, control, reward, community, fairness and values in their work.

Results: The study explored a two-process model of burnout. First, work overload exhausts providers by exerting excessive demands and interfering with their capacity to recover energy. Second, enduring conflicts of personal and organizational values have a diverse relationship with burnout. A series of structural equation analyses examined the relative contributions of these two processes. The three samples showed evidence of both processes, but that the workload/exhaustion process was dominant. Implications for a comprehensive model of burnout are discussed. The presentation also considers the relative contribution of key areas of worklife—control, rewards, community, and fairness—to providers’ evaluation of value congruence with a variety of distinct health care settings.

Conclusions: Employees have a limited capacity to apply energy to work demands. Eventually, they will experience fatigue if they encounter excessive demands and have insufficient time for recovery. Although this dynamic is an important part of the burnout process, it is not the only process occurring. Although this dynamic is important and factual, it does not have the complexity needed to support a worldwide research program for three decades, as has occurred with burnout. The second, and more complex, dynamic at work in burnout is value congruence. The burnout syndrome is especially relevant to occupations that require dedication. The original focus of burnout was on human service professions (Freudenberger, 1974; Maslach & Jackson, 1981). Its importance was not solely that people felt exhausted from too much work, but that they lost the capacity for involvement in their work. They no longer cared about their service recipients. Further, they lost their sense of accomplishment, concluding that they no longer made a meaningful contribution through their work. When broadening the burnout syndrome beyond human services in the MBI-General Scale (Leiter & Schaufeli, 1996), the three-component framework continued. The challenge in efforts to recruit and retain physicians in a dynamic health care system is both to manage sustainable workloads as well as to encourage opportunities to support professional values concerning health care delivery.
INTERPERSONAL CONFLICT AS A SOURCE OF WORKPLACE STRESS

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Objective: The main purpose of this study was to analyze the relationship between conflict stress and well-being at work. Interpersonal conflict has not been widely studied as a source of stress from an occupational health perspective. This is unfortunate, since there is evidence supporting that interpersonal conflict leads to workplace stress (Frone, 2000; Giebels & Janssen, 2005; Spector & Jex, 1998). According to Giebels and Janssen we use the term conflict stress to refer to interpersonal conflict as a source of workplace stress.

Method: The authors developed a scenario study which describes a conflict situation in the workplace. Participants were contact employees from two different organizations (private and public organizations) that voluntarily filled out the scenario study (N = 142). After participants read a description of a conflict situation, the dependent measures were taken: (a) Stress, derived from the Perceived Stress Scale that was adapted to conflict situations (Giebels & Janssen, 2005), and (b) Well-being indicators such as emotional exhaustion, psychosomatic complaints and satisfaction at work.

Results: Preliminary analysis suggested that participants from the private organization scored higher in emotional exhaustion, $M = 2.80$ versus $M = 1.84$, $F(1, 138) = 30.17; p<.01$, and psychosomatic complaints, $M = 2.47$ versus $M = 1.88$, $F(1, 139) = 15.98; p<.01$, than the participants from the public organization. Moreover, private organization employees scored lower in the satisfaction, $M = 2.67$ versus $M = 3.42$, $F(1, 139) = 48.43; p<.01$, compared to public organization employees. To test the impact of conflict stress over well-being and satisfaction we conducted a multiple regression analysis with conflict stress as predictor and organization type as control variable. Results suggested that conflict as stress is negatively related with well-being and satisfaction at work ($\beta = -.15; p<.05$) and at the same time conflict as stress is positive related with emotional exhaustion ($\beta = .26; p<.01$) and psychosomatic complaints ($\beta = .29; p<.01$).

Conclusions: In sum, taking together these results, the authors suggest that interpersonal conflict at work is a strong source of stress. Moreover, in the presence of conflict, the type of organization determines the stress level caused by conflict. The consequences of conflict as stress on employees well-being should be addressed in further research.
DOES JOB COMPLEXITY PREDICT JOB STRAINS:
TESTING THE MODERATING EFFECTS OF SELF-EFFICACY AND JOB AUTONOMY

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Objectives: Job complexity refers to the level of stimulating and challenging demands of a job (Hackman & Oldham, 1980). Lack of job complexity has been considered as a source of job stress. The purpose of the current study are three fold including the development of the Job Complexity Scale measuring four dimensions of job complexity (task demands, mental demands, information process demands, interpersonal process demands); examining possible moderators buffering the job complexity-job strains relationship; and lastly, to control for common method variance, we obtained multi-source data from self-reports and an objective job database (e.g., The Occupational Information Network, 1998).

Methods: Participants were 204 full-time employees from one large, U.S. state university (n = 204). Twelve items were developed to measure the four sub-factors of job complexity. Five outcome variables were measured: psychological strains, physical symptoms, voluntary absence, voluntary lateness, and job performance. Two moderators were self-efficacy and job autonomy. Survey packages were sent to university employees via campus mailing system. Participation was voluntary and anonymous.

Results: Reliability and validity of the newly-developed Job Complexity Scale were obtained and confirmatory factor analysis supported the four-factor model of job complexity. The self-report data indicated that self-efficacy moderated the relations between job complexity and outcome measures. For employees with high self-efficacy, job complexity was positively related to job performance and negatively related to job strains (as indicated by psychological strains, voluntary absence, and voluntary lateness). For employees with low self-efficacy, job complexity was negatively related to job performance and positively related to job strains. Similar results were obtained for job autonomy. For employees with high autonomy, job complexity was related to better performance and less strain (as indicated by psychological strains, physical strains, and voluntary lateness). For employees with low autonomy, job complexity was related to poor job performance and more strains. On the other hand, job complexity measures obtained from the O*NET database failed to replicate the above interactions.

Conclusions: Overall, the four-factor model of job complexity was supported. We found that task demands, mental demands, interpersonal demands, but not the information process demands, were related to one or more indicators of job strain. Therefore, it is important to differentiate the effects of four job complexity dimensions on employees’ health and well-being. We also found interactions between the two moderators with job complexity in predicting strains and performance. Consistent with the Flow Theory, employees possessing the skills to perform challenging jobs showed high job performance and low job strain. Consistent with Job Demand—Control Theory, employees performed best when they were given high control and high demands (e.g., complex jobs). However, we failed to obtain significant result using the O*NET measures of job complexity. Since O*NET analysis was on job-level, and our sample only included forty jobs, it would be hard to find significant results with such a small sample. Future research should replicate our findings with samples with more jobs.
BEHAVIOUR CHANGE AND WORKER ENGAGEMENT PRACTICES IN THE UNITED KINGDOM’S CONSTRUCTION INDUSTRY

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Health and Safety Laboratory, United Kingdom

Objectives: This research was commissioned by the Health and Safety Executive’s (HSE’s) Construction Division to establish:
Current Behaviour Change and Worker Engagement (BCWE) practices used within the UK construction sector
Potential differences between good practice, as identified by scientific literature, and actual BCWE practices employed within construction sector.

Methods: A combined methods approach was used. This comprised a literature review utilising a systematic methodology to establish the current evidence base on BCWE, and a qualitative investigation to establish actual practices in the UK construction industry. The qualitative sample comprised eight major construction companies belonging to a BCWE forum set up by HSE, and three industry consultants recommended by forum members. Thematic and content analysis were conducted to discern trends between companies and according to organisational characteristics.

Results: Generating behaviour change through worker engagement within the construction sector must overcome challenges concerning: The transient nature of the workforce; complex working conditions; a diverse workforce; a results orientated industry; potential lack of client receptiveness, and varied levels of management commitment. Strategies used to tackle transience included managing BCWE project-by-project, training intermediaries in worker engagement skills, and using highly prescriptive behavioural modification approaches. Greater control over supply chains was exercised by including them within BCWE training, running launch events dedicated to suppliers, building BCWE standards into sub-contracts, or consolidating preferred supply chains. Emphasising the cross issue applicability of BCWE has been used to secure senior management commitment. Negotiating BCWE into client contracts has also been used to manage conflicting productivity pressures. Companies are managing diversity issues by tailoring their approaches according to safety culture maturity levels. Generally, companies do not implement full-blown BCWE where worksites are not ready for it. Traditional approaches to behavioural safety have been criticised as failing to take sufficient account of the multifaceted nature of accident causation; and of being perceived as blaming mechanisms in safety cultures characterised by distrust. A concern persists within the literature that behavioural safety programmes may not prevent low probability high impact events. The actual BCWE practices used by industry practitioners demonstrated movement towards a more integrated approach to behaviour change. Increasingly “top down” culture change and safety management system improvements are being combined with individually targeted behavioural approaches. Integration with the safety management system is being achieved by: Writing BCWE into policies and procedures supporting the safety management system; assimilating BCWE into human resource management and applying it to all stages of project development. Using an integrated approach should help alleviate any concerns that root causes of accidents are not being properly addressed within the construction sector.

Conclusions: Industry practitioners participating in this research appeared to be applying the lessons learnt from earlier applications of behavioural safety. However, programmes generally appear to focus more on safety rather than occupational health. Developing evocative and persuasive risk communication techniques for occupational health issues needs to be developed to ensure occupational health is given due consideration by the construction sector.
SYSTEMATIC REVIEW OF PREVENTATIVE BEHAVIOURAL INTERVENTIONS FOR DERMAL AND RESPIRATORY OCCUPATIONAL HEALTH HAZARDS

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Objectives: A systematic review was conducted to evaluate the effectiveness and mechanisms of occupational based behavioral interventions for workers exposed to non-pathogenic dermal and respiratory chemical and physical hazards.

Methods: Seventeen electronic databases were searched using key words. Bibliography, health and safety website, and hand searches of key journals were also undertaken. Articles were included if they: (a) evaluated an intervention targeting behavioural compliance; (b) addressed non-pathogenic dermal or respiratory occupational hazards; (c) used before and after measures with a control group comparison, and (d) used behaviour-related exposure indicators such as airborne exposure, health effects, behaviour observations, and self-reported work practices. Two reviewers screened articles, extracted data and undertook inter-rater reliability checks. Data was then extracted according to (a) effectiveness, and (b) mechanisms by which behavioural change had been achieved. Fifteen of 312 articles identified as potentially relevant were included.

Results: Training, publicity campaigns, behaviour reinforcement approaches and occupational health management interventions were represented within the included articles. A predominance of small effect sizes, particularly for larger samples demonstrates limited impact upon exposure. The studies contained too much heterogeneity (according to intervention type, exposure outcomes, hazard type, and duration until post intervention assessment) for reliable meta-analysis of all 15 studies. Heterogeneity testing did reveal a narrower selection to have sufficient characteristics in common to warrant a ‘mini’ meta-analysis. These studies concerned training interventions for dermal hazards using self-reported behavioural outcomes. Their corresponding mean demonstrated a small effect. Comparison of the most with the least effective interventions according to key behavioural change components revealed the least effective omitted strategies for sustaining change.

Conclusions: Based on rigorous consideration of the literature, this review implies that:

✓ Behavioural interventions on their own yield a small reduction in exposure to dermal and respiratory hazards.
✓ Behavioural interventions containing strategies that sustain awareness of the need to control dermal and respiratory hazards appear the most effective. Repeating training, regularly testing knowledge of risks, providing ‘poster prompts’ that remind employees as to the correct course of action, feeding back health surveillance results, and providing ongoing observation accompanied by constructive feedback, are examples of strategies used in the most effective interventions. These serve to remind employees of the importance of controlling exposure.
WELL-BEING VERSUS STRESS: WHAT ADVANTAGES DOES A HOLISTIC VIEW OF WELL-BEING OFFER THAT STRESS CANNOT?

LUNT, J. & FOX, D.

Health and Safety Laboratory, United Kingdom

Objectives: As part of a wider review exploring the utility of the risk management process for contemporary occupational health conditions, a literature review was undertaken encompassing two areas. Firstly, it sought to identify the biopsychosocial mechanisms by which common occupational health problems arise. Secondly, it sought to identify important individual, work environment and socio-demographic influences that affect well-being. The implications of the findings for the management standards approach to stress were then considered.

Methods: A systematic methodology for identifying relevant literature, and synthesising findings from a disparate evidence base was used. The review was broken down into three stages. An initial orientation stage was followed by stages assessing biopsychosocial mechanisms and well-being influences respectively. Given the extensive evidence base related to these topics, search strategies prioritised recent good quality reviews and investigations. Evidence statements were produced to capture the main findings of each section, and weighted according to the quality of underpinning evidence. Inter-rater reliability checks were incorporated into article selection, data-extraction and evidence statement stages.

Results: Biopsychosocial mechanisms can be implicated in the aetiology of common contemporary occupational health conditions such as stress, musculo-skeletal disorders, depression, anxiety and non-specific symptoms. Compared to traditional deficit models of stress, consideration of biopsychosocial mechanisms highlights the role of health behaviours, health beliefs, workability beliefs and coping styles in symptom manifestation and progression. It also demonstrates the potential utility of stress biomarkers as risk communication devices. Conversely, well-being literature underscores morale, social equity, and an individual and organisational values match, as crucial determinants of positive well-being. Emerging evidence implicates morale as independent of stress, and strongly mediated by organisational climate. Collectively, findings therefore implicate well-being as being more than the absence of stressors. It also requires additional efforts in fostering a work environment that boosts positive well-being.

Conclusion: Combining biopsychosocial with well-being concepts offers a holistic view of well-being. Based on this research, creating a work environment condition that foster well being requires that the risk assessment process underpinning HSE’s Management Standards for Stress be extended to include other factors that drive well-being over and above that achieved by the prevention of stress. These include: health behaviour opportunities; reinstatement of organisational climate; social equity/parity; synergy between individual and organisational values; ‘workability beliefs’ health beliefs and their reinforcers. Such factors would need to supplement the existing stress risk assessment process rather than supplant it. The risk assessment process could then provide a more robust foundation upon which durable well-being improvements can be built.
PREDICTORS OF OCCUPATIONAL STRESS IN MULTINATIONAL COMPANIES IN INDIA

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Objectives: The research was guided by the following objectives:

• To see the significant difference, if any, between the four different types of Multinational Companies on the dimension of Organizational Climate, Quality of Work Life (QWL) and Occupational Stress.
• To assess the relationship of Occupational Stress with background variables, Organizational Climate and Quality of Work Life
• To assess the relationship between Quality of Work Life and Organizational Climate
• To investigate the contribution of Organizational Climate and Quality of Work Life as predictors of Occupational Stress

Method: The sample for the study consisted of employees belonging to four different Multinational companies based in India. Scales and Questionnaires were used to collect the data. The data obtained was subjected to various statistical treatments like descriptive and inferential statistics.

Results: Our results showed that there is a significant difference between the four different MNCs on the dimension of QWL. There is no significant difference between the four different MNCs on the dimension of combined Organizational Climate Inventory scores. Significant difference was found between them on the dimensions of OSI namely, Occupational Role Questionnaire (ORQ) at 0.05 level and Personal Resource Questionnaire (PRQ) at 0.01 level of significance. There is no significant difference between the MNCs on the dimension of OSI namely, Personal Strain Questionnaire (PSQ). Better the Organizational Climate lesser would be the Occupational Stress resulting from Organizational Role and Personal Strain and better would be the Personal Coping Resources. Our results have shown that if the QWL is better, the stress level experienced is expected to be low. Our results also show that Positive QWL is expected to prevail when the Organizational Climate is towards positive or conducive side and vice-versa. The findings show that only Organizational Climate served as a predictor to Occupational Stress resulting from occupational Role and Personal Strain. It also showed that Quality of Work Life served as a predictor to Personal Coping Resources to Occupational Stress. The results were also obtained for each of the individual four companies as well which gave varying dimensions of Organizational Climate as predictors of Occupational Stress. From the results obtained it can be concluded that except for Age, the other background variables do contribute significantly as Predictors of Occupational Stress at varied extents.

Conclusion: Thus to conclude, the research was a humble attempt to provide valuable insight to the field of Occupational Health Psychology. It attempted to understand and know the nuances of Occupational Stress and its Predictors in Multinational Companies in a developing and booming economy like India.
ORGANIZATIONAL POLITICS AND WORKPLACE SAFETY


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Objectives: An expanding literature has well demonstrated the link between workplace characteristics and workplace safety behavior (e.g., Newnam, Griffin, & Mason, 2008). Following Dalal (2005), who discussed the link between social exchange theory and deviant behavior, we propose that perceptions of organizational politics lead to unsafe behavior. However, we suggest that the effect of perceived politics is indirect. We hypothesized that work unit norms reflecting high levels of organizational politics first lead to low levels of organizational commitment, which in turn yield unsafe behavior in the work unit.

Method: A total of 309 employees of a federal agency working in 42 work units of a large warehouse completed a survey wherein they reported their perceptions of organizational politics and their continuance commitment. We assessed the former using the "going along to get ahead" subscale of the Kacmar and Ferris (1991) perceptions of organizational politics scale (α = 73) and the latter using the Hrebiniak and Alutto (1972) continuance commitment scale (α = 78). Consistent with work by Hoffman and Stetzer (1996), and in concert with on-site managers, we developed five items (e.g., "employees in this [work unit] inform others of potentially hazardous situations") assessing on-the-job safety behavior of employees in the work unit overall. The warehouse’s senior manager rated all work units on the safety items using a five-point, Likert-type scale (1 = never, 2 = seldom, 3 = sometimes, 4 = most of the time, 5 = all of the time).

Results: We first computed r wgj scores (Lindell, Brandt, & Whitney, 1999) to justify aggregation and then computed work unit mean scores for the perceived politics and continuance commitment scales. Mean politics (r = -.34, p < .05) and commitment (r = .48, p < .05) scores were both significantly related to the work unit-level safety behavior ratings. Following Baron and Kenny (1986), we tested our hypothesis in four steps. First, we regressed safety ratings on the mean politics scores (R² = .12, p < .05). Second, we regressed mean commitment scores on mean organizational politics scores (R² = .48, p < .01). Third, we regressed safety ratings on both mean politics and mean commitment scores (R² = .28, p < .05). With this third step, we learned that mean commitment scores were related to the safety ratings (β = .14, p < .05) when controlling for mean politics scores. We also learned that commitment appears to fully mediate the politics-safety relationship, as the main effect of politics was no longer significant (β = -.01, ns). The result of the Sobel test (Sobel, 1982; -2.20, p < .05) confirmed the full mediation effect.

Conclusions: As hypothesized, and consistent with social exchange theory, we found that work-unit levels of perceived organizational politics were related negatively to work-unit levels of safety behavior. However, work-unit levels of continuance commitment mediated this relationship. These results, suggesting a politics → commitment → safety behavior process model, expand both the organizational politics and workplace safety literatures by demonstrating the process underlying the link between political behaviors and safety behaviors.
THE INTERACTIVE EFFECTS OF BURNOUT AND PERSONALITY ON PHYSICAL SYMPTOMS: A LONGITUDINAL ANALYSIS

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Objectives: Employee health has received much attention in the occupational stress literature, due mainly to rising health care costs (e.g., Ganster & Schaubroeck, 1991). We investigated the joint effects of emotional exhaustion, a dimension of burnout, and personality on physical symptoms. The majority of the stress literature focuses on antecedents of burnout; we argue that the consequences of burnout are also important. We hypothesized that emotional exhaustion has differential effects on employee physical symptoms among employees with different levels of neuroticism and agreeableness. We anticipated that high-neurotic individuals, characterized by experiencing negative and distressing emotions, would experience more physical symptoms at all levels of emotional exhaustion. Additionally, we anticipated that the emotional exhaustion-physical symptoms relationship would be stronger among individuals who were higher rather than lower in neuroticism. Consistent with Conservation of Resources Theory (Hobfall, 1989), which holds that using personal resources leads to negative outcomes, we anticipated that the emotional exhaustion-physical symptoms relationship would be stronger for high- rather than low-agreeableness individuals.

Methods: A total of 523 employees (73% women; M age = 41 years) from several German organizations completed a survey measuring emotional exhaustion, personality, and physical symptoms at multiple time points. We assessed emotional exhaustion using the Maslach Burnout Inventory (α = .87; Maslach & Johnson, 1981b). We assessed neuroticism and agreeableness using a subset of the NEO Five-Factor Inventory (α = .79 and .73, respectively; Costa & McCrae, 1992b). We assessed physical symptoms using the Mohr (1986) physical symptoms (α = .93) scale.

Results: We employed moderated regression analysis to test the hypotheses. For hypothesis 1, we first entered the main effects of emotional exhaustion and neuroticism into the equation (Total $R^2 = .20$, $p < .01$). We then entered the emotional exhaustion x neuroticism cross-product term at the second step ($\Delta R^2 = .02$, $p < .05$). For hypothesis 2, we first entered the main effects of emotional exhaustion and agreeableness into the equation (Total $R^2 = .20$, $p < .01$). We then entered the emotional exhaustion x agreeableness cross-product term at the second step ($\Delta R^2 = .03$, $p < .05$). We plotted the prediction of physical symptom scores at high and low levels of emotional exhaustion (mean +1.0 and -1.0 SD; Stone & Hollenbeck, 1989). The first interaction revealed that highly neurotic individuals reported more physical symptoms regardless of emotional exhaustion. Interestingly, the emotional exhaustion-physical symptoms relationship was stronger among low-neuroticism individuals. The second interaction revealed that at low levels of emotional exhaustion, low-agreeableness individuals reported more physical symptoms, whereas at high levels of emotional exhaustion, high-agreeableness individuals reported more physical symptoms.

Conclusions: Highly neurotic individuals reported more physical symptoms at all levels of emotional exhaustion. As expected and consistent with COR theory, low emotional exhaustion was associated with higher (lower) levels of physical symptoms among individuals low (high) in agreeableness. In contrast, high emotional exhaustion was associated with lower (higher) levels of physical symptoms among individuals low (high) in agreeableness. We discuss implications for organizational efforts in reducing employee physical symptoms.
DO TEACHERS BENEFIT FROM CERTAIN TEACHING METHODS REGARDING THEIR STRESS? RESULTS OF A VIDEO-BASED ANALYSIS OF STRESSORS DURING TEACHING IN GERMANY AND SWITZERLAND

Meder, L., Krause, A. & Schüpbach, H.

Objective: On one hand, teachers are widely considered to be stressed – but data in this research field were very rarely surveyed by observations of stressful work conditions (Meder et al., 2008). On the other hand, results of international educational research highlight the necessity of better teaching methods, especially in Germany. Considering both aspects, the main question of our study is: How can teachers improve the quality of education in schools and simultaneously suffer less from stressful work conditions?

Methods: 109 mathematics lessons in secondary schools in Germany and 74 of the German-speaking part of Switzerland, videotaped by the TIMSS 1995 and 1999 (Third International Mathematics and Science Study), were analysed with an observational stress analysis instrument for classroom teaching based on the concept of regulation hindrances, RHIA-Unterricht (Krause et al., 2007). RHIA-Unterricht surveys two main task-related stress variables per lesson: (1) additional effort assessed as the duration of extra work caused by regulation barriers, and (2) noise assessed as not useful sound for the teaching interaction. Teaching methods were operationalized as percentage of direct/frontal instruction phases, individual and group work phases per lesson.

Results: The results indicate that the German and the Swiss sample were different, but showed similar patterns for the correlation between teaching methods and stress during teaching. First, German lessons scored significantly higher in stress measured as additional effort while Swiss lessons scored higher (but not significantly) in stress measured as noise exposure. Second, the correlations between the percentage of teaching methods applied and stress variables per lesson showed following pattern: While frontal teaching methods correlated negatively with additional effort and noise, phases of individual work correlated positively with additional effort and noise, and phases of group work correlated positively only with noise.

Conclusions: These findings suggest that changing from the well established frontal teaching methods towards cooperative methods might be difficult at first because of the (temporary) increase in stress levels after implementation. This can be seen as a main barrier for the introduction of new cooperative teaching methods at school.
WHEN DO NARCISSISTS GET STRESSED? THE ROLE OF EFFORT - REWARD IMBALANCE

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Objective: Previous research on narcissists in the workplace has mainly focused on their performance, or their role as leaders. However, little is known about how they react to work stressors. The current research examined the moderating role of narcissism in the relationship between perceived effort-reward imbalance and irritation. Based on the notion that narcissists have an inflated self-view and a sense of entitlement, we proposed that narcissists should react particularly strongly to a perceived imbalance between their effort and the reward they get in return.

Methods: Two different samples were acquired to test our hypothesis. Sample 1 consists of 106 pilots (95% males) of the Swiss air force. Sample 2 consists of 103 individuals (50% males) holding a variety of different jobs. Effort-Reward Imbalance was assessed using a scale by VanYperen (1996), and Narcissism was measured using a short version of the Narcissistic Personality Inventory (Raskin & Hall, 2004). We used irritation as an indicator of well-being, which was assessed using a scale by Mohr, Müller, Rigotti, Aycan, and Tschan (2006).

Results & Conclusion: Irritation was regressed on effort-reward imbalance, narcissism, and the interaction of the two predictors. Effort-reward imbalance yielded a main effect in both samples; narcissism only yielded one marginally significant effect. In accordance with our hypothesis, however, there was a significant interaction between narcissism and effort-reward imbalance in both samples (β’s = .24 and .19, p’s = .002 and .049, respectively). As expected, the association between effort-reward imbalance was stronger for people high on narcissism than for those low on narcissism. These results are in line with the reasoning that a lack of regard for one’s effort (i.e. an effort-reward imbalance) signals that the individual is not highly esteemed, and therefore represents a threat to one’s self-esteem. Furthermore, and central to our hypothesis, narcissists, having a high but fragile self-esteem, react particularly strong to a threat to the goal of maintaining their inflated self-view.
MENOPAUSE, DEPRESSION AND QUALITY OF LIFE

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Objective: During the menopause, the production of female hormones, estrogen and progesterone, is reduced progressively. This may cause intense discomfort in the form of bursts of heat, nocturnal perspiring and nervous troubles (impairments in cognition, irritability, sudden change of humour anxiety and depression) that can be troublesome and difficult to tolerate during daily and working life. Substitutive hormone therapy practises have for many years remained the preferred treatment for these symptoms. However, for various reasons we need a valid alternative to synthetic estrogens. At present, results from many clinical studies suggest the efficacy of soy isoflavones as an alternative or additional effective option that is beneficial and safe for typical troubles of the menopause. We will analyse the menopause as regard of work, of the dimension of the health, of the performances, of the wellbeing taking the interaction of some variables among depression, disorders of the health and psychosocial circumstances into account: age, sex, civil state, number of the child, nocturnal work and work in turn, share of mental and physics work.

Methods: We recruited 50 women between 45-55 years, working in different areas in Sicily (Italy), in menopause from 12 months, not isterectomizzate, in chronic treatment with soy isoflavones, to value the effects of this treatment on woman’s health, life quality, working performance and psychological-emotional status, according to instruction level and job. The results were compared with a sample of 50 women recruited according the same criteria and in substitutive hormone therapy. The investigation estimate depressive symptomlogy and it will articulate in: (a) medical examination, objective exam, instrumental investigations; (b) validated and standardized questionnaire as regard to: effort of work, life quality, depression, anxiety, smoke, alcohol, medicinal drugs and alimentary habits; (c) mental tests; and (d) clinical elaborations.

Results: The 68% of women in menopause treated with soy isoflavones did not have depressive symptoms and had good levels of efficiency and performance working good health and good quality of life. Women in menopause, hormone replacement therapy, had all fallen tone and the mood as much as 72% had levels of clinical depression.

Conclusions: Many previous studies have demonstrated that depression significantly impairs health-related quality of life, general functioning and work productivity, and causes significant individual and economic burden with direct and indirect costs of illness. Comparative studies have proved by three months of therapy with isoflavones, we have important improvement of the menopausal sintomatology, while the first benefit starts to show after one month. This study is inserted in a widening debate about a treatment that has low collateral risks on women’s health, has easy management and low costs, and respects life quality and expectation.
BURNOUT AND WORK ENGAGEMENT: A CONTINUUM OR TWO SEPARATE FACTORS?

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Objective: To test competing models of the factor structure of burnout and work engagement

Methods: In a diverse sample of the Australian working adults (n = 467), CFA in AMOS compared different factorial models of burnout (as MBI-GS) and work engagement (as the Utrecht Work Engagement Scale). The first model was Burnout and Work Engagement as their separate scales; the second as the core features of burnout, exhaustion and cynicism, separated from engagement, as vigour, dedication, absorption with professional efficacy; and the third, as a one-factor model of all components.

Results: The first model of burnout and work engagement had unacceptably poor fit (X²(5) = 88.3, CFI = .93, RMSEA = .19 (90%CI = .16-.23), and attempting to improve fit lead to an inadmissible solution. The second model was inadmissible, with a non-positive definite covariance matrix, indicating linear dependencies between the indicator variables. The third model had better fit (X²(5) = 17.2, CFI = .99, RMSEA = .07 (90%CI = .04 -.11), but the limited contribution of exhaustion saw it removed, although vigour, as its opposite, maintains this aspect in the construct. The remaining five factors had very good fit (X²(3) = 2.8, CFI = 1.00, RMSEA = .00 (90%CI = .00-.08), with the addition of correlations between the error terms for absorption and professional efficacy (r = -.191, p<.001) and absorption and cynicism (r =.522, p<.001).

Conclusions: Previous research in helping occupations found two separate factors, whereas for Australians employed in many different occupations, the best solution for burnout and work engagement was one factor with high opposite loadings. Adding the new scales for engagement broadens the measurement of the same underlying construct rather than measuring another, although related, construct. As a continuum, burnout would develop as dedication, absorption, vigour and professional efficacy towards work are lost, and cynicism increases, rather than developing separately to engagement in work. However, exhaustion was not part of this solution, as its opposite, vigour, captures most of the individual’s energy levels. The correlations between absorption and professional efficacy and cynicism indicate that the benefits to engagement of being absorbed in work could be tempered by excessive work involvement lessening efficacy and adding to the individual’s cynicism. The results indicate that there are dynamic processes between being engaged and becoming burnt out, changing motivation and affect toward work from enthusiasm to indifference.
LONGITUDINAL MODELLING OF WELL-BEING AND MENTAL HEALTH IN AUSTRALIAN WORKERS

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Objective: To model longitudinally the dynamic relationships between the individual, their workplace, the work-life interface and their well-being and mental health.

Methods: A prospective panel study (n = 198) of Australian working adults completed three surveys at 3 month intervals. The longitudinal model was based on a well-fitting CFA with five latent factors, Individual Factors, Positive Workplace Factors, Negative Spillover, Overall Well-Being and Mental Illness. Factor score weights for each latent factor were used to construct composite variables used at Times 1, 2 and 3 in the longitudinal models. Following previous research, the non-nested longitudinal models were compared as Stability, Causality, Reverse Causality and Reciprocal models.

Results: The Reciprocal was the best fitting of this set of models ($X^2(36) = 34.8$, CFI = 1.00, RMSEA = .00 (90%CI = .00-.05), AIC = 202.85). However, to better understand the influential relationships, trivial pathways were removed from the Reciprocal model, with the Trimmed Reciprocal model maintaining good fit and having improved parsimony ($X^2(50) = 44.8$, CFI = 1.00, RMSEA = .00 (90%CI = .00-.04), AIC = 184.78).

Conclusions: The longitudinal models show the strong influences of concurrent functioning and stability of constructs over time, and weak reciprocal relationships between constructs across time. At each time period, individuals with greater confidence in themselves and the future (as Individual Factors) experience better work conditions (as Positive Workplace Factors), have less problems between work and family (as Negative Spillover), greater Overall Well-Being and fewer Mental Illnesses. These day-to-day influences are equalled by the long term strength and stability of Individual Factors, Positive Workplace Factors, Negative Spillover, and Overall Well-Being, with Mental Illness having only moderate effects over time. Whilst the reciprocal paths had only weak to mild effects, there was mutual reinforcement of Individual Factors and Overall Well-Being. Negative Spillover added to Mental Illness, whilst Individual Factors lessened Mental Illness at later times. Well-being is more than how the individual feels at one time; it is anchored in the immediate and distant past and provides a robust stability to functioning into the future. Fortunately, mental illness appears less robust over time and could be prevented or lessened in the future by improving the Individual Factors as well as lessening the impact of Negative Spillover between work and family domains. Interestingly, workplace conditions only concurrently influenced well-being and mental illness, rather than over time.
Objective: The increase in the number of women managers has been marginal contrary to what was expected during the 1990’s. Even though the number of women and men in the Swedish labour market is approximately equivalent, women do not reach the managerial levels, especially the senior levels. There are also signs that many women who are specialists or managers leave their careers prematurely. At the same time there is a growing need for new managers due to the high retirement rate among the current managers in different sectors. Earlier studies have revealed that women managers experience a high workload and lack social support at their work. Additional restraining factors for these women are low salary, difficulties in getting promotion, their “token” position, sexual harassment and work/home conflict.

The purpose of the current study is to investigate the reasons leading to women professionals’ decisions to resign from their posts. This study is part of a larger project conducting follow-up research among 45 women professionals who participated in earlier investigations eleven years back. These women represent different managerial levels and four different branches namely, banking, engineering, social work and construction. Since the participants represent different lines of work, organizational levels, and both private and public sector, the follow-up provides an opportunity to investigate differences due to line of work, level and sector.

Method: Altogether 38 of the 45 women professionals were interviewed during autumn 2007. After the interviews 16 women have written a short narrative according to following instruction: Could you please write down a short narrative, i.e. a succinct story (1-2 pages), where you describe a situation when you where thinking of quitting (or did quit) your job. The method of short narratives was originally developed by Nygren and Blom (1999) as an alternative or a complementary approach when conducting qualitative research.

Results and Conclusions: The method will be demonstrated by an analysis of the narratives. Limitations as well as strengths of the short narratives as a method in work life studies will be discussed.
NONLINEAR DYNAMICS OF MOTIVATIONAL PROCESSES IN THE WORKPLACE

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Objectives: Innovative theoretical approaches such as complexity and chaos theories have started to enrich our knowledge, partly as a result of the contemporary quest for enhancing current scholarship in the field through the use of new theoretical approaches and methodologies, and partly as a consequence of the established assumption that most psychosocial processes tend to behave in a regular and stable manner, a premise that underpins most investigations within work and organizational psychology. Findings in the field of psychophysiology have shown that regularity in the behaviour (i.e. in the heart and the brain) can represent the existence of anomalous organ functioning. Although there are clear differences between physiological and psychosocial processes, the present paper intends to evaluate the empirical postulation of steadiness and stability over time, under the thesis that work motivation and flow experiences follow nonlinear patterns. Furthermore, just as psychophysiological comportments, psychological behaviours at work are likely to be anomalous when their dynamics are stable over time. With the aim of attaining this objective three studies were conducted.

Method: A total of 25 employees took part in study 1; 48 participants in study 2 and 73 in study 3. All 118 participants were employees, both full and part time. All studies present a longitudinal design and the experience sampling method (ESM) was used for data collection. A work motivation and a flow diary were developed and were loaded into a PDA. Each participant was given a PDA and was randomly signalled 6 times a day over a period of several days (between 17 and 21). Once obtained the temporal series, they were analysed using methodological tools proper to the complexity sciences (v.g. recurrence analysis, Lyapunov's exponents, correlation dimension, surrogate data).

Results and Conclusions: Results obtained from the three studies indicate that indeed, work motivation and flow experiences at work, as depicted by 80 % of the cases, tend to behave in a nonlinear fashion, in a chaotic way. Likewise, preliminary results demonstrate that high levels of work motivation (mainly intrinsic motivation), self-efficacy beliefs and perception of instrumentality are associated with chaotic dynamics, whereas low levels of work motivation are related to linear dynamics. Making the assumption that high levels of work motivation and flow experiences are indicators of employee well being, the current findings may be opening an interesting window for studying motivational processes at work from an occupational health psychology perspective.
FROM BURNOUT TO AGGRESSIVENESS TOWARDS SERVICE USERS: AN INVESTIGATION AMONG SOCIAL WORKERS

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Objective: Occupational health psychology has heavily investigated the symptom of professional burnout and its antecedents. Yet, there still exists a relative dearth of applied research about those consequences of burnout that impair organizational performance. The purpose of this study is to address the issue of poor quality service as an outcome of professional burnout.

Methods: Using a sample of social workers (n = 198), this research seeks to validate a process model from burnout to aggressive attitudes toward visiting welfare recipients. Considering burnout as a symptom of resource depletion, two burnout conditioning variables were selected on the basis of in-depth interviews with study participants: lack of competence recognition and failure to relate to service users. Emotional exhaustion as measured by the Maslach Burnout Inventory, was singled-out to account for professional burnout. In turn, the MBI dimension of depersonalization was used as a measure of adverse attitude toward service users.

Results: Confirmatory factor analysis confirmed both lack of competence recognition and failure to relate to service users as determining factors of a resource depletion latent variable. As hypothesized, structural equation analysis also confirmed the good fit of a process model that considers resource depletion to be positively associated to emotional exhaustion, and emotional exhaustion to be positively linked to depersonalization as an outcome of the burnout process.

Conclusions: This research raises a number of developments for further research. First, it confirms the relevance of a resource-based approach to professional burnout as a perspective that bridges the gap between occupational health and motivation management. Second, it indicates that workplace violence should also be considered from the viewpoint of service users, a pressing issue for quality-seeking service organizations. Finally, this study suggests that such a theory-free instrument as the MBI, depending on the purpose of research, could also be used differently to fit a theory-based approach to burnout investigations.
IDENTIFYING THE PREDICTORS OF EMPLOYEE HEALTH AND SATISFACTION IN A COST-CONSCIOUS, OUTPUT-DRIVEN PUBLIC SECTOR ENVIRONMENT: TESTING A COMPREHENSIVE AND NON-LINEAR DEMAND-CONTROL-SUPPORT MODEL

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**Objectives:** Public sector reform programs that simultaneously aim to reduce costs while improving service effectiveness are associated with a range of negative outcomes including increased levels of employee stress and declining job satisfaction. Yet these effects are thought to be amplified in 'high-risk' human service professions (such as law enforcement and health care) where the ‘doing more with less’ approach can not only undermine employee wellbeing but may also jeopardise public safety. The primary objective of this study is to examine the working conditions experienced by employees based in a high-risk public sector environment (state-wide police force) that had undergone a series of efficiency-focused organizational change programs and identify those characteristics that predict the wellbeing, satisfaction and commitment of agency personnel. The study is guided by the demand-control-support (DCS) model (Karasek & Theorell 1990) and will test both additive and interactional hypotheses. Studies examining the direct effects of the DCS variables often assumed that the effects are linear and another major objective of this investigation is to test linear and non-linear relationships between the DCS work characteristics and the employee-level outcomes of wellbeing, satisfaction (intrinsic and extrinsic) and organizational commitment.

**Method:** The organization taking part in this study is an Australian, state-based law enforcement agency that had implemented a succession of large-scale reforms over the previous five years including substantial organizational restructuring, wide-ranging changes to policies and procedures and the adoption of major new technologies. Four hundred and seventy-nine police officers from two geographic regions took part in a survey via a self-completed questionnaire. Participant responses were subsequently analysed using hierarchical multiple regression analyses. Prior to undertaking these analyses, the main effect variables were "centered" to reduce multicollinearity when incorporating the interaction terms and squared variables.

**Results:** The results of the regression analyses provide strong support for the additive DCS model. Not only did the DCS capture significant proportions of the explained variance in the four outcome variables, but the individual components – especially job control and work-based support – predicted all four outcome variables. There was some support for non-linear effects, with workload squared predicting wellbeing and extrinsic job satisfaction. Most of the interactive terms failed to reach statistical significance, although the workload x support at work interaction was significant for wellbeing.

**Conclusion:** Despite the present study only providing mixed support for the interactive components of the DCS, the large amount of variance captured by the model suggests that it offers a simple, yet powerful, conceptual framework for identifying the conditions that need to be managed in cost-conscious and results-driven public sector environments. The relatively parsimonious DCS model, particularly the control and support variables, were significant across a number of outcomes, suggesting that these conditions represent valuable avenues for abating any negative effects of the reforms. However, it cannot be assumed that the direct effects are linear and both managers and researchers need to be aware of possible curvilinearity.
WELL-BEING IN UNIVERSITY TEACHERS: THE IMPORTANCE OF THE TRIPLE WORK PROFILE

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Objective: The first objective of this study is to confirm that the triple work profile (i.e., teaching, research and management) of university teachers is not distributed in the same way in all teachers, and more important, that, the distribution affects in their well-being (i.e., burnout, engagement and satisfaction variables). The second objective is to confirm that burnout is not a three dimensional syndrome but a four dimensional syndrome composed by exhaustion, depersonalization, cynicism and lack of professional efficacy, as well as engagement is a three dimensional syndrome composed by vigour, dedication and absorption.

Method: In order to test the first objective a K-means cluster analysis was performed obtaining four working patterns among university teachers, although in all cluster were the three tasks of university teachers, in each cluster predominated one task over all other. In the first cluster the main task was teaching, in the second was management, the third was research and in the fourth was teaching and research in similar proportion. Furthermore, ANOVA analysis was performed to analyze if the membership in a cluster affects university teachers’ well-being.

Results: We obtained that satisfaction and absorption show significantly differences in teachers well-being in the four clusters, so the university teachers more satisfied and more absorbed with their jobs are those who are devoted primarily to research, while the most dissatisfied and least absorbed are those who are devoted primarily to the management. With regard to the second goal, CFA was performed obtaining a better fit for the four dimensions of burnout, compared with the three dimensions (exhaustion, depersonalization and lack of professional efficacy) and we also obtained a good fit for the three dimensions of engagement.

Conclusion: In this research we have confirmed that although every university teacher has a triple work profile, is not the same for everyone regarding its relationship with their well-being.
With increasing duration in the teaching profession more health problems occur (e.g. increased emotional exhaustion, decreased work ability). In order to remain healthy it is important, how teachers deal with their emotions in demanding classroom situations. Research on emotion regulation [ER] in service professions has demonstrated that an emotional dissonance between the felt and the actually displayed emotion as well as a faked display of the required emotion (surface acting) is highly correlated to burnout, while trying to change ones inner emotional state in order to feel the required emotion (deep acting) is less correlated to burnout. Only a few studies, however, reported changes in these ER-strategies depending on age or tenure of the employee. Some, however, reported an age-related decrease in emotional dissonance.

Objective: Which changes in ER-strategies occur with increased tenure and which influence does ER have on the increased health problems of teachers?

Method: This contribution presents a study on 210 teachers from German schools. Changes in health as well as in ER-strategies of teachers with increased tenure were investigated.

Results: Results indicate, that with increasing tenure a decline in the teachers’ health was found (emotional exhaustion: r=.26, p<.01, work ability: r=-.47, p<.01). Yet, with increased tenure the variability in the health indicators increased, indicating that some teachers felt burned-out and reported lower work ability with increased tenure, while others were able to remain healthy (healthy worker effect). ER-strategies influenced the health of teachers: deep acting was less associated with emotional exhaustion (r=.27, p<.01) and decreased work ability (r=-.12, p=.09) than surface acting (emotional exhaustion: r=.51, p<.01; work ability: r=-.29, p<.01). ER-strategies were not correlated to tenure, indicating that no general change in ER with increased tenure could be observed. Teachers with more than 25 years of work experience, however, differed in their ER depending on their health: those less healthy reported slightly more emotional dissonance (t(51)=-1.89, p =.07) and used more surface acting (t(51)=-2.37, p<.05) than healthier teachers.

Conclusions: It can be concluded that a differentiated development of ER of teachers occurs. Some teachers are able to remain healthy, depending on their more health-beneficial ER-strategies. The experience of those teachers who remain healthy is valuable to help those who already feel burned-out and also to prevent young teachers to establish less health-beneficial ER strategies. Therefore, trainings should be designed to include those “successful” teachers as well as teachers with health problems and also younger teachers.
Objectives: As part of ongoing research on decision making in burnout, the process of burnout development was investigated. The aim of the study was to understand how burnout develops, what stages persons go through, how they feel and what triggers their decision making processes to go on sick leave or continue working.

Methods: Qualitative data were gathered via semi-structured interviews with 14 persons who attended SPRinTUM, a secondary healthcare unit in Maastricht, the Netherlands. Data were analyzed via grounded theory to obtain deeper understanding of the experiences and meanings persons attach to the burnout development.

Results: Burnout developed over a period of time and consisted of distinct, yet cumulative phases. The origin of the problem started at work, usually concerning increased workload, changes in supervision or new organization of work. The stress increased over time, and persons dealt with it by employing a variety of coping mechanisms. Since the stress did not decrease, and coping mechanisms did not produce adequate results, various psychological and physical symptoms such as disturbed sleep, anxiety, stomach problems, headaches, tiredness and hypertension appeared. Persons with previous burnout episodes have sought help at the onset of symptoms that reminded them of previous burnout experience. A few other participants also made a decision to seek help at this point, changed some aspects of work or stopped working. If the decision to make a change was not made at this point, breaking point followed. Once breaking point was reached the persons felt they have depleted all their resources and sick leave was the only option they were left with.

Conclusions: Burnout development, comparable to earlier research by Ekstedt and Fagerberg (2005), was seen as consisting of a number of stages. As burnout is developing, warning signs in the form of the symptoms appear. Frequently the persons ignore them and continue working as usual out of dedication to their work, sense of responsibility and lack of sensitivity to the seriousness of the symptoms. The persons who seek help earlier, prior to reaching the breaking point, are those with previous burnout episodes and those who seek help for physical symptoms. Thus, previous burnout experience sensitizes one to seek help earlier, but does not prevent future burnout. More awareness raising about burnout is needed among supervisors and employees, since early recognition of the problem may prevent further deterioration of employees’ health and subsequent long term sickness absence.
GIMME A BREAK: SUBJECTIVE RECOVERY MEDIATES THE ILLEGITIMATE TASK-STRESSOR – WELL-BEING RELATIONSHIP

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Objectives: Sufficient recovery from work demands is crucial for well-being and health, but the role of subjective recovery in the relationship of stressors and strain is hardly investigated. We assume that feelings of recovery mediate the positive relationship between illegitimate task stressors and indicators of impaired well-being.

Methods: Data analyses are based on a sample of 125 male and female Swiss managers with a mean age of 43.4 years (SD = 8.5 years) with an overall response rate of 69 percent. Subjective recovery was measured using a 4-item faces scale (e.g., ‘How well do you recover in general after work?’, ‘… over night?’, ‘… on days off work?’, and ‘… on holidays / in vacations?’) developed by Grebner. The Bern Illegitimate Task Scale (BITS, Jacobshagen, 2006) was used to measure unnecessary tasks (e.g., ‘Do you have work tasks that make you wonder if they have to be done at all?’) and unreasonable tasks (e.g., ‘Do you have work tasks that you believe should be done by someone else?’). Seven indicators of well-being were used: psychosomatic complaints, irritation, and inability to switch off one’s mind after work (Mohr, 1991), exhaustion and disengagement (Demerouti & Nachreiner, 1998), and resigned attitude towards the job and job satisfaction (Oegerli, 1984; Baillod & Semmer 1994).

Results: Mediator effects were tested following the procedure of Baron and Kenny (1986) and the indirect effect was tested using Sobel’s test (1982). A series of full mediator effects of recovery were found. Recovery mediates the relationship between unnecessary tasks and psychosomatic complaints, emotional exhaustion, disengagement, and inability to switch off one’s mind after work; unreasonable tasks and psychosomatic complaints, irritation and inability to switch off. Additionally, a series of partial mediator effects of recovery was found, including recovery partially mediating the relationship between unnecessary tasks and resigned attitude towards the job, resentment, and job satisfaction.

Conclusions: Subjective recovery from work demands plays an important role as a mediator in the work stressor-strain relationship. Illegitimate task stressors impede feelings of recovery after work, over night, and during vacation, which in turn, contributes to the positive relationship of stressors and impaired well-being. Hence, feelings of insufficient recovery from work are considered early warning signs, which can be used to prevent impairment of well-being.
RISK FACTORS ASSOCIATED TO PROFESSIONAL PERFORMANCE OF CIVIL SERVANTS WITH IMPAIRMENT

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Objectives: Considering the Social Inclusion Model (Fabela, 2007; Werneck, 2005) and the WHO’s International Classification of Functioning, Disability and Health (2001), the aim of this paper is to present some of the results from a larger research whose general purpose has been to assess the labour conditions of the civil servants with impairment who work in the Portuguese Central Public Administration. In particular, it tries to show the risk factors associated to professional performance of a group of these employees.

Methods: A questionnaire has been administered to collect the data. It was composed by 38 questions about the impairment profile and personal factors, instrumental accessibility and accessibility in virtual communication, architectural accessibility of the workplace, Information and Communication Technologies’ (ICT) perceptions, and perception about the attitude of the colleagues without impairment and direct managers. Almost all of them were multichoice questions.

The questionnaire has been delivered to 204 ministerial organizations, where previously it had been identified employees with impairment. To make it more accessible for some people, an electronic version with a password was elaborated. This version has been accessible to blind people using a screen reader. Also, a paper and Braille alphabet versions have been provided.

Results: The questionnaire has been answered by 1,051 people from an identified population of 3,013 civil servants. In this sample, 66% of those who need ICT assistive technologies to work don’t have one or more of them. More than half people of this group are female and aged between 51 and 64. Most of them have a visual impairment and work in the current office for more than six years. More than one third who needs workplace adaptations doesn’t have them. Less than half (44%) says that the architectural accessibility of his/her workplace is good. On the other hand, only 50.8% and 45.5% think his/her direct manager and colleagues, respectively, value his/her performance. Also, 44.7% have the opinion that the civil servants without impairment aren’t aware about the reality of the colleagues with special needs.

Conclusions: The results show that, in the analyzed population of civil servants, the employees with impairment who need ICT assistive technologies are more vulnerable to certain risks, in particular to psychosocial, organizational and associated to the workplace risks.

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ICT assistive technologies are computer tools that promote greater independence for people with impairment by enabling them to perform tasks that they were formerly unable to accomplish, or had great difficulty accomplishing.
DISCRIMINATION AT WORK: A CROSS-SECTIONAL STUDY AMONG NEPALESE WORKERS IN THE UK

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Objective: It has been well recognised that discrimination in all its forms prevent individuals progressing within labour market. Some evidence exists on labour market regarding target groups and barriers to participation, but little current consolidated intelligence on types and extent of discrimination in the UK. This article was sought to examine the effects of discrimination at work; and to draw general lessons, which might help to develop appropriate policy to reduce discrimination strategies.

Methods: Self-administrated questionnaires instituted among 115 Nepalese working in South East England, between 2005 and 2006, regarding their attitudes towards discrimination, including possible causes, manifestations and impact on access and progress at work. In-depth interviews (n=10) and group consultations (n=20) were also conducted with employers and officials to obtain further information about the knowledge and understanding of discrimination and prevention, including complaint procedure and awareness of employees’ health and rights.

Results: Response rate was 79%. Nearly 80% mentioned the existence of discrimination at work within the region. Seventy-percent of those who interviewed were indicated that the trend of discrimination has been gradually increased (15% in 2001/02 and 29.3% in 2005/06). Wider social segregation was largely seen to result from negative, ill-informed, attitudes and perceptions that lead to inappropriately designed and delivered services support for people with both physical and mental conditions and impairment. A common theme for people with different health (mental) conditions, apart from the stigma society places upon them, was their described fluctuation in self-confidence. This resulted in feelings of inadequacy, self-loathing and a desire for isolation. Limited recognition of overseas qualification, poor acceptance of job references obtained from outside and criticism of ‘language’ and ‘accents’ reported another important barriers.

Conclusions: Discrimination has a profound effect on staff performance due to insecurity, absenteeism, exclusion/de-motivation, poor health and stress. Creating a safe and empowering environment reducing assumptions and stereotypes is important. Necessary changes in employment policy and practices will reduce causes and consequences of discrimination. There is also a need for increased confidence building as well as greater access to information, guidance and awareness on work safety, stress and health at work.
PREDICTING JOB STRAIN AMONG NURSING PERSONNEL USING JOB STRESS AND ORGANIZATIONAL JUSTICE MODELS

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**Objectives:** There is mounting empirical evidence suggesting that perceptions of justice can contribute to employee stress. However, there are a number of aspects of the justice-stress relationship that are under-researched, in particular the extent to which justice perceptions provide unique insights into this relationship (especially when compared to traditional job stress models) and the effects of relatively new justice dimensions, namely the interpersonal (extent to which decision makers treat people with respect and dignity) and informational (extent to which rationale for decisions are explained) dimensions. There is also little known about the precise nature of the direct effects and the degree to which these are linear or non-linear. The specific objectives of this study are therefore to:

1. Measure the capacity of organizational justice variables to add to the predictive capacity of a commonly used model of job stress (i.e., Karasek and Theorell's demand-control-support model [DCS]).
2. Examine the stress-related effects associated with interpersonal and informational justice (when compared to distributive [extent to which outcomes are consistent with norms for allocation] and procedural [justice of processes that lead to decision outcomes] justice).
3. Assess the extent to which the direct effects of job stressors (i.e., justice and DCS variables) are curvilinear.

**Method:** The study sample consisted of 168 nurses working in an Australian-based aged-care facility. Participants were asked to complete a survey consisting of scales designed to measure the justice and DCS variables, as well as stress-related outcomes (psychological wellbeing, psychological distress, job satisfaction and organizational commitment).

**Results:** Prior to undertaking the hierarchical regression analyses, the main effect variables were “centered” to reduce the multicollinearity that may arise when using squared and interactional terms (when testing for curvilinear and moderating effects respectively). The results of the regression analyses provide strong support for the additive DCS model, with the majority of the explained variance being captured by the influence of job demands, job control and social support. By comparison, the portion of variance accounted for by the justice variables did not reach significance, with the exception of predicting psychological distress. In relation to the curvilinear effects, several non-linear effects were identified, three of which involved the justice variables (procedural, distributive and interpersonal justice). None of the interactional DCS variables (e.g., demand x control x support; demand x control) predicted the outcome measures.

**Conclusion:** The large amount of variance captured by the additive DCS model, relative to the justice variables, suggests that there is little value in expanding commonly-used models of job stress to include organizational justice concepts. While there is a clear need to consider traditional job stressors when examining the work-stress relationship, the curvilinear effects of the justice variables indicates that perceptions of justice still need to be taken into account. We consider the theoretical and practical implications of these results and highlight areas where future injustice-as-stressor research could be directed.
Objective: For over 25 years, Karasek’s demand-control job strain model has been one of the most influential models in stressor and strain research. Although the link between demands, controls, and strain is well-established, the model continues to be criticized for not being comprehensive (deJonge & Kompier, 1997), and mixed support exists concerning the hypothesized interactive effects of demand and control variables (de Lange, Taris, Kompier, Houtman, & Bongers, 2003). Researchers have found that dispositional characteristics impact the way employees perceive and react to the environment (Perrew & Spector, 2002). In particular, negative affectivity has been found to impact job and life satisfaction and psychological well-being. Thus, this study aims to contribute to the extant literature by extending Karasek’s demand-control model by including personality. We predict that a three-way interaction between demand variables (time pressure and uncertainty), a control variable (decision latitude), and neuroticism will exist.

Method: A total of 523 employees (73% women; M age = 41 years) from several German organizations completed a survey measuring job satisfaction, personality, and job characteristics at multiple time points. We assessed neuroticism using a subset of the NEO Five-Factor Inventory ($\alpha = .79$; Costa & McCrae, 1992b) and assessed job characteristics, including uncertainty, time pressure, and decision latitude using the ISTA (Instrument zur stress-bezogenen Arbeitsanalyse).

Results: The hypotheses were tested using hierarchical linear regression: first main effects, then the two-way interactions between each of the variables, and lastly the three-way interaction were entered in sequential steps. Demand, control, and personality variables measured at Time 1 were used to predict job satisfaction at Time 2. Time pressure, decision latitude, and neuroticism directly impacted job satisfaction. Additionally, the two interactions tested were significant: uncertainty x decision latitude x neuroticism ($R^2\Delta = .024$, $p < .01$) and time pressure x decision latitude x neuroticism ($R^2\Delta = .016$, $p < .05$).

Conclusions: The results in this study provide support for a three-way interaction between job demands, control, and neuroticism in predicting satisfaction. Our findings extend extant literature by providing additional support for broadening the demand-control model. These findings have practical and theoretical implications. Future studies should incorporate dispositional characteristics, which may help explain the mixed findings for the model (de Lange, et al., 2003). Additionally, organizations can increase employee psychological well-being at work (i.e., job satisfaction) by taking into consideration demand and control job characteristics, as well as employee dispositions.
SELF-EFFICACY AND FLOW AT WORK: A VIRTUOUS CIRCLE?

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Objective: Based on predictions of Social Cognitive Theory (Bandura, 1997, 2001) and the Channel Model of Flow (Csikszentmihalyi, 1975), the main objective of this study is to extend the Channel Model (that assumes that flow occurs when there is a match between challenges and skills) including self-efficacy as predictor of the combination of challenges X skills, and the flow experience in itself (defined as work absorption and enjoyment). We expect that self-efficacy will play a predicting role of the flow experience, directly and also indirectly through the challenges X skills combination, over the time. Moreover, we expect, that self-efficacy and flow will be both reciprocally related in a kind of ‘virtuous’ circle over time: the more self-efficacy at T1 the more flow experiences at T2, and vice versa.

Method: Structural Equation Modelling was carried out in a sample of 234 secondary school teachers (57% women; Mean age: 40), in two waves with 8 months in between.

Results: Results provided evidence for our predictions. More specifically, results showed that the more self-efficacy, the more flow and also the higher the levels of challenge X skills, that in turns predicts the more flow. The influence of self-efficacy at T1 on flow at T2 is also showed over the time mediated by challengesXskills in T2. However, the reciprocal relationship between flow in T1 as predictor of self-efficacy in T2 was not confirmed. Moreover, the model including self-efficacy as an antecedent has more predicting power and fit better than the model including only the challenges X skills combination as a predictor of flow experience.

Conclusion: Results extended the Channel Model of flow including self-efficacy as a predictor of challenge X skills and flow experiences. Summing up, the present work contributes to the operationalization and clarification of the flow experiences as well as its antecedents. Theoretical and practical implications of the study are discussed.
DEVELOPMENT AND VALIDATION OF THE “EXPECTATIONS OF POLICING” SCALE.

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Objective: It has been claimed that the Police operate under what is known as an occupational sub-culture which is said to idealise aggressive, ‘take-charge’ approaches to policing crime which includes a ready acceptance of a degree of violence and aggression on the job, whether as victims or instigators of that aggression. Such an outlook often results in selective enforcement of the law and the use of illegitimate tactics, which could, in turn, give rise to tensions within the community, public complaints against the Police (Brown, 1981) and antisocial behaviour from the public. The social-interactionist model of violence and aggression posits that an individual’s appraisal of a situation entails complex social judgments about the others’ intentions and motives framed by norms and expectations of that particular social situation (Leather & Lawrence, 1995). In the Police, as in any organization, attitudes and beliefs about violence and aggression and the job itself generate certain expectations about the job and interactions with individuals. Few studies however have attempted to develop a measure which captures these expectations and attitudes. In developing such a measure, one may be able to identify and decipher such attitudes which could assist in public relations between the Police and the wider community. The aim of this study is to develop and validate a scale measuring officer expectations of policing. In order to develop the items for the scale a total of 15 focus groups with police officers. Participants were asked to define the role of a police officer, the duties involved, and the nature of the work. Items in the scales were either derived from direct quotations taken from the interviews or modified to improve coherence and understanding. This led to the development of a 30 item attitude scale piloted on a sub sample of police officers. Participants were asked to delete items which they felt were redundant and improve the wording of statements where necessary. This resulted in a total of 19 attitudinal statements which were used in the final questionnaire. The degree of agreement with each attitudinal statement was measured by means of a five-point likert scale ranging from strongly disagree to strongly agree.

Method: The data reported in this study is part of a larger research survey on violence in an English police force. A total of 2,533 questionnaires were distributed to all police officers in an English police force, of which 760 were returned. Preliminary analyses checks for normality and outliers were conducted on the attitudinal data using SPSS version 14 resulting in the deletion of 14 cases. The data were randomly split into two halves which were labeled as half1 and half2. An exploratory factor analysis using principal components analysis with varimax rotation was performed on the data labeled as half1, resulting in a 4 factor solution accounting for 52% of the variance. Confirmatory Factor Analysis (CFA) was then performed on the items derived from the solution of the exploratory factor analysis. The initial CFA demonstrated the hypothesised model needed further modification (SB-X2 (38) = 78.39, CFI = 0.915, RMSEA = 0.054, CI = (0.036, 0.070)) . Post-hoc model modification was performed to obtain an improved fit and more parsimonious model. The Lagrange multiplier test revealed that error terms associated with items 8 and 9 covaried, and that item 14 crossloaded on factors 2 and 3. In order to maintain the clarity of the model, only the first path was added in the modified
model. Analysis showed that the hypothesised model was reasonably well-fitting \((\text{SB-X2 (37)} = 60.87, \text{CFI} = 0.952, \text{RMSEA} = 0.043 \quad \text{CI} = (0.021, 0.060))\).

**Results:** The results were cross-validated with the data labelled as half2. Analyses showed that the model still held for this validation sample \((\text{SB-X2 (103)} = 120.305, \text{CFI} = 0.977, \text{RMSEA} = 0.021, \text{CI} = (0.000, 0.036))\). The LM test did not suggest any noninvariant parameters across the data labelled as half1 and the data labelled as half2. So it could be concluded that the proposed model is valid and equal across these two sets of data. Factors were subsequently labelled as 1) Inherent nature of violence and aggression in policing; 2) Unrealistic public expectations of police officers; 3) Legitimacy of the use of force in confrontations; 4) Mechanisms for dealing with the public.

**Conclusions:** The development of this scale is important for three reasons. First it provides an opportunity to capture police officer appraisals of situations relating to their job. Second, such appraisals may moderate the relationship between exposure to stressors or demands on the job and resulting health and performance outcomes. Third, the scale can be used to design organisational culture change interventions.
WHEN TIME PRESSURE REALLY HURTS: THE CASE OF PERFORMANCE IMPAIRMENT

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Objective: Time pressure, although often associated with lower well-being, is an ambiguous construct. On the negative side, it is accompanied by feelings of apprehension, uncertainty, etc., which are likely to foster associations with strain (Spector & Jex, 1998). At the same time, it may imply a challenge, and be associated with feelings of pride if that challenge is met (cf. Beehr et al. 2001). This ambiguity may be responsible for the fact that associations with strain are sometimes modest, and that some associations, especially with attitudinal indicators like job satisfaction, may even be positive (Beehr et al., 2001; Podsakoff et al., 2007). We argue that the crucial aspect determining the ambiguity of time pressure is the extent to which one’s work goals can still be met. Impediments to task fulfilment are an important component of many theoretical accounts of stress, and have empirically been found to be stressful (cf. Spector & Jex, 1998; Podsakoff et al., 2007; Semmer et al., 2005). If these considerations are correct, a measure assessing to what extent time pressure at work impedes people’s ability to do high quality work should more clearly be related to well-being than a traditional measure of time pressure.

Methods: Participants were young people from five occupations in Switzerland (Semmer et al., 2005). Analyses refer to two waves in which our new construct was assessed (N = 481; age = 22.6 years, 59% female). We assessed (a) task-related stressors (uncertainty, organizational constraints, interruptions, concentration demands, and time pressure) and (b) control, all with scales by Semmer et al. (1995); and (c) social support (Frese, 1989). Furthermore, we added a new scale assessing “quality impairment through time pressure” (three items, e.g., “Time pressure at work is so high that one has to ‘muddle through’ somehow”; Cronbach’s alpha = .78 (T1) and .79 (T2)). Dependent variables were “poor unwinding after work” (“cognitive irritation”, Mohr et al., 2006), and job satisfaction (cf. Kaelin et al., 2000). Data were analysed by way of multiple regression analyses, controlling for demographics and self-efficacy (Items from Krampen, 1991), and for the dependent variables at T1, where appropriate.

Results: With all other variables in the equation, time pressure was a significant predictor for poor unwinding cross-sectional but not longitudinally. It was not predictive of job satisfaction. By contrast, quality-impairment through time pressure predicted both dependent variables cross-sectionally as well as longitudinally (beta T1-T2 = .16** for poor unwinding, and -.14* for job satisfaction).

Conclusions: Our results are in line with the reasoning (1) that time pressure does, indeed, contain positive elements, and (2) that the positive aspects relate to being able to perform well despite time pressure. The resulting ambiguity attenuates associations with well-being, both in terms of strain and in terms of attitudes. Time pressure that prevents people from performing well, however, deprives them of the opportunity for accomplishment and pride, and therefore represents a clear and unambiguous stressor.
CONSEQUENCES OF “PART-TIME SICK LEAVE” FOR COLLEAGUES AND MANAGEMENT

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Objective: In Sweden there is the possibility to prescribe part-time sick leave, 25, 50 or 75 percent of the actual working hour. The purpose of this study is to describe the experienced consequences for colleagues and management surrounding employees on part-time sick leave.

Methods: Employees in four county councils and two municipalities in Sweden with experiences from working together with colleagues on part-time sick leave were invited. Focus group interviews were used and the result was obtained using manifest content analysis. Individual interviews with politicians, higher management persons and social security workers were conducted and used for triangulation to ensure a higher level of trustworthiness. Other methods for trustworthiness were; co-analysing between the two authors and cross-comparisons with results from an earlier study on consequences of part time sick leave for the individual.

Results: The colleagues believed that part-time sick leave is very positive for the sickness absent colleague; it makes it possible for them to stay at work although not healthy. The consequences for the working group were believed to be “not that positive”, as the colleagues reported more own strain to cover for the person on part-time sick leave. Problematic areas for the management were “recruiting stand-ins” as well as solving the more complex questions about “working hours” and distribution of tasks so that they were considered reasonable and fair to colleagues. Unrealistic expectations of work contributions from the person on part time sick leave, was a clear theme in the interviews with both colleagues and managers. This theme involved both “time spent” and “efforts made” from the sick listed. The sick listed person was expected to be fully fit the time he/she spent at work which not was seen as realistic. The attitude from the managers was considered crucial for the success or not of part time participation at work. To find the balance between work task demands and capacity was harder for partial sick-listed with mental disorders. Managers and teachers in the education sector talked about negative consequences for the costumers (pupils), while in elderly care the perspective was primarily about relations in the working group.

Conclusions: The ideas of positive consequences of part-time sick leave seemed to be limited to the actual person on part-time sick leave. The consequences for clients, colleagues, management and organisation are reported mostly as negative.
VIOLENCE IN AND FROM WORK IN A GROUP OF TEACHERS AT THE UNIVERSIDAD DEL TRABAJO DEL URUGUAY (POLYTECHNIC INSTITUTE). A QUALI-QUANTITATIVE TRIANGULATION STUDY

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**Objective:** To describe, in a selective group of teachers, the subjective perceptions related to violence in and from work, its conditions and environment, relating it with specific questionnaires.

**Method:** Correlational study, with a quali-quantitative methodology. Instruments: only one meeting, informed consent, loosely structured interview, observation, self-administered application: MBI, labour satisfaction and stress, self-referred symptoms.

**Results:** Confidence: M.B.I. : $\alpha = .8167$, Labour satisfaction: $\alpha = .8659$, Labour stress: $\alpha = .7646$, Self-referred symptoms: $\alpha = .9220$.

Quali-quantitative triangulation model: Social and political environment: 321 teachers from 7 schools, 60% female, 40% male, minor total average Burnout, major average total stress, minor average total satisfaction than previous studies. Communitarian level: admission: 1969 to 2007, multi employment 59%, High emotional fatigue 38%, high social interaction distance 41%, Low self realization 35%. Working environment: multi employment 40%, wishing to change job 28%, employment insecurity 43%, communication failure 75%, exposed to violence 34%, intentional violence 16,51%. Family: married 42%, single 25.54%. Income: main 64,45%, sole 30,84%, unsatisfactory 75%. Specific level: Schools: without statistically significant differences, MBI average, relevant differences in Labour Productivity and extrinsic satisfaction. Self-referred symptoms with higher level than somatic and psychosomatic ones. Emergent: “You could loose your job”, “They’ve tried to bribe me to approve their exam”, “If I didn’t clean up the room, they had lowered my points”, “Fourteen groups, 20 hours each”, “Every year nobody knows if they will keep their jobs”, “An inspector told me: you’re pregnant, I’m not going to give you teaching chores”, “Labour security!!! It’s all theory, there’s no security in the workshop”.

**Conclusions:** Institutional violence raises in and from work, it’s a group with high emotional fatigue which constitutes a group on risk, close relationship between personal suffering and impact in physiologic and psychological health. From this association spurs “political-bureaucratic violence”. The actual challenge, and the most difficult, is the lack of consensus on the subject of work violence and violence in the workplace. Political-bureaucratic violence is a variant produced by political employees and/or permanent high rank employees strengthened by those that don’t make decisions but legitimate those practices. Moral harassment and institutional political-bureaucratic violence are complementary practices, both were endured with the addition of psychological harassment that is harder to prove.
THE ROLE OF SOCIAL SUPPORT AND WORK-FAMILY CONFLICT ON NURSES’ HEALTH DISTRESS AND MARITAL ADJUSTMENT

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Objectives: The present study investigates the relationship between family-work and work-family spill-over on nurse’s health distress and marital adjustment. The role of social support and coping confidence will also be explored.

Methods: The sample consists of 88 female hospital-based nurses (Mean Age =34.36; SD=9.31) from the northern region of Portugal. Participants were assessed by a Socio-Demographic and a Professional Questionnaire, and the Portuguese versions of: 1) the “Work-Family Conflict” scales (WFC/FWC-S, Netemeyer, Boles & McMurrian, 1996) to evaluate “Work-Family Conflict” and “Family-Work Conflict”; 2) the “General Health Questionnaire” (G.H.Q-12) to measure psychological distress; 3) the “Revised Brief Personal Survey” (BPS-R) to assess health distress and coping; 4) the “Job Content Questionnaire” (JCQ – SS), to measure social support in the work place; 5) and the Revised Dyadic Adjustment Scale (R-DAS) to assess marital satisfaction, dyadic cohesion and marital consensus.

Results: Data show that work-family conflict (WFC) and family-work conflict (FWC) are positively correlated with psychological distress on the GHQ-12 (rWFC=.33; rFWC= .25) and the stress response pressure/overload on the BPS-R (rWFC= .34; rFWC=.27). FWC is negatively correlated with marital satisfaction (r=-.25), whereas WFC is negatively correlated with marital consensus (r=-.21). Findings reveal that work-family spill-over is positively correlated with family/friends social support (r=.29), but negatively correlated with supervisor social support(r=-.25). Coping confidence (BPS-R) is negatively correlated with health distress responses (anger/frustration: r= -.28; guilt: r=-.29), and pressure/overload (r=-.21). In turn, pressure/overload is negatively correlated with marital adjustment (r= -.22).

Conclusions: These findings are in conformity with existing literature which highlights the role of work-family and family-work conflict on psychological distress in nurses (e.g. Simon et al., 2004). It seems that the conflict experienced in one role transfers to the other role and vice versa, affecting nurses’ marital adjustment and well being. Confidence in one’s coping resources seems to be associated with lower personal distress and should be explored as a potential moderator in the relationship between work-family spill over, and personal and marital stress. Family and supervisor social support seem to be inversely related to work-family spill-over, and their role as potential moderator should also be considered in future studies. Results show the importance of reducing work-family conflict and making work demands more compatible with family and “marital” life, in Portuguese nurses. Work-family conflict, especially in women, must be considered in occupational health promotion programs and in marital therapy.
PRODUCTIVITY, CARE QUALITY AND EMPLOYEES' WELL-BEING IN PUBLIC AND PRIVATE SERVICE HOUSING FOR ELDERLY PEOPLE

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Objectives: Economic situation of municipalities has increased the demands for higher efficiency in care services. No consensus exists on the effects of using private services. The effects may occur in costs, productivity, in quality of care and in well-being of workers. Most studies report that free-for-all competition between service providers reduces costs. But there have been doubts whether costs remain low in the long run. Increasing uncertainty, growing demands, lay offs, lower wages and higher turnover rates of employees are frequently reported. But private organizations are also reported to have better leadership, higher job control and flatter organizations. Maximizing profits may lead to cutting costs and quality problems. On the other hand competition is supposed to assure quality by motivating to develop work processes. Most studies have explored only one or two aspects of privatization. There is a lack of comprehensive studies taking into account costs, differences in clientele, quality of care and workers' well-being. If these aspects are not taken into account the results will be misleading. This study attempts to overcome the problems in former studies using a large sample, and combining different data. The aim of this study is to explore the differences between private-owned and municipal services in service housing (with 24-hour assistance) for elderly people. The factors studied are costs and efficiency, quality of care, work environment and well-being of employees. In analyses patient-structures and transactional costs are taken into account.

Methods: The study is based on data from personnel surveys (N=2000), resident assessments (3000) (quality of care, patient structure) and data on costs, organizational structures and bed-days in municipal and private-owned service houses (150 work units).

Results: First results show that in private-owned organizations leadership, team climate and autonomy are at better levels. Also job demands seem to be lower. In further analyses patients' functioning and quality of care are explored.

Conclusions: The study showed that privately owned service housing may be a healthy workplace for nurses. Work environment seemed to be better in private organizations than in municipal services. The differences in patient structures and resources as well as quality of care will be explored.
THE INFLUENCE OF WORK STRESSORS ON SAFETY RELATED EVENTS: THE MEDIATING ROLE OF EMPLOYEE WELL BEING

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Objectives: Although previous research has shown that work related stressors are predictive of employee health and well-being (Kelloway & Barling, 1991), there have been few attempts to link workplace stressors and affective well-being with employee safety behaviours. This study tested a structural model in which self-reported well-being mediated the relationship between workplace stressors (workload, role conflict) and self reported safety behaviours.

Method: A sample of three hundred and forty two (N=342) heavy construction workers completed a health and safety questionnaire in the fall of 2007. The questionnaire included measures of employee affective well-being (Warr, 1990), workload, role conflict (House, McMichael, Wells, Kaplan, and Landerman, 1979) and safety behaviours (Fleming, 2000).

Results: We used Baron and Kenny’s (1986) four step process to test the extent to which affective well being mediated the relationship between workload and role conflict and safety behaviour. We concluded that increased workload detrimentally influences safety behaviours ($\beta = -.12$, $p < .05$) and employee affective wellbeing ($\beta = -.42$, $p < .001$). Additionally, wellbeing positively influences safety behaviours ($\beta = .25$, $p < .001$). The relationship between workload and safety behaviour was fully mediated by self-reported well-being of employees, as demonstrated by this relationship becoming non-significant when controlling for employee wellbeing ($\beta = -.02$, $p = .82$). Similarly, increased role conflict was associated with decreased safety behaviours ($\beta = -.23$, $p < .001$) and employee wellbeing ($\beta = -.48$, $p < .001$). The relationship between role conflict and safety behaviours was only partially mediated by self-reported well-being; this relationship was reduced when controlling for employee wellbeing, although still significant ($\beta = -.14$, $p = .03$).

Conclusions: We concluded that workplace stressors influence self-reported safety behaviours; however this impact is mediated by employee affective well-being. When attempting to increase the safety behaviour of employees it is important to be cognizant of the mediating role employee well-being has on safety related behaviours. Future research should attempt to replicate these findings in other workplace domains.
SOCIAL SUPPORT AT WORK, ATTACHMENT, AND BURNOUT AMONG GERIATRIC MENTAL HEALTH WORKERS

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Objectives: The main aim of the study was to explore the perception of social support at work and its link with burnout, within an attachment theory framework. A questionnaire assessing perceived social support from colleagues and superiors separately, among mental health workers, was developed and the links between dimensions of perceived support at work, attachment style, and burnout were investigated.

Methods: A cross-sectional study was conducted with a sample of 68 nursing and support staff in two geriatric mental health hospitals in Barcelona, Spain (61 females, 7 males; mean age = 39.34, sd = 10.26). The Spanish versions of three questionnaires were administered: the new 13-item Support at the Workplace Questionnaire developed by the authors, the Relationship Questionnaire (Bartholomew & Horowitz, 1991) consisting of four single-item scales (secure, dismissive, preoccupied, and fearful) and the 22-item Maslach Burnout Inventory (Maslach & Jackson, 1981) consisting of three subscales (emotional exhaustion, depersonalisation, and personal accomplishment). All questionnaires were completed anonymously by the participants after work or during lunch breaks.

Results: Principal component analysis yielded three factors that explained 58.4% of the variance: support from superiors, support from colleagues, and autonomy obstruction from superiors. All three factors were correlated with emotional exhaustion (rs = -.28, -.32, .29, p<.05), but only support from colleagues and autonomy obstruction from superiors were correlated with the depersonalisation (rs = -.32 and .28, p<.01 and p<.05) and total burnout scales (rs = -.35 and .33, p<.01). Preoccupied attachment was correlated with support from colleagues and depersonalisation (rs = -.25 and .30, p<.05), while fearful attachment was correlated with autonomy obstruction from superiors and depersonalisation (rs = -.30 and .38, p<.05 and p<.01). Fearful attachment and support from colleagues predicted almost 20% of the depersonalisation variance (F=9.19, p<.001).

Conclusions: The distinction between relatedness and autonomy may be useful in understanding the breakdown of interpersonal processes at the workplace. While in same level work relationships the provision of emotional and practical assistance, expressions of relatedness, seemed to be linked with burnout, in relationships with superiors, the obstruction of autonomy was the strongest correlate. Preoccupied employees, characterised by an exaggerated need for interpersonal closeness, may be more vulnerable to depersonalisation when support from colleagues is disrupted, while fearful employees, characterised by interpersonal avoidance and a defensive sense of independence, may be more vulnerable when autonomy is obstructed.
Comparing the Attributional Style of Managers and Employees When Discussing Incidents of Stress at Work

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Objectives: This study aims to explore the attributions made by employees’ and managers’ when discussing incidents of stress at work; to compare the attributional style of managers and employees and; to discuss the impact of attribution theory to stress management interventions. We now know that managers’ play an important role – positive and negative – in employee stress management (e.g. Tepper, 2000; Hogan, Curphy & Hogan, 1994; Thomson, Rick & Neathey, 2004). Recent research (Gilbreath & Benson, 2004; Nielsen et al., 2008; Yarker et al., 2007; 2008) provides further understanding of the specific management behaviours that impact on employees’ mental health and well-being. However, we have less understanding of the way in which employees interpret their managers’ stress management behaviour. For example, when reporting stressful incidences, do employees explain their managers’ behaviour as attributable to an internal, controllable and specific cause? And, if so, is this associated with a positive account of the managers’ intervention? Furthermore, when managers report their role in managing an employee through a stressful incident, do they attribute their behaviour to these same causes? Or, do they draw from different attributions depending on the outcome of the incident?

Method: Managers and employees took part in structured interviews which employed the critical incident technique (Flannagan, 1954). The sample was comprised of 84 participants; 39 managers and 45 employees, from 5 different British financial companies. The interviews were recorded and transcribed. We then analysed the interviews using the Leeds Attributional Coding System (LACS; Munton, Silvester, Stratton & Hanks, 1999). Frequency analysis was conducted and comparisons between employees and managers attributional style were made.

Results: Preliminary analysis indicates that managers and employees report very different attributional styles when discussing incidences of effective and ineffective management of stress at work. Interestingly, the differences between employees’ and managers’ attributions of management behaviour give incite into how the same behaviour can be both a cause or an outcome of stress.

Conclusions: These results are relevant to understand how employees and managers conceive stress management behaviors in terms of causes, outcomes, generalization, controllability, stability, and specificity. In understanding how employees and managers attribute manager behaviours, we will be better positioned to design effective interventions in terms of the “good” management practices or competencies.
RISKS AND DISTRIBUTION OF SEXUAL HARASSMENT AT THE WORKPLACE. A REPRESENTATIVE SURVEY IN GERMAN AND FRENCH-SPEAKING SWITZERLAND

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Objective: Within the framework of an impulse program against sexual harassment at the workplace by the Swiss federal government, we conducted a study in 2007 with the goal of shedding light on the frequency and risk factors for this topic. Through telephone interviews, we contacted a representative group of 2,020 actively employed participants throughout German and French-speaking Switzerland.

Method: The study focuses on the incidence of sexual harassment from 3 different perspectives: (1) direct experience of incidents with a potentially damaging nature. To avoid problems with definitions and terminology, participants were presented with 12 incidents that are classified as potential sexual harassment in the subject literature. The participants were asked if they had ever experienced the incidents themselves. (2) Subjective experience was measured in that the participants were asked firstly if they had been made to feel sexually harassed by any of the 12 incidents or similar behaviour. Secondly, if not whether the incident unpleasantly disturbed them. A positive response to either of these questions meets the criteria for a form of sexual harassment according to the legal definition. (3) Subjects were also asked if they had observed such behaviour among work colleagues.

Results: The preliminary findings showed that 51% of those questioned had experienced at least one of the 12 forms of harassment indicated in the survey (women 55%, men 49%). Qualifying these results according to subjective experience, women reported a 28% incidence of sexual harassment, almost 3 times the frequency of that reported by men (10%). The distribution of the frequency of the indirectly observed incidences roughly matched the first and second study perspectives.

Conclusion: From an outsider perspective, incidences that are generally considered minor infractions (such as sexual jokes) are more frequently observed than more “serious” ones. However, people that have experienced some recent incident rate their working atmosphere as significantly worse, no matter if they considered the incidents as harassment or not.
Our study aims at identifying predictive factors for well-being in organizational context, our focus being on those factors that have a potential negative impact and generate coping reactions and emotional experiences as fear and anger. The study was conducted on 94 employees using an eclectic questionnaire, based on well-known instruments along with newly constructed instruments (for counterproductive climate and emotional responses). We have conducted regression analyses to test our hypotheses. Our findings showed that organizational factors (e.g. role overload, \( r = -.233, p < .01 \)) and individual factors (e.g. interpersonal conflict at work, \( r = -.261, p = .01 \)) have an important role in well-being prediction. The results also supported the proposed mediating relations (coping) and moderating relations (emotions). The discussion will also address the impact of individual well-being on psychological health, emphasizing the importance of healthy emotional responses.
COPYING CO-WORKERS’ SICKNESS ABSENCE IN TEAMS

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Objective: Elaborate research has been done on the causes of employees’ sickness absence. The predictors of absence have mainly been sought on the individual level, such as commitment and psychological health of the employee (Bakker, Demerouti, De Boer & Schaafeli, 2003) and on the organizational level, such as health programs (Cunningham & James, 2000). Less attention has been paid to the causes of absenteeism on the meso-level of organizations, the level where interactions between co-workers occur. Nonetheless, the interactive processes between co-workers have become highly important since organizations increasingly organize their work processes in a team based form (Cohen & Bailey, 1997), requiring employees to interact with each other. The increased interaction between co-workers urges for more insight in the effects co-workers may have on each other’s work outcomes. Though previous studies have proved the importance of group processes for work outcomes (Riordan & Griffeth, 1995), studies on absenteeism addressing the effects of co-worker interactions are thus far lacking. Therefore, the central question of this study is whether employee sickness absence is affected by co-worker characteristics, on top of employee characteristics. As a theoretical building block we use the often applied distinction of sickness frequency and sickness duration with the assumption that sickness frequency is related to motivational factors, whereas sickness duration is caused by physical and mental illness (Johns, 1997). Further, based on emotional contagion theory and social identification theory, assuming that co-workers affect each other’s work outcomes via the exchange of emotions and behaviour (Hatfield, Cacioppo, & Rapson, 1994; Tajfel & Turner, 1985) we hypothesize that co-workers’ emotions (low job motivation and high stress) and co-workers’ absence behaviour (frequency and duration) increase respectively employee absence frequency and employee absence duration.

Method: Data were collected in 2007 among employees of 24 Dutch organizations using teams as the primary work form. 520 Employees of 97 teams filled in questionnaires including their team name, enabling us to link team members of the same team. We used self-reported absence measures taking into account several reliability enhancing guidelines (Johns, 1994). The other variables, control variables of team and organizational characteristics, as well as job motivation and stress were measured by valid scales. Weighted regression analyses were used to test the hypotheses, taking into account the nested character of our data.

Results: The results confirmed that the bulk of the variance in absence frequency and duration was explained on the employee level and not by team or organizational characteristics. Job motivation and stress of co-workers had no significant effect on respectively employee absence frequency and duration, whereas a strong positive relation was found between the co-workers’ absence behaviour (frequency and duration) and the employee’s absence frequency and duration.

Conclusions: From our results, we conclude that group processes play an important role in increasing or decreasing employee absenteeism. Although no support was found for the idea that co-workers’ emotions spill over to the employee, the actual absence behaviour of co-workers appeared to be copied by the employee, supporting the idea that team members together create commonly agreed behavioural patterns.
EFFECTIVE WORK-LIFE BALANCE SUPPORT FOR DIFFERENT FAMILY TYPES

TEN BRUMMELHUIS, L. & VAN DER LIPPE, T.

Objective: Time pressure is a major problem of today’s workforce due to the increasing proportion of workers with substantial responsibilities at home in addition to their job demands (Moen, 2003). Organizations increasingly provide work-life policies, such as flextime and childcare to facilitate work family balance. Evaluation studies principally agree on the beneficial effects of work life policies on work and family outcomes (see for an overview: Glass & Finley, 2002). However, the literature on work-life policies has focused on intact nuclear families, whereas other family types have been largely neglected even though today’s work force is characterized by an increasing diversity in family structures (Casper, Weltman & Kwesiga, 2007). The demands and support that singles and employees without children have at home may differ from employees with children (Young, 1996). Therefore, we will compare the effectiveness of work-life balance support (WLB support) in enhancing employee work outcomes between employees from different family types. Furthermore, work-life policy studies have been restricted to the evaluation of work-life policies offered by the employer, whereas support in balancing dual roles beyond the workplace may play an important role in increasing work outcomes as well (Lapierre & Allen, 2006). Our conceptualization of WLB support includes instrumental support and social support from the work domain (e.g. flextime) and from the family domain (outsourcing of household chores). Insights from two opposed theories are used to predict the effectiveness of WLB support among employees from different family types. Following conflict theory (Greenhaus & Beutell, 1985) we expect that WLB support is most beneficial among employees who have greatest need for additional time and energy due to high demands at home (parents). Following enrichment theory (Greenhaus & Powell, 2006), we hypothesize that WLB support will be most effective in enhancing work outcomes among employees who have the lowest resources at home (singles).

Methods: Data were collected in 2007 among 520 employees at 24 organizations, including 94 employees without partner and children (singles), 170 employees with partner, without children (couples) and 218 employees with partner and children (parents). The dependent variables of this study were work performance and helping behavior. We conducted multilevel analyses taking into account the nested character of our data.

Results: The results showed multiple interaction effects of family type on the relationship between WLB support and the work outcomes. For example, controlling for family tasks, outsourcing of household chores increased performance among singles, but not among couples and parents. Work-family culture increased performance among parents, while reducing performance among singles. Singles’ work outcomes improved when they had access to flexible work arrangements, whereas couples profited from social support from their supervisors.

Conclusions: These findings stress the importance of taking into account the family type of an employee when considering appropriate support to balance work and life roles.
HOME AND WORK DEMANDS - RESOURCES AND SICKNESS ABSENCE: THE MEDIATING ROLE OF JOB MOTIVATION AND PERCEIVED HEALTH

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Objective: In this study, we use the Job Demands – Resources (JD-R) model to examine how different work and home demands and resources are related to absence frequency and duration, mediated by job motivation and perceived health. The JD-R model is built on the premise that employees always face job demands and have limited job resources (Demerouti, Bakker, Nachreiner, & Schaufeli, 2001). When the organizational or social environment lacks resources, employees have less self-regulatory power to cope with the influences of high demands. Withdrawal from work or reduction of motivation can come into effect as a self-protecting mechanism. Prior studies have established that high job demands exhaust employees’ mental and physical resources and therefore lead to depletion, whereas the absence of job resources undermines motivation (Bakker, Demerouti, & Euwema, 2005). Bakker, Demerouti, de Boer, and Schaufeli (2003) confirmed this model and extended it by predicting absence frequency and absence duration. In the present study, we argue that not only job demands and resources influence job motivation and perceived health and subsequently absence, but that this process is also put into action by home demands and resources. Therefore, we extend the model with exogenous constructs related to the home domain.

Results: Data were collected in the Dutch subsidiary of a consultancy firm, with 4,220 employees. This study used two types of data collection: a survey of employees and the company records of employees’ absences. Of a total of 4220 employees, 1176 completed the questionnaire (28 % response rate). The hypotheses were tested with structural equation modeling (SEM) analyses using AMOS (Arbuckle, 1997). In this model, the latent exogenous factors were work pressure, family burden, supervisor support, and social support. In addition, the structural model includes two types of endogenous variables: (1) job motivation and perceived health as latent (mediator) variables, and (2) absence frequency and duration as observed variables. The model appears to fit the data well.

Conclusions: These findings imply an extension of the model presented in Bakker et al. (2003), with home demands and resources. In other words, demands and resources provided by the family domain appeared to have just as much predictive power within the JD-R model as those encountered within the job. This demonstrates the importance of home and family demands for fully understanding the demands on employees. Both domains, work and home, are an integral part of contemporary working life. Therefore, absence can only be understood by taking both domains into account.
META-ANALYSIS OF THE ANTECEDENTS AND CONSEQUENCES OF OCCUPATIONAL SEXUAL HARASSMENT

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Objectives: Although workplace harassment affects the lives of many employees, it until recently has been relatively ignored in the organizational psychology literature. The current meta-analysis examined the potential antecedents and consequences of workplace harassment.

Based on the literature, in this review, the following hypotheses are formulated:

1. Significant effect sizes are expected between the antecedents and SH on the one hand, and between SH and its consequences, on the other.
2. On the basis of the importance of the psychosocial factors, we expect:
   a. A higher effect size of the antecedent of social interaction, specifically, social support
   b. Lower effect sizes of the organizational antecedents: tolerance and job-gender context
3. On the basis of the impact on employees’ social relations, we expect:
   a. Higher effect sizes of the consequences referring to Coworker satisfaction and supervisors
   b. Lower effect sizes of the consequences referring to concrete work aspects, such as job satisfaction, job withdrawal, or performance.

Method: An extensive literature search yielded 42 empirical studies with 60 independent samples and 106,948 participants, to examine several negative consequences of workplace SH, as well as how organizational climate may play a role in facilitating these occurrences.

Results: Most of the hypotheses formulated have found support in the data, although this confirmation is not at all conclusive. Although, as proposed by the hypotheses, close relations were found between the personal and organizational antecedents and consequences of SH, it should be taken into account that some meta-analyses are based on a reduced number of studies, such as the case of social support, performance, and, especially, coping strategies and anxiety. With regard to the consequences, as predicted, the effects on social relations and on psychological and physical well-being have higher effect sizes, although this hypothesis is not confirmed either for anxiety or stress. In contrast, the consequences at the organizational level, such as job withdrawal intention or performance, have a more complex pattern than was predicted.

Conclusions: Despite the fact that no specific hypotheses were formulated about the moderating variables, we could confirm that the effect sizes of organizational tolerance is very low for the studies in the military setting, perhaps because of the effect of the official Equal Opportunity programs that the North American Armed Forces have been implementing for some time, as this is the context where most of the military studies reviewed came from. In contrast, it is also observed that the studies that used standardized instruments such as the SEQ (Fitzgerald, Magley, et al., 1999) to assess the variables of interest found higher effect sizes. As this instrument operationalizes SH by means of a list of behaviors, it can be concluded that more reliable measures allow one to determine stronger relations between SH and its personal and organizational correlates.
THE WAY OPTIMISTS COPE WITH STRESS AT WORK

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Objectives: Previous studies on dispositional optimism and pessimism have showed that high level of optimism predicted less perceived stress and less health problems. Some studies also show that optimists tend to use active coping strategies more than pessimists do. The aim of the current study was to investigate the role of optimism in relation to coping with stress at work.

Methods: An Internet-based questionnaire was sent to 1345 female and male employees at both managerial and non-managerial level working in a Swedish telecom company. The company develops internet-based services and products, and provides individual solutions for communications needs for both small and large organizations. The departments where the participants work are comparable to call centres. Altogether 950 employees (71%) participated in the study. The coping strategies that were examined were active coping, seeking emotional support, seeking instrumental support, acceptance, positive reinterpretation and growth, venting of emotions and social joining.

Results: The results showed that high level of optimism was positively related to some of the coping strategies. These were active coping, seeking instrumental support and social joining. In addition the results show that optimism was negatively related to acceptance and venting of emotions.

Conclusions: It can be concluded that optimism is related to several coping strategies in the study. Future research about stress at work should address personality factors such as optimism.
INDIVIDUAL DISPOSITION, PERSONAL IMPACT, AND HEALTHY PROCESSES AS MODERATORS FOR STRESS AND HEALTH COMPLAINTS CONNECTED WITH ORGANIZATIONAL CHANGE

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Objectives: According to research literature, the individual's disposition for change and personal impact of the change, are important determinants of employee reactions to change. The objective of this study was to investigate how the employee's individual disposition for change and the impact of the change on the individual together act as moderators for the perceived healthiness of change process, for the psychosocial work environment, and for experiences of stress and health complaints in organizations undergoing change.

Methods: Two main hypotheses were tested using SEM analysis: H1: The impact of change functions as a moderator with a direct increasing effect on stress and health complaints, and indirectly through increased demands, reduced perceived change process healthiness, reduced control and support. H2: Personal disposition for change function as a moderator with direct reducing effect on stress and health complaints, and indirectly through increased perceived change process healthiness, control and support. Both hypotheses were tested by a strategic cluster sample of four Norwegian enterprises undergoing change (N=414) by means of Structural Equation Modelling (SEM).

Results: A model incorporating H1 and H2 with reasonable fit (CMIN/DF = 1.376, GFI=.985, AGFI=.962, CFI=.989, RMSEA=.034) was achieved, that explained 30 % and 21 % of the variance in stress and health complaints, respectively. As hypothesized in H1, The impact of change had a direct increasing effect on stress and health complaints, and indirectly through increased demands, reduced perceived change process healthiness, but the indirect moderating effects through reduced control and reduced support were not significant. As hypothesized in H2: Personal disposition for change had a direct reducing effect on health complaints, but only indirectly on stress through the perceived change process healthiness, and of the other hypothesized indirect effects, only the reducing effect on health complaints through perceived change process healthiness and support was significant.

Conclusions: Although the SEM analyses used in the present study should not be taken as confirmation of the causal nature of the model, the results indicate that both personal change impact and individual disposition for change moderates the psychosocial working environment in organizations undergoing change, and ultimately levels of stress and health complaints. Interestingly, there seems to be a split in the model, change impact mainly effecting demands and stress and negatively effecting the perceived change process healthiness, while change disposition mainly effects support, control and health complaints and positively effecting the perceived change process healthiness.
INVESTIGATING DEMOGRAPHIC PREDICTORS OF CHANGE PROCESSES PERCEPTION OBJECTIVES

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Objective: Findings reported in the research literature, suggests great differences in the perception of organizational change processes both within and between enterprises undergoing change. The objective of the present study was to investigate how parameters varying in different subpopulations of enterprises undergoing change influence the perception of change processes as measured by a pilot version of the Healthy Change Process Index (HCPI).

Methods: The pilot version of HCPI incorporates four categories of healthy change: Awareness of diversity in employee reactions to change; Availability of leaders during change; Rapid role clarification; Constructive conflict management. In the present study we hypothesized that each of the four categories of the preliminary HCPI would be influenced by the following demographic predictors: Employee age, sex, education, seniority, permanence of employment, and leadership responsibility. The hypothesis was tested with a strategic cluster sample of seven Norwegian enterprises undergoing change (N=595). To test the hypothesis we computed multiple regression analyses, using SPSS 15.0 software, for each of the four HCPI categories.

Results: Awareness of diversity in employee reactions (Adj. R² = .04) was predicted by leadership responsibility (β = -.17) and seniority (β = -.14). Availability of leaders during change (Adj. R² = .04) was predicted by permanence of employment (β = -.17) and sex (β = .12). Rapid role clarification (Adj. R² = .03) was predicted by leadership responsibility (β = .14). Constructive conflict management (Adj. R² = .06) was predicted by seniority (β = -.23) and leadership responsibility (β = -.15).

Conclusions: Our hypothesis was only partly supported. First, no more than two predictors were significant for each of the four categories of the pilot HCPI. Second, the total explained variance was low for all of the categories. On the other hand, all predictors except employee age were significant for at least one of the categories, and often with moderate beta values. Two important limitations with the present study are noted: First the analyses confound individual level characteristics from enterprise level characteristics. Second, the analyses confound differences in perception from differences in change process quality. The first limitation, promises to be better addressed in future research by taking a multilevel approach. The second limitation raises questions about to what extent certain levels of perceived process quality ought to be accepted in special sectors, and whether there are grounds for a division between process quality per se, and the perception thereof in research and practice.
LOW PREDICTABILITY AT WORK AS A PREDICTOR OF MYOCARDIAL INFARCTION: AN 18-YEAR PROSPECTIVE STUDY

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Objectives: Poor job control is suggested to represent a risk factor for acute myocardial infarction (AMI), but few previous studies on AMI have taken into account that job control is a multidimensional concept. The objective of this study was to prospectively examine the relationship between the components of job control (decision authority, skill discretion, predictability) and AMI among private sector industrial employees.

Methods: Data for the present analyses originate from the Still Working Study, which is a prospective cohort study assessing health and potential risk factors at baseline and data on 18-year mortality and morbidity among private sector industrial employees within a multinational forest industry corporation, with domicile in Finland. A questionnaire on work-related psychosocial factors and health-related factors was sent in winter-spring 1986. The employees initially free from heart disease who responded to the survey (response rate 76%), who had worked in the company for at least 24 months before the survey, and who could be identified from the database of the National Population Register Centre were included in the study cohort of 1,716 female and 5,947 male employees (total=7,663, the mean age 40 years). During 18 years of follow-up (until 2005), 56 fatal (data derived from Statistics Finland) and 316 non-fatal (data derived from the National Hospital Discharge Register) events of AMI were documented among these employees.

Results: After adjustment for demographics, psychological distress, prevalent medical conditions, lifestyle risk factors, and socioeconomic characteristics, low decision autonomy (P trend <0.53) and skill discretion (P, trend <0.10) were not significantly related to subsequent AMI. In contrast, low predictability at work was associated with elevated risk of AMI (P, trend =0.02). This association was driven by the strong effect of predictability on AMI among employees between 45 and 54 years of age.

Conclusions: Prospective evidence suggests that low predictability at work is an important component of job control increasing long-term risk of AMI among middle-aged employees.
EXPANDING THE DISC MODEL: EFFECTS OF MATCHING COPING STYLES

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Objectives: The aim of the present study was to investigate the effects of matching coping styles on the explanatory power of the Demand-Induced Strain Compensation (DISC) Model. The DISC Model generally proposes that employees who are faced with high job demands may experience adverse health and the absence of positive outcomes such as creativity and active learning, unless they have sufficient job resources to cope with their demanding job. Further, the DISC Model proposes that job demands, job resources, and job-related outcomes may comprise cognitive, emotional, or physical components, and that job resources are most likely to moderate the relationship between job demands and job-related outcomes, when demands, resources, and outcomes all comprise the same component. In other words, moderating effects are most likely when there is a *triple match* between demands, resources, and outcomes.

Although there is mounting empirical evidence for the DISC Model, the model ignores the possible effects of individual differences in the prediction of job-related outcomes. In the present study, we propose that employees may differ in their intention to actually use available job resources, and that the explanatory power of the DISC Model could be improved by including corresponding (i.e. cognitive, emotional, or physical) types of coping styles in the prediction of job-related outcomes. More specifically, we assume that the intention to use particular job resources is reflected in corresponding types of coping styles, and that moderating effects are most likely when there is a *quadruple match* between demands, resources, coping styles, and outcomes.

Methods: Hierarchical regression analyses were conducted on a three-wave panel study (one-year time lag) among Belgian teachers (N=317). We analysed cognitive, emotional, and physical two-way interactions (demands × resources) and three-way interactions (demands × resources × coping style) at T1 in the prediction of corresponding outcomes. That is, active learning, emotional exhaustion, and physical complaints at T2, and emotional exhaustion at T3. Similarly, we tested identical two- and three-way interactions at T2 in the prediction of creativity, emotional exhaustion, and somatic complaints at T3. Control variables were the dependent variables at T1 or T2, age, and gender.

Results: We found no triple or quadruple matches between demands, resources, coping, and outcomes. However, we did find main effects and two-way interactions. Specifically, cognitive coping (T2) was positively related to creativity, while emotional (T1 and T2) and physical (T2) coping were negatively related to emotional exhaustion (T2 and T3) and somatic complaints. Further, cognitive and emotional coping (T2) only had an effect on creativity and emotional exhaustion when corresponding resources were unavailable.

Conclusions: In the present study, the explanatory power of the DISC Model could not be significantly improved by including matching coping styles in the prediction of job-related outcomes, possibly because there are additional factors that might stimulate or hinder the actual use of job resources. Future research could further investigate the effects of matching coping styles and other personal characteristics on the explanatory power of the DISC Model in different populations.
PSYCHOSOCIAL INTERVENTION: NINE SPANISH EXAMPLES

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The Spanish National Institute of Occupational Health (INSHT) has collected nine examples of psychosocial intervention in this country. Intervention was defined as any implemented activities addressed to working conditions (preferably) and/or to individuals in order to reduce or eliminate psychosocial risks factors.

**Objectives:** The aims of this project are to identify, describe, analyse and disseminate psychosocial intervention experiences developed at company level. Preventive actions on psychosocial field are still scarce in Spain due to several reasons (lack of specific regulations, effects are not immediately apparent, propensity to blame personality factors and lifestyles of employees, etc), therefore the long-term objective is to promote this kind of occupational interventions in practice.

**Methods:** As a qualitative research, a multiple case study approach has been carried out. Experiences were identified through key informants from a list of required conditions; a description guide to selected organisations was made up, emphasizing the intervention process and not only the outcomes; afterwards, cases were analyzed in the light of usual recommended principles; finally, some learnings were identified.

**Results:** Nine experiences has been studied, deliberately including a wide array of sectors (public and private, with activities like food production, education, transport, ceramic industry, health care, etc), subjects (harassment, poor work content, time work organization, etc), time and kind of intervention (proactive and reactive activities), level of the intervention (organizational, individual, or a combination of both), type of programs and measures (drugs prevention and treatment, job redesign, mediation programme, counselling, etc), type of prevention agents involved (external or internal occupational health consultants, trade-union delegates, etc) and participation strategies.

**Conclusions:** The cases show most of the commonest factors of success identified in international literature, like systematic risk assessment (pointing out factors and risk groups), planification and systematization of preventive activities (step-wise approach), contextual and specific solutions, or implication of workers and staff. Follow-up activities and costs and economic effects analysis of interventions were found the most frequent deficient elements.
THE POSITIVE AND NEGATIVE FACTORS AFFECTING GRADUATE NURSES’ HEALTH AND WELL-BEING DURING THEIR FIRST YEAR OF CLINICAL PRACTICE IN REGIONAL AUSTRALIA

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Objectives: Research with graduate nurses (GNs) indicates the first few months of nursing can be challenging and stressful and that GNs register a higher rate of absenteeism compared with other nurses (Chan & Morrison, 2000; Simon et al., 2004). There is little Australian research on this issue. The current study is part of a 10-year longitudinal project that began in 2005, which aims to explore the factors that affect GNs health and well-being in a regional context in Victoria, Australia. The long-term aim of this research is to design interventions to promote GNs health and well-being appropriate to their work context. In the present phase, the perceptions of GNs and nurse unit managers (NUMs) were contrasted and the overall findings compared with the previous two phases, to determine the similarities and differences regarding the factors perceived to impact GNs health and well-being during their first year of clinical practice.

Method: Thirty one GNs and 13 NUMs from a regional hospital in the State of Victoria, Australia, participated in this phase of the research study by voluntarily completing an anonymous qualitative survey. Participant response rates for the GNs and NUMs were 77.5% and 76.5% respectively.

Results: The data were content analysed using the two main categories of stressors previously found to affect GNs: job-related stressors and personal stressors. The main job-related stressors found to negatively affect GNs health and well-being included: unsupportive staff perceived as preventing integration into the workforce (61.3%); and encountering unprofessional workplace behaviour (61.3%) that consequently impacted GNs confidence. Interestingly, nearly 70% of the NUMs did not consider unprofessional workplace behaviour to be an issue for the GNs. On the positive side, 64.5% of the GNs were satisfied with the support provided by the organisation to help them cope with workplace stressors and 71% of the GNs were satisfied with their jobs. With regards to personal stressors, most GNs (70%) reported an overall deterioration in health and well-being since beginning work as a GN. Common complaints included fatigue, poor sleeping habits and increased stress and illness. Nevertheless, 80.6% of the GNs felt confident working as a nurse and 70.3% reported no difficulty in coping with the issue of death and dying. Alternatively, 61.5% of the NUMs believed that coping with death and dying was indeed an issue for the GNs.

Conclusions: Similar to the previous findings, there were both similarities and differences in the perceptions of GNs and NUMs in relation to factors perceived to impact GNs health and well-being. Findings are considered in relation to the previous two phases as well as in relation to future directions of the longitudinal study. Implications of the findings for the organisation and general nursing research are also explored.
Objectives: Occupational safety research has recently adopted a social exchange approach by examining the impact of constructs, such as leader-member exchange (LMX) and perceived organisational support (POS), on safety attitudes and behaviour (e.g. Hofmann & Morgeson, 1999; Hofmann, Morgeson & Gerras, 2003). A more recent extension of the social exchange perspective examined the influence of the psychological contract on safety attitudes and behaviour with white collar employees (e.g. Walker, 2007). The psychological contract of safety is the beliefs of individuals about reciprocal safety obligations inferred from implicit or explicit promises. When employees perceive that safety obligations promised by the employer have not been met, a breach of the psychological contract occurs, termed employer breach of obligations. Similarly, the extent to which employees fulfil their safety obligations to the employer is termed employee fulfilment of obligations. The present study extended the research of Walker (2007) and investigated the relationship between the psychological contract of safety and safety attitudes and behaviours using a blue and white collar participant sample. The role of trust as a mediator in the relationship between perceived breach of employer safety obligations and safety climate attitudes was also investigated.

Method: Participants were from the State of Victoria, Australia and consisted of 80 blue collar employees working in logistics and 126 nurses from a metropolitan hospital. Participants voluntarily completed an anonymous survey measuring five variables: perceived breach of employer safety obligations; perceived fulfilment of employee safety obligations; safety climate attitudes; safety behaviour and trust in the organisation. All measures used an 11-point Likert-type rating scale.

Results: As hypothesised for both participant groups, regression analyses found that employer breach of safety obligations was significantly related to employee safety climate attitudes and trust in the organisation, and that employee fulfilment of safety obligations significantly influenced employee safety behaviour. In addition, trust in the organisation was found to partially mediate the relationship between perceived breach of employer safety obligations and safety climate attitudes in both the blue and white collar participant sample groups.

Conclusions: Fulfilment and breach of the psychological contract of safety was found to have similar associations with employee attitudes and behaviour to that previously established in both the organisational and safety literatures. The role of trust as a partial mediator was also not unexpected. The role of social exchange constructs as a means of understanding the influences on employee safety attitudes and behaviour is discussed. The implications of these findings for occupational safety and psychological contract research are also explored.
DOES WORK MOTIVATION HAVE AN IMPACT ON PERCEIVED STRESS AMONG INFORMATION TECHNOLOGY CONSULTANTS?

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Objectives: It is generally believed that knowledge firms that are dependent on the latest technology and a highly competent workforce, for example, information technology (IT) consultancy firms, represent the future in business and working life. The indications from research observations and anecdotal reports suggest that the work environment in such firms is demanding and stressful. While there are numerous theoretical or conceptual models that deal with the association between psychosocial work environment and motivation and stress, this linkage has not been examined closely in the IT consultancy profession, probably because the profession is a relatively new one. It is therefore of great interest to examine whether the ‘old’ findings are relevant to this occupation. The main objective of this study is to enlarge our understanding of the connection between motivation and stress for IT consultants by focusing on a structural model of the relationship between job demands, job control and perceived stress, with motivators as the proposed mediating variable.

Methods: For this cross-sectional study a web-based questionnaire survey was conducted among IT consultants employed at ten IT consultancy firms in Sweden (N=380). The model consisted of the independent latent variables of job demands and job control, motivators that are treated as the mediating (intervening) variable, and perceived stress that is treated as a dependent (endogenous) variable. The hypothesis of mediation was tested using a structural equation modelling (SEM) approach that estimates direct, indirect and total effects.

Results: The results show that the job control latent variable was significantly related to motivators, which mean that high job control (statistically) predicted high scores in the latent variable (“motivators”). Moreover, the job demands latent variable was significantly related to motivators, which mean that high job demands (statistically) predicted high scores in the latent variable (“motivators”). Furthermore, motivators were significantly, but negatively, related to perceived stress. In the final analysis, job control and job demands were found to be significantly related to changes in motivators, which in turn affect perceived stress. Tests of the indirect effect show that the effect of control on perceived stress through motivators was statistically significant.

Conclusions: The study concludes that the work characteristics of job demands and job control are important factors in explaining the genesis of perceived stress among IT consultants. The results also point to the importance of motivators (e.g., recognition, achievement and the possibility for growth) among IT consultants in the job stress and performance framework. The study shows that motivators fully mediate the relationship between job control and perceived stress. Comprehensive stress interventions are suggested that address both the stress experienced individually by IT consultants and the organisational origins of work stress. Since managers have a substantial influence on the work organisation, it is important to involve and educate managers on the factors related to stress among their subordinates. The practical implications are that managers must find inventive ways to explore what motivates each employee in order to create sustainable professional development and a healthy work organization.
USE OF THE OUTCOME RATING SCALE IN EVALUATING THE EFFECTS OF SHORT TERM PSYCHOTHERAPY ON WORK RELATED DISTRESS

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Objective: Many work organisations offer psychotherapeutic support to employees facing work related psychological problems and symptoms. However, there are few studies evaluating the effects of such support, and their results are inconclusive. The present study aims to examine the usefulness of the Outcome Rating Scale (ORS) in monitoring the progress of the therapeutic process and in evaluating its outcome.

Method: ORS, consists of four visual analog 10 cm scales representing areas of clients’ functioning: individual, relational, social (including work) and general. The client is asked to place a hash mark on each line, with low estimates to the left and high to the right. Client score is the summation of the marks measured on each scale (total max 40). A clinical cutoff score of 25 is considered to differentiate those who experience enough distress to be in therapy from those who are not. ORS was administered in the period 1st April 2008 – 30th September 2008 to clients who requested psychotherapeutic support with a staff psychologist in Aarhus County, Denmark. The client made marks on the scales at the beginning of each therapeutic session. Markings were used as an indicator for therapeutic process. The final outcome was calculated as the difference between the client total score at the last and first sessions.

Results: ORS was found, both by the therapist and clients, to be brief, simple and easy to administer. It provided a useful picture of therapeutic progress and indications for therapeutic intervention. Although data collection is not yet completed, there is a tendency for clients to have significantly higher scores at the end of therapy, which suggest a sense of improved well-being.

Conclusion: Results indicate that ORS can be used as a simple and effective instrument to monitor the progress and evaluate the effect of short term therapy on work-related distress.
PRECONDITIONS OF HEALTH PROMOTING LEADERSHIP – AN EMPIRICAL STUDY OF SUPERVISORS

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Objective: Supervisors have an important role in workplace health promotion. They have different opportunities to influence their employees’ health. On the basis of former research and considerations in this field, the following factors can be subsumed under a health promoting leadership: a health promoting leader-employee-interaction, the design of healthy working conditions and the support and realization of workplace health promotion in the department. One goal of workplace health promotion is to strengthen health promoting leadership. For this purpose, it is necessary to know which conditions on the level of the individual and on the company level encourage supervisors to show health promoting leadership. However, there is not much scientific evidence on this issue. Based on the Theory of Planned Behavior (Ajzen, 1991) and first empirical results, the following factors are considered to make it more likely that supervisors lead in a health promoting way: companies’ health culture (in terms of perceived norms and values), leaders’ attitudes and values concerning employees’ health and health promoting leadership, leaders’ perceived influence on their employees’ health and their perceived personal skills as well as perceived possibilities on the company level to lead in a healthy way. This study investigates whether these factors are associated with health promoting leadership and to what extent they help to explain it.

Method: Data were collected from about 200 lower- and middle-level supervisors in several German companies using a questionnaire.

Results: Preliminary findings reveal that all factors are significantly correlated with health promoting leadership. Regression analysis will show which of these factors are critical in explaining health promoting leadership.

Conclusion: The results show that the theoretically derived factors are relevant preconditions of health promoting leadership. Thus, companies have to take these factors into account if they want their supervisors to promote the health of their employees. Therefore it is necessary to develop appropriate measures.
SUPERVISOR EFFECTIVENESS AND EMPLOYEE EMOTIONAL EXHAUSTION


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Objective: We tested Conservation of Resources Theory (COR) by examining the joint effects of supervisory performance and employee conscientiousness on employee emotional exhaustion, the primary dimension of burnout. We hypothesized that effective supervisory performance has differential curvilinear effects on employee emotional exhaustion among employees at different levels of conscientiousness, a personality trait reflecting ambition and organization. We anticipated that among low-conscientiousness employees, emotional exhaustion increases as supervisory performance reaches a moderate level of effectiveness and then levels off. The low-conscientiousness employees are forced to spend unwanted levels of resources when their supervisors are striving to reach objectives. In contrast, when supervisors give insufficient effort, high-conscientiousness employees must spend considerable energy to accomplish goals. Hence, among high-conscientiousness employees, emotional exhaustion is likely to decrease as supervisory performance reaches a moderate level of effectiveness and then level off.

Methods: A total of 316 bank employees completed a survey. We assessed emotional exhaustion using the Witt, Andrews, and Carlson (2004) emotional exhaustion (α = 86) scale. We assessed personality using the conscientiousness (α = 83) and emotional stability (α = 84) scales of the Mount and Barrick (1995) Personal Characteristics Inventory. We assessed supervisory performance using seven manager-rated items (α = 73).

Results: Using hierarchical moderated multiple regression, we first entered the main effects of emotional stability (a control), conscientiousness, supervisory performance, and the supervisory performance quadratic term into the equation (Total $R^2 = .14, p < .01$). Next we entered the conscientiousness x supervisory performance cross-product term ($\Delta R^2 = .00, ns$) and then the cross-product term of conscientiousness x the supervisory performance quadratic term ($\Delta R^2 = .02, p < .01$). A plot of the significant interaction revealed a curvilinear relationship between supervisory performance and employee emotional exhaustion among both low- and high-conscientiousness employees. The highest levels of emotional exhaustion were among high-conscientiousness employees having low-performing supervisors.

Conclusions: As hypothesized and consistent with COR theory, moderate-to-high supervisory performance was associated with high (low) levels of emotional exhaustion among workers low (high) in conscientiousness. Our findings may have implications for not only for stress theory but also for priority targeting of efforts to reduce emotional exhaustion.
EMOTIONAL DISSONANCE ON WORK FAMILY
CONFLICT AMONG CHINESE SERVICE
EMPLOYEES

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Objectives: Two important points of adult life are work and family (Baltes & Heydens-Gahir, 2003; Netemeyer, Boles, & McMurrian, 1996). In the last two decades, there have been significant changes of familial and work structure as there is dramatic increase in female labor force participation, higher prevalence of dual-earner and single-parent families (Eby, Casper, Lockwood, Bordeaux, & Brinley, 2005; Westman & Etzion, 2005). Work family conflict occurs "when pressures from the work and family roles are mutually incompatible in which participation in one role makes it difficult to participate in the other role" (Greenhaus & Beutell, 1995, p.7). As Geurts and Demerouti (2003) suggested, it is important to identify specific antecedent of work family conflict in different occupational settings. While past studies have shown that emotional dissonance is a salient work stressor which endangers employees' psychological health in the service industry (e.g. Bakker & Heuven, 2006; Holman, Chissick, & Totterdell; Zapf & Holz, 2006), its role on work family conflict is still unknown. Furthermore, personal resources such as satisfying work relations with others may offset the negative impact of prolonged emotional dissonance (e.g. Cheung & Tang, 2007). Therefore, it is also possible that satisfying work relations may moderate the linkage between emotional dissonance – work family conflict. In this presentation, I would report findings on 1). the association between emotional dissonance and two conflict dimensions, namely family-work conflict (FWC) and work-family conflict (WFC) and 2). the potential interaction between emotional dissonance and satisfying work relations with others in affecting the two WFC outcomes.

Methods: Service employees in Hong Kong, including registered nurses, retail shop representatives, and call center representatives were recruited in the present study. All participants were asked to complete a questionnaire, which included description of the study objectives, the use of information obtained from participants, and all psychological measures. Confidentiality was ensured. A total of 1,100 questionnaires were distributed and 442 valid questionnaires were returned for analysis. The return rate was about 40%. Among them, 112 were male while 330 were female.

Results: Bivariate correlation showed that emotional dissonance related significantly to both FWC (r = .18, p<.01) and WFC (r = .28, p<.01). Similarly, satisfying work relations also correlated significantly with FWC (r = -.16, p<.01) and WFC (r = -.24, p<.01). Two hierarchical regression analyses were conducted to examine the potential moderating effect of emotional dissonance and satisfying work relations in predicting FWC and WFC, respectively. In the first step, demographic information (i.e. gender and age) and work characteristics (i.e. display of positive and negative emotions) were entered. In the second step, emotional dissonance and satisfying work relations were entered. In the final step, the interaction term (emotional dissonance x satisfying work relations) was entered. Results suggested that emotional dissonance and negative affectivity were salient correlates in predicting both FWC and WFC, even when demographic and job characteristics were controlled. However, the hypothesized moderating effect was not found.

Conclusion: The present study confirmed the significant role of emotional dissonance in affecting work family conflict. However, the hypothesized moderating effect of satisfying work relations was not supported in the present study. Potential strategies to mitigate the negative impact of emotional dissonance will be discussed.
Psychological flexibility (also referred to as psychological acceptance) is a primary determinant of mental health and behavioural effectiveness, as hypothesised by one of the more recent, empirically based theories of psychopathology, Acceptance and Commitment Therapy (ACT; Hayes, Strosahl, & Wilson, 1999). Psychological flexibility, or flexibility, refers to an ability to focus on the present moment and, depending upon what the situation affords, persist with or change one’s (even inflexible, stereotypical) behaviour in the pursuit of goals and values. People cannot focus comprehensively on the present moment, however, when their attention is directed at altering, avoiding, suppressing, analysing or otherwise controlling their psychological events (e.g., thoughts, feelings, physiological sensations, images, and memories). Thus, psychological flexibility involves a reduced tendency to control internal experiences when doing so prevents goal attainment (e.g., when avoiding fear prevents people from taking goal-directed action); instead, flexibility involves people deliberately observing their internal experiences on a moment-to-moment basis, in an open, non-elaborative, non-controlling, and non-judgmental manner (Hayes, Luoma, Bond, Masuda & Lillis, 2006).

This non-elaborative, non-judgmental – or mindful – stance towards (even unwanted) internal events frees people from the need to control them or be overly guided by them; instead, it allows people to re-direct their limited attentional resources to the present moment. As a result, psychologically flexible people are less emotionally disturbed (Baer, 2003; Hayes et al., 2006), and they have more attentional resources for noticing and responding effectively to goal-associated opportunities that exist in the present situation. It is this “goal-related context sensitivity” feature of psychological flexibility that is thought to make this individual characteristic an important influence on job performance, motivation, absenteeism and mental health at work (Bond & Hayes, 2002).

This symposium presents research that furthers our insight into the effects of, and mechanisms involved in, psychological flexibility. To start with, the topic is briefly introduced (10 minutes). Next, four empirical contributions are presented. The studies presented were carried out in the UK and in the Netherlands. Each presentation lasts 20 minutes (15 minutes presentation, followed by 5 minutes of discussion per paper). After these presentations, there will be a maximum of 30 minutes to discuss the papers and the research topic in general. Total estimated time for the symposium is two hours. The four papers are presented below.
THE INFLUENCE OF PSYCHOLOGICAL FLEXIBILITY ON WORK REDESIGN: MEDIATED MODERATION OF A WORK REORGANISATION INTERVENTION

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Objectives: The present study examines the extent to which a particular individual characteristic, psychological flexibility, can augment the effectiveness of a control-enhancing work reorganisation intervention. Psychological flexibility, or flexibility, refers to a willingness to experience any unwanted thoughts and feelings (e.g., fear) that arise, when trying to work towards one’s goals and values (Hayes, Strosahl, & Wilson, 1999). Previous research has demonstrated that flexibility enhances the longitudinal benefits that job control has on job performance and mental health (Bond & Bunce, 2003; Bond & Flaxman, 2006). In addition, findings from randomised controlled trials have shown that worksite training programmes can increase this characteristic and thereby improve mental health and innovation efforts, as well as decrease prejudice (Bond & Bunce, 2000; Hayes et al., 2004). The primary goal of the present study was to determine the extent to which a work reorganisation intervention improved various health-related (e.g., mental health) and work-related (e.g., absenteeism) outcomes by increasing job control; and, if it did so, to establish whether this process of change was more beneficial (i.e., resulted in more favourable outcomes) for those individuals with higher levels of psychological flexibility. In this way, we sought to respond to calls for a greater consideration of individual differences in work reorganisation research (Jex et al., 2001).

Methods: This study occurred in two customer service centres of a large financial services organisation in the United Kingdom (UK). This company wanted to reduce stress and absence rates, as well as improve motivation levels amongst its call centre employees. Their primary responsibilities were to answer high-volume telephone enquiries and enter customer account information into computerised systems.

The study intervention was based upon participative action research (PAR). Both customer service centres provided the same data processing and telephone enquiry functions. We randomly selected one of the centres (N = 84) to serve as the control group and the other (N = 97) received the PAR intervention. Through quantitative and qualitative procedures, we identified job control as a major correlate of stress and absence rates within both of the call centres; thus, the primary aim of the PAR programme was collaboratively to find ways of improving job control in the intervention call centre. Specific initiatives included: providing employees with greater control over how they scheduled their work, what type of work they undertook at a given time (e.g., processing mortgage or savings accounts applications), and when they had their lunch break.

Results: ANCOVA results showed that the PAR intervention significantly improved employee mental health, and it reduced absence rates (from an average of 11 to 7 days), thereby saving this organisation £105,164 in absence payments over the 14 months of the study. Mediated
moderation multiple regression analyses, based upon Baron and Kenny (1986) and Muller, Judd, and Yzerbyt (2005), further indicated that job control was the mechanism, or mediator, by which the PAR programme produced these effects. Finally, and as predicted, these analyses showed that the beneficial effects of job control were stronger for people with higher levels of flexibility, or acceptance.

**Conclusions:** This appears to be only the second study (after Bond & Bunce, 2001), using a quasi-experimental design, to show that job control serves as a mediator by which a work reorganisation intervention improves both mental health and productivity outcomes. As such, it lends further support to models of occupational health psychology that emphasise the importance of this work organisation characteristic (e.g., Hackman & Oldham, 1975; Karasek, 1979). Uniquely, though, this study shows that an individual characteristic can moderate the degree to which such an increase in control will have beneficial effects. This finding highlights the advantage of considering, if not directly targeting, individual characteristics when implementing a work reorganisation programme.
For many European workers psychological workload has increased over the past decades (Cox, Griffiths & Rial-González, 2000; Parent-Thirion et al., 2007). There is growing evidence suggesting that sustained, high psychological workload may have serious health and safety effects, with a cumulative strain mechanism mediating this association (Dormann & Zapf, 2002; Sluiter et al., 2003). In theoretical models like the Michigan Model, the Effort-Recovery Model, and the Effort-Reward models, characteristics of the psychological profile (e.g., personality traits, coping styles, and motivational variables) of the employee are hypothesized to moderate the stressor-strain relationship. Many variables have been put forward in this context as possible predictors or moderators, but no consensus has appeared in this literature concerning a "core" characteristic (van Veldhoven, 1996).

Objectives: Recently Bond, Hayes and Barnes-Holmes (2006) have suggested that psychological flexibility, also referred to simply as "flexibility", might be such a "core characteristic". This construct may not only be relevant to stressor-strain relationships, but also to a wider range of outcomes relevant to organizational behaviour and occupational health psychology. The purpose of this study is to investigate the possible contribution and moderating role of psychological acceptance in the relationship between workload and employee job strain.

Methods: Empirical results are reported using data from two samples: a student population (N>320), and a samples of employees taken from the general workforce (N=100). Psychological flexibility was assessed with a Dutch translation of the AAQ-2 (Bond et al., submitted). Workload was measured using the scale by Van Veldhoven & Meijman (1994). Job strain was measured with a variety of scales, including a Dutch translation of the anxiety-contentment scale by Peter Warr (1990).

Results: Results show that the Dutch translation has a reliability of .87 in the employee sample and .88 in the student sample. Both workload and psychological flexibility make substantial contributions to the explanation of employee job strain. Main effects have standardized betas that range from .27 to .50 (absolute values). These are all significant at the level of p<.01. Workload contributes positively to strain, psychological flexibility negatively, as expected. No evidence was found, however, for a moderating effect.

Conclusions: First of all, these results attest to the reliability and validity of the Dutch translation of the AAQ-2. Furthermore, psychological flexibility appears to have a direct negative relationship with job strain, rather than a moderating effect. As the possible costs of sustained high job strain can be high to employees (burnout risk, safety risk, risk of work incapacity), organizations and society alike, training employees in the use of flexibility strategies might be an important future prospect for practice in occupational health psychology and organizational behaviour.
EMOTIONAL DISSONANCE AND WELL-BEING IN SERVICE ROLES: THE ROLE OF PSYCHOLOGICAL FLEXIBILITY

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Although past research has advanced our understanding of emotion regulation, it has been limited in that most studies focus on two types of emotion regulation strategies, namely deep acting and surface acting (Hochschild, 1983). Common to both types of regulation strategies is individuals’ effort to create a publicly observable display (using facial/bodily/lingual expressions) trying to control, tolerate, reduce, or minimize the influence of stimuli. This often creates emotional dissonance, e.g. a discrepancy between genuinely felt emotions and organizationally/professionally-prescribed emotions (Morris & Feldman, 1996). However, we know little about employees’ use of other emotion regulation strategies. In particular, we are interested in the possible value of psychological flexibility (also referred to as flexibility). Rather than being limited by the content and intensity of emotions, employees using such a strategy may be focusing on their desired goals; i.e., consciously accepting emotions as part of the job instead of being disturbed by, and reactive to emotions (Hayes et al., 2004). Accordingly, this study has three objectives.

Objectives: First, we examine the potential outcomes (in terms of employee well being and performance) associated with flexibility, as opposed to, or beyond those associated with the more traditional emotion regulation strategies (i.e., deep/surface acting). Second, we examine whether flexibility, which is expected to promote an effective deployment of personal resources, may play an indirect role by moderating the effects of emotional dissonance on employee well being. Finally, we test whether and to what extent the effects of psychological flexibility vary as a function of the measurement focal, namely trait-based and day-level flexibility, with the former referring to flexibility as a more fixed, general personality characteristic and the latter as a somewhat variable resource, influenced by daily events.

Methods/Results/Conclusions: Data were collected in April/May 2008, from 115 workers (out of 164 targeted; the response rate is 70%) employed in service jobs with direct client contact of at least 60% during a typical working day. Participants completed a survey and consequently kept a diary for three consecutive working days. Psychological flexibility, emotional dissonance and employee well-being were measured in the survey (general, trait-based type of measurement) and in the diary (day-level measurement). Results are currently being analyzed and will be presented at the conference.
INCREASING PSYCHOLOGICAL FLEXIBILITY AT WORK THROUGH ACCEPTANCE AND COMMITMENT TRAINING (ACT)

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Objectives: The aims of this paper are twofold: 1) to describe how acceptance and commitment therapy (ACT; Hayes et al., 1999), developed for use in clinical settings, has been adapted for use as a worksite training programme; and, 2) to present the findings of a large randomised controlled trial that evaluated the efficacy of this approach to increasing psychological flexibility for improving employees’ psychological health.

Method: This paper will first illustrate how ACT’s six core processes that constitute psychological flexibility (acceptance, defusion, present moment, self-as-context, values, and committed action) have been translated into a three-session training programme that can be delivered to small groups of employees. In particular, we will show how the two broad skills contained in ACT - mindfulness and values-based action - provide a useful framework for worksite training programmes. Our ACT intervention was delivered using a “2 + 1” format, in which volunteer participants attended three sessions: two on consecutive weeks and a third three months later. The training was delivered to small groups of up to ten employees, during work time, with each session lasting for approximately three hours. For evaluation purposes, 158 local government employees in London were randomly allocated to receive ACT, stress inoculation training (SIT; Meichenbaum, 1985) (also delivered over three sessions), or to a waiting list control group. Employees in the training groups completed a battery of questionnaires at the beginning of session 1 (T1) and session 3 (T2 [T1 + 3 months]), and again three months after the third session (T3 [T1 + 6 months]). Employees allocated to the control group completed the same questionnaires at the same time intervals. The questionnaires included measures of general mental health (GHQ-12), psychological flexibility (AAQ), and dysfunctional cognitions (DAS).

Results: Both ACT and SIT resulted in significant improvements in employee mental health across the six month evaluation period, with no changes observed in the control group. These improvements were associated with medium to large effect sizes. Moreover, approximately 60% of employees who entered ACT or SIT with elevated distress improved to a clinically significant degree. Mediation tests indicated that ACT and SIT were operating through distinct mechanisms of change. Consistent with theoretical predictions, improvements observed in ACT were fully mediated by an increase in psychological flexibility, while the improvements in the SIT group were partially mediated by a reduction in dysfunctional attitudes.

Conclusions: ACT can be successfully adapted for use as a worksite training programme. We would suggest that ACT’s focus on the non-judgemental acceptance of unchangeable internal events, and the emphasis on pursuing valued goals, makes this intervention approach particularly suitable for employee groups. Our recent empirical evaluations have demonstrated that ACT is at least as effective as the well-validated stress inoculation training protocol (cf. Saunders et al., 1996). Our mediation analyses further demonstrate the benefits of improving psychological flexibility in the workplace.
WORK-LIFE BALANCE AND A WORKSITE HEALTH PROMOTION PROGRAM FOR LOW QUALIFIED WORKERS WITH REGARD TO GENDER

SYMPOSIUM CHAIR: BUSCH, C.

University of Hamburg, Germany

In this symposium we present selected results of the ReSuM-project financed by the German Federal Ministry of Education and Research, in which we develop and evaluate a worksite health promotion program for low qualified workers. The program deals with stress and resource management. We develop the program in cooperation with prevention providers, like health insurance companies. In the first presentation of this symposium we present a cross-cultural study, which shows that German low qualified workers, especially women experience high levels of work-family conflicts in comparison to Swedish workers. In the second contribution, we present the results of an interview study with low qualified women in Germany, in which we investigated the life goals and work-life balance of these women to find explanations for their high level of work-family conflicts. The findings indicate that these women concentrate their life goals on family matters. They perceive their main resources in the family, their main stressors at work and they report correspondingly mainly work-to-family conflicts and family-to-work enrichments. In the third contribution, we focus on gender specific stressors, resources and health of low qualified workers. Analyses of the ReSuM-data show that low qualified women have a higher risk for health impairments than men. Further gender differences in social support and coping were found. Health promotion activities are necessary for this target group, but difficult to realize. In the last contribution of this symposium, we present a worksite health promotion program for low qualified workers, which takes motivational aspects and gender aspects into account. It integrates a team training dealing with stress and resource management and a training of the direct supervisor. It ran through a testing phase in six German companies with an extensive process evaluation. The process evaluation shows e.g. the different effects of the training depending on the quality of team work and the cultural diversity in the teams. On the basis of the results of the process evaluation the whole program was revised. At the moment the program is going through the evaluation phase.
The present study provides a theoretical framework for approaching work-family issues from a cross-cultural point of view. Based on these theoretical delineations, differences in the evaluations of how well shared and negotiated role-related responsibilities are met among men and women from a different cultural background are investigated. The study specifically examined cross-cultural differences in employees’ experienced levels of Work-Family Conflict and Work-Family Enrichment and evaluated culture-specific patterns in the distribution of family-related responsibilities. Thereby German (n=98) and Swedish (n=105) low qualified workers were addressed. To investigate differences in cultural work and family related norms and values between Swedish and German employees, Hofstede’s cultural dimension of masculinity was applied. As was conjectured due to the country index scores presented by Hofstede, results showed that the German sample ranked higher on masculinity than the Swedish group with a value of 70 compared to 27. Building on this differentiation, the results indicated significant cross-cultural differences in the reported levels of Work-Family Conflict between Germans and Swedes. Swedish employees of both genders showed consistently lower levels of both, work interference with family (WIF) and family interference with work (FIW) than German men and women. Moreover, the findings suggested that gender differences in the perceived levels of conflict varied across cultures: For Swedish workers there were no gender differences in their experienced levels of conflict at all, whereas German women reported significant higher FIW than German men. Moreover, significant gender differences in the interrelation between working hours and Work-Family Conflict were found for the German group exclusively with women being more negatively affected when working longer hours. Additionally, there was some evidence for differences in the distribution of family-related demands among German and Swedish workers: Whereas German men and women significantly differed in their allocation to family duties with the men being engaged to a lesser degree, the majority of Swedish male and female workers were found to largely share responsibilities among spouses. In contrast to Work-Family Conflict, the cultural background did not prove to be a strong predictor for Work-Family Enrichment: German and Swedish low qualified workers did not significantly differ when evaluating their perceived enrichment from one domain to the other. The results indicated that other factors like the occupational level are more likely to promote enrichment processes.
Low qualified working women experience problematic living conditions. They often have jobs with high physical and psychosocial demands combined with low control, the so called stress jobs. They also have high levels of work-family conflict, at least in Germany. In a qualitative interview study with low qualified working women (n=19), we investigated the life goals, the work-life balance and the experienced stressors and resources in the biography to explore how work-family conflicts emerge. We used semi-structured interviews, transcribed them and analysed them according to qualitative content analysis. The findings suggested that the life goals are concentrated on family matters. The low qualified women, who were interviewed in this study, organized their life around the family. The lacking professional life goals and early pregnancies prevented a profound professional education. The main resources were seen in the family, like a satisfying partnership and healthy children. When the interview partners were asked about stress, work came to the fore. They mentioned as main stressors job insecurity, unexpected changes concerning working time, qualitative underload and quantitative overload. The interview study indicated mainly family-to-work enrichment, like a satisfying partnership supports the way to cope emotionally with work demands. Conclusions for worksite health promotion for this target group are mainly to ensure non-varying working time, to enrich their tasks at work and to strengthen social resources at work through e.g. teamwork. Further conclusions are to train low qualified women to develop life goals beside the family.
Gender-based analyses of stress have been extensively carried out. However, in addition to gender little attention is given to socio-economic factors, such as social class. Among low qualifies workers, occupational stress is an important problem, yet low qualified women and men are rarely addressed. This study focuses on aspects of stress for female and male low qualified workers. The aim of the study was to investigate gender-specific patterns in low qualified workers.

Data on health, working and living conditions were gathered through a self-administered questionnaire. Psychological distress was measured by using General Health Questionnaire (GHQ-12). Female and male low qualified workers (N=60) with different occupations (e.g., production workers, cleaners) were included. In addition to similarities between female and male low qualified workers´ description about stressors (e.g., financial stressors), a number of important gender differences emerged. Results show that low qualified women have a risk for health problems. Gender differences in social support and coping were found.

To understand low qualified women´s and men´s perspectives about stress, we have to develop more sensitive methods which account for their experiences, background and understanding of stress. In addition, this study points out some practical implications. When powering stress management training programs, gender of low qualified workers should be taken into account. Several training strategies suitable for such a population are suggested.
A WORKSITE HEALTH PROMOTION PROGRAM FOR THE LOW QUALIFIED WORKERS: RESUM

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Although low qualified workers are a risk group for serious health impairments, especially women, worksite health promotion for low qualified workers does hardly exist for different reasons. First of all, companies are often not interested to offer health promotion activities for this target group, because low qualified workers are easy to replace. Second, low qualified workers are often not motivated to participate in health promotion programs. In this last contribution of the symposium, we present the ReSuM-program, which is an intervention program for low qualified workers. We took motivational aspects and genderspecific aspects into account. The program is developed in co-operation with several prevention providers in Germany, like German health insurance companies. The program embraces a team training of the low qualified workers and a training of the direct supervisor. We chose a team intervention to foster the individual motivation to participate and to ensure the transfer of the training contents to the everyday practice. The training focuses on promoting exercise in spare time and at work. It promotes social support between the team members and problem-solving activities in teamwork. The training deals with work-life balance and goal setting. Further the intervention program covers a training of the direct supervisor to promote social support and appreciation. The whole program is manualized and ran through the testing phase in 2007 in six German companies with an extensive process evaluation. The process evaluation shows e.g. the differential effects of the training depending on the quality of team work and the cultural diversity in the teams. The process evaluation also shows the importance of the supervisor training session for the training effectiveness. On the basis of the results of the process evaluation the whole program was revised. At the moment the program is going through the evaluation phase in ten German companies.
In this symposium we build, operationalise and test a theoretical model of workplace psychosocial safety climate to explain the theoretical origins of job demands and resources, worker health and engagement, and the profound consequences for those working without psychosocial care.
A lack of psychosocial safety climate is a violation of the duty of (psychosocial) care, an obligation owed to any employee whom it is reasonably foreseeable would be injured by a lack of care. Psychosocial safety climate (PSC) is defined as ‘organization’s philosophy, values and practices towards protection of the psychological and physical health of employees’. Using the job demands-resources (JD-R) framework we predicted that PSC as an upstream organizational level resource would precede the work context (i.e. job demands, job resources) which would in turn would predict health, and work engagement. Using mediational hypotheses in a sample of 436 employees (76% response rate) from an Australian humanitarian not for profit organization we found that PSC predicted work engagement partially through job resources (i.e. job control). Additionally, PSC predicted health problems partially through its relationship with both job demands and resources (model Chi-Square (26) = 36.6, n.s., RMSEA = .04). The results show that the PSC construct is a key upstream component of work stress theory, and additionally there is a moral case for building PSC.
PSYCHOSOCIAL SAFETY CLIMATE: LONGITUDINAL IMPACT ON HEALTH, ENGAGEMENT AND SICKNESS ABSENCE

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We built a theoretical model of workplace psychosocial safety climate to explain the theoretical origins of job demands and resources, worker health and engagement. Psychosocial safety climate (PSC) is defined as ‘worker perceptions regarding the organization’s philosophy, values and practices towards protection of the psychological and physical health of employees’. Using the job demands-resources (JD-R) framework we predicted that PSC as an upstream organizational level resource would presage the work context (i.e. job demands, job resources) which would in turn predict health, work engagement and absenteeism. Using self report data and objective sickness absence data, mediational hypotheses were tested in a longitudinal study over 12 months in a sample of 193 Australian public sector workers. We found that PSC predicted sickness absence, through job resources (i.e. job control) and work engagement. Additionally, PSC predicted (reduced) health problems through its relationship with job resources. The results show that the PSC construct is a fundamentally important upstream component of work stress theory, and additionally there is a business case for building PSC.
Policing is well recognised to be work which is inherently stressful. Exposure to events which are threatening to the life and physical well being of emergency first responders themselves, as well as the aftermath of trauma and tragic experience of others, are common. Whilst individual events may not be sufficient to cause primary reactions such as PTSD, a summed experience of them over time may lead to a progressive erosion of stress resistance and resilience leading to psychological injury. This has been characterised by others as a ‘slow accident’. However, police frequently attempt to live up to a ‘Superhero myth’ expected of them by the public in carrying out their duties. The expectation is that officers, by virtue of their training and experience, are protected against the personal emotional consequences of their operational experience. This myth tends to be perpetuated within policing through both peer and management expectations of what defines a ‘good officer’. These expectations not infrequently promote a group culture of emotional suppression, and a tendency for officers who are adversely affected by their experiences being discouraged from seeking appropriate help until they have been psychologically injured to a degree that leads to their medical discharge from the service. Where such a culture predominates over other supportive factors such as camaraderie, stress management awareness, it can foster a psychosocial safety environment which is toxic, and acts to undermine stress resistance and resilience (which is already under challenge) rather than promoting it. On the basis of their qualitative research within a large Australian police service, the authors argue that greater understanding of the practical dimensions of the psychosocial safety culture within policing is essential if the high burden of psychological injury within this occupation is to be reduced.
BUILDING ORGANISATIONAL RESILIENCE

TAYLOR, C., DOLLARD, M. & CLARK, A.

Work & Stress Research Group, Centre for Applied Psychological Research, University of South Australia, Australia

Today, like never before, organisations are undergoing enormous change to survive in the global and fiercely competitive labour market. To be “resilient” per se and endure such challenges has been typically examined at an individual level in a clinical context. The authors argue that the notion of resilience can also be applied at a systems level to an organisational context. It is here that we propose the concept of organisational resilience. Organisational Resilience (OR) is defined as “the buoyancy of an organisation to progress through change and challenge, whilst maintaining the psychological integrity of those within the system”. Using the framework of JD-R theory, OR (of which psychosocial safety climate is operationalised as a subset) was conceived as an upstream systems level resource that would predict the work context (i.e. job demands, job resources) and in turn predict health and work engagement. In a sample of 437 humanitarian service workers, OR was found to impact job demands and resources, which in turn produced carry on effects to health and engagement (including individual resilience). Whilst prior research has focused on the work context in terms of the predictive effects upon health and engagement, these factors are without a doubt impacted on by the broader systemic factors.
OPERATIONALISING THE CONSTRUCT

DOLLARD, M. & KANG, S.

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Psychometric evidence from 5 samples (education, social services, 2 police samples, and a remote nurse sample) is provided on the Psychosocial Safety Culture and Climate Index.
HISPANIC IMMIGRANTS WORKING IN THE UNITED STATES: WORKPLACE CHALLENGES

SYMPOSIUM CHAIR: EGGERTH, D.

CDC/NIOSH, U.S.A.

There are currently over 43 million persons of Hispanic descent living in the U.S., approximately 40% of whom are foreign born (Census Bureau, 2005). It is estimated that by the year 2050, more than 25% of the U.S. population will be of Hispanic descent and that Hispanics will make up 15% of the U.S. workforce. In the past, most Hispanics immigrating to the United States for employment settled in areas that had existing Hispanic/Latino communities. However, in the last decade, the Midwestern and Southeaster states, areas that have not historically been destinations for these immigrants have experienced explosive growth in their Hispanic populations. A recent study conducted by the Pew Hispanic Center referred to the cities of the Midwest and the Southeast that had experienced explosive growth in their Hispanic population as “new settlement” areas. Compared to immigrants in “old settlement” areas, immigrants in the new settlement areas face additional challenges related to the lack of an established Hispanic community. Prominent among these challenges are the lack of a Spanish-speaking infrastructure and community service agencies virtually unprepared to cope with the sudden influx of Hispanic immigrants.

It is often goes unrecognized in the literature that the Hispanic immigrants to the United States in the past decade differ in some important ways from previous waves of Hispanic immigrants and from native-born Hispanics. Many of these more recent immigrants are poor, rural farmers who were economically displaced in the wake of the North American Free Trade Act (NAFTA). These more recent immigrants tend to be more poorly educated than previous immigrants and they often speak an indigenous dialect as their primary language – not Spanish. Moreover, many have no previous experience working for another person prior to immigrating to the United States.

Hispanic immigrants tend to work in the poorest paid and most dangerous occupations. Epidemiological studies suggest that the Hispanic immigrant population experiences significant health disparities, particularly related to occupational safety and health.

Between 1995 and 2000 the fatal work injury rate for all workers in the U.S. was 4.6 per 100,000 workers. This compares to a rate of 4.5 per 100,000 for native-born Hispanics and 6.1 per 100,000 for foreign-born Hispanics. In 2000, the relative fatality risk for all foreign-born workers in the U.S. was 1.11, as compared to 0.99 for native-born workers. The relative risk for Hispanic immigrant workers was 1.40.

This symposium will present papers discussing the challenges facing Hispanic immigrants working in the United States and the challenges faced by both academics and public health professionals attempting to meet their needs. The individual papers will discuss:

- Relationships between work-related stress and cardiovascular health;
- The relationships between employment status (documented or not) and work-related stressors;
- Psychosocial predictors of workplace injuries;
- The feasibility of using the workplace as a forum for public health intervention with immigrant worker populations.
Hispanics are now the largest minority in the U.S. and the fastest-growing part of the U.S. labor force (Bureau of Census, 2001). Yet, there has been very little research on workplace stress as an influence on cardiovascular outcomes among North American Hispanic workers (James, in press; Krieger, 2000; Piotrkowski, 1998). Cardiovascular diseases (CVD’s) are the leading cause of death in Canada and the U.S., negatively impact the quality of life of individuals, and produce high health-related costs for organizations (American Heart Association, 2000). Moreover, substantial evidence indicates that work stress contributes to CVD development and severity (see recent reviews by, e.g., Cooper, Dewe, & O'Driscoll, 2001; and Landsbergis, et al., 2003). Such (very limited) evidence as does exist indicates that Hispanic (and other minority) workers may be subject to some relatively unique sources of work stress (e.g., Davidson & Freidman, 1998; Elovainio, Kivimaeki, & Vahtera, 2002; James, et al., 1994; Krieger, 2001). The intent of the proposed presentation is, therefore, to begin to provide better evidence on work-stressor influences on blood pressure among North American Hispanic workers. Two studies will be described. The first involved Mexican-American workers in the U.S. and showed that those who thought about their actual job stressors prior to having their blood pressure (BP) measured had significantly higher BP than those whose BP scores were taken before they considered their job-stressors. Study 2 involved South and Central American immigrant workers in primarily non-Hispanic Canadian organizations and indicated that workplace value-conflicts, and perceived organizational justice were significant predictors of blood-pressure levels above and beyond traditional job-related stressors (e.g., lack of autonomy; task overload). The results are integrated with existing theories of workplace influences on health and illness and some potential practical implications are outlined.
EXAMINING CONSEQUENCES OF EMPLOYMENT STATUS FOR STRESSOR EXPOSURE IN LATINO IMMIGRANTS IN THE UNITED STATES

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Although studies on immigrants’ occupational health are scarce, some previous research on occupational health in immigrant populations in the United States (e.g. Grzywacz et al., 2007) has examined the work experiences of Latino workers. Results of the few published studies on Latino workers demonstrate that not all research findings that are based on other, non-immigrant populations, translate to Latino workers. However, even within Latino populations, significant differences may exist depending on an individual’s respective employment status. As many Latino immigrants in the United States work as day laborers, their experiences of work-related stressors may differ from the experiences of those Latino immigrants who were able to obtain full-time positions. Hence, the objective of this study is to examine differences in exposure to stressors among Latino immigrants who work as day laborers and those employed in permanent positions. Specifically, we hypothesize that exposure to stressors that are common for Latino populations (e.g. experiencing workplace language barriers as a stressor, having concerns over immigration status, and being subject to poor occupational safety standards) is exacerbated for day laborers with no permanent employment contracts.

Using Spanish language surveys to assess exposure to stressors, we collected data from 132 recent immigrants, 92 of whom were employed full time, and 40 who worked as day laborers. The data support the notion that Latino day laborers’ exposure to stressors is higher than the exposure of Latinos with permanent jobs. Day laborers reported more concerns over language barriers as impediments to being effective at work, had higher concerns over immigration related issues, and reported working under conditions that entailed low safety standards and low levels of compliance with safe workplace practices. Implications include a necessity for further research to focus on day laborer populations’ experiences of workplace stressors and well-being outcomes.
PSYCHOSOCIAL PREDICTORS OF WORKPLACE ACCIDENTS: A QUALITATIVE STUDY

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Objectives: According to the U.S. Bureau of Labor Statistics report, in 2006, 1.2 million non-fatal accidents and illnesses requiring days away from work were recorded in the private sector. This represents an injury rate of 2.3 per 100 full-time workers. Many factors may potentially contribute to workplace injuries. The present study is a qualitative investigation of psychosocial risk factors associated with workplace injuries. By content-analyzing focus group data from several distinct categories of employees, the authors examine the differences in work experience of immigrant and non-immigrant populations.

Methods: The data were collected through unstructured focus group interviews. The focus groups with native English-speaking employees and Latino immigrants were conducted separately. Within each category, males and females were interviewed separately. Groups were also separated by education levels. The focus group transcripts were content analyzed.

Results: Focus group participants identified a wide variety of psychosocial factors that play a role in workplace accidents. These factors can be classified into such categories as lack of managerial support, interpersonal conflict, racial and gender discrimination, and insufficient safety training. There were several group differences. Compared to native participants, immigrants were more likely to mention mistreatment from their managers and supervisors. Specifically, Latino immigrants more often reported managers’ disregard for their well-being and difficulties obtaining help.

Conclusions: This qualitative study suggests several new research hypotheses. It also provides access to richly detailed information about workplace experiences of new immigrants employed in non-agricultural settings. Practical implications of the findings will be discussed.
The tuberculosis (TB) incidence among foreign-born individuals in the U.S. is 22.5 per 100,000 as compared to 2.6 per 100,000 for American-born individuals. Foreign-born individuals represented 53.7% of the TB cases reported in the United States in 2004. Hispanics are the fastest growing demographic group in the United States, having increased by 58% from 1990 to 2000. TB was reported more frequently among Hispanics than among any other ethnic group for the first time in 2004 and 74% of Hispanic TB cases were foreign-born individuals. Mexican-born workers account for the highest percentage (approximately 25%) of new TB cases reported in the United States. Given the rapidly increasing rate of immigration from Latin America to the United States, finding effective ways to reach Latin American immigrants with information and treatment is essential to controlling and eventually eliminating the disease in the United States. Due to barriers of language, education, and illegal immigration status, Hispanic immigrant workers tend to be concentrated within certain industries (agriculture, service, construction, and manufacturing) and often within particular companies within a given industry. Consequently, it may be possible to capitalize on this employment-based "segregation" by using the workplace as a forum for both TB education and treatment.

The findings presented by this paper are from the first phase of data collection to investigate the feasibility of using the workplace for public health interventions with the Hispanic immigrant population. These findings also represent an important first step in better understanding the educational needs of these immigrants related to TB.

A total of 12 focus groups were conducted with Hispanic immigrants working in an urban center in the Midwestern United States. These focus groups were stratified by gender and education level (6th grade and below; 7th – 12th grade; and college educated). The participants were asked to discuss their knowledge, beliefs and attitudes related to TB and the perceived feasibility of using the workplace for TB interventions. An open coding strategy was used on the focus group transcripts. The most salient themes identified by this analysis were:

- There is a low level of accurate knowledge concerning TB, particularly routes of transmission.
- TB was viewed by many as being a disease of poverty, in particular affecting those who already suffer from ill health, exposure to cold or malnutrition.
- TB is considered to be very serious and likely fatal, though most also knew treatments existed for TB.
- Nearly all considered themselves to be safe from TB due to having been vaccinated in their home countries.
- Immigrant workers responding very positively to workplace-based TB interventions.
- There was also significant interest in workplace-based public health interventions addressing a concerns ranging from hygiene to HIV/AIDS.

These findings suggest that workplace may represent a very important route to reaching an otherwise difficult to reach population with public health interventions. These findings are also congruent with the NIOSH WorkLife Initiative which proposes to use the workplace a forum to for public health interventions.
WORKPLACE BULLYING AND HEALTH: ORGANIZATIONAL AND PERSONAL INTERVENTIONS

SYMPOSIUM CHAIRS: ESCARTÍN, J.¹ & ZAPF, D.²

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For more than a decade, workplace bullying has been debated both in the scientific literature and in the public press. Although the definitions are differing most researchers agree that bullying refers to a situation where a person is repeatedly exposed to negative social behaviours from one or more persons, and the person has become a target in an inferior position with difficulties to defend him- or herself. Many studies have shown the negative impact of bullying on health with some studies going so far as to suggest personality disorders and post-traumatic stress disorders to be a result of prolonged workplace bullying. Furthermore, research has shown evidence of the negative consequences for organizations, such as a decrease of their productivity and incomes. In contrast to this growing evidence regarding the negative organizational and health effects of bullying there is relative little research on interventions with regard to workplace bullying. After defining the concept and setting up the context, contributions from four different countries will report experiences and results of intervention studies. The Australian contribution describes experiences and empirical results from a large scale organizational development study in the Educational sector in which workplace bullying was addressed. The Spanish contribution reports on the development of an Anti-Bullying Code of Practice in a large public administration, following a hierarchical 3-steps model: the primary, secondary and tertiary prevention. The Irish contribution looks at the impact on health of persons who are referred for psychological assessments by the legal profession because of personal injury resulting from victimization, such impact is then compared to the national statistics. Finally, the German contribution reports results from a study on bullying victims receiving psychotherapeutic treatment in a large psychosomatic clinic, looking at whether the group of victims seeking such a treatment are representative of all bullying victims or whether they belong to a specific group. In a nutshell, this symposium introduces several organizational and personal interventions dedicated to workplace bullying and health.
This first contribution of the symposium will give an introduction to the concept of workplace bullying. Most researchers agree that bullying refers to a situation where a person is repeatedly exposed to negative social behaviours from one or more persons, and the person has become a target in an inferior position with difficulties to defend him- or herself. This definition distinguishes bullying from harassment, which includes also minor forms of negative social behaviour directed towards other people. Social stress at work also includes, for example, negative social climate with frequent tensions and conflicts, but without a perpetrator-target structure. From the stress perspective, bullying is a situation including high stressors and little resources to deal with the stress situation. In the case of severe bullying at work, victims have little control over their work situation and often they have lost their social network and thus any kind of social support from colleagues and supervisors. Organisational stress research has repeatedly shown that high stressors and low resources are the key characteristics of high strain jobs. From the conflict perspective, bullying is an escalated conflict with very limited means for conflict management. Bullying as an extreme stress situation is related to severe health impairment. In this contribution empirical research on bullying and health will be reviewed and conclusions will be drawn with regard to prevention and intervention. Here, the literature on conflict escalation has shown that the number of intervention strategies decreases the more the conflicts are escalated. Thus with regard to workplace bullying, the emphasis is on prevention and early intervention.
Participatory action research risk management (PAR-RM) has been used successfully to achieve changes in work stressors and stress outcomes. Feasibly the approach should work to reduce the bullying and its costly consequences. Australian education department employees worked with their managers and a facilitator and assessed work psychosocial risks, including bullying, to determine actions for prevention, and then implemented actions. Bullying was positively related to psychological distress ($r = .29, p < .01$) and sick-leave ($r = .18, p < .05$) over 12 months. Actions that particularly focused on communication and consultation, role clarity, and conflict resolutions had the most impact on bullying. Using a quasi-experimental repeated measures exposure design (High Action $N = 32$, Low Action, $N = 39$; Control $N = 123$) with data matched at twelve months, we showed that greater exposure to a range of actions led to greater reduction in bullying and psychological distress, and attenuated sickness absence. Repeated measures MANOVA showed the impact on bullying depended on the level of exposure (e.g. HA vs LA, Group X Time, $p < .05$, $\eta^2 = .07$). Structural Equation Modelling also confirmed a fully mediated intervention pathway (intervention change in bullying change in psychological distress). In sum, a PAR-RM work reorganization approach can reduce bullying, and is thus truly primary preventative.
DEVELOPING AN ANTI-BULLYING CODE OF PRACTICE IN A LARGE PUBLIC ORGANIZATION: A CASE STUDY

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The increasing incidence of workplace bullying shown in two Psychological Risk Assessments in 2004 and 2006, and the pressure of the Labour Union on the organization to reduce these negative behaviours, created the urge to develop an Anti-Bullying Code of Practice in a 700 employee Public Organization. The purpose of the Anti-Bullying Code of Practice was to contribute to the prevention of bullying and to cope with the “actual cases of bullying”, which were having a negative impact on all employees. In 2007, after 6 months of attempts to develop an Anti-Bullying Code of Practice and after failing to reach an agreement among stakeholders, the organization decided to seek help from external consultants. The objectives of the consultancy were: (1) to develop an Anti-Bullying Code of Practice and (2) to reach a consensus among stakeholders for signing such code. A total of 6 + 1 working sessions were scheduled periodically during working hours. During the first three working sessions several group techniques were used to enhance the team members’ commitment in relation to the Code of Practice, emphasising a hierarchical 3-steps model: the primary, the secondary and the tertiary prevention. The other working sessions used a channel communication strategy to write the Code of Practice on time. As a result, the Anti-Bullying Code of Practice was signed and accepted. According to the qualitative data obtained from the intervention process assessment, the workgroup stressed positively the methodology and the work dynamic used, scoring this intervention with 9 in a 0-10 points scale. Actually, although quantitative data are still not available, new data from the Psychological Risk Assessment 2008 is being collected in order to assess the efficiency of the Code of Practice. Lessons learned from this intervention include an understanding of the advantages of using academic and professional external consultants in order to structure the development of an Anti-Bullying Code of Practice in public organizations as part of a comprehensive health intervention process.
THE MENTAL AND PHYSICAL EFFECTS OF WORKPLACE BULLYING: THE USE OF A NATIONAL POSTAL SURVEY AND INDIVIDUAL PSYCHOLOGICAL ASSESSMENTS IN THE LEGAL PROCESS

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The aim of the present paper is to add to the body of knowledge that suggests that workplace bullying and harassment is a major source of stress and can affect the mental and physical health of those who are victims of workplace bullying and harassment. Two data sets will be examined for the occurrence and correlates of somatic and psychological symptoms and for behavioural changes. The first data set comprises a National Postal Survey carried out by the Anti-Bullying Centre (ABC) and commissioned by the Health and Safety Authority, Ireland (O’Moore, 2000). The second set consists of individual psychological assessments conducted by ABC over the years. These were in response to referrals from solicitors throughout Ireland who suspected workplace bullying was playing a major part in their seeking of legal recourse. The results will be based on well-known tests and measurements which include the General Health Questionnaire (Goldberg & Williams, 1988), The State Trait Anxiety Inventory (Spielberger & Rickman, 1991), The State Trait Anger Inventory (Spielberger & Rickman, 1991), The Rosenberg Self-Esteem (Rosenberg, 1965) and The Impact of Events Scale (Horowitz, Wilner & Alvarez, 1979).
Researchers (e.g., Matthiesen & Einarsen, 2001; Zapf, 1999) have repeatedly argued that victims of bullying are not a homogeneous group. The perpetrator-prey model of Einarsen, for example, suggests that any person entering a perpetrator's sphere, may become a victim. Thus, these victims should not be different from a group that has nothing to do with bullying (non-victims). In contrast, several studies have shown that persons with certain characteristics such as being high in neuroticism or low in social competence carry a higher risk to become victimized. In the present study we wanted to know if victims of bullying who are patients in a rehabilitation hospital belong to this latter group. This research question was analysed in a study comprising 93 participants in a clinic and 96 participants representing a control group. Results showed that persons with high neuroticism, low social competence and low general self-efficacy have a higher risk to become victimized. Neuroticism also has a moderating effect on the correlation of mobbing-victimization and organizational individualisation and power distance respectively. Moreover we found systematic differences between victims and non-victims in accordance with other published studies. We found little differences with regard to non-clinical samples of victims. There were no differences with regard to conflict management. Furthermore inpatient victims do not suffer more from mobbing-activities than other victims. However inpatient victims showed a tendency to report less organizational mobbing than other victims do. In conclusion inpatient victims differ from non-victims. But there was little evidence that they are specific compared to other victim samples.
THE GRAYING OF THE AMERICAN WORKFORCE: IMPLICATIONS FOR OCCUPATIONAL HEALTH PSYCHOLOGY

SYMPOSIUM CHAIR: FISHER, G.

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Recent demographic, economic, and workplace changes underscore the importance of conducting research among older workers (Shultz & Adams, 2007). The proportion of older workers in the U.S. workforce is growing based on the aging of the baby-boomer generation and concomitant decrease in the number of younger adults entering the labor market (Greller & Nee, 1989, 1990). By 2030, the number of Americans age 65 and older will nearly double, to over 70 million, while the number of workers between the ages of 25-54 will increase by only 12 percent (U.S. Census Bureau, 2004).

The nature of the workplace has evolved in many ways. For example, a career with a single company is no longer the norm (Price & Vinokur, 1995). More jobs fall within the realm of the service sector compared with industrial-manufacturing, leading to heavier reliance on cognitive and people skills; likewise, rapid technological advances have resulted in a need for new and different skills among workers (Warr, 1994). In addition, the aging process, such as changes in health and cognition, is likely to have an impact on the well-being of employees in organizational settings (Jex, Wang, & Zarubin, 2007).

As occupational health psychology researchers, it behooves us to examine the impact of work on this ever-growing, aging population. One excellent source of data for examining issues facing the aging workforce is the Health and Retirement Study (HRS), a large, national longitudinal study of individuals age 51 and older in the U.S. that has been ongoing since 1992. The four papers in this symposium, drawing on HRS data, address distinct issues related to the aging workforce to shed light on key issues for occupational health psychology research and practice. The questions they address range from broad considerations of the changing nature of work and the changing nature of the workforce to questions about the differential work withdrawal experiences of older women and questions about how the interplay between work and family affects retirement plans?

First, Fisher, Matthews, and Grosch describe the demographics of the aging U.S. workforce. Their results also describe trends in jobs and the physical and cognitive job demands experienced by older workers over a twelve-year period, from 1992 - 2004. In the second paper, Grosch and his colleagues examine occupational differences related to cognitive functioning, in which they not only found significant differences between white and blue collar workers, but meaningful differences among various occupational groups.

Cleveland and her colleagues have focused their research on a large, but understudied segment of the aging workforce: women. Their paper examines the diversity and individual variations among older women that may be associated with work withdrawal. Their results highlight important differences between older White and Black working women, including differences in missed days because of health and differences in job demands. In the final paper, Barnes-Farrell and her colleagues examine how positive and negative aspects of the work-family interface might operate to influence retirement timing. Their results showed that work-to-family conflict was associated with earlier planned age of retirement. In contrast, work-to-family facilitation was associated with later planned age of retirement; the facilitation effect was particularly pronounced among men.

Collectively, these papers highlight a number of important issues regarding the nature of work experiences for older adults. Furthermore, they offer insights into practical issues that organizations can address to improve the quality of work and well-being for an aging workforce.
TRENDS IN DEMOGRAPHIC AND JOB CHARACTERISTICS AMONG OLDER WORKERS IN THE U.S

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Objectives. The purpose of the present study was to examine trends in the demographic and job characteristics and job demands among a nationally representative sample of older workers in the U.S. age 51-61 between 1992 and 2004.

Methods: Participants were N=10,868 workers between the ages of 51 and 61 who participated in the Health and Retirement Study (HRS) in at least one wave in 1992, 1998, and 2004. Participants were interviewed either face-to-face or via telephone by a trained interviewer from the Survey Research Center. Participants were asked a series of questions about their current employment status, occupation, job characteristics, and other aspects of their work.

Results: A comparison of demographic characteristics among older workers showed a slight increase in racial and ethnic and diversity in 2004 compared with 1992, with slightly more Blacks and Hispanics being in the workforce. In addition, workers among the same age group in later waves were more highly educated (e.g., M=14.2 years of education among workers in 2004, compared with M=12.76 in 1992). The proportion of workers who were self-employed remained fairly stable (19%) across the 12-year time interval. The proportion of older workers in white collar jobs increased only slightly over time, although there were more noticeable shifts among occupations. For example, there was an increase between 1992 and 1998 in the number of workers in professional specialty operations and technical support positions and a decrease in the proportion of machine operators. Workers in jobs with higher levels of cognitive complexity in 1992 were more likely to still be working twelve years later (t (6569) = 4.72, p < .05), whereas those with greater physical job demands were less likely to still be working (t (6615) = 3.99, p < .01). Additional results regarding inter- and intra-individual trends in jobs and job characteristics will be presented.

Conclusions: Between 1992 and 2004, the older workforce became increasingly diverse and more highly educated. Workers in jobs with higher cognitive demands were more likely to stay in the workforce, while those in more physically demanding jobs were less likely to continue working. Knowing more about our the demographic and job characteristics of older workers will assist us in knowing who we can expect to remain in the labor force, attracting and retaining older workers in the workforce, and attending to the health and safety needs of older workers.
OBJECTIVE DIFFERENCES IN AGE-RELATED COGNITIVE DECLINE

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Objectives: Occupational differences have been reported for several important health outcomes, including heart disease and cancer. However, one outcome that has received much less attention from occupational health professionals is cognitive functioning. The present study used data from several waves of the Health and Retirement Study (HRS) to analyze occupational differences in performance on two measures of memory. A major question addressed in the analyses was whether different occupational groups (e.g., blue versus white-collar workers) would show the same rate of decline in cognitive performance over time.

Methods: Participants were individuals who participated in five waves of the HRS (1992, 1994, 1996, 1998, and 2000). In each of these waves, subjects participated in a cognition module in which they were read a list of words and then asked to recall the list immediately, and then after an interval of 20 minutes. The standardized number of words correctly recalled constituted the immediate and delayed memory performance scores. Multiple regression analysis was used to compare performance on the two memory tasks for blue and white-collar workers, after controlling for education, household income, ethnicity, gender, and current work status. In addition, multiple regression was used to determine if the rate of decline in memory performance between 1992 and 2000 was the same for blue and white-collar workers. Follow-up analyses examined differences in memory performance for more specific occupational groups (e.g., transportation workers, managerial workers, etc.). All analyses were conducted with weighted values, using SUDAAN to properly adjust variance estimates to reflect the complex sampling design of the HRS.

Results: For both immediate and delayed recall, white-collar workers performed better than blue-collar workers (p < .0001), even after all control variables were entered into the analysis. In addition, a significant interaction occurred, such that blue-collar workers experienced a greater decline in performance between 1992 and 2000 than white-collar workers (p < .0001). Follow-up analyses found that transportation, construction, and agricultural workers declined the most in performance, whereas managerial, professional, and clerical workers declined the least.

Conclusions: The results demonstrate that occupational differences in cognitive functioning exist. The significant interaction between occupation and time suggests that differences between blue and white-collar workers increase with age. These findings will be discussed in terms of limitations inherent in the study (e.g., possible selection issues involved in the HRS, the nature of the memory task, and the problem of using a single occupational category to represent an individual’s occupational history), and well as work-related factors (e.g., job complexity) that may contribute to the observed occupational differences. The results of additional analyses focusing on the role of common characteristics of occupations that show the greatest decline in cognitive functioning will also be presented.
AGE, HEALTH, FAIRNESS AND RETIREMENT PERCEPTIONS: COMPARISONS AMONG OLDER BLACK AND WHITE WOMEN

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Objectives: By 2030, more than twenty percent of the U.S. population will be 65 years and older (Cascio, 2003). As the population ages, so too does the U.S workforce. However, the acceleration of workforce aging is dependent on a number of factors including whether employees choose to retire from or remain within the workplace past 65 years, the ‘normal’ age of retirement. Further, the U.S. workforce reflects increasing diversity of gender, ethnic and racial groups, and immigrants (Cascio, 2003; Fullerton, 1997). A number of factors contribute to worker withdrawal or departure from the workforce including personal characteristics and work-nonwork perceptions. Women represent one of the largest segments of the aging population yet there is little research that specifically focuses on the diversity and individual variations among older women that may be associated with work withdrawal. In the present study, we compare both demographic variations as well as work, health and age perceptions among middle aged and older Black and White employed women.

Methods: Using the 2006 HRS data set, responses from 1157 working Black and White women were analyzed. Women were identified as either middle aged (53 to 60 years old) or older (over 60 years old) to further examine the diversity among women.

Results: Using uni- and multivariate analysis, Black women regardless of age were less likely to be living with a spouse or partner than white women. Few differences were found among middle aged women on education (black=13.3 years v white=13.87 years) although slightly greater racial variations emerged among women over 61 years (black=12.37 years vs white=13.20 years). White, middle-aged women planned to stop working at 64.8 years while similar Blacks at 62.1 years; whereas among older White women plan to stop working at 69 and black women at 71.1 years. More older Black women than White women considered themselves retired. Middle-aged Black and White women expect to collect social security income at similar ages while among older women, Blacks and Whites differed in the expected age at which they expect to collect social security (64.4 and 68.5 respectively). Further, among middle aged women, Whites worked more hours per week than blacks (42 vs 39 hours) with this difference increasing among older White and Black women (48 vs 27 hours). Regardless of age, Black and White older women differed in terms of self-rated overall health such that Whites rated health higher. Importantly, Black women reported more missed days of work because of health than do White women. On the other hand, Black women report lower job demands than White women with the lowest demands reported among Black women over 61 years. Middle-aged Black women report lower life satisfaction with smaller race differences among older women. Yet regardless of race, there is more work-nonwork conflict among middle aged women with the lowest conflict reported among older Black women.

Conclusions: Variability among employed women are discussed in relation to perceptions of work fairness and subtle discrimination as predictors of work withdrawal.
HOW DOES THE NATURE OF THE WORK-FAMILY INTERFACE INFLUENCE PLANNED RETIREMENT AGE OF MEN AND WOMEN?

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University of Connecticut, U.S.A.

Objectives: The effects of spillover between work and family domains of one’s life are frequently studied for adults in early and mid-career stages and have been associated with health, job satisfaction, intentions to turnover, and organizational commitment. Much less is known about the quality of the work-life interface and its potential impact on features of older workers’ careers, such as plans regarding the timing of the transition to retirement from the workforce. In this study, we investigated the extent to which conflict-based and facilitation-based relationships between work and family domains are related to planned timing of retirement for working adults. Based on push-pull theories of forces contributing to worker decisions about when to transition from an employment role to a retirement role, our primary hypotheses were that: (a) work-family conflict should contribute to plans for an earlier transition from work to retirement; and (b) work-family facilitation should contribute to plans for a delayed transition from work to retirement. In addition, we posed the following research question: Are there gender differences in the pattern of relationships between work-family interface variables and planned retirement age?

Method: We investigated these questions using archival data from members of the 2004 wave of the Health and Retirement Study (HRS) who completed the Occupational Health Module of the 2004 survey. The Occupational Health module was completed by a sample of adults aged 65 and under who were working for pay in the USA during 2004; 287 men (n=97) and women (n=190) met the requirements of the study. Self-reports of retirement intentions and anticipated age of retirement were used to measure planned retirement age, and birth year was used to measure current age. The quality of work-life interfaces was measured using multi-item self-report scales that assessed Work-to-Family Conflict, Family-to-Work Conflict, Work-to-Family Facilitation, and Family-to-Work Facilitation, respectively.

Results: Our hypotheses and research questions were addressed using moderated multiple regression analysis. After controlling for current age, quality of the work-to-family interface accounted for significant variance in planned retirement age ($R^2$ change = .049, $p < .001$). Consistent with our hypotheses, frequent work-to-family conflict was associated with earlier planned age of retirement and frequent work-to-family facilitation was associated with later planned age of retirement. Furthermore, the work-to-family facilitation relationship was moderated by gender ($p < .01$). Work-to-family facilitation was the primary driver of delayed retirement plans for men but it was unrelated to women’s retirement plans. The quality of the family-to-work interface was unrelated to planned retirement age.

Conclusions: Recent shifts in workplace demographics have generated a growing interest in the retention of older workers. Organizations that are concerned with delaying the exit of older adults from the workforce would do well to pay attention to conditions that enhance the quality of the work-life interface. The results of this study suggest that negative spillover between work and life domains may push older workers toward retirement, but work arrangements that facilitate familial roles may encourage older men, in particular, to remain active members of the workplace, by delaying plans for retirement.
GLOBAL CHANGES, WORK CONDITIONS, STRESS AND FATIGUE IN AVIATION WORKERS - AN INTERNATIONAL UNION/RESEARCHER STUDY

SYMPOSIUM CHAIR: GREINER, B.

University College Cork, Ireland

Civil aviation has seen many changes in the past decade. Demands from the public for lower cost travel, heightened security emphasis since 9/11 and liberalization policies, have vastly changed the industry and conditions of work. As civil aviation is a largely globalized sector an international approach to occupational health and safety issues is required.

The symposium includes four papers presenting first results of a large international study on working conditions, stress and fatigue in aviation workers involving 200 different countries. The study is a collaborative effort between unions and researchers.

- The first presentation by Dr. Ellen Rosskam introduces to the background of the study and its methods and highlights changes in social and economic security in this industry over the past few years
- The second presentation by Ms. Vera Mc Carthy presents results on changes in work conditions of aviation work within the international context
- The third presentation by Prof. Johannes Siegrist highlights aspects of work stress in a globalized economy using the effort-reward imbalance approach
- The last presentation by Dr. Birgit Greiner addresses associations of job characteristics, economic and social insecurity with fatigue and burnout in aviation workers

In the discussion will address issues that go beyond aviation work but deal with stress research issues in the context of globalisation, research methodology (for example participatory action research), partnerships (e.g. with unions) and policy implications of the research.
BACKGROUND ON A GLOBAL INVESTIGATION OF CIVIL AVIATION WORKERS: FOCUS ON SOCIAL AND ECONOMIC SECURITY ASPECTS

ROSSKAM, R., GREINER, B., MCCARTHY, V., SMITH, S., MAROWSKY, I. & WILLIAMSON, L.

University College Cork, Ireland

Objectives: The presentation will describe the background of a global investigation of civil aviation workers in 200 countries (covering ground staff, cabin crew and air traffic controllers) on behalf of 800,000 workers, through a lens of the social effects of liberalization on workers’ social and economic security.

Methods: The study uses participatory action research methodology. The key partner working with the research team is the International Transport Workers’ Federation (ITF), Civil Aviation Section and its global affiliates. The study attempts to examine changes in the sector occurring between 2000 and 2007.

Results: Descriptive results on changes in civil aviation workers’ social and economic security from 2000 to 2007 will be presented together with international comparisons. Specifically we will address for example changes in job security, job losses, outsourcing, contingent work contracts, social benefits and income security.

Conclusions: This investigation is a pioneering examination of the conditions in this sector and is meant to inform international policy making in the civil aviation sector. The study is also meant to provide collective bargaining agents in the ITF’s global affiliates with empirical evidence for improving their conditions of work.
TEMPORAL FACTORS AND CIVIL AVIATION WORKERS – AN INTERNATIONAL COLLABORATIVE STUDY

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Objective: Describe work demands and working hours in civil aviation workers (ground staff, cabin crew and air traffic controllers) and their changes over the past 7 years.

Method: For over a century, the civil aviation industry has been developing and growing with great success. Demand from the public for lower cost travel, together with industrial restructuring, globalisation and liberalisation policies, have vastly changed the industry and conditions of work. The events of September 11th 2001 have had major implications for the aviation industry. These influences probably resulted in increased pressures on aviation workers internationally however the specific stress factors due to global changes have not been specifically determined yet.

This was a collaborative study involving unions and researchers. In order to examine work conditions and work practices in civil aviation workers worldwide, a questionnaire was sent to all International Transport Workers’ Federation global affiliates in 200 countries representing 800,000 civil aviation workers. There were three specific occupational groups studied; cabin crew, ground staff and air traffic controllers. Key informants completed the questionnaires on behalf of the workers they represented, indicating changes from 2000 to 2007. Total number of hours worked, consecutive hours worked, rest breaks and shift pattern were enquired.

Data collection is ongoing.

This methodology allows the international union, individual members and the researchers to gain insight into civil aviation workers’ working conditions. The methodology allows us to obtain data from a wide variety of countries and regions about work practices and changes in the industry thought to be increasing stress in aviation workers.

Results: Descriptive results on working conditions of aviation workers will be presented, more specifically on total number of hours worked, consecutive hours worked, rest breaks and shift pattern. International comparisons will be made owing to the nature of this study design.

Conclusions: This is the first study to internationally describe working conditions in aviation workers and will inform national as well as international policy urgently needed in this sector. The high degree of responsibility attributed to civil aviation staff with regard to the safety of the travelling public and increased work commitments can have health implication in the form of absence due to stress, musculoskeletal injury or other occupational health related ailments. The psychological and indeed physiological well-being of these workers is dependent on a numbers of different issues, which may vary among airports, countries and job descriptions.
MEASURING WORK STRESS IN CIVIL AVIATION WORKERS IN A GLOBALIZED ECONOMY

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Objectives: Economic globalization can affect the health of working populations in general, and of civic aviation workers in particular, in positive and negative ways. On the negative side pressures towards increasing return on investment contribute to a process of work intensification that often goes along with cut-down of personnel, down-sizing and merging, thus increasing job instability and insecurity in sizeable parts of the workforce. Whereas more traditional measures of work stress were concerned with particular job characteristics and personal coping capabilities a more recent approach, termed effort-reward imbalance, focuses on a core notion of work contracts, the reciprocity of efforts spent and rewards received at work. The model claims that high cost/low gain conditions are frequent in modern economies, in particular if employees have limited alternative choice in the labor market, and that this imbalance increases the risk of incident stress-related disorders to a significant degree. Importantly, rewards at work include salary, promotion prospects, job security and esteem or recognition.

Methods: In a collaborative study involving unions and researchers a questionnaire including a modified version of the effort-reward imbalance questionnaire was sent out to all International Transport Workers’ Federation global affiliates in 200 countries representing 800,000 civil aviation workers. Key informants completed the questionnaires on behalf of the workers they represented. Data collection is still ongoing.

Results: This contribution will present first results from the global civil aviation workers study where information on stressful work was obtained in terms of this model.

Conclusions: Findings are discussed in the frame of current scientific evidence, and policy implications are proposed.
WORK CONDITIONS, ECONOMIC AND SOCIAL SECURITY, FATIGUE AND BURNOUT IN AVIATION WORKERS

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Objectives: To determine associations between job characteristics, measures of economic and social security with burnout and fatigue for 3 different occupational groups of aviation workers.

Background: Worker fatigue and burnout can create major problems in civil aviation compromising passenger safety and delivery of service. The industry has been experiencing major restructuring in the past few years, for some workers presumably resulting in increased psychological work demands, loss of external resources such as job control and social support and decreased social and economic security. Although associations between job characteristics and fatigue/burnout are well established in the general job stress literature, less is known about how the context of economic and social security (or insecurity) affect these associations.

Methods: A questionnaire was sent to all International Transport Workers’ Federation global affiliates in 200 countries representing 800,000 civil aviation workers. Key informants completed the questionnaires on behalf of the occupational group (cabin crew, ground workers and air traffic controllers) they represented including questions on job demands, job control, social support (modified version of the Job Content Questionnaire), burnout (Maslach burnout inventory), fatigue and social and economic security (e.g. job losses, contingent work contracts, outsourcing in this particular occupational group).

Results: Data collection is still ongoing. For each occupational group we will present results obtained by regression models with fatigue and burnout as dependent variable and measures of work characteristics and economic and social security as independent variables. We are specifically interested in determining interactions of work characteristics (e.g. psychological demands) and measures of economic and social security (e.g. high level of contingent work in this particular occupational group) in relation to overall fatigue and burnout. International comparisons will be provided.

Conclusions: Results will inform research as well as policy aiming at prevention of fatigue and burnout in aviation workers internationally.
DEVELOPMENT OF A EUROPEAN PSYCHOSOCIAL RISK MANAGEMENT FRAMEWORK (PRIMA-EF)

SYMPOSIUM CHAIRS: LEKA, S. & KORTUM, E.

1 University of Nottingham, Great Britain
2 World Health Organisation, Switzerland

This symposium will describe recent policy research at the European level that focuses on the development of a European framework for psychosocial risk management (PRIMA-EF). This research has been funded by the EC 6th Framework Programme and particularly addresses work-related stress, and workplace violence (including harassment, bullying and mobbing). The objectives of the research programme are: a. to develop existing knowledge in reviewing available methodologies to evaluate the prevalence and impact of psychosocial risks at work and work-related stress, including physical and psychological workplace violence, harassment, bullying and mobbing; b. to identify appropriate means of collecting sensitive data in relation to these issues; c. to develop international standards and indicators on stress and violence at work; d. to develop detailed recommendations and evidence-based best-practice guidance on the management of these issues at the workplace; and e. to disseminate the results of the project to stakeholders and social partners including small and medium-sized enterprises (SMEs). In line with European policy on corporate social responsibility and social dialogue, the project involves social partners throughout its implementation and is supported by the World Health Organization (WHO) and the International Labour Office (ILO). In addition, the consortium supporting the programme works in synergy with partners internationally to ensure a wide impact of the project outcomes and the initiation of the development of an international network of centres of excellence in psychosocial risk management.

The symposium will consist of six presentations that will describe the work that has been completed so far through this research programme. The first presentation will describe the key principles of the framework for psychosocial risk management that underpins this policy research. The second presentation will focus on regulations and social dialogue and their link with psychosocial risk management and present findings of focus groups with participants at a stakeholder workshop including. The third presentation will discuss the findings from a survey of policy makers across Europe on the perception of psychosocial risks and work-related stress. The fourth presentation will discuss key indicators in the area of psychosocial risk management and will present an indicator model focussing on macro and micro levels (e.g. policy, enterprise). The fifth presentations will focus on best practice as concerns psychosocial risk management interventions. Key best practice principles and the results from a series of interviews with experts across the EU will be presented and discussed. The sixth presentation will discuss the key issues in policy orientated research for psychosocial risk management and discuss the way forward.
INTRODUCTION TO THE EUROPEAN FRAMEWORK FOR PSYCHOSOCIAL RISK MANAGEMENT

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Throughout Europe, researchers and research institutes, government bodies and organisations have their own ways of managing the challenge of work-related stress, often presented under different names, using different methods and measures and putting their emphasis on different parts of the overall system. These different approaches have usually been arrived at through a process of funded research and development and, as a result, attract a degree of loyalty.

In the different Member States of the European Union there are likely to be procedures and systems for dealing with work-related stress which is now widely recognised as one of the major challenges to occupational health. However, there is a great variety in the approaches that exist with the most obvious distinction being between those that focus on the individual and ways of promoting their health or treating those in poor health and those that focus on the causes of work-related stress in the design and management of work and which attempt organisational-level solutions.

The PRIMA-EF project aims at establishing a framework that will accommodate all the existing (major) risk management approaches to work-related stress across the European Union. This framework can be built from a theoretical analysis of the risk management process, identifying its key elements in logic and philosophy, strategy and procedures, areas of measurement and types of measure, and from a subsequent analysis of typical risk management approaches as used within the European Union. This European psychosocial risk management framework (PRIMA-EF), when agreed and disseminated, should inform decisions on the development of new and existing approaches to the management of work-related stress. Convergence is one key concept. PRIMA-EF attempts reconciliation and harmonisation of what exists.

A second key issue for this alternative approach is that of equivalence. Within PRIMA-EF, the principle of equivalence, and allowing diversity, continues throughout the life of the framework. Equivalence allows the overall approach to be tailored to the context in which it is used without losing the opportunity to compare across situations, at one level, and to draw general conclusions at another.

The third key concept is contextualisation. There has long been a debate over the adequacy or otherwise of contrasting approaches to the assessment and reduction of work-related stress. Contextualisation, tailoring the approach to its situation, is a necessary part and facilitates its practical impact in workplaces.

Beyond the key concepts, such as convergence, equivalence and contextualisation, the PRIMA-EF project aims at examining the philosophy and logic of risk management for work-related stress in Europe and the strategies, methods and measures used and the key principles involved.

This presentation will present the PRIMA framework’s philosophy and logic and key principles.
In terms of recognizing the relevance of work-related stress and of psychosocial risks in general, considerable progress has been made over the last years in the EU. This is due to legal and institutional developments, in particular the common European Framework, starting with the EU Framework Directive on Health and Safety in 1989, the growing body of scientific knowledge on the detrimental effects of psychosocial risks on safety, health and productivity and the dissemination of this knowledge (e.g. by the European Commission’s Guide on Work-Related Stress in 2000), Complementary actions taken by the European social partners within the Frame of European Social Dialogue, in particular the Framework Agreements on Work-related Stress (2004) and on Harassment and Violence at Work (2007). In the UK, a pragmatic approach was chosen with the HSE Management Standards for Work-Related Stress.

However, many barriers exist in terms of addressing psychosocial risks, and there are growing concerns as to whether the existing legal and regulatory framework in the EU is appropriate and effective for the prevention of work-related stress. This is due to a set of factors, many of which are interrelated and often tend to be neglected or even overlooked by academic researchers. The process of EU enlargement is increasing the European Union’s heterogeneity in view of its economic level of development, social partner capacities and the political will to address stress-related problems. Problems related to stress at work are increasing across Europe, but at the same time there are differences among countries and among actors (Government/state agencies, Trade Unions, employers associations) in the awareness, the understanding and the prioritisation of stress-related issues, which was demonstrated by a current stakeholder survey conducted within the project PRIMA-EF (www.prima-ef.org). These differences are most pronounced between old and new EU member countries. Relevant differences also prevail between trade unions and employers associations in terms of assessing the relevance of binding regulations/law enforcement versus “soft law” (e.g. social dialogue). Against this background, the presentation will focus on the following questions:

- How appropriate and effective are the existing regulations for the assessment and management of psychosocial risks?
- What are the driving forces and what are the barriers in this context?
- How can psychosocial risks be successfully addressed in the new EU states which have undergone massive economic, social and political restructuring over the last years?
- What are the achievements and limits of news forms of "soft law" (in particular social dialogue) in relation to psychosocial risk management?
Psychosocial risks, work-related stress, violence, harassment, bullying and mobbing are widely recognized as major challenges to occupational health and safety (EASHW, 2006). Throughout Europe, researchers and research institutes, government bodies and organizations differed in awareness and understanding of these new types of challenges in working life. Scientific literature provides a broad view of research on stress, its consequences on workers’ health, workplace, and its main causes. However, little attention was focused on “stress perception”, and even less to the different parties’ points of view in the world of work.

Objective: The PRI MA-EF project focused on the development of a European framework for psychosocial risk management with a special focus on work-related stress and workplace violence (including harassment, bullying and mobbing) and included separate and concrete but interrelated research work packages. The “stress perception” among stakeholders is an important intermediate step because convergence among social partners on the perception of stress is necessary in order to overcome the often-quoted science-policy gap and the one between policy and implementation.

Methods: As part of project activities a survey questionnaire was developed to assess stakeholders’ perceptions of psychosocial risks, involving stakeholders on a tripartite basis (government institutions, trade union organizations, employers’ organizations), across the enlarged EU. The main topics of the questionnaire were: the effectiveness and the needs related to regulations governing health and safety at work, perception of work related stress and related outcomes, the role and effectiveness of dialogue and cooperation between the social partners.

Results: The results show a large consensus that work-related stress can lead to occupational disease and its effects on increasing absenteeism and decreasing productivity. Organizational culture and excessive work demands are considered the main causes of work related stress but the employers underline the importance of lack of work-life balance and other individual characteristics. In particular, trade unions emphasize the effect on increasing accidents. The research results also help explain the perception which stakeholders have of the importance of those organizational variables which are widely known as potential sources of work-related stress.

Conclusions: The results of the study will be disseminated through the www.prima-ef.org website and publications (books and brochures) written in a user-friendly language and style so that they can be easily used at the enterprise level. The dissemination’s goal is that of spreading and increasing knowledge and awareness among different stakeholders on the work-related stress area, especially on the importance of social dialogue, corporate social responsibility (CSR) and of psychosocial risk management.
As part of the PRIMA-EF Project, which focuses on the development of a European framework for psychosocial risks management, we will present one of the project’s work packages: the work package on ‘Monitoring and Indicators’. This work package focuses on a comparative evaluation and analysis of psychosocial risks at work and work-related stress, including physical and psychological workplace violence, harassment, bullying and mobbing. The purposes to be covered in this work package are to:

- develop a European indicator model for psychosocial risk management with a special focus on work-related stress and workplace violence. Cost benefit models could be incorporated in the assessment of the impact and management of psychosocial risks;
- develop international standards for these indicators on stress and violence at work and establish the relevance to high risk groups and occupational sectors, gender issues and the issue of culture within the EU.
- collect sensitive data in relation to these issues;
- Additionally, cost benefit analysis methods will be identified and can be incorporated into the assessment of the impact of psychosocial risks and the evaluation of interventions. The integrated indicator model as identified aims to encompass employer and employee interests, and will put forward affordable goals to reach at enterprise level. Within this context, the indicators should include ‘Corporate Social Responsibility’ (CSR).

Apart from content specifications that have to be taken into account, (see above) several contextual criteria appear to be important as well:

- The indicator model/indicators should be considered to have policy relevance next to expert assessments. In a WHO Working Group Meeting, it was agreed that expert assessments may not necessarily be in accordance with the burden of disease caused by the environmental (risk) factor under consideration, nor with the assessment of national policy makers;
- Data availability is an important and practical consideration to take into account. Particularly since data quality is not always straightforward because the determinants of data quality such as validity and reliability of the data elements are not always clearly defined;
- Comparability considered from a multinational perspective is often considered to be important as well.

The indicator model:

- In order to synthesize the aims we wish the integrated model to achieve, we should be able to identify
  - the exposure to risk factors;
  - the impact resulting in more or less permanent (positive or negative) outcomes (dependent on the quality of the coping process);
  - action indicators relevant for risk management;
• indicators at the individual as well as at the organisational level, and maybe even higher levels (sectoral, national, international);
• costs and benefits

The process of stress can be summarized in a model which illustrates the risk factors for work-related stress, stress reactions, consequences of stress at three levels and individual characteristics, as well as their interrelations. This model will form the basis for the European indicator model on psychosocial risk management has been developed.

The indicators: As pointed out earlier, important (contextual) criteria for the identification of indicators are the availability and the comparability of indicators. The European Union, by way of the European Foundation for the Improvement of Living and Working Conditions (EFILWC) already has a survey instrument, measuring indicators on the ‘quality of work and employment’. In this presentation we will focus on what indicators are already available from this source, and which indicators need further development.
EVALUATION OF BEST PRACTICE INTERVENTIONS FOR WORK-RELATED VIOLENCE AND WORK-RELATED STRESS

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In the last decade, a large number of organisations and companies have developed measures and programmes to assess and manage psychosocial risks at work. International organisations, as well as EU and national bodies have published reports on ways to deal with psychosocial risk factors (ILO, 2004; WHO, 2003; EU: the European Foundation for the Improvement of Living and Working Conditions and the European Agency for Safety and Health at Work). Both general guidelines and basic steps in a risk control cycle have been provided as well as more detailed accounts of various measures. The most extensive overview of different approaches to prevent and manage psychosocial risks has been described by the Partnership for European Research in Occupational Safety and Health pillar group (PEROSH, 2004). This report exemplifies current strategies and measures applied in eleven EU-countries to combat psychosocial stress factors.

During the past ten years, work-related violence has aroused much concern both internationally and nationally. According to European level surveys (Fourth European Working Conditions Survey 2005) there has been an increase particularly in the level of physical violence from other people in the period 1995-2005 in the EU15 countries and the same trend has been seen also in national levels. National data from Finland show a clear increase in violence from other people against women in 1980-2003 (Heiskanen 2007). With the increasing figures, the pressure to prevent and manage all kinds of violence and bullying at work has been increasing.

Part of the PRIMA-EF project focused on the review of risk management approaches, and analysis of case studies and evidence-based best practice interventions on psychosocial stress including work-related violence. On the basis of the analysis, the aim of part of the project was to develop practical intervention tools and methods for use at the enterprise level to prevent and tackle work-related stress, bullying and third party violence at work. At first, a comprehensive literature review was carried out of the risk management approaches in relation to stress, violence and bullying/mobbing and harassment at work. Interventions at the policy, primary, secondary and tertiary level were reviewed. In the next step, an inventory on existing psychosocial risk management approaches and their characteristics was elaborated on the basis of the framework and key principles for psychosocial risk management and best-practice criteria developed. Complementary data was collected through semi-structured interviews with professionals who have developed, examined or utilized the different level approaches to manage bullying and violence at work. In all, 39 experts (researchers, consultants, counsellors, union representatives, authorities) were interviewed.

The literature search showed that in relation to psychosocial risks in general only a few evaluated interventions have been carried out but that some are ongoing. Management of bullying and third party violence share common strategies but the contents differ. Both workplace bullying and third party violence are multiformal phenomenon and there is no single solution to preventing and managing them. Awareness and recognition of bullying differ between countries. The readiness of organizations and enterprises must therefore be taken into account when different kinds of measures to manage workplace bullying are implemented. Recommendations based on the findings will be presented during the symposium.
KEY ISSUES IN POLICY RESEARCH FOR PSYCHOSOCIAL RISK MANAGEMENT AND THE WAY FORWARD

LEKA, S. 1, COX, T. 1, ZWETSLOOT, G. 2, JAIN, A. 1 & KORTUM, E. 3

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A number of significant developments towards the prevention of mental ill-health at work and the management of psychosocial risks have been achieved at the policy level in the EU in the past years. These include the introduction of the 1989 EC Council Framework Directive on the Introduction of Measures to Encourage Improvements in the Safety and Health of Workers at Work, 89/391/EEC (Official Journal of the European Communities, 32, No L183, 1-8). The Directive is based on principles of prevention and risk management and concerns all types of risks to worker health, including those related to psychosocial hazards at work. On the basis of this EC legislation, a new EU risk prevention culture has since been established, combining legislation, social dialogue, best practices, corporate social responsibility, and building partnerships. Important documents in this context include: the European Commission’s Guidance on Work-Related Stress (2000); the European Commission’s Green Paper on Promoting a European Framework for Corporate Social Responsibility (2001); the European Framework Agreement on Work-Related Stress (2004) which was agreed upon by the European Social Partners within the auspices of social dialogue (ETUC, UNICE, UEAPME and CEEP. Framework Agreement on Work-Related Stress. Brussels, Belgium: ETUC, 2004); and the EC’s Green Paper on Promoting the mental health of the population. Towards a strategy on mental health for the EU (2005).

However, it has been identified that there exists a gap between policy and practice that prevents its effective implementation (Levi, 2005) and the promotion of occupational mental health. There are a number of reasons for this gap. One is a lack of awareness across the enlarged EU that is often associated with lack of expertise, research and appropriate infrastructure. At the same time, the responsibility for understanding and managing the interface between work, employment and mental health varies greatly across countries.

In addition, a comprehensive EU framework to manage psychosocial risks and promote mental health at work has been lacking and this has complicated agreement by the social partners on the issues of concern and effective implementation of existing knowledge and policy into practice, especially in contexts where resources and scarce, such as SMEs. The PRIMA-EF project has attempted to address this shortcoming by developing a European Psychosocial Risk Management Framework with the aim to promote harmonization in the area of psychosocial risk management and enhance best practice by providing detailed recommendations and evidence-based guidance that will enable stakeholders (occupational health and safety professionals, policy makers, employers, trade unions, employees) to implement them to improve the quality of working life. However, due to differences described above in terms of awareness, understanding, approach, expertise, resources, infrastructure and research across the enlarged EU, the effective implementation of the developed European framework can be jeopardised.
The final presentation of the PRIMA-EF symposium will summarise the main points that have been discussed and will identify key issues of importance in policy research for psychosocial risk management. More specifically, emphasis will be put on the area of policy evaluation as well as its accompanying infrastructure across the EU. Areas such as awareness, education, and expertise and occupational health services availability and coverage will be addressed. In addition, the key but neglected area of policy-level interventions will be discussed as well as the facilitation of social dialogue and involvement of key stakeholders. Monitoring issues at a number of levels, both micro and macro, and gaps in current practice will be highlighted and needs for further development in these areas will be identified. Special emphasis will also be put on the enterprise level and the promotion of a comprehensive approach to psychosocial risk management that is linked to best business practices, and to the broader community and societal levels. Finally, the role of international organisations for the promotion of policy in the area of psychosocial risk management will also be discussed.
RESEARCH ON BURNOUT: NEW VISTAS

SYMPOSIUM CHAIR: SHIROM, A.

Tel Aviv University, Israel

The general structure of this proposal is as follows. The proposed symposium comprises five papers and a brief introduction and summary by the chairperson. Following a general introduction to the area of study covered by the proposal, an abstract of each of the five papers included in the proposal is provided. Each abstract is preceded by the personal details of the authors and co-authors.

Introduction to the Proposed Symposium

Burnout represents a negative affective state, comprised of the feelings of emotional exhaustion, physical fatigue and cognitive weariness, which denotes the depletion of energetic resources resulting from cumulative exposure to chronic work and life stresses (S. Melamed, Shirom, Toker, Berliner, & Shapira, 2006). There are indications that severe burnout is present in about 7% of the workforce of advanced countries (e.g. Hallsten, 2005; Schaufeli & Enzmann, 1998). Accumulated evidence shows that burnout may transfer from one employee to another, either directly or indirectly (for a recent review of the evidence, see: Bakker, Demerouti, & Schaufeli, 2003). There is evidence suggesting that burnout may be a chronic condition, lasting for several years (for a recent summary of the evidence, see Melamed et al., 2006). Accumulating evidence suggests that burnout, in addition to its negative impact on quality of life and mental health (Maslach, Schaufeli, & Leiter, 2001; S. Melamed et al., 2006), may pose a risk to physical health (cf. S. Melamed et al., 2006), including increased risk of cardiovascular disease (CVD: S. Melamed et al., 2006), diabetes(S. Melamed, Shirom, Toker, & Shapira, 2006), musculoskeletal disorders (Honkonen et al., 2006), and impaired fertility (Sheiner, Sheiner, Carel, Potashnik, & Shoham-Vardi, 2002). There are mixed results regarding CV risk factors. Burnout was found to be associated with lipids in females and cholesterol in males (Shirom, Westman, Shamai, & Carel, 1997), but was not found to be associated with hypertension (cf. S. Melamed et al., 2006). Furthermore, there is some indication, from a prospective study, that burnout is negatively associated over time with obesity (Armon, Shirom, Berliner, Shapira, & Melamed, in press).

The proposed symposium will augment the above body of knowledge in several major ways. The first paper will present the major findings of a major longitudinal study investigating the extent to which burnout predict new cases of disability pensions in Finland. The second paper will report on the relationships between fatigue and burnout based on a very large prospective cohort study. The third paper describes a study in which feelings of guilt were investigated as affecting the relationships among burnout, depression, and absenteeism. The relationships between burnout and risk factors for cardiovascular disease, such as hypertension and blood lipids, were hypothesized in several of the above reviews to be mediated by cortisol secretion: the fourth study shed light on the general linkages between cortisol profiles, negative affects, sleep patterns, and other possible determinants of these profiles. The fifth and last paper explores the role of contextual and cultural effects on burnout among physicians in Spain and Sweden. Taken together, the five papers contribute new knowledge and understanding to the phenomenon of burnout. They do so at the level of burnout's consequences to the person, as a predictor of disability pensions (Paper #1), and to the organization, as a predictor of absenteeism (Paper #3). They do so by shedding light on how burnout is related to some of its concomitants, including cortisol (Paper #4) and chronic fatigue (Paper #2). Finally, they explore how the national context might be a contextual factor influencing burnout's levels among physicians (Paper #5).
BURNOUT, HEALTH STATUS, AND PERMANENT WORK DISABILITY: REGISTER-BASED COHORT STUDY

AHOLA, K., TOPPINEN-TANNER, S., HUUHTANEN, P., KOSKINEN, A. & VÄÄNÄNEN, A.

Finnish Institute of Occupational Health

Objectives: Occupational burnout resulting from chronic work stress has shown to associate with mental disorders and physical illnesses. Due to few longitudinal studies, the causality of the association between burnout and health has remained unclear. We examined whether burnout and its sub-dimensions predict new disability pension during an eight-year follow-up even after baseline health status and various other covariates are taken into account.

Methods: Altogether 8371 forest industry employees of those who had responded to a company-wide survey (n= 9705; response rate 63%) were identified and used as a base population for this study. In 1996, burnout was assessed with Maslach Burnout Inventory - General Survey. Information on disability pensions was extracted from a national register till the end of 2004. The assessment of health status at baseline relied on information concerning chronic illnesses, and was gathered in two ways: from prescription and special reimbursement registers (objective) and by self-report (subjective). The impact of burnout, exhaustion, cynicism, and diminished professional efficacy on pensioning was analysed with Cox proportional hazard regression and adjusted stepwise for socio-demographic factors and physical work strain, objective health status, and subjective health status at baseline.

Results: Burnout predicted new disability pension during the eight year-follow-up. Hazard ratio (HR) for severe burnout was 3.8 (95% confidence interval CI 2.7-5.4) and for mild burnout 1.7 (95% CI 1.4-2.0). They attenuated considerably after various covariates were included in the model but the HR for severe burnout remained significant even after adjustment for objective and subjective health status at baseline. After these adjustments, severe burnout was related to 1.5-fold risk of new disability pension compared to the group with no burnout (95% CI 1.1-2.2). The results concerning exhaustion were similar than those concerning total burnout. Instead, cynicism predicted disability pension after adjustment for objective health status but not after adjustment for subjective health status. The same held for severely diminished professional efficacy, but only among women.

Conclusions: Burnout had an independent effect on future disability pension during an eight-year period. The effect of severe burnout on work disability was significant even after objectively and subjectively assessed health status at baseline was taken into account. These findings imply that burnout may actually lead to early exit from work life. Similar results concerning exhaustion dimension of burnout support the idea of exhaustion being the core dimension of burnout when work ability is considered. Screening burnout with the help of occupational health services could help noticing the need for intervention early enough and might therefore prevent early exit from the labour market.
THE TEMPORAL RELATIONSHIP BETWEEN BURNOUT AND PROLONGED FATIGUE: A 4-YEAR PROSPECTIVE COHORT STUDY

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Objectives: Burnout and prolonged fatigue have hardly been compared empirically despite similarities. Knowledge on how these conditions influence each other in time is limited although this could have implications for (the timing of) intervention. This study aimed to examine the temporal relationship between burnout and prolonged fatigue by examining 1) if they predict each other in time, 2) if there is a dose-response relationship and 3) if they tend to alternate or merge together in time.

Methods: Four-year prospective follow-up data from the Maastricht Cohort Study were used for this study. After selection, 11710 participants could be included. Burnout and prolonged fatigue were measured with the Maslach Burnout Inventory-General Survey and the Checklist Individual Strength, respectively. Data were analyzed using Cox regression analysis, generalized estimating equation analysis and multinomial regression analysis.

Results: Burnout at baseline was associated with an increased risk of subsequent prolonged fatigue (HR=1.33, 95%-CI 1.16-1.53) and prolonged fatigue was associated with an increased risk of subsequent burnout (HR=1.65, 95%-CI 1.44-1.89). There seems to be evidence of a dose response relationship. Burnout and prolonged fatigue do not tend replace each other in time but rather remain as they are or merge together.

Conclusions: Burnout and prolonged fatigue seem to influence each other in the manner of a downward spiral. Recognizing and correctly identifying fatigue complaints at an early stage seems important as early intervention could prevent the conditions from co-occurring and avert a worsening of outcome.
THE ROLE OF GUILT IN THE PROCESS OF BURNOUT

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University of Valencia, Spain

Objectives: This study was designed to evaluate the role of the feelings of guilt on relationship between burnout, depression and absenteeism. Guilt is an unpleasant and remorseful feelings associated with the recognition that one has violated or is capable of violating a moral or social standard. It is a social emotion linked to the communal relationships. Excessive or inappropriate levels of guilt can produce depression. Guilt is a symptom that may be useful for understanding and diagnosing the relationship between burnout and its consequences. We consider that one of the frequent causes of feelings of guilt in professionals is the existence of negative thoughts about the customers or clients and the negative and cynical way they have treated them. The clinical alterations produced by feelings of guilt (e.g., depression) can cause an increase in the subjects’ rate of absenteeism.

Methods: The participants were 551 people working with intellectually disabled persons. Job overload was assessed using 6 items of Karasek scale (α = .72). Social support was evaluated by 6 items (α = .82). The Spanish Burnout Inventory (SBI) was applied to estimate burnout. This instrument contains 20 items distributed into four dimensions called: Enthusiasm toward the job (5 items, α = .90), Psychological exhaustion (4 items, α = .82), Indolence (6 items, α = .70), and Guilt (5 items, α = .80). Low scores on Enthusiasm toward the job, together with high scores on Psychological exhaustion and Indolence, as well as on Guilt, indicate high levels of burnout. Depression was measured by the Self-Rating Depression Scale (20 items, α = .85) Absenteeism was estimated by one item: subjects were asked about the number of workdays they had missed in the past 12 months. Procedure. The subjects participated voluntarily in the study. The data were gathered in a non-random way, and analyzed with the SPSS 12.5, and LISREL 8 programs.

Results: The measures of goodness of fit for the model were: Chi2(17) = 94.53 (p = .000), RMSR = .087, GFI = .96, AGFI = .92, CFI = .93, PNFI = .55, ECVI = .23 (.13 - 1.98). This indicates that the fit of this model was quite satisfactory.

Conclusions: The results obtained confirm the hypotheses formulated, providing empirical evidence for the influence of guilt in the relationships between indolence and absenteeism. Those professionals who presented high levels of indolence showed more absenteeism when they felt high levels of guilt about their attitude/behavior at work.
Quantification of Salivary Cortisol Profiles in Field Research: Internal Structure and Stability

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Objectives: Diurnal salivary cortisol profiles in healthy adults are characterized by a marked circadian rhythm with pronounced activity in the post-awakening period and a significant decrease throughout the remainder of the day. A whole range of composite measures referring to both components of the diurnal profile are employed. In principle, the variety of measures can be classified into level and dynamic parameters. Given the large inter- and intrindividual variation in cortisol levels various factors doubtlessly account for these differences, even if empirical evidence is – at least in part – inconsistent. The aim of the present study was to investigate basal diurnal salivary cortisol profiles in a large sample of human services professionals within their natural environment. Given the exploratory nature of this study, we analysed the internal structure, the association with somatic and mental complaints, and the stability of diurnal salivary cortisol profiles.

Methods: A total of 390 (122 male) participants were investigated. Four diurnal saliva samples were collected on three consecutive working days. Adherence to the sampling protocol was electronically monitored. Depressive symptoms were assessed with the Center for Epidemiologic Studies Depression Scale (CES-D; Radloff, 1977), trait anxiety with the State-Trait Anxiety Inventory (STAI-T; Spielberger, 1980), somatic symptoms and complaints with the Giessen Subjective Complaints List (Braehler & Scheer, 1995), and burnout with the Maslach Burnout Inventory (Maslach et al., 1986). A stress diary was kept during sampling days assessing self-rated mood and subjective well-being.

Results: Missing saliva samples and/or unspecified sampling times were evenly distributed across sampling days. No systematic effect of non-adherence to the sampling protocol on cortisol levels could be observed. Cortisol profiles remained unaffected by sleep-related variables, the participants’ age, use of oral contraceptives, somatic complaints, current mood states, and negative affect, particularly burnout: Cortisol levels did not differentiate between high and low burnout groups even when allowing for specific comorbidity (i.e. depressive symptoms, trait anxiety, and somatic distress). Significant differences in salivary cortisol levels could be observed with respect to gender and work-related variables.

Conclusions: In summary, averaged across all participants stable basal salivary cortisol profiles were assessed in a naturalistic setting. Being largely unaffected by confounding factors and displaying satisfying stability, basal salivary cortisol profiles proved to be suitable for the assessment of HPA-axis functioning in field studies. However, basal salivary cortisol levels should not be regarded as indicators of acute stress responses, but rather as indicators of long-term regulation processes of the HPA-axis as delineated in the concept of allostatic load (McEwen, 1998). Longitudinal study designs are therefore required to evaluate how differences in HPA-axis responses to acute stressors are reflected in dysregulational processes of basal HPA-axis functioning, i.e. how and when dysregulations in cortisol responses to acute stressors harmfully affect basal cortisol levels, how changes in basal HPA-axis functioning are associated with changes in other regulatory systems and at which specific point of time within this process adverse health-related sequelae result from the dysregulation of regulatory systems.
WORK DEMANDS AND WELL-BEING: A COMPARATIVE ANALYSIS AMONGST SWEDISH AND CATALAN PHYSICIANS

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Objective: This paper set out to explore a problem which directly affects medical staff and hospitals around the world, as well as affecting the quality of working life of professionals. An extended rationale borrowed from configurational conceptual contributions was used in this empirical study to test multiple possible linkages (or profiles) between certain personal, organizational, and cultural variables that affect burnout.

Methods: An innovative statistical treatment borrowed from data mining methodology was used to compare two distinct national and organizational contexts. A self-administered questionnaire from a sample of 1509 physicians working in the Swedish and Spanish (Catalan) public hospitals was used. Standardized job/work demands with multiple items were employed in conjunction with the Uppsala Burnout scale, which was dichotomized into high score (burnout) and low score (vigor). A combination of ANOVAs and "classification and regression tree analyses" was utilized to test the relationships and identify profiles.

Results: Traditionally, the burnout syndrome has been viewed as a problem intrinsic to performing a care-related activity. However, the results of this study appear to suggest that the psychosocial risk associated with practice of the medical profession is also related to the socio-cultural context. Professional and personal profiles involving risk factors for burnout were identified. Similarly, a configuration of factors explaining vigor was identified as well. The results obtained in Catalonia were compared with those obtained in Sweden. Findings show that in Catalonia it appears that the psychosocial risk associated with practising the medical profession is related to the socio-cultural context. For example, factors such as those linked to job dissatisfaction and the perceived workload, among others. By contrast, in the case of Sweden, factors linked to gender equality at work predominated the profile of higher burnout risk.

Conclusions: Identifying risk configuration is of interest in view of designing prevention program. Given the different configurations, a suggestion is made to tailor fit the preventative programs in order to make them more effective in preventing burnout. The vigor profiles can be used as benchmark for medical doctors in making career and other employment related decisions.
PUTTING THEORY TO WORK IN THE REAL WORLD

SYMPOSIUM CHAIR: TEHRANI, N.

Noreen Tehrani Associates Ltd, United Kingdom

**Background:** This symposium reflects aspects of the work undertaken by practitioner researchers in Occupational Health Psychology. The papers cover a range of issues that affect organisations and their workforce. In each paper the practitioner presents an issue within their area of interest and shows how from understanding the underlying principles and theories practical solutions can be created.

**Well-being in the Workplace:** This paper presents a study which looks into the ways in which employees subjectively experience well-being in their place of work and how this knowledge may be used to inform organisational endeavours to enhance employee wellbeing workplace.

**Internet pornography and gambling – punishment or treatment and rehabilitation?:**
The cost of internet pornography and gambling at workplace and the solution focused approach of treatment and rehabilitation rather than punishment oriented response of suspension or dismissal

**Moral Harassment – the French solution:** The La Rochelle Business School places a high value on creating a culture which optimises individual and collective performance and effectiveness. Faced with some cases of moral harassment (bullying) the school is taking steps to introduce a programme to promote a positive approach which will identify and demonstrate its core values.

**Using Psychological Theory to Design Effective Employee Rehabilitation Packages:**
Policy and evidence contexts are converging to strengthen the case for developing effective and early interventions to rehabilitate employees back to work following a period of illhealth. This paper argues that psychological theory needs to be used more rigorously to develop and evaluate these interventions. Occupational Health Psychologists have much to contribute in ensuring that rehabilitation programmes are evidence based, and in helping returning individuals and their colleagues understand the challenges and opportunities presented by reintegrating a member of staff back into the workplace.
WELL-BEING IN THE WORKPLACE

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Objectives: This study explores the unique meanings of wellbeing at work by a group of employees and enquires how wellbeing is subjectively experienced in their places of work. Suggestions are made as to how this knowledge may subsequently be used to inform organisational endeavours to enhance the wellbeing of employees. The research questions posed in this research are:

• What do employees perceive as being involved in wellbeing in the workplace?
• What are the key practical and theoretical aspects of wellbeing in the workplace?
• How might this research be used to inform organisations wishing to enhance wellbeing in their workplace?

Methods: A qualitative methodology has been adopted for this study to capture the multiple dimensions of the wellbeing experience. Template analysis was used as the most appropriate qualitative research tool for identifying themes arising from the raw data. In addition, as the study involved a relatively large group of employees, the researchers required a methodology which was less prescriptive and time consuming than other qualitative methods (King, 2004). The structured interview involved the following areas of inquiry:

• How do you define wellbeing at work?
• What do you think are the key elements of wellbeing at work?
• How does it feel to experience wellbeing at work?
• What can you do to improve your wellbeing at work?
• What should organisations do to increase wellbeing at work?

Results: An initial template was created based on an analysis of the data from questions posed in the semi-structured interviews. However, a recurrent theme emerging from the interviews indicated that participants contrasted their own means of achieving and experiencing wellbeing with those experienced previously with other employers. This emphasis on individual differences prompted a closer examination of the individual transcripts. The resultant analysis yielded the following five personal dispositions or attitudes towards creating and maintaining wellbeing.

• The organisation is responsible for creating an environment which protects my wellbeing
• My wellbeing is achieved by minimising the costs and maximising the benefits of aspects of work
• Positive relationships are essential to my wellbeing
• Wellbeing is related to the extent to which I can see myself developing and achieving
• In order to experience wellbeing my work has to have meaning

The final template combined both analyses.

Conclusions: The research supports the notion that wellbeing is a multidimensional phenomenon. Individual differences in what is important in the establishment and maintenance of wellbeing need to be better understood by researchers and organisations alike. Simply improving organisational hygiene factors across the board may provide some benefit, but it is only by understanding and acting on the individual drivers of wellbeing at work that significant improvements can be made.
INTERNET PORNOGRAPHY AND GAMBLING – PUNISHMENT OR TREATMENT AND REHABILITATION?

NATEGH, F.

Private Practice, United Kingdom

Objectives: To highlight the cost of internet pornography and gambling in the workplace and how a solution focused approach of treatment and rehabilitation may be more effective than a punishment oriented response involving suspension and dismissal.

Background: Addiction to Internet is a new concept and phenomenon that the mental health field and its practitioners are only recently becoming aware of. These types of addictions were not categorized or even mentioned in DSM-IV and ICD-10 due to their new inception, and total unawareness about their capacity in posing a major threat to people’s mental health and wellbeing. Addiction to internet pornography and gambling, two subcategory of the overall Internet addiction are two of the most devastating and damaging forms of addiction. At no time in the past history could a person gamble away or use enormous amount of time and money by a flick of a finger and movement of the computer mouse. The three As of Internet addictions as they are called in the literature, 1) anonymity, 2) affordability, and 3) availability, has created a worldwide epidemic, destroying the lives of millions fresh recruits around the world everyday. Those caught in the web of the net, mostly perhaps without any prior history of sexual inappropriateness and gambling problems, find the extremely effective mood altering nature of these activities irresistible. The same loss of control, progression and development of tolerance, as well as a downward spiral of the victims lives due to the consequences of addiction that exists in other forms such as addiction to alcohol and drugs. The cost to businesses due to loss of productivity of the employees is estimated in the millions. It has been found that 70% of porn Internet activities happen during the hours of 9 and 5, when the addicts are supposed to be working. 20% of men and 13% of women admit to accessing porn sites while at work. 25% of the total search engine requests are porn related making it one of the top three searches. 12% of all websites involved in pornography, and 10% of adults admit to having an Internet sexual addiction. Internet porn industry is estimated to bring a revenue of 12 billion dollars per year (statistic from US). The usual response of the employers when these activities are discovered are seizures of the computers, and a punishment oriented response consisting of suspension or dismissal.

Conclusions: This author would like to propose an alternative to this usual response. Rehabilitation and treatment are the most reasonable and humane response to such phenomenon. The serious addictive nature of the Internet in general, and Internet gambling and pornography in specific, prompts those with criminal intent to prey on vulnerable and predisposed individuals. It is proposed that these victims are deserving of rehab and treatment opportunity in the same way as alcoholic or drug addicted co-workers.
MORAL HARASSMENT – THE FRENCH SOLUTION

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Background: On 12 March 2008 a report was submitted to the French government making recommendations for the assessment, evaluation and management of violence and abuse as a hazard in the workplace. In the report they recommend that France follows the example of other EU countries by monitoring the incidence of workplace abuse, favouring the prevention strategies (Dignity at Work Policies) in addition to reactive strategies and the support systems for dealing with workplace violence and abuse. The La Rochelle Business School is a non-profit, independent, research and educational institute dedicated to developing and disseminating its expertise within a global context. The School is committed to recognising and adopting behaviours consistent with agreed values and is concerned to identify the work methods and management practices which can be put in place to contribute to a culture which informs personal, organisational and business practice in line with the achievement of a culture of dignity and respect.

Methods: The Business School organised an externally facilitated workshop to look at the possibility of establishing a programme to promote positive behaviours as a means of improving its organisational and educational culture and performance.

The programme involves a number of interlinked elements:
• Dignity at Work Policy: The policy emphasises the positive goal of creating a working environment which is aspirational in its outlook to create a positive working environment for all employees.
• Definition of Positive Values and Behaviours: The establishment of the Business School’s values and associated behaviours involved the Management Council meeting for one day during which they:
  o Increased their awareness of the impact of bullying and violence at work
  o Identified shared values for the Business School
  o Described the behaviours which supported the values
• Employee and Student Education: An educational programme to include employees and students embedded within the existing educational frameworks.
• Local Champions: The establishment of local dignity champions with clear criteria for the selection, training and supervision.
• Informal Conflict Resolution: The School will work to bring about a resolution of conflict and wherever possible will attempt to create an environment where inappropriate behaviours can be identified, challenged and changed before they develop into bullying or harassment.
• Formal Procedures: Occasionally the nature of the bullying behaviour is not appropriate for informal procedures. Where the unacceptable behaviour involves harassment or one of the employees involved in the dispute prefers it, there are formal grievance procedures which are adopted.
• Monitoring: The total programme is to be monitored using a range of approaches and tools.

Results and Conclusion: This programme is work in progress. The programme commenced in April 2008 and is being fully supported by the Dean and the Management Council. An update on the results and the conclusions on the programme will be available for the conference.
USING PSYCHOLOGICAL THEORY TO DESIGN
EFFECTIVE EMPLOYEE REHABILITATION
PACKAGES

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In the UK policy and evidence contexts are converging to strengthen the case for developing effective and early interventions to rehabilitate employees back to work following a period of ill-health. A recent review concludes that “NHS professionals and their organisations – along with their regulators – should recognise retention in, or return to work as a key indicator in the treatment of working age people and appropriate data should be collected to monitor it”. (Department of Health 2008). There is also widespread recognition of a lack of standardisation of rehabilitation programmes.

Objectives: This paper considers the evidence that informs employee rehabilitation programmes and argues that to increase their success:

Psychological theory needs to be used more rigorously to inform work with the returning individual

Work also needs to be done with the team/department to which the individual is returning.

Method: A literature review was carried out on employee return to work interventions and the extent to a) which psychological theory was used and b) which the work context was included in the intervention was assessed. Qualitative interviews were carried out with a sample of health service employees – half of whom had successfully returned to work. The second half of the sample had had an unsuccessful attempt to return to work. The extent to which the intervention targeted the context to which employees were returning was assessed in each of these cases.

Results: There is limited use of psychological theory in the design of employee rehabilitation packages and the focus is predominantly on the returning individual rather than their colleagues, work context or managers. Psychological aspects of return to work are not consistently considered in rehabilitation interventions.

Conclusions: Occupational Health Psychologists have much to contribute in ensuring that rehabilitation programmes are evidence based, and in helping returning individuals and their colleagues understand the challenges and opportunities presented by re-integrating a member of staff back into the workplace.
Most of the studies in the field of Occupational Health Psychology are field studies, which is beneficial for a number of reasons. For example, the external and ecological validity of such a design are usually high, and some phenomena of interest do not lend itself well for examination in a non-field context (e.g., factors determining burnout, or the effects of prolonged exposure to high job demands). However, a number of issues in our field can also be addressed using more rigid experimental designs. Experimental designs are more suited for examining causal relationships than even longitudinal field studies; moreover, they may be more appropriate to answer the research question than a survey design, for example if the research question considers underlying (physiological) processes. In this sense, experimental designs may be able to shed more light on the processes underlying particular relationships than field studies.

Despite the potential advantages of experimental designs, at present such designs are only rarely used in occupational health psychology. The present symposium brings together four experimental studies that illustrate how experimentation can be fruitfully used in our field. In conjunction, these studies provide a good impression of the advantages (but also the limitations) of using such designs in OHP. The four contributions:

1. Annet de Lange (Groningen University, the Netherlands) will present an experiment employing repeated measurements. The aim of this study is to examine whether an affiliative type of humor intervention indeed reduces psychological complaints (e.g. need for recovery) and whether it has a positive impact on objective outcomes like respondent's heart rate or performance.

2. Ferdi de Goede (Groningen University, the Netherlands) will present the results of an innovative experiment that focuses on the role of job resources in reducing the negative impact of high job demands on psychological well-being and performance. Time, informational, and method control are manipulated.

3. Cornelia Niessen (University of Konstanz, Germany) will present the results of an experimental study, where she investigated how individuals adapt to an enhancement of work autonomy (work method and work scheduling autonomy). Work autonomy is experimentally manipulated.

4. Finally, Etty Wielenga-Meijer (Radboud University Nijmegen, The Netherlands) will present the results of an experimental study, examining whether the relationship between autonomy and learning outcomes is mediated by motivational, cognition and behavioural processes. Again, levels of autonomy are manipulated by varying the participants' level of autonomy.

If time permits, the general discussion will focus on the limitations of experimental designs relative to field designs, and on the approaches to overcome these limitations. We also would challenge the public to discuss about their own (proposed) experimental designs to investigate research questions related to occupational health psychology.
THE STRESS REDUCING EFFECTS OF AN AFFILIATIVE TYPE OF HUMOR INTERVENTION. RESULTS OF AN INNOVATIVE EXPERIMENTAL STUDY

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Objectives: A popular view is that a greater sense of humor enhances psychological well-being and physical health (Kuiper et al., 2004). Some studies confirm this notion, while others show opposite effects. Martin et al. (2003) recently developed a more extensive theory, specifying exact conditions in which 'sense of humor' leads to physical and psychological well-being. More specifically, Martin et al. (2003) identified four humor styles: affiliative, self-enhancing, aggressive and self-defeating. Aggressive humor in particular is potentially detrimental to psychological well-being, whereas affiliative humor can enhance psychological well-being (Martin et al., 2003). Affiliative humor may affect respondents through positive emotional states, like a more positive perceptual perspective (O'Connell, 1976; Borcherdt, 2002; Kuiper & Olingler, 1998), but can also manifest itself through positive physiological processes (e.g. enhanced functioning of the immune system; Kuiper & Nicoll, 2004; Martin, 2004). The aim of this experimental study is to examine whether, after performing a stressful dispatch task, an affiliative type of humor intervention indeed reduces psychological complaints (e.g. need for recovery) and has a positive impact on objective outcomes like respondent's heart rate or performance.

Method: The analyses were based on results from an innovative “Taxi Simulation Dispatch Task” developed at the University of Groningen (Bos et al., 2005). This experimental task was developed to simulate a complex work environment of a taxi dispatcher in the Dutch province of Groningen by generating a wide range of scenarios in a controlled setting, while taking into account the additional requirements of the experimenter. Pilot tests revealed that this task was experienced as a stressful task with a high task load. Fifty-six Psychology undergraduate students participated in the study and were subdivided across two experimental (19 students in total per group), and one control group (18 students). The experimental groups watched an affiliative or aggressive humor video. The affiliative video reflected a friendly use of humor, whereas the aggressive one was characterized by sarcasm or derision (Martin et al., 2003). The control group watched a neutral video. The stress outcome variables were measured on three occasions (on baseline, after the stressful dispatch task and after the humor intervention), and included: recovery need, depressive mood and heart rate. Performance was measured by the timing and the quality of the taxi selection.

Results. MANOVA repeated measures analyses revealed significant Time x Group effects for need for recovery, depressive mood, and quality of taxi selection. No significant group effects were found for the timing measure. However, after the affiliative humor intervention the respondents reported, as expected, a significant reduction in need for recovery, depressive mood and an increased quality of the taxi selection compared to the aggressive humor and control group.

Conclusions: Considering the beneficial effects of the affiliative type of humor intervention, it is important to further examine these effects among workers coping with an increasing task load and low job control (e.g. intensive care personnel).
THE INFLUENCE OF JOB RESOURCES IN THE RELATION BETWEEN HIGH JOB DEMANDS AND INDICATORS OF WELL-BEING AND PERFORMANCE

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Objectives: According to the Job-Demands-Resources model, job resources play a vital role in reducing the negative impact of high task demands on psychological-well-being (Bakker & Schaufeli, 2004). This hypothesis has been validated in numerous survey studies (cf. Bakker, 2008; Bakker & Demerouti, 2007; De Lange, Taris, Kompier, Houtman & Bongers, 2003), but there remains a paucity of experimental research that explicitly examines the causal nature of these relations. In this study we therefore present the results of an innovative experiment on the role of job resources in reducing the negative impact of high job demands on psychological well-being and performance.

Method: The analyses were based on results from an innovative "Taxi Simulation Dispatch Task" developed at the University of Groningen (Bos et al., 2005). This experimental task was developed to simulate a complex work environment of a taxi dispatcher by generating a wide range of scenarios in a controlled setting, while taking into account the additional requirements of the experimenter. Pilot tests revealed that this task was experienced as a stressful task with a high task load. The respondents will be examined across three different time points. On baseline (before the simulation), after the first session (after 30 minutes), and after the second session (again after 30 minutes). A hundred Psychology undergraduate students will participate in the study and are subdivided across three experimental (25 students in total per group), and one control group (25 students). Time, informational and method control are manipulated in the different experimental groups. Time control will be operationalized as the availability of short breaks during the simulation (cf. Hockey & Earley, 2006), and informational control as amount of task-relevant information (cf. Jimmieson & Terry, 1999). Method control will be operationalized as the freedom to perform a task in different ways (e.g., in line with the prescribed method or fixed sequence of actions or using different types of methods and actions). As indicators of psychological well-being: need for recovery, depressive mood, vigor and dedication will be measured, and as indicator of physiological well-being the respondent’s heart rate will be monitored during the sessions. Finally, 2 different types of performance (taxi timing and selection) were measured. Manipulations will be checked by specific questions on how many breaks they have taken, how much procedural information was provided, and whether they were allowed to perform the task the way they wanted to.

Results: Preliminary results reveal significant differences between the experimental groups. For further analyses, MANOVA repeated measures analyses will be used.

Conclusions: Considering the paucity of experimental research examining relations between different types of job resources and indicators of well-being as well as performance, this study may reveal interesting new results.
CHANGES IN WORK AUTONOMY: THE ROLE OF TASK REFLECTION

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Organizations face more and more work roles which comprise emergent tasks and informal expectations (Ilgen, 1994; Murphy & Jackson, 1999). As one consequence, today employees get more autonomy in defining and managing their tasks within organizations (Fried, Hollenbeck, Slowik, Tieg, & Ben-David, 1999). In the present experiment, we examined how individuals adapt to an enhancement of task autonomy and examined the moderating role of task reflection. Work autonomy was manipulated in an experimental setting in which participants (n = 56) completed a scheduling activity. Multilevel analyses demonstrated that participants who started to work with low autonomy showed poorer performance when autonomy was enhanced compared to participants who experienced no change in autonomy but a high level of autonomy from the beginning. Second, we showed that early in adaptation individuals developed a suboptimal strategy for task performance which they retained over time. Third, analysis of thinking aloud protocols revealed that intensively reflecting about how to accomplish the task when work autonomy was increased had a negative impact on performance among those individuals who worked previously with low autonomy. Fourth, and finally, it is conceivable that the detrimental role of task reflection on performance when autonomy was increased results from prior task-related knowledge rather than capacity limitations. From a practical perspective, a key implication of the present findings to draw is that success of increased autonomy will depend on preparing, monitoring and revising individuals’ performance early in work design using a social setting. Then, it may be more likely that the positive aspects of task reflection such as supporting the revision and development of working processes will outweigh its costs. The findings of the present study are important because they inform efforts to improve individuals’ responses to work design strategies that increase autonomy.
WHY AND HOW DOES AUTONOMY INFLUENCE LEARNING? AN EXPERIMENTAL STUDY

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Objectives: Learning is an essential element of work and therefore an important topic in work and organizational psychology as well. In this field, several theoretical approaches assume a relationship between autonomy and learning. This relationship has been supported by several empirical studies. However, until now the question remains why and how job characteristics influence learning; what psychological (learning) processes account for this relationship?

Method: In order to examine whether motivational, cognitive and behavioral processes mediate the relationship between autonomy and learning outcomes, an experimental study was conducted in which task autonomy was varied. Ninety-six university students had to learn a computer game while having different degrees of autonomy (no autonomy, moderate autonomy and full autonomy), after which we assessed what they had learned during a transfer trial, using a variety of motivational, behavioral and cognitive measures.

Results: ANOVA revealed that autonomy significantly influenced performance during the transfer trials. Autonomy also affected the motivational as well as the behavioral measures. Hierarchical regression analyses, combined with the Sobel test showed that the motivational processes as well as some of the behavioral processes significantly mediated the relation between the autonomy manipulation and performance during the transfer trials.

Conclusion: This experimental study helps in interpreting the relationship between autonomy and learning. One of the reasons that autonomy positively influences learning, is because more autonomy increases people’s level of motivation, and gives them the possibility to explore more. Based on these findings, practical recommendations and directions for future research are discussed.
Conflict is the most frequent underlying reason for referral to in-house occupational health services. It is a growing problem in organisational life and addressing it is cost and labour intensive. However the costs of not tackling workplace conflict are serious for performance and functioning, individual and organisational wellbeing and effectiveness, and risk management. A recent UK study estimated that dealing with workplace conflict cost organisations £20k per employee, annually. Related costs include sickness absence, reduced team and individual functioning, increased likelihood of mistakes, poorer clinical care and long term psychological problems in staff (Wren and Michie 2004).

Without effective organisational responses to conflict, it is likely to only be tackled when it has become embedded, is more difficult to resolve and will have negative consequences for the individual, their colleagues and their team. Very often the use of formal policies and procedures leads to problems becoming more entrenched, more intractable and more labour intensive to solve. A recent UK review (Gibbons 2005) has demonstrated the failure of current approaches to conflict resolution and called for the establishment of more in–house, informal approaches to conflict.

This symposium will describe a range of creative interventions which demonstrate the vital contribution of occupational health psychologists in helping organisations to understand, prevent and address conflict at work. An introductory presentation will identify individual, interpersonal, team and organisational causes for workplace conflict and the impact of conflict on wellbeing, effectiveness and risk. The symposium will go on to describe a range of interventions that a network of practitioner occupational health psychologists have developed. Three main types of intervention will be discussed:

- Intervening organisationally to address structural causes of conflict
- Promoting active coping through the development of services and interventions
- Developing resilience by helping individuals to understand, avoid and survive conflict situations.

It will conclude with a presentation of the work of an occupational health psychologist in establishing an in-house mediation service. All the presenters are chartered occupational health psychologists who have set up in-house psychological services in NHS settings.
PREVENTING CONFLICT: HOW OCCUPATIONAL HEALTH PSYCHOLOGISTS CAN HELP MANAGERS AND THEIR ORGANISATIONS RE-ALIGN STRUCTURES AND PROCESSES THAT MAY LEAD TO CONFLICT

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Objective: In large organisations it is easy for senior personnel to become disassociated from those delivering services on the ground. In the UK NHS the powerful emphasis on strategic targets set at a Government level emphasises this separation. In such an environment the imperative to deliver on set targets means that it can be seen as disloyal to disagree or question. Informative debates to influence service delivery do not take place so often, and the potential for conflict in the system increases. In Gwent Healthcare NHS Trust a key strand of the psychologist's work is to support open dialogue about difficult issues so that the negative impact of conflict is reduced and service quality is maintained.

Method: This area of work has been approached in two separate but complementary ways. Firstly the psychologist routinely collects information about organisational life which is fed back to the Executive Board. This includes data from a Trust Wide Staff Consultation, information from stress audits, and the identification of themes emerging from the Staff Counselling Service. Secondly the psychologist develops and supports opportunities for staff at different levels in the organisation to talk to each other. This includes setting up facilitated networks where managers can come together on a regular basis to discuss problems in a neutral setting, and a 1 to 1 consultation service which gives managers the opportunity to think through how they might tackle a workplace challenges in a more systemic way.

Results: Giving feedback to executives about organisational life has led to the development of early stage interventions for workplace bullying and a project which aims to improve the visibility of managers in order to bridge the gap between operational and strategic work. Facilitated networks have encouraged a wider discussion of the conflict between operational need and professional values and have lent support to making the case for establishing a nursing role to promote and monitor this aspect of work in acute services settings.

Conclusion: This paper concludes with a consideration of the demands of this type of work on the psychologist and the implications for occupational health psychology role development. The pressing demand to deliver in healthcare today causes disruption to the usual ways in which healthcare staff negotiate and reach agreement. A psychologist who is employed by the very service it is there to help manage this disruption, can find themselves under pressure to work in ways which simply collude with the existing system. However with careful positioning it is possible to provide valuable systemic interventions which support a different way of resolving difficulties that may otherwise lead to conflict.
FOSTERING COMPETENCE IN MANAGING INTERPERSONAL RELATIONSHIPS AMONGST GROUPS OF SENIOR MEDICAL STAFF

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Objective: Senior medical practitioners work in intense, at times fast-paced environments, with high levels of responsibility – for life and death issues in some specialties. The long period of training equips them to take up leadership, bear and manage this responsibility with confidence, but not necessarily to collaborate and share decision making in non-clinical activities. In addition, the ethic of care, central in the practice of medicine, comes under pressure in a Health Service dominated by more commercial values, with imperatives to meet nationally imposed targets for clinical activity, creating additional psychological demands. It is inevitable that this range of pressures on doctors at times gives rise to conflict, which for the reasons referred to, is often expressed as interpersonal conflict. The intervention described is designed to develop and foster competence in working in a team environment and to reduce the potential for conflict.

Method: In a group of doctors experiencing high levels of interpersonal conflict, some expressed as formal grievances and complaints, the psychologist provides individual role coaching, alongside facilitated team meetings. In addition, mediation is provided when a pair of doctors are in conflict. These interventions promote understanding of system and group dynamics, provide opportunities to reflect on oneself in role, and reinforce acceptable professional behaviour.

Results: This relatively high level of input over several months has had a significant impact on the overall functioning and performance of this group of clinicians. Regular meetings are largely effective, the group has managed succession of leadership roles, colleagues are supported to take other lead roles. There continue to be heated, passionate exchanges and expressions of difference, but these are now largely managed within the group and do not have a negative impact on service delivery and relationships with colleagues across the organisation.

Conclusion: Because of the way medical practitioners are ‘professionally socialised’ (eg to take sole responsibility for clinical decisions) and because of pressures in the Health Service, when conflicts arise, doctors are at risk of personalising issues and conflicts becoming entrenched. Psychological interventions with individuals and the group as a whole can be effective in fostering competent inter-professional behaviour and minimising the clinical and organisational risks that conflict between clinicians can involve.
INTERVENING WITH MANAGERS TO REDUCE THE IMPACT OF MANAGER/EMPLOYEE CONFLICT

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Objective: This presentation will focus on helping managers develop the requisite psychological and behavioural skills that will allow them to better absorb and mediate the conflicts and dilemmas that arise when they have to introduce fractious issues into the workplace. Emphasis will be laid on the understanding that managers serve not only as agents of change in their employees’ (which may lead to conflict and discord) but they also serve as potential containers and mediators of growth for their employees during times of flux. For this to be achieved the manager has to remember that he/she will become a player in the employee’s psychological representation of the work-world; i.e. he/she will carry the projections of the employee (imbued with all the employee’s thoughts, images, and feelings about what constitutes an authority figure). Managers who are able to regulate and control these boundary challenges are better equipped to not only help employees successfully negotiate this role; they find themselves enjoying the diversity and intrigue inherent in dealing with unpredictability.

Method: Managers are put through a series of exercises designed to heighten awareness about the roles and behaviours they unconsciously adopt. In particular, they are shown that, in all likelihood, they have a standard set of habitual responses to any given workplace dynamic. Whilst these tried and tested methods work well with most employees most of the time; they will not work with all employees all of the time. Exercises are therefore geared toward promoting healthy unknowing and flexibility before each encounter; followed by tools designed to help the manager describe and operationally define the employee relationship with the aim of helping him/her creatively modify behaviour in order to best work within an understanding of the dynamic created by the way in which the employee relates to them. This, in turn is done with the view of slowly modifying the role he or she has been assigned and, in so doing, help the employee grow and the manager to stay effective.

Results: Results are presented in terms of the managers’ ability to change and adapt. Managers are not pushed to become flexible; they are challenged to identify and understand the psychological defences that will block creative-adjustment to the management relationship- the rest is up to them.

Conclusion: The presentation will conclude with a consideration of the potential of this type of intervention for reducing employee/manager conflict.
MINDFULNESS: TOOL TO HELP EMPLOYEES SURVIVE WORK CONFLICT?

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Mindfulness-based cognitive-behavioural therapy techniques are aimed at helping people learn to manage difficult emotions and upsetting thoughts. Mindfulness is beneficial in the self-management for people with chronic conditions, and in a range of everyday situations (Kabat-Zinn, 1990; Segal, Williams & Teasdale, 2002) and is seen as part of the ‘third-wave’ contextual approaches in cognitive and behavioural therapies (Baer, 2003; Hayes & Smith, 2005). Considering that the National Institute of Clinical Excellence in Britain recommends Mindfulness Based Cognitive Therapy as a prevention of relapse for people who have had periods of depression, it was decided to explore the use of mindfulness in the context of rehabilitation for people off work following work based conflict. It was deemed particularly relevant to working therapeutically with people struggling to deal with conflict at work and the associated stress, anxiety and depressive symptoms. By their very nature, in conflict situations people’s choices are limited and active coping is not a readily available option. Hence strategies such as mindfulness offer ways of not getting ‘caught up’ in clashes, and may help defuse, distract and diminish the likelihood of escalations.

Objective: As a practitioner Occupational Health Psychologist, mindfulness training is one of the tools offered to employees who are seen for rehabilitative input. Following periods of sickness absence, it has been found to be beneficial to assist individual’s return to work. In the light of evidence based practice, it was decided to explore views of service users about its general and specific impact in returning to the workplace following conflict.

Methods: Users of the OHP consultancy were asked to describe the usefulness of this intervention. Mindfulness was described as a way of focusing in the moment, through emphasis on the process of paying attention to thoughts and feelings ‘moment by moment’ and without judgment. This exploratory study aimed to understand the client’s experience of using this method when returning to work following absence due to conflict at work.

Results: Participants’ responses emphasised the fact that they found it a calming approach, which helped them to ‘de-clutter’ their minds of incessant thoughts and ruminations on conflict situations. Feedback indicated that they learnt to observe their thoughts and emotions, in a neutral and non-judgmental way reducing their distress about previous conflicts.

Conclusions: Whereas in traditional forms of cognitive and behavioural therapies the focus is on altering the negative content of thoughts, in mindfulness the focus is on changing the person’s relationship to the suffering caused by the negative thoughts and upsetting emotions. Results of this exploratory study show that using mindfulness as part of rehabilitation back to work following conflict enables employees to ‘stand back’, in order to notice reactions and make decisions about alternative responses. It can be used alongside other tools such as transactional analysis, mediation and facilitated meetings with managers as part of a graded return to work process.
DEVELOPING AN INTERNAL WORKPLACE
MEDIATION SERVICE

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Objective: Formal procedures for dealing with conflict are adversarial and more often than not lead to no-win situations for the staff involved. As well as the human cost, there are huge financial implications in terms of sick leave taken and HR and management hours spent investigating and trying to resolve such cases. The Occupational Health Psychologist (OHP) at a large acute trust in the north of England noted that referrals to staff counselling often involved conflict or claims of bullying or harassment. A staff mediation scheme was developed as an alternative method of dealing with relationship problems between staff. The set up and development of this service will be described as will results of a preliminary evaluation.

Method: A new dignity at work policy was devised which reflected a move towards more positive approaches to dealing with conflict in the organisation. The OHP submitted a business case to the executive team to train a group of twelve volunteer staff in mediation skills. An external agency provided the training and volunteers completed a 6 day course to become accredited workplace mediators. The OHP co-ordinated the new mediation service, allocated cases as they were referred in and provided ongoing support and supervision to the mediators. The service was promoted via leaflets on payslips, a mediation website and training across the trust. The service has been running for two years at the time of writing and is being evaluated for effectiveness by asking participants to complete a self-report questionnaire survey at two time points following the mediation. Mediators were also asked for their views of the service.

Results: Twenty-five cases had been referred to the service over a two year period. Of the cases that have been through the mediation process, 95% had reached an agreement. Results of the evaluation will be presented which include the parties self-report of effectiveness at two time points as well as the mediator’s views. Evidence suggests that staff are using mediation as a first port of call in conflict situations rather than going down the grievance route. There is some evidence to suggest that staff are returning to work from sick leave much earlier if offered mediation. The mediators report that the skills they have learnt also enable them to function more effectively in their substantive posts.

Conclusion: Setting up an in-house staff mediation service is a viable, effective way of resolving disputes informally in the workplace. It is important to develop organisational policy and training to encourage the use of such informal conflict resolution services. There is a growing cultural change towards this being an accepted first port of call in conflict situations rather than resorting to formal processes. The OHP has a valid role to play in developing and co-ordinating such in-house mediation services.
FOCUSING: A LEARNT TOOL FOR PEER AND PROFESSIONAL INTERVENTION FOR PROMOTING EMOTIONAL WELL BEING IN THE WORK PLACE

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Overview: Stress, anxiety, depression, substance abuse and burn out are all present in the workplace. Organizations have dealt with these issues using EAP’s, PAP’s, coaching and mentoring. The challenge for those that engage with workplace interventions, especially around the issues of well being, be they peer counselors such as found in PAP’s or professionals eg: social workers, is how to assist those in need of help to focus on the underlining issues, deal with them and not be overwhelmed by them. Too many programs have ignored the fact that in order to succeed in intervention we must develop techniques that will allow the workplace help giver to assist their subject in moving beyond feeling overwhelmed by stress, anxiety and other emotions. Focusing is an easy learnt technique developed in the 60’s by Eugene Gendlin, PhD philosopher and psychologist and has been very affectively used by presenter to train workers to help each other reduce stress anxiety and burnout in the workplace.

Workshop Objectives: 1) To introduce focusing a well developed technique that helps reduce symptoms of stress, anxiety and burnout in the workplace and promotes well being. 2) To offer participants the basics of Focusing.

Workshop Methods: I propose a 90 minute workshop that will include:

- Historical and theoretical background: will include how Focusing was developed and how it is used in the field of mental health and the workplace. Experiential exercises that demonstrate the technique of focusing and the immediate relieving affect on the participants.
PEER ASSISTANCE IN THE WORKPLACE: COWORKER HELPING AS A BASIS FOR ENHANCING EMPLOYEE WELLBEING AND ADDRESSING PROBLEMATIC WORKPLACE BEHAVIOR

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Overview: Over the past 25 years, Peer Assistance Programs (PAP) have become a widely accepted mode for helping troubled employees in American workplaces (French, Dunlap, Roman & Steele, 1997; Hartwell et al., 1996). A PAP is a voluntary, peer-based framework designed to motivate employees who suffer from personal problems to seek help, and to provide support and assistance to employees seeking help (Bacharach, Bamberger & Sonnenstuhl, 1996). PAPs operate in over 15% of the organizations that offer workforce assistance services in the US (Bacharach, Bamberger & Sonnenstuhl, 2001; Hayghe, 1991), and recently have been transferred to other countries (Berridge, Cooper & Highley-Marchington, 1997; Buon, 2006; Kirk, 2005).

Workshop Objectives: (1) To introduce an alternative model of employee assistance grounded on voluntary, peer-based mutual aid and helping; (2) To clarify how peer assistance addresses the problem of limited employee help-seeking – the Achilles-heel of traditional EAPs; (3) To offer hands-on skills in developing and implementing peer-assistance programs in the workplace.

Workshop Methods: We propose a 90 minute workshop structured around 3 segments: (1) Theoretical Framework (To be presented by P. Bamberger): In this segment, we will describe the theoretical grounding for peer-based helping processes in the workplace and how assistance programs based on peer assistance differ from the more prevalent, professional-based EAP model. In particular, we will emphasize the benefits of peer-based frameworks in facilitating employee help-seeking and increasing the utilization of assistance benefits. We will also discuss the role of peer-based frameworks as cultural change-agents influencing problematic employee norms and values (e.g., regarding the legitimacy of worksite substance use or abuse). Finally, we will review recent research on peer assistance programs and their impact on a variety of employee and organizational outcomes.
(2) Developing a Peer-Based Program (To be presented by P. Bamberger and Y. Bacharach): In this segment, we will review alternative program structures (e.g., sponsorship alternatives; structural alternatives) and policies/procedures (i.e., confidentiality; last-chance agreements), as well as their respective advantages and disadvantages under varying circumstances. Examples will be provided from programs in the manufacturing, health-care and transport sectors.
(3) Hands-on Skills (To be presented by Y. Bacharach): In this segment, we will demonstrate the type of skills-based training required by peer volunteers and subsequently used by them to facilitate the help-seeking and referral processes. Volunteer participants will be used to demonstrate several of the core processes inherent to peer assistance such as constructive confrontation, empathetic listening, and help-seeking facilitation.
LEISURE THERAPY IN WORKPLACE: HARNESSING THE POWER OF ESCAPISM VIA VIRTUAL VACATIONS

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Objective: The purpose of this workshop is present Virtual Reality or VR as a new stress management tool and examine the advantages and disadvantages of integrating this tool into the average work environment. The topics that will be addressed include cost benefits, usability, controllable variables, and the availability of measurable biofeedback. The objective is to illustrate how workers can mentally escape stressful work environments without leaving their desk. By using a Virtual Reality Personal Computer-based software Application or VRPCA workers can achieve relief and therefore, reduce the risk of accumulative stress. The theory is that the worker will return to their natural environment more relaxed and theoretically, more productive. Since stressful events can consume a person’s cognitive focus and thus cause negative psychological and physiological outcomes, escapism can help. Escapism is a type of leisure therapy in which people use distraction from reality to provide a sense of stress relief. VR has an amazing attribute of giving users an authentic experience and this helps to harness the power of escapism. From a virtual stroll through Paris, to a virtual walk on the beach, users can fully immerse into a realistic 3D vacation-like experience as a distraction intervention. Recent mental health studies investigating the use of VR as a prevention tool, an adjunctive, or a stand alone intervention has yielded widespread well-documented positive outcomes and launched a new evolution in mental healthcare called CyberPsychology.

Method: Duke University collaborated with Case Western Reserve University Comprehensive Cancer Center to investigate the effectiveness of a VR distraction intervention on breast cancer patients. The subjects’ suffered such severe distress that their symptoms were being exacerbated and altering the effectiveness of the chemotherapy treatments essential to improving their condition. The subjects served as both test and control group. Two chemotherapy treatments were given, one combined with VR distraction intervention and one treatment given without the VR. To immerse them into their new environment the subjects were encouraged to explore, experience, and interact with the dynamics of the virtual environment. The variables were distress, fatigue, and anxiety.

Results: While physically present in their stressful situation, cognitively the subjects achieved full immersion into their desired environments and escapism occurred. The subjects reported immediate relief of their distress and fatigue. Findings were so remarkable that it led to the creation of the Virtual Reality Program in the Duke University’s Department of Psychiatry and Behavioral Sciences and inspired a new scientific journal called CyberPsychology and Behavior.

Conclusion: Findings from this groundbreaking study indicate that a VR intervention can alleviate stress. By redirection ones attention from an ever-present negative stimuli and fully immersing them cognitively into a new more pleasant stimuli escapism can occur almost immediately. The disadvantages of VR can include design, usability, and equipment issues. Nevertheless, with rapid advancements in technology these disadvantages can be easily overcome. The direction of future research should focus on investigating the efficacy of VR as a new workplace stress management tool.
In 2004, the British Health and Safety Executive (HSE) launched their Management Standards approach for tackling the causes of work-related stress. The Management Standards approach is a nationwide strategy aimed at delivering reduced levels of sickness absence attributed to work-related stress within the British working population. The Management Standards approach is focused on primary interventions at the level of the organisation. In many respects the approach is aligned with the good jobs agenda, where the active participation of all employees in the process delivers improved working practices and improved individual and organisational performance.

There are two aims of the workshop. The first is to provide delegates with a full up-to-date briefing on the various initiatives undertaken since the launch of the Management Standards approach in 2004. We will discuss in detail lessons from our different intervention programmes aimed at increasing awareness and uptake of the approach organisations across the UK. As the HSE is the national enforcement body for health and safety legislation, the intervention programmes and the lessons from these activities have been wide ranging and informative. This information will be vital in the design of future intervention programmes focused on improving employee health and well-being.

The second aim of the workshop is to engage with European colleagues about how the Management Standards and other European initiatives can complement and inform one another. What lessons can we learn from each other concerning the implementation of suitable and reasonable interventions to tackle work-related stress with a view to collaborating on European projects? We would also like to engage delegates in a discussion on whether the six psychosocial hazards or ‘stressors’ considered within the Management Standards approach (demand, control, support, role, relationships and change) ought to be extended to cover other psychosocial hazards that can pose a risk to workplace health, and how this might be achieved.
THE ROLE OF PSYCHOSOCIAL OCCUPATIONAL RISKS AND WORK-RELATED STRESS IN DEVELOPING COUNTRIES

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Target group: All interested, and in particular all representatives from developing countries

This workshop will present an overview of the current situation as it pertains to the nature of psychosocial risks, the understanding of work-related stress in developing countries, as well as levels of awareness, and interventions.

The general argument frequently heard is that work-related stress is not a priority in any developing country per se since other overwhelming problems need to be addressed, such as unemployment, poverty, and malnutrition, and infectious disease. At present 450 million people live in extreme poverty and malnutrition, while another 880 million live in what can only be described as absolute poverty. In 2005, of over 2.8 billion workers in the world, nearly 1.4 billion did not earn enough to lift themselves and their families above the US 2 dollars a day poverty line. And nearly every 5th worker in the world has to survive with less than US 1 dollar for each family member.

The pioneer project, which will be discussed, aims at raising awareness about the priorities in this area of research and with a view to practical action (identified through two Delphi rounds preceded by telephone interviews with experts). It further stresses the potential and trends for a gradually growing experience of work-related stress and the ensuing health consequences due to a number of developments, including the changing structural nature of work, company policies of multi-nationals in developing countries that strive for reduced production costs, the transfer of hazardous machinery from industrialized to developing countries, and the processes inherent in globalization and their consequences on working populations. The growth of large multi-national companies has been accompanied by increased decentralization, outsourcing and flexible working environments, with wide variations in the conditions of work and in exposure to occupational hazards. It is widely acknowledged that the impact of global changes in the working environment has benefited industrialized or strong economies and marginalised those that are weak.

After the introductory presentation the audience will have an opportunity to discuss a number of key questions:

• What is the current understanding of psychosocial risks at work is in developing countries and how do they mostly relate to specific developing country contexts?
• Which occupational sectors that are most affected by work-related stress emanating from psychosocial risks at work?
• Which types of interventions are currently applied to manage psychosocial risk in developing countries?
• Which particular issues affect the female workforce in developing countries?
• Which workplace issues and risks require urgent attention in developing countries?
• What are the priorities for action in addressing occupational health and safety issues?

It is expected that the audience will actively participate in the discussion and share their experiences or studies with us.
POSTERS
WORK-RELATED MENTAL AND BEHAVIORAL DISORDERS COMPENSATED UNDER THE INDUSTRIAL ACCIDENT COMPENSATION INSURANCE IN KOREA

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Objectives: To analyze the characteristics of work-related mental and behavioral disorders, excluding sequelae of physical injuries, organic mental disorders and disorders due to psychoactive substance use, compensated under the Industrial Accident Compensation Insurance (IACI) that has been operated by the Korea Labor Welfare Corporation (KLWC).

Methods: Using the KLWC compensation database, we investigated the all cases of work-related mental and behavioral disorders compensated during the 5 years between 1999 and 2004. We analyzed the characteristics of occupational diseases using the KLWC electronic data and the epidemiologic survey data to evaluate the work-relatedness investigated by the Occupational Safety and Health Research Institute(OSHRI) of the Korea Occupational Safety and Health Agency(KOSHA).

Results: KLWC approved 187 cases, including 23 suicides (12.3%) for 5 years. Men accounted for 167 cases (89.3%). The mean age was 39.9 years old and the most common age group was 40-49 years old (69 cases 36.9%), followed by 30-39 (62 cases, 33.2%) and 20-29 (28 cases, 15.0%). The most common mental and behavioral disorders by the Korean Statistical Classification of Diseases and Related Health Problems, 5th version (KCD-5), which is very similar to ICD-10, was reaction to severe stress, and adjustment disorders (F43; 73 cases, 39.0%), followed by depressive episode (F32; 49 cases, 26.2%) and other anxiety disorder (F41; 34 cases, 18.2%). The most common working duration was 10-19 years (50 cases, 26.7%). The mean duration of medical treatment was 319 days and 28.3% of workers had more than 1 year recuperation duration. The main occupational stressors related to these disorders were difficulty in personal relationship with their colleagues, unfair dismissal pressure, discrimination, a malicious practice alienating fellow, over- and underwork, experience with extreme stress and etc. 56.1% of workers (105 cases) were employed in non-manufacturing and non-construction enterprises. The most common size of enterprise was larger than 1,000 workers (48 cases, 25.6%).

Conclusions: We were able to elucidate the kinds of work-related mental and behavioral disorders and the characteristics of workers through this study. Reaction to severe stress, and adjustment disorders (F43) and depressive episode (F32) caused by many kinds of work-related stressor were major mental and behavioral disorders. Workers with more than 10 years working duration were also at risk to develop these kinds of mental disorders. A management policy must be established to prevent work-related mental and behavioral disorders occurring in such vulnerable workers.
SUICIDE RISK OF WORKERS WITH
COMPENSATED OCCUPATIONAL INJURY IN
KOREA

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Objectives: Occupational injury by itself is one of the work-related stressors to cause many kinds of mental and behavioral disorders including depression and suicide. Thus this study was analyzed the characteristics of suicide workers among occupationally injured workers and estimated the suicide risk of them.

Methods: Suicide mortality from 1998 to 2004 was analyzed in the cohort contained 257,355 workers who were compensated by occupational injury from 1998 to 2001 in Korea. Deaths were identified by the Korean National Statistical Office (KNSO), a registry estimated to achieve greater than 95% registration of deaths, cause of death was available beginning in 1992. Standardized Mortality Ratios (SMR) of suicide (X60-X84) was estimated by Poisson regression methods controlling age and calendar time.

Results: 488 suicide deaths (466 men, 22 women) were observed during 1998-2004. Suicide mortalities in men were significantly high compared to the Korean general male population (SMR=1.31, 95%CI=1.18-1.47). In women, suicide mortality was non-significantly high (SMR=1.07, 95%CI=0.70-1.65) comparing to Korean women. The scale of enterprises, the recuperation duration and the disability degree caused by injury sequel were risk factors affecting suicide mortality. Comparing to the company with more than 100 workers, the relative risk of suicide mortality was 1.12 (95%CI=1.09-1.14) in company with less than 100 workers. Increasing disability degree, the relative risk of suicide was also increased (RR=1.37, 95%CI=1.34-1.40).

Conclusions: This occupationally injured workers' cohort exhibits increasing risk of suicide mortality comparing to the Korean general population. This suggested that not only physical therapy but also social supports and psychological rehabilitation are important factors to prevent suicide of occupationally injured workers. Small scale enterprises, long recuperation periods and high degree of disability are risk factors increasing suicide mortality. However more detailed investigation of confounding variables and future follow-up of this cohort will better define suicide mortality risks in occupationally injured workers in Korea.
WORKPLACE BULLYING ASSOCIATED HEALTH HAZARDS. IS IT LACK OF QUALITY ASSURANCE? A MODEL OF ORGANIZATIONAL INTERVENTION IN EGYPT

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Background: Bullying at workplace in Egypt is still a hidden problem and most of organizations haven't policy to combat it. WHO/ILO defined bulling as "repeated and over time offensive behavior through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of employees".

Objectives: to find out the magnitude of bullying among the studied workers, to determine causes, forms and health hazards of bullying among the examined workers and to assess the value of intervention on the prevalence rate of health hazards of bullying among the studied workers.

Methodology: Cross - Sectional study was conducted among 1127 workers. The workers were investigated against bullying. All subjects were examined to explore the health hazards. A management commitment policy against bullying was announced inside the workplace besides raising the knowledge of employees about bullying. Reassessment was done after one year.

Results: 71.3 % of the studied workers were experienced bullying at workplace. The most prevalent forms of bullying among the examined workers were: discount the person's thoughts (64.2%), Screaming (53.1%), refuse reasonable requests (49.1%), and regular unfair criticism in front of colleagues (39.7%). These proportions were decreased after the intervention to: 27.8%, 16.7%, 19.2% and 8.3% respectively. The main factors determined bullying was: need to meet deadline (91.2%), excessive workload (83.7%), keep workers alert and active (79.6%) and low performance (67.3%). The most prevalent health hazards among the bullied workers were; loss of concentration (60.7%), insomnia (57.1%), headache (53.4%), tachycardia (52.7%), and unexplained fatigue (47.3%). These proportions were decreased after the intervention to: 11.8%, 9.1%, 6.6%, 7.2% and 10.2% respectively.

Conclusions: management commitment policy and raising awareness against bullying could be a preventive program for some of health disorders.

Recommendation: Policy against bullying might be added to the accreditation tools of quality of health services inside the workplaces.
THE IMPACT OF CHANGE PROCESSES ON
EMPLOYEES' ATTITUDE TOWARDS THE USE OF
ICT AT WORK

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Objectives: Norwegian power grid maintenance companies struggle in becoming efficient toward constantly changing markets. Information and communication technology systems (ICTS) are often seen as the solution. However, the new technology remains heavily underutilised. Explanatory variables for employees' inclination to use new ICTS are manifold; computer anxiety, confidence, liking and perceived usefulness. Yet they fail to consider the implications of organisational change processes. Recent research shows that a healthy change process requires attention to norms, diversity of reactions, role clarification, manager availability and constructive conflicts. This leads to the assumption that it is necessary to consider the impact of the change process on attitude towards the use of new technology.

Methods: Spring 2008 a web-based survey was conducted in a Norwegian entrepreneurial power grid SME, rendering 88 complete responses. The survey was based on already validated scales, as well as on scales in course of validation. Indexes were constructed on the general dimensions of computer anxiety (α=.83), computer usefulness (α=.91), computer experience (α=.69), the relevance of change (α=.86) and the well-handling of change (α=.93). Dependent variable was an index on degree of positive attitude towards the use of ICT (α=.83). A linear block regression (OLS) was conducted, based on three single items and five indexes built through factor analyses/reliability checks. Standard statistical tests in the program ware SPSS were used for all analyses.

Results: The model was divided into three blocks. The first ("Constant time pressure" (β = -.26), "Procedural clarity" (β = .18) and "Type of work"(β = .20)) explained 11 percent of the variance in the "Positive attitude towards using ICT in work" index. The second block, ("Computer anxiety" (β = -.36), "Computer usefulness" (β = .22) and "Computer experience" (β = .14)) explained the variance in the dependent variable with another 36 percent. The third block ("Relevance of change" (β = .27) and "Well-handling of change" (β = -.26)) explained additionally 10 percent of the variance in the dependent variable. The model yielded an adjusted R² = .57 (p > 0.01, N = 88). "Type of work" (blue/white collar) as well as "Computer experience" did not turn out to be significant in the final model. They still contributed to explained variance and were kept. Demographic variables (gender, age, seniority) were not significant.

Conclusion: Perceived computer experience, computer anxiety and computer usefulness were the main predictors to explain the attitude towards the use of ICT at work. Relevance of the change as well as the organisation's handling of it add significantly to explaining employees' attitudes in course and after implementation. Additional analyses show that attitudes toward shifting work from hands-on to head-on vary between blue and white collar employees working in the same organisation. More insight is needed in the implicit way the organisation handles change towards different groups of employees, and why these groups' attitudes and behaviour differ from one another.
AN IPA STUDY OF CANCER SURVIVORSHIP AND WORK?

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Objectives: The research objectives were to explore cancer survivors’ experiences of managing cancer and work utilising an Interpretive Phenomenological Analysis approach (IPA). The impact of diagnosis and treatment on a cancer survivors’ ability to work is not yet fully understood. With an estimated 90,000 new cases of cancer diagnosed in people of working age in the UK each year, this is a key issue for health at work. This study employs an IPA approach to gain a rich understanding of survivors’ experience of work. The approach is phenomenological as it is interested in formulating a detailed interpretation of an individual's personal perception, as opposed to generating an objective account of the area being investigated.

Methods: Eleven participants (female n = 5, mean age = 57.4 years) were recruited from a National Cancer Charity (United Kingdom). All participants had received a cancer diagnosis in the last 10 years. The researchers sought to gain a rich insight into the experiences of cancer survivors, including those that successfully returned to, or, resumed work, those who had difficulties in managing cancer and work, and those who did not return to work. Semi-structured interviews comprising of four broad areas (cancer experiences at work, management, coping and improvements) were conducted and audio-taped. Data was transcribed and analysed using Interpretive phenomenological analysis (IPA).

Results: All participants were employed at the time of diagnosis, however, at the time of the interview 8 were employed, one was on long-term sick leave, one had taken ill-health retirement and one was unemployed. Analysis generated four higher-order themes: Disclosure; Support; Management of work; and, Psychological Outlook. Most returned to work, or attempted to, once their treatment was completed. Disclosing information to employers about their condition and treatment was important as it was deemed necessary to gain time off work. Furthermore, disclosure facilitated the introduction of work adjustments. The majority (n = 9) reported that they received support continuously and were never made to feel isolated in the workplace due to their cancer, allowing individuals to focus on managing their cancer. The knowledge and understanding of employers and colleagues appears to be crucial when interpreting the level and type (positive or negative) of support received. Upon returning to work, the majority of participants reported that their employer made adequate adjustments. However, only two participants reported that their return was monitored. Concerns relating to anxiety regarding recurrence and low quality of life were also expressed. Encouragingly, a number of participants reported a positive psychological outlook with regard to managing and coping with their cancer and work.

Conclusions: The findings provide a rich and invaluable insight into cancer survivors’ experiences in managing their cancer and work. It is apparent that many report positive levels of support and adjustments from employers, however, the knowledge and understanding that employers and colleagues have of cancer, its treatment and their implications for work is crucial. It is also plausible to suggest that more appropriate return to work monitoring is required to aid individuals affected by cancer.
THE PORTUGUESE PUBLIC ADMINISTRATION REFORMS POTENTIAL IMPACT IN THE DEVELOPMENT OF CIVIL SERVANTS WORK RELATED STRESS

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Objectives: The main purpose of our paper is to reflect about the potential impact of Portuguese Public Administration reform on the development of civil servants work related stress (WRS). We are particularly interested in assessing which characteristics within the new legal framework may promote distress among Portuguese civil servants. We will establish an association between the legal framework and the main factors of WRS presented by the I-WHO (2000). By doing this type of analysis we emphasize the need to proceed for diagnosis - intervention projects which aim to prevent in a primary level work related stress in Public sector workers.

Methods: Our analysis is based on the study of the Portuguese Legal framework that supports the current Public Administrative reform. We applied the documental analysis technique to the following new legal regimes: Performance appraisal system; Restructuration Program of the Central State Administration; New regime of careers and pay system; New process of mobility and retirement; New work contract regime applied to Public Administration. This qualitative analysis was based in the research framework "Factors associated with work related stress" presented in the report Research on Work Related Stress, produced by the I-WHO, from the University of Nottingham (2000).

Results: Our findings suggest that the new paradigm of human resources management in Portuguese Public Administration Reform creates the conditions for the development of distress among civil servants. The qualitative analysis revealed a latent relation between some of the new legal regimes and the WRS factors defined in the literature. Therefore we establish a matrix where the new legal regimes and WRS factors are directly associated. This type of information contributes to an effective step towards the implementation of stress management programs in Portuguese Public Administration.

Conclusion: The main results show the absence of an occupational health preventive attitude and strategy in the conception of the new legal framework in the Portuguese Public Administration. Taking together the climate of change resistance and some of the WRS factors that emerge as relevant in our analysis, we emphasize the need for an effective intervention which benefits workers health.
DOMINATING MOOD AS MEDIATOR OF THE RELATIONSHIP BETWEEN SHORT-TERM STRESS AND HARDINESS

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Objective: The main objective of the present study was to explore whether dominating mood experienced at work mediates the relationships between such so-called negative effects of the job as fatigue – monotony - psychical satiation - stress and psychological hardiness.

Method: The study was conducted in one private medical multiple-profile clinic in Saint-Petersburg. Participants were physician from two departments (aesthetic medicine and stomatology). The majority of participants were women (76%). Participants reported an average age of 38.6 (range = 30-47 years) with an average work experience in this firm of 5.3 years (range = 2-7). The variables were assessed using three instruments: (1) Plath and Richter’s BMS II (Russian version adopted by Leonova & Velichkovskaya) which evaluate short-term stress; (2) Hardiness Survey (Maddi/Leontiev & Rasskazova) which measure such components of dispositional resilience as commitment, control and challenge; (3) Kulikov’s Dominating Mood Scale (DMS-8) which evaluate the level of activity, cheerfulness, liveliness, relaxedness, composure, steadiness, satisfaction. Moreover, control variables such as gender, age, length of experience and specialization were derived from employers’ registers. To answer the research questions we used the SPSS program package for descriptive statistics, correlation and variance analysis of the data.

Results: The study produced several significant findings. First, among the respondents there was an average degree of psychological hardiness and, generally, a low level of short-term stress (only two dimensions - fatigue and stress - showed a moderate level). Second, no significant gender and generational differences emerged in response patterns to stress, hardiness and dominating mood statements in this survey. However, we received some differences connecting with the physicians’ specialization. Third, after conducting a Pearson correlation, results showed relationship between the overall hardiness score and psychical fatigue (r = -.62) and psychical satiation (r = -.65). This relationships were approaching significance p < .01. Correlations of stress and monotony with hardiness did not reach the level of significance. Finally, the empirical results provide evidence to support the research hypothesis: four dimensions of dominating mood (steadiness, relaxedness, composure and satisfaction) significantly moderated the relationship between psychological hardiness and psychical fatigue. So the findings of this study suggest employees expressing more positive mood tended to report the lower level of psychical fatigue.

Conclusions: In conclusion, these results suggest several practical implications. We suggest that dominating mood can be discussed as an important indicator of psychological well-being of employees. Moreover we assert that these results may be evidence for the need to take it into account in monitoring of occupational health and working out of health promotion programs.
STRESS AT WORK AND IMPAIRED SLEEP:
PERSEVERATIVE COGNITIONS AS A MEDIATOR

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Objective: Sufficient recovery following an acute stress reaction is crucial for preventing the development of stress-related disease in the long run (Geurts & Sonnentag, 2006). Sleep is a vital period of recovery. Therefore, the examination of factors predicting impaired sleep quality is essential. Stress is one of the factors that can affect sleep quality (cf. Brosschot, Pieper & Thayer, 2005; Sapolsky, 2004). For stress in daily life to affect sleep, however, it seems plausible to assume that there must be some mediating mechanisms that keeps stressful situations salient. Lack of unwinding has been proposed as such a mechanism for a long time (Frankenhaeuser, 1986). This, however, leads to the question of what characterizes slow unwinding. Most likely, perseverative cognitions are involved. Brosschot, Pieper and Thayer (2005, p. 1045) define perseverative cognitions as "the repeated or chronic activation of the cognitive representation of stress-related content", reflecting phenomena such as worries, rumination, and anticipatory stress. There is evidence that stress has an impact on perseverative cognitions (e.g., Grebner, Semmer & Elfering, 2005), and that perseverative cognitions impair sleep quality (Akerstedt et al., 2002). We therefore hypothesize that stress at work, specifically time pressure and effort-reward imbalance, is negatively associated with sleep quality, and that this association is mediated by perseverative cognitions.

Methods: To test our hypothesis we used a convenience sample consisting of 294 individuals who filled in an online questionnaire. After removing five outliers an N of 289 participants resulted. 116 of whom were male, and 173 female. Mean age was 35.33 (SD = 12.3).

Time pressure (TP) was measured with a scale of the Instrument for Stress Oriented Task Analysis (ISTA, Semmer, Zapf, & Dunckel, 1995). Effort-Reward Imbalance (ERI) was assessed using a scale by VanYperen (1996). As a measure for perseverative cognitions we used the scale “cognitive irritation” by Mohr, Müller, Rigotti, Aycan, and Tschan (2006). Finally, we assessed sleep quality with the Insomnia Severity Index (Bastien, Vallières & Morin, 2001). We used structural equation modeling with latent variables to test our hypothesis. Significance testing of mediations was done with bootstrapping (cf. Shrout & Bolger, 2002).

Results: Both stressors were significantly positively related to cognitive irritation (ERI: .15, TP: .27). Cognitive irritation was negatively related to sleep (-.35). The indirect effects of both stressors on sleep, via cognitive irritation, were significant (TP: Γ = -.09; ERI: Γ = -.05). In addition, ERI had also a direct effect on sleep (-.18). The direct effect of TP on sleep was not significant. χ2 of the model was 315.4 (df = 164). Indexes measuring the overall fit of the postulated model had values of RMSEA = .057 (CI = .047, .066), SRMR = .046, and CFI = .953.

Conclusions: In accordance with our hypothesis, perseverative cognitions mediated the association between stress at work and sleep quality. The effect of time pressure was fully, the effect of effort-reward imbalance was partially mediated. The fit of the model was satisfactory (cf. Hu & Bentler, 1999). Our results are cross-sectional and, therefore, do not allow causal inferences. Nevertheless, our results are in line with the assumption that perseverative cognitions are a crucial link between stress at work and chronic health impairments insofar as they are the active “agent” that keeps stress states alive, or reinstates them, and thus perturbs sleep and, along with this, recovery.
Nowadays organizations are characterised by continuous and accelerated changes. Apart from the social, economic and technologic changes that are occurring at the more global level, high reliability organizations are facing more specific changes among which political pressures, aging of plants and technologic equipment are the most highlighted ones. In this kind of organizations, where there is a higher complexity and error consequences are fatal, safety culture is considered as a tool to reduce risks, associated to the performance of routine tasks and an element of improving the social acceptance of this type of organizations.

**Objective:** Despite growing interest in studying safety culture, there is no general agreement related to its definition, to its dimensionality or to measurement tools for safety culture in current literature. We find a large quantity of definitions, which in some general aspects coincide. This work analyses some of the proposed definitions by researchers. We propose taxonomy of these definitions taking into account diverse issues. On one hand, safety culture can be approached from the construct of organizational culture, differentiating it from other similar considered aspects, outlining its outputs or taking into account its dimensions. On the other hand, due to the importance of safety culture in high reliability organizations, we consider those elements that reinforce safety culture in this kind of organizations.

**Methods:** Moreover, we review methodology which is proposed to assess safety culture, and different measurement tools.

**Results & Conclusions:** Finally, we outline some conclusions and future lines of research about this issue.
THE THAI VERSION OF EFFORT-REWARD IMBALANCE QUESTIONNAIRE (THAI ERIQ): A STUDY OF PSYCHOMETRIC PROPERTIES IN GARMENT WORKERS

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Objective: This study aimed to test the psychometric properties of the Thai version of the Effort-Reward Imbalance Questionnaire (T-ERIQ).

Methods: The English version of the 23-item ERIQ was translated and back-translated. Content validity was examined by five experts and face validity was examined by twelve key informants before being tested for construct validity with 828 workers from six garment factories. Predictive validity was assessed through the relationship between the ERI constructs and psychological health outcomes including psychosomatic symptoms, state of anxiety, depression, and job satisfaction. The internal consistency of the Thai ERIQ was tested using the first survey (n=828) and test-retest stability was examined 2 to 4 weeks later with a subsample (n=408).

Results: Results showed that 2% of workers reported effort-reward imbalance (ERI ratio ≥ 1). The Thai ERIQ has good content validity with a Content Validity Index of .95. Cronbach’s alpha coefficients for the effort, reward, and overcommitment scales were .77, .81, and .66, respectively. The 2-4 week stability of these three constructs was moderate (r=.496-.576, p<.001). A four factor solution was found using exploratory factor analysis, indicating consistency with the theoretical ERI model. Logistic regression analyses supported significant associations of reward with all psychological health outcomes.

Conclusions: Findings suggested that the Thai ERIQ has adequate reliability and validity to investigate the psychosocial work environment. The Thai ERIQ can be applicable in Thai working population, particularly in the industrial manufacturing workers.
GENDER DIFFERENCES AND PSYCHOSOCIAL RISKS AT WORK IN MADRID. PRELIMINARY FINDINGS. IBERMUTUAMUR JOB STRESS RESEARCH PROGRAM


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Objective: This study aims to evaluate gender differences in psychosocial risk profile among workers in the Autonomous Region of Madrid.

Methods: Stratified random sampling. Cross-sectional design. Job stress and psychosocial risk at work were assessed with a battery of questionnaires, which included a brief version of the Copenhagen Psychosocial Questionnaire (COPSOQ), in a sample of 5,418 workers who went to perform their usual medical check-up in the Society for the Prevention of Ibermutuamur in the Autonomous Region of Madrid. Bivariate analyses (Chi-square) were conducted for the variable sex, using SPSS.15.

Results: No statistically significant gender differences were found in overall job satisfaction, self-reported job stress, burnout or harassment at work. By contrast, women have lower levels of pay satisfaction (p = .03) and a higher proportion of women were affected by stress from non-work related sources (p < .001). Women have lower levels of job control and skill discretion (p < .001) and social support (p = .04), higher difficulties on work and family life balance (p < .001) and greater job insecurity (p < .001).

Conclusions: Our results suggest a higher level of psychosocial risk among women. While levels of overall job satisfaction and perceived job stress seem to be the same in both sexes, women have jobs with poorer psychosocial quality and have greater difficulties than men to harmonize their work and family life.
COPING, BURNOUT AND EMOTIONAL DISORDERS IN STUDENTS AND UNIVERSITY PROFESSORS

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The authors introduce the preliminary results of a project that has for object the study of the relation between coping, burnout and emotional disorders, in a population of Portuguese students and university professors undertaking their activities within an educational model proposed by the Bologna regime. The test samples comprises 300 students and 50 university professors. The instruments used were the Problem Resolution Inventory by Vaz Serra, Maslach Burnout Inventory, and the Psychological Symptoms Inventory, adapted to the Portuguese reality by Canavarro. These results suggest the relation between resources of resolution of problems and emotional regulation, emotional exhaustion, depersonalization, and emotional disturbance, both in professors as well as in students. They also suggest an increase presence of coping strategies grounded on avoidance or denial, when referring to students.
European statistics reveal that work accidents still represent an important social problem for our society (European Commission, 2004) and, at the same time, it has been acknowledged the need to use accident information for prevention through learning (e.g., Koornneef, 2000; Toft & Reynolds, 1997). Furthermore, it has been strongly recommended that organizations should develop a reporting culture and a learning culture (Reason, 1997). A reporting culture stresses the importance of getting knowledge from small accidents and near misses; a learning culture means that the information is available, disseminated, discussed, and changes are implemented. According to Reason (1997) learning implies a cycle from observing, reflecting, creating to acting. Until now only few studies focused on the global learning process/cycle (e.g., Koornneef, 2000).

**Objectives:** During the last year we started a research project (CAPTAR – Learn to prevent) with the goal of establishing strategies and processes to learn efficiently with accidents and that will cover all the cycle phases.

**Methods:** In this paper we will present the first phase of this project. Namely, 20 case studies that aimed to characterize organisational best practices for collecting and analysing information in order to improve safety learning and accidents prevention. The case studies involved organizations operating in different activity sectors (e.g., chemical industry; construction; transports; energy production, health care) that were identified as having good practices. The data is being collected using long semi-structured interviews with key organisational stakeholders. The interview protocol covers information, such as: type of accident records; existence of a formal procedure for accident investigation; what accident forms are used; procedures used in the data collection; procedures used in accident analysis, and finally, how these organisations use the relevant information towards safety learning and improvement. Overall interviews length and documentation collection varies between two and five hours. In addition to the interview, relevant organisational documentation is also being collected and analysed in this study.

**Results and Conclusions:** At the moment data is still being collected but in our paper we will present the results of the best practices in use and discuss its implications for research and intervention.
A TOOL FOR EVALUATING THE RISK OF MOBBING IN ORGANIZATIONAL CONTEXTS:
THE “VAL.MOB.” SCALE

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The world of work is in continuous changing and there is an ever-increasing occurrence of phenomena such as corporate restructuring, the introduction of new technologies, the adoption of flexible management models as well as greater diversification in the workforce. Where such phenomena occur in a labour market, an increased level of conflict can be found. If this conflict is poorly managed, it can encourage mobbing.

Objectives: Given the complexity of the phenomenon and the difficulty of identifying situations of mobbing in the various work environments, we decided to carry out an evaluative tool able to estimate the phenomenon of mobbing in a valid and reliable way, i.e. able to discriminate between subjects who are really at risk of mobbing and those who are not.

Methods: The Scale was administered to a sample of 441 persons divided into two groups, the experimental and control groups: 188 males (average age = 44.5 sd = 10.4) and 253 females (average age = 39.7 sd = 9.7). The questionnaire consisted of three sections: a) Mobbing scale. To define the items, seven main thematic areas were identified: Elements of discomfort (deskilling, work overload); Threats and violence (verbal or written threats, physical and psychological violence); Physical or social isolation; Formal and informal communication within the organization; Horizontal and vertical sociality (relations with colleagues, relations with managers); Organizational commitment and affective/emotional climate; b) Symptomatology scale: response scored according to the Likert-type 1 to 5 response scale, referring primarily to the diagnosis categories currently applied in the field of legal medicine; c) Personal and social data and occupational history.

Results and Conclusions: The factor analysis carried out shows that the Mobbing Scale is composed of four stable and reliable factors which explain 57.8% of the variance. The first Factor ($\alpha = .97$), called “Relational”, groups together the items relating to relationships with managers and colleagues, emphasising aspects of communication within the organisation, verbal violence, derisions. The second Factor ($\alpha = .87$), called “Intrusiveness/interference”, groups together the items relating to infringements of private life, moral and physical violence, stereotypes and prejudices. The third Factor ($\alpha = .90$), called “Deskilling”, groups together the items relating to the assignment of downgraded tasks, work overload or underload. The fourth Factor ($\alpha = .70$), called “Organizational commitment and affective/emotional climate”, groups together the items relating to the values, the climate and the subject’s affective relationship with the workplace. Subsequently, the discriminating value of the Val.Mob. scale was tested by analysing the discriminating function on the two groups of the sample. The averages of the individual factors reveal a significant difference between people who believe they are subject to mobbing and those who do not. Indeed, 84% of the cases prove to be correctly classified. Moreover, the function appears to show good sensitivity values (197/249 = 79% for subjects who identified themselves as subject to mobbing) and specificity values (174/192 = 90% for subjects who identified themselves as not subject to mobbing). The properties of the Scale which emerge from the data were as expected, namely: validity, reliability, discrimination value and predictability.
PERSONALITY, TRAUMATIC SYMPTOMS AND COPING, A COMPARISON BETWEEN PROFESSIONAL AND NON PROFESSIONAL SAMPLES OF CAREGIVERS

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OBJECTIVES To look after a dependent relative at home is a really stressful situation, and sometimes a traumatic one also. In our study, we compare personality, traumatic symptoms and coping in two samples of caregivers, all of them with a dependent relative at home.

METHOD Our total sample was made of 100 caregivers, split in two groups, the first one composed by 50 nurses (professional sample), whose job out of home is in hospitals, and a second sample composed by 50 caregivers (non-professional sample) whose job, if any, has no relationship with nursing. For this study, we have used the Barthel Scale (Mahoney & Barthel, 1965), the Eysenck Personality Questionnaire-Revised (Eysenck & Eysenck, 1985 in the revised and short version for Spanish, Ortet et al. 1997), the Impact of Event Scale-Revised (Horowitz et al, 1979, revised by Weiss & Marmar, 1997) and the COPE Scale (Short version by Carver et al., 1989, 1997).

RESULTS Our results show in the first place a high reliability index for the variables studied. Secondly, all variables, except active coping, show differences between the two samples, with higher extraversion for the professional nurse sample, and higher neuroticism, traumatic symptoms and passive coping in the non-professional sample. And thirdly, when we take into account the dependency level of the relative looked after, the traumatic symptoms disappear when the level of dependency is low in both professional and non-professional samples, but it increases specifically in the non-professional sample when the level of dependency is high.

CONCLUSIONS This last result indicate that the dependency level in the relative looked after at home is an important variable, in the sense that it creates a situation that provokes serious symptoms of anxiety in caregivers not prepared to deal with a highly dependent person. In this context, 12 caregivers from the non-professional sample, most of them looking after relatives with cancer, scored higher than 51 in the total IES scale, showing that we could be facing a situation close to posttraumatic syndrome in non-professional caregivers looking after a highly dependent relative at home. In contrast with this situation, only a subject from the professional sample, who was looking after a son with schizophrenia, presented high traumatic symptoms.
PSYCHOLOGICAL, MATERIAL AND WORKPLACE WELL-BEING BETWEEN SPANISH AND MOROCCAN SAMPLES

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OBJETIVES The objective of this study is to know the differences between Spanish and Moroccan in three variables: psychological, material and workplace well-being. We also show these differences taking into account the gender for both samples.

METHOD In this work we have used 400 subjects, split in two samples, 200 from Spain, mainly from the city of Valencia, and 200 from Morocco, from the cities of Casablanca, Marrakech, Meknez and Tanger. The Well-Being Scale (Sanchez Cánovas, 1996) was used. An Arabic translation of this scale was done for the Moroccan sample. Although the scale has four dimensions: psychological, material, workplace and marriage well-being, marriage well-being dimension was eliminated due to the problems with the sexual items in Morocco. The scale has 30 items for psychological well-being and 10 items for material well-being and 10 items for workplace well-being.

RESULTS Firstly, we developed a factorial analysis for the 400 subjects in order to obtain those items from the original scale with factorial saturation higher than .35. Psychological well-being got 22 items, and material and workplace well-being maintained each one the same original 10 items. We followed here the Buss & Poley (1976) and Buss & Royce (1975) strategy in cross-cultural research. In the second place, we got the reliability index (alpha de Cronback) for the three dimensions. And finally, due to the high reliability of the dimensions obtained, we made the differential analysis between both samples: Spanish Moroccan, men-woman Moroccan, men-woman Spanish, Spanish-Moroccan men, and Spanish-Moroccan women. For the three variables, Spanish got significative higher scores than Moroccan, there were no significative differences between men and woman in each sample, and in the differences between Spanish and Moroccan taking into account the gender, we found that Spanish men got significative higher scores in psychological and material well-being. The difference in workplace well-being was not significant. And finally, Spanish woman got higher significative scores than the Moroccan woman in the three variables.

CONCLUSIONS We can conclude that the Well-Being Scale used in this work has got high reliability and has show clear differences between Spanish and Moroccan samples with higher scores for the Spanish. Both samples have no gender differences in gender between men and women, but for most of the three variables Spanish men and woman got higher scores than Moroccan men and woman.
DIFFERENCES BETWEEN NATIVE AND IMMIGRANT WORKERS IN SPAIN: ACCIDENTS AND WELL-BEING

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Objective: In recent years, the impressive amount of immigrants workers in the Spanish labour market is higher than ever. They cope the challenge for adapting to a new culture, and organization may manage this properly. Organizations have the responsibility and guarantee the health, security and well-being at work, but these objectives are more difficult to achieve in a diversity workforce. So we are interested in detecting differences and similarities between immigrant and native workers.

Methods: This study investigate differences and similarities between native and immigrant workers in a set of well-being and labour accidents related variables. These variables and their measure instruments were: "Big Five” personality, measured with Big Five Inventory developed by Bennet-Martínez and John (1998); locus of control measured with an adaptation of Pérez (1984) scale; self-efficacy at work with Quijano and Navarro (2000) scale; security climate based on the homonymous scale by Cheyne, Cox, Oliver and Tomás (1998); and security-at-work rules knowledge and labour risk perceptions measured with items developed to this investigation.

Results: Forty hundred and sixty-eight workers participates in the study (47.01% were immigrants of different countries). Descriptive statistics, correlations and linear and logistic regression analyses were conducted. Results showed that the main differences on correlations were between locus of control and the rest of variables. Regression analyses showed that neuroticism and extraversion predict psychological well-being to immigrants and native workers. About accidents, conscientiousness was predictor for both groups, but immigrant’s accidents were predicted by security climate also. These last relationships are important because security climate could be improved by the organizations.

Conclusions: Main conclusion is differences showed between immigrants and native, but both groups are very similar on other aspects, especially on the influence of the “Big Five” over criteria (psychological well-being and accidents). These results contribute to support hypothesis about personality role in organizational health psychology. Additionally, conclusions suggest promotion of security climate could improve security at-work of immigrant workers.
OCCUPATIONAL STRESS IN TEACHING: A STUDY WITH HIGH SCHOOL TEACHERS

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Objectives: This study investigates the impact of occupational stress in high school teachers, through the analyses of indicators related to work and personal well-being. Specifically, it evaluates work stress, burnout, physical health and professional fulfilment.

Methods: The sample consists of 689 high school teachers working in the north of Portugal. Participants were assessed through four different questionnaires: i) The Stress Questionnaire for High School Teachers (Gomes et al., 2006; Kyriacou & Sutcliffe, 1978); ii) Maslach Burnout Inventory – Educators Survey (Maslach, Jackson, & Schwab, 1996; Melo, Gomes, & Cruz, 1999); iii) The Occupational Stress Indicator – Physical Ill Health Scale (Cooper, Sloan, & Williams, 1988; Cunha et al., 1992); and iv) The Satisfaction and Professional Fulfilment Scale (Gomes, Melo, & Cruz, 2000).

Results: The results revealed significant levels of occupational stress (percentages near 40%), a different frequency of "burnout" in the three appraised dimensions (10% in emotional exhaustion, 3% in reduced personal accomplishment and 1% in depersonalization), various physical health problems and values of professional dissatisfaction close to 20%. The analysis of stress sources in teaching profession, allowed to verify that problems related to students, such as bad behaviour, low interest and motivation in the classroom, were the main source of concern referred by teachers. Multiple regression analysis pointed out different predictors’ variables for the three dimensions of burnout: i) in emotional exhaustion, six variables were significant and explained 60% of the total variance (health problems, professional satisfaction, general stress, desire to leave the job, students’ different abilities and students’ disciplinary problems); ii) for personal accomplishment, two variables were significant and explained 16% of the total variance (professional satisfaction and general stress); and at last iii) in depersonalization dimension, three variables were significant and explained 13% of the total variance (desire to leave the job, general stress and disciplinary policies). Discriminant analysis and “t-test” for independent samples revealed additional occupational problems in different variables, in specific groups: i) women felt more stress related with time pressures and workload, career development, health problems, emotional exhaustion and students’ disciplinary problems, and less depersonalization than men; ii) older teachers showed higher desire to leave the job, more stress related to students’ different abilities and more emotional exhaustion; iii) professionals with precarious contracts, revealed higher levels of stress related to career development and less desire to leave the job; iv) teachers working more hours per week reported more general stress, time pressures and workload, and less problems related to students’ different abilities; finally, v) teachers with more students in the classroom, showed more problems related to general stress, students’ disciplinary problems, bureaucracy work, time pressures and workload, desire to leave the job and emotional exhaustion.

Conclusions: The results confirm the high levels of stress found in Portuguese teachers, which must be considered in occupational health policies and occupational health interventions. These findings also point to the need for further research linking job characteristics with professional stress and physical health problems.
The world is becoming increasingly competitive and characterised by the existence of pressure that is frequently much greater than what is desired. For this reason it becomes difficult to respond actively and on time to the pressure and maintain the emotional and psychological balance needed to face these daily pressures. In this context, stress associated to work is one of the worst problems that had its origin with the industrialisation and modern technology. Indeed, the Fourth European working conditions survey (European Foundation for the Improvement of Living and Working Conditions, 2006) showed that, in 2005, 20% of workers from the EU-15 and 30% from the 10 new Member States believed that their health is at risk because of work-related stress. In 2002, the annual economic cost of work-related stress in the EU-15 was estimated at EUR 20 000 million. Due to these facts in the last years, workers’ health has become a central theme in social and psychological literature. However, the research has been centred in the causes of stress and health problems. Recently, it is emerging a new perspective on organizations and humans resources. This new paradigm - Positive Psychology - defends besides focusing on the negative aspects of work and organizations, one should also focus the positive aspects, such as resources and strengths that work has (e.g., Salanova, Martínez & Llorens, 2005).

**Objective:** The present study is part of a PhD project which main goal is to analyse the predictors’ variables of workers’ well-being. This specific study aim to answer the following question: “What is a healthy organization and work and what are their characteristics?”.

**Method:** Date was collect with an on-line questionnaire through “snow-ball” method with several open questions, free-word association tasks and two quantitative scales.

**Results & Conclusions:** The sample is composed by 403 participants from several areas of training and work (e.g., teachers, nurses, engineers, psychologists, etc.). Data was analyse using contend analysis supported with Atlas.ti Software. Results and practical implications will be discussed.
WORK CONDITIONS AND RISKS IN LATVIA

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Objective: The objective of the study was to create analytic basis in the field of occupational health and safety, which would ease rational and effective decision-making for elaboration of employment and social policy programmes and for ensuring sustainable development.

Method: The Study comprises several activities and various working methods:
1. Analysis of legislation and policy plans of European Union and the Republic of Latvia;
2. Analysis of cooperation schemes of respective institutions, analysis of information circulation and overlapping functions, as well as assessment of interaction of different organisations;
3. Analysis of existing studies and review of similar studies;
4. Analysis of databases currently existing in Latvia;
5. Survey of employers, employees, general public, occupational health and safety specialists, as well as specially protected and socially castaway groups of individuals; analysis and summarisation of the obtained results;
6. Objective assessment of working conditions and occupational risks;
7. Calculation of work ability index and working conditions the field of health care; comparison of the results in dynamics.

Summary of the surveys

<table>
<thead>
<tr>
<th>Name of the survey</th>
<th>Number of surveyed respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey of employers and their representatives</td>
<td>1058</td>
</tr>
<tr>
<td>Survey of employees</td>
<td>2455 employees, 65 selfemployed In total - 2520</td>
</tr>
<tr>
<td>Survey of permanent residents of Latvia</td>
<td>1015</td>
</tr>
<tr>
<td>Survey of specialists having or still continuing higher Professional education in the field of occupational health and safety</td>
<td>86</td>
</tr>
<tr>
<td>Pregnant women and parents after their leave for child care</td>
<td>600 (402 of them were employed before giving birth to the youngest child)</td>
</tr>
<tr>
<td>Disabled people</td>
<td>201 – disabled due to occupational factors, 205 – disabled due to other reasons. In total - 406</td>
</tr>
</tbody>
</table>

Following risk factors were most frequently measured: Noise level, Whole-body vibration, Microclimate, including ventilation assessment, Lighting.

For assessment of work ability index an employee answers series of questions combined in a special questionnaire. These questions are designed for evaluation of health, mental and physical work ability and mental resources of a worker, as well as prognosis of work ability in future.

Results and Conclusions: Information obtained during the Study show that at present psychosocial factors (shortage of time, overtime work, long working hours etc.) and ergonomic factors (work with a computer, lifting heavy objects, awkward posture, repetitive movements etc.) are one of the most essential occupation risk factors. It means that conventional risk factors are substituted by modern ones. On the other hand, laboratory analysis show that microclimate and dust (especially abrasive dust and welding fumes) should be considered as significant occupational problems. Taking into account that psychosocial and ergonomic risk factors, as well as microclimate, usually interfere with each other and even intensifies the effects of one another, this group of factors should be treated with great care, especially because there are no standards for microclimate in Latvia and no simple and convenient method for assessment of psychosocial and ergonomic risk factors.
CONFLICT, NO WAY OUT? SUPPORT CLIMATE AND CONSEQUENCES ON BURNOUT

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Conflict is an inherent phenomenon in all organizational levels. In the last decade, many authors point out that conflict has a positive side. Conflict about personal aspects (Relationship conflict) has negative consequences for organizational goals and employee well-being, but when a conflict is focused on tasks may have positive consequences (e.g., creativity). Previous research does not have shown a clear and direct relationship between task conflict and well-being indicators. However, it would be possible this type of conflict to have indirect effects on well-being through relationship conflict. Conflict, independently of its origin, is a social stressor. Prolonged exposure to conflict may therefore result in behavioral and psychological consequences, psychosomatic complaints, or burnout. A work group with frequent conflicts among their members is likely to have a large number of employees with lowered well-being. In the opposite side, a supportive relationship tends to relieve stress and to reduce burnout levels. When members of an organization perceive they can be supported, personal conflict is less intense. Support climate could also reduce the escalation from task conflict into relationship conflict.

OBJECTIVES In this study, we empirically explore the relationship among workplace conflict, organizational climate, and burnout.

METHOD Data were collected from 314 workers, employed in public homes for senior citizens. Of these 68.4% were female and 31.6% were male. Participants were cited by their supervisors within their own workplace as a part of assessment of the psychosocial risks in the organization.

RESULTS Largely consistent with our hypotheses, results revealed that relationship conflict mediated the relationship between task conflict and burnout, especially emotional exhaustion. Support climate moderated the relationship between task conflict and relationship conflict, indicating that a high level of task conflict with a low support climate lead to a high relationship conflict. Moreover, support climate directly reduced burnout.

CONCLUSIONS Although workplace conflict is not possible to eliminate completely, we can promote support climate as a protective factor. Support climate mitigate burnout and also moderate the relationship between task conflict and relationship conflict. In work groups with a high support climate, conflict focused on tasks is less likely to influence on employee health and well-being.
A CROSS-SECTIONAL STUDY ABOUT MOBBING AMONG THE FINANCE SECTOR WORKERS IN ISTANBUL-TURKEY

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Objectives: There is an increasing awareness on mobbing as an important risk factor in occupational studies. However, the origin of mobbing has so far, been insufficiently analyzed, though such an analysis is necessary in order to develop methods to prevent mobbing and its negative effects at individual, organizational and social levels. This study aims as an investigation of the perceptions and experiences of those who have been subject to mobbing behavior. Besides, characteristics of individuals who exercise mobbing were analyzed.

Methods: This study was carried out between January 01 2008 and March 31 2008 with a sample of 174 people who work in the finance sector. A questionnaire was prepared after a literature review. This questionnaire included questions about demographic characteristics of workers’ knowledge and experiences about and attitudes towards mobbing. Descriptive statistics were used in the data analysis. The differences between categorical variables were analyzed via chi-square test.

Results: Women and men constitute respectively, 60.3% and 39.7% of the sample. 39.1% of the sample are between the ages 20 and 29, 50.6% are married, 43.1% are single, 93% have college degree. 17.8% of the employees are high-level managers (CEO etc.), 47.1% are working at lower managerial levels (such as chief of department), 32.2% are working at other levels. The percentage of those who stated that he/she have been subject to mobbing behavior is 66.1 and 60.3% of the sample view mobbing as a problem. Those who rose mobbing as an issue to the managers but could not receive any response constitute 24.7% of the sample. Among these who have been subject to mobbing behavior, 45.4% have stated that they were criticized in a harsh manner, 40.2% have stated that their work have always been found flawed, and 39.1% have stated that their successes have always been ignored.

Conclusions: Mobbing behavior in the workplace causes negative consequences both for the employees and for the institution. This research showed that mobbing in the workplace results in experience of stress and depression, decrease in motivation to work and decrease in trust to the organization. Finally, we argue that group efficiency, reorganization, staff reduction and relocation strategies do not necessitate humiliation of individuals. Employers should consider the issue of mobbing in a serious manner and develop policies in order to avoid it.
PREVENTION OF ARTHALGIA WHILE CARING FOR THE AGED PEOPLE

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Objectives: In Armenian society the number of the old has constantly increased in parallel with the increase in the aged population making up 20% of the whole population. Every sixth person in Armenia is a pensioner. For supporting and helping the old to deal with their everyday activity routine which they are not able to perform in an adequate way because of health or functional limitation, care provision services were set up by some non-governmental organizations which was provided by caregivers. The problem of Arthalgia is considered one of the most important problems in the sphere of health care which is generally associated with the reduction of activeness and productivity. The objective of this study is to show and present those efficient strategies and ways which will give the caregivers opportunities to prevent their arthalgia problems while taking care of the aged people. Taking into consideration this aim some analysis have been given connected with occupational performances for caregivers’ effective and trained out techniques to develop and consider Arthalgia prevention. Establishment and preparation of Arthalgia prevention techniques for the caregivers working with the aged people on occupational health care evidence, including recommendations on advice, treatment and facilitative working techniques.

Methods: In order to develop Arthalgia self-prevention effective techniques for those who take care of the aged people 2 focus group assessment with 25 caregivers was done to identify the personal and physical factors causing Arthalgia pain. Information on Arthalgia pain and other factors was gathered through using 0-10 Numeric Pain Intensity Scale before and after the treatment and also different occupations were assessed by observations at the workplace done by the caregivers. Arthalgia pain self-prevention effective techniques for the caregivers was developed based on their occupational performance needs and through analyzing the main causes of incapacities for performing home care services for the aged people. The implementation was done through establishing close cooperation with the caregivers, the aged people.

Results: The result of the following study based on the caregivers’ occupational needs showed that during working process the caregivers trained to manage their Arthalgia pains themselves by using appropriate pain prevention skills and techniques and combining some facilitative equipments. Meanwhile the aged people received qualitative care provision services and had possibilities to enlarge their participation in provided activities.

Conclusion: Aging has never been as acute as nowadays in the Republic of Armenia, as the aged people are extremely unprotected in existing new socio economic situation. This study has formulated and developed an effective techniques and ways for the caregivers to prevent themselves Arthalgia pain while providing home care services to the aged people.
TRANSFORMATIONAL LEADERSHIP AND SAFETY PERFORMANCE: THE MEDIATING ROLE OF MEANINGFUL WORK

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Objectives: The purpose of this study is to examine the impact of transformational leadership (TFL) on employee safety performance, and the mediating impact of the meaning of work. We operationalize safety performance as consisting of safety compliance (obeying safety-related regulations) and safety participation (voluntary behavior designed to improve workplace safety; e.g., Griffin & Neal, 2000). While different formulations of leadership exist, TFL has received considerable empirical attention (e.g., Bass & Riggio, 2006; Bono & Judge, 2004). It has been suggested (Barling, Loughlin, & Kelloway, 2002) that the four behaviors comprise TFL (inspirational motivation, idealized influence, intellectual stimulation, and individual consideration), may encourage safety performance. Specifically, TFLs may inspire employees to believe that higher levels of safety are possible, convey employee safety as a core value, encourage employees to find innovative ways to improve safety, and place importance on employee well-being, respectively. Empirical findings lend support to the notion that leadership actions may impact on safety performance. Research suggests that behaviors characteristic of TFLs, such as a high-quality exchanges (Hofmann & Morgeson, 1999), being inspiring, and invoking employee decision making (Clarke & Ward, 2006) have been found to predict safety participation. Both co-operative (Simard & Marchand, 1997), and supportive (Parker, Axtell, & Turner, 2001) supervision have been found to predict safety compliance. One mechanism through which TFL impacts on employee performance in general is by helping employees perceive their work is meaningful (Shamir, House, & Arthur, 1993), that is, having a purpose beyond its extrinsic rewards (Arnold, et al., 2007). In turn, higher levels of job performance can result (Grant, 2008) as individuals experience intrinsic motivation (Charbonneau, Barling, & Kelloway, 2001). Given this, we expect that TFL will have an impact on performance outcomes that require intrinsic motivation, such as safety participation, but not basic, required task behaviors such as safety compliance. As such, we hypothesize that:

H1: TFL will impact on safety participation via its effect on the meaning of work.
H2: TFL will have a direct relationship effect on safety compliance.

Method: Cross-sectional data was collected via an online survey from 159 (73 males; 86 females) people holding two jobs. Using a sample of multiple job holders allowed us to control the impact of both contextual and personal factors.

Results: Results supported Hypothesis 1: The meaning of work fully mediated the impact of TFL on safety participation in both jobs. Results partially supported hypothesis 2. There was a direct, negative relationship between TFL and safety compliance, but only in the context of participants’ second job.

Conclusions: Findings suggest that TFL impacts on employees’ perception that their work is meaningful, which in turn impacts on safety participation, but not compliance. This finding is consistent with the notion that safety participation is extra-role job performance based on intrinsic motivation. TFL negatively predicted compliance suggesting the TFLs who encourage discretionary thought and action by employees might need to reinforce the importance of compliance with basic safety procedures.
APPRECIATION AT WORK: MEASUREMENT AND ASSOCIATIONS WITH WELL-BEING

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University of Bern, Switzerland

Objective: It seems plausible that appreciation at work is important for employees and is associated with their well-being (Semmer, Jacobshagen, Meier, & Elfering, 2007). However, in the psychology of work and organizations, appreciation has seldom been researched, and just a few and very brief scales are presented on how to measure it (e.g., Siegrist, 1996; Yukl, 1994). These scales, though, focus more on general appreciation (e.g. "I feel appreciated at work") and do not take into account more specific forms of appreciation (e.g., assigning more responsibilities after a task well done - cf. Semmer et al, 2007). The aim of the current project was to develop a more specific scale measuring appreciation at work from different sources, that is, fellow employees and supervisors (cf. Siegrist, 1996). Another aim was to test the hypothesis that appreciation at work is associated with employees’ well-being. Furthermore, we hypothesized that supervisor’s appreciation is more important. They represent the organization and have a strong influence on working conditions, task assignment, rewards, etc. So, we postulate a) that appreciation at work can be measured convincingly with this newly developed scale, b) that appreciation at work has significant relations with several indicators of employees’ well-being, and c) that appreciation from supervisors is more important than appreciation from work colleagues.

Methods: 42 items that assessed appreciation at work by colleagues and supervisors were formulated and tested in a pilot study (N = 66). Based on the factorial structure, 15 items were retained. In the two main studies, these 15 items were tested again in a) a sample of 88 employees with different jobs using a paper-pencil questionnaire and b) 340 employees from two different Swiss companies (transportation and retail sector), who filled in an online questionnaire.

Indicators of health were a) feelings of resentment towards the organization (Geurts, Schaufeli, & Rutte, 1999), b) job satisfaction (Semmer & Baillod, 1994), and c) self-esteem (Rosenberg, 1965). Data were analyzed by way of factor analysis, correlations, and multiple regression analysis.

Results: The factorial structure of the scale and subscales for appreciation at work show a satisfactory fit in exploratory as well as confirmatory factor analysis. The two subscales were performed, and they had a high internal consistency (Cronbach’s alpha of .91 and .88 in study 1 and .91 and .85 in study 2). As expected, they were correlated with one another (r = .31 and r = .53), and the total scale also displayed high alpha’s as well (α = .89 and .91). Correlations between appreciation and well-being were in the proposed direction. Regression analyses (controlling for age and gender) revealed that supervisor’s appreciation explained more variance in two out of three indicators of well-being: feelings of resentment and job satisfaction. Unexpectedly, appreciation by colleagues explained more variance in self-esteem than supervisors’ in both samples.

Conclusions: Our appreciation scale has good psychometric properties, and it displays associations with indicators of well-being as expected. Our results are in line with our theoretical position that appreciation is of pivotal importance for people at work. Further research should focus more strongly on this variable; investigate it in different contexts, and with longitudinal designs. Furthermore, future research might include a third source of appreciation, that is, clients (Jacobshagen & Semmer, under review).
THE INFLUENCE OF BREAST CANCER TREATMENT ON COGNITIVE ABILITY AND EMPLOYMENT PATHWAYS

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2Department of Psychology, Goldsmiths, University of London, United Kingdom
3Nottingham University Hospitals NHS Trust, City Hospital Campus, Nottingham, United Kingdom
4School of Psychology, University of Plymouth, Drake Circus, Plymouth, United Kingdom

Objectives: The proposed study has two broad objectives: (i) To examine the employment outcomes of breast cancer chemotherapy patients over a longitudinal period in the UK and (ii) to explore the role of chemotherapy induced cognitive dysfunction on return to work.

Methods: Female breast cancer patients are currently being recruited from an oncology clinic at a NHS Trust in the Midlands (UK). To be eligible for study enrolment, patients have to fulfil the following criteria: a) to be employed, or to have been in employment for >18.5 hours (2.5 days) per week at the time of breast cancer diagnosis; b) to have a primary cancer diagnosis and; c) to speak fluent English. The study is of a longitudinal (approximate duration 1 year) repeated mixed-measures design. Participants will act as their own control. To monitor the effect of chemotherapy on cognitive function and employment pathways over time, each participant is assessed on three separate occasions (baseline, mid chemotherapy and upon completion of chemotherapy). During each assessment participants are asked to complete a battery of eight cognitive tasks, which cover a broad range of functions. Upon completion of the cognitive battery participants are given a questionnaire comprising of pre-existing, well validated measures concerning the side effects of chemotherapy treatment and work related issues.

Results: Data collection is currently in progress. However, based upon preliminary analysis of the sample to date, it is expected that those receiving chemotherapy will experience deficits in their cognitive ability. Furthermore, self awareness of this deficit will affect perceived cognitive functioning and therefore influence decisions regarding maintaining or returning to employment. It is envisaged that by the time of the conference 40 participants will have completed the study.

Conclusions: The findings will build upon and enhance existing knowledge between the effects of chemotherapy on cognitive functioning. Moreover it will provide a novel insight into how chemotherapy induced cognitive dysfunction can affect ability to work. The findings will also help to facilitate better support for breast cancer survivors, helping to restore them to their desired level of work function and economic productivity. The ultimate goal of the research is to aid the development of work-place policies to assist work resumption, and workplace re-integration among breast cancer survivors.
BIOGRAPHICAL COUNSELLING AND THERAPY
FOR A DEEPER UNDERSTANDING OF WORK DISSATISFACTION, PERSONAL VOID AND PROMOTION OF OCCUPATIONAL HEALTH

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Deeksha Foundation’s Centre for Psychological Consulting and Services
Hyderabad, India

Objectives: To share the experience of working with individuals going through dissatisfaction and distress despite apparently leading successful lives. With the belief that this knowledge may help alleviate the sense of emptiness, that may give rise to difficulties in many facets of life, either in the form of changing some decisions or developing the ability to live with the decisions. To guide individuals to gain a deeper understanding of their own personal/professional goals and ambitions.

Methods: Confirmation of the knowledge based on at least 30 complex cases with individual biography study and counselling and therapy. Common factors being age (mid-thirties and early forties) the similarity of complaints (symptoms of feeling empty, low work and personal dissatisfaction etc) and individuals who were amenable to the concept of spirituality. One detailed case study to be presented as an example.

Results: All of them have gone back with a deeper understanding of their own individual life patterns and sense of purpose towards what they understood as their individual destiny paths.

Conclusions: It can be easily concluded that those who are open to the spiritual-scientific approach of anthroposophical psychotherapy and its tool of Biography study, counselling and therapy can benefit from the overall experience.
INTEGRATING THE ASSESSMENT OF WORK STRESS IN PATIENTS UNDERGOING CARDIOVASCULAR CATHETER EXAMINATION INTO ROUTINE CLINICAL CARE

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²Innsbruck Medical University, Center of Internal Medicine, Dept of Cardiology

Objectives: To assess level of work stress in patients with cardiovascular diseases at the beginning of clinical care to enhance early behavioral treatment approaches.

Methods: We performed clinical interviews and asked 77 patients who underwent catheter examination for completing questionnaires (Areas of Worklife Survey AWS, Maslach-Burnout-Inventory, MBI) to assess workload. After interviews the level of job strain was rated in 3 categories (low N=27, moderate N=26, severe N=24) and we performed 2-tailed correlations (Pearson) using subscale scores of the instruments (SPSS 15.0).

Results: Highest correlations between interview and AWS were found for the dimensions workload (r=-.536) and community (r=-.509); followed by fairness (r=-.355) and reward (r=-.386). In the MBI we had the highest correlation with the interview rating for exhaustion (r=.536), followed by cynicism (r=.367) and efficiency (r=.329, all mentioned correlations were significant on the .01 percent level).

Conclusions: High correlations between a clinical interview and the AWS and MBI in cardiovascular patients seem to justify the development of a (computer-adaptive) questionnaire screening method for selecting patients with high job strain in routine clinical care.
Objective: The goal of this work is to describe a methodology to assess the safety culture, centered in work meeting observations. Moreover, to assess the validity of the information regarding the safety culture, and more exactly, regarding the five dimensions of safety culture collected in INSAG (1991), we have applied this methodology in an organization. Observation of natural work meetings has two advantages compared to other usual or common methods in safety culture testing. First, it is a non-intrusive method of data collection, and it allows having more access to real culture, through observation of culture in action. Second, the application of this method in a real company has allowed us to test if these advantages are true. This methodology is part of a larger proposal to test safety culture that takes into account the use of other two evaluation techniques, such as questionnaire and semi-structured interviews.

Method: In order to achieve our goal, in the first place we will deal with the reasons for choosing this methodology to study safety culture. In the second place, we will describe in what consists this methodology, referring to which model of safety culture is used, which aspects were observed to be able to extract conclusions related to safety culture, what is the nature that work meetings to be observed have to have, how many people participate in the observation and which is the role of each one of them, among other issues.

Results & Conclusions: In the third place, the main results that were observed after its application in a nuclear plant will be discussed. Finally, we will outline a synthesis of main conclusions.
STATE OF THE ART OF SAFETY CLIMATE

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Objectives: Safety climate has shown its potency as predictor of safety related outcomes in organizations. Study of safety climate has been extended to several sectors: energy (Mearns, Flin and Whitaker, 2001), health (Naveh, Katz-Navon & Stern, 2005), manufacturing (Zohar, 2005), among others. Due to it, we consider that it is necessary to carry out a state of art of safety climate. The goal of analysis of research of safety climate is to show the last studies carried out in this area, as well as, to make an effort of synthesis and analysis to clarify safety climate and to show main antecedents (leadership, supervisory actions, safety practices and procedures, formalization process among others) and main consequences (safety behaviour, injury report, accident, near misses, treatment error in health and OCB). We explain relationship between safety climate and safety behaviour from point of view of psychological theories as social learning (Bandura & Walters, 1963), Leader-member exchange (Dansereau, Graen & Haga, 1975), Expectancy theory (Vroom, 1964) and role theory (Katz & Khan, 1966); which show psychological mechanisms which operate into employees.

Method: Moreover, after analysing 30 studies, we synthesize factors into three dimensions: organization safety commitment, employee safety implication and perceived physical risk.

Results & Conclusions: At the end, we show some examples of questionnaires which measure safety climate.
THE DANISH WAY– A NATIONAL STRATEGY FOR JOB STRESS PREVENTION

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The Danish Working Environment Authority, Denmark

Objective: Job stress is a known contributor to physical and psychosocial health problems as well as an increasing economic burden for enterprises and society as a whole. Furthermore, many enterprises experience job stress as challenging to address. To strengthen and qualify work on job stress prevention, the Danish Government has launched a national strategy. Part of the strategy consists of increased inspections by the Danish Working Environment Authority (DWEA) aimed at assessing health and safety risks concerning job stress and job related violence.

Methods: 25 sector specific guidance tools have been developed to help DWEA inspectors assess job stress risks in all Danish enterprises. Based on recent research (COPSOQ, NRCWE 2003) the guidance tools consist of the three most important risk factors in each sector. E.g. in the social sector (e.g. hospitals, schools, retirement homes) where DWEA address Quantitative demands, Emotional demands and Work related violence, as well as important preventive factors, e.g. information and social support from management, Influence/Control and Training. In addition, enterprises with identified stress related health or safety risks are offered extra guidance by DWEA on how to make qualified action plans.

Results: During the first year of the strategy there has been a 150% increase in the amount of improvement notices issued regarding job stress and job related violence. The tools have increased the comprehensibility of the improvement notices as well as reduced DWEAs time consumption per enterprise. Furthermore, many enterprises with job stress problems have asked for and received DWEA guidance regarding action plans.

Conclusions: The guidance tools seem to be a suitable and efficient way of assessing the health and safety risks concerning job stress and job related violence thereby allowing the DWEA to detect more of the existing problems. Continuous challenges projected for the strategy include e.g. qualifying all DWEA inspectors in proper use of the tools and continuously refining the tools based on further research and experiences from practice.
PSYCHOSOCIAL FACTORS IN THE CONSTRUCTION WORK: A COMPARATIVE STUDY

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WONT Research Team. Universitat Jaume I, Spain

Objective: The main objective of this study is to analyze the psycho-social factors in the construction work. Construction workers have high probability of suffering injuries and being involved at work-accidents. Traditionally, research referred to risk prevention in construction industry has been limited to study physical, technical and management aspects; however recent research shows the importance of psychosocial factors in the security, confirming that the mere intervention in technology or management strategies do not decrease the rate of occupational accidents (Espluga, 2006). This study takes into consideration that these risks could be produced by not only technical problems but also psychosocial features. In this sense, this study tests the differences between the psychosocial factors perceived by a construction workers’ sample and the psychosocial factors perceived by a heterogeneous workers one.

Method: Based on the Job Demands-Resources model (Demerouti, Bakker, Nachreiner, & Schaufeli, 2001), a new reduced version of the RED (Resources-Emotions/experiences-Demands, by WoNT Research Team, 2004) questionnaire was created (RED-CONS) to assess construction workers’ psychosocial factors. The administration of the questionnaire was done face-to-face by trained interviewers. The final sample was composed by 228 construction workers (100% men; Mean age: 39.62, S.D.: 11.89) from 10 different construction companies. 41 of them were foreigners and 120 had a temporary contract. The data of this sample were compared with a heterogeneous one composed by 634 Spanish workers from different occupations using descriptive analyses and ANOVA’s.

Results: Results show that construction workers perceive significatively less job demands (i.e., quantitative and qualitative overload, role ambiguity, and routine) but also less job resources in all (i.e., autonomy, feedback, technical support) except on transformational leadership, since construction workers showed higher ratings than the heterogeneous sample. Regarding to the levels of well-being is the construction sector which shows higher levels of engagement (i.e., vigour, dedication and absorption). No differences were found in negative occupational health indicators (i.e., burnout).

Conclusions: Results show that, generally speaking, both construction workers’ sample demands and resources are lower than the heterogeneous sample’s one. In this case, it seems that the construction workers are located in the so-called “passive job” (Karasek, 1979), with low demands and low resources. However, against what expected, their work engagement is also higher. It could be because of the specific characteristics of construction work, as the high physical demands might be related to high engagement. Practical implications of these results and future research are discussed.
HOW EFFICACY BELIEFS PREDICT WORK ENGAGEMENT AND PERFORMANCE

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Objective: The objective of the present study is to analyse the role of efficacy beliefs (i.e., self-efficacy and perceived collective efficacy) as a predictor of psychosocial well-being (engagement) following the Dual Self-efficacy Model of Bandura’s Social Cognitive Theory. This model, based on efficacy beliefs, is an extension of the “Dual Process Model”, in which only positive results are considered. That is, when high efficacy beliefs predict high resources and, in turn, influence engagement and work performance.

Method: In order to achieve our objective, Spanish construction workers (n=228), aged between 16 and 64 years (M=39.8, Sd=11.2), responded to a semi-structured interview which was designed by the Wont Research Team for the construction industry. Information was collected in the workplace. Using the AMOS computer program, structural equation modelling analyses were done to validate the research model.

Results: The analyses empirically supported our model, that is, the predicting role that self-efficacy plays in the perception of job demands (i.e., quantitative overload, routine and role conflict) and job resources (i.e., autonomy, feedback and interpersonal relationships), which in turn leads to engagement and performance. These analyses also showed a direct relationship between collective efficacy and performance.

Conclusions: The results confirm that self-efficacy plays a predicting role in the perception of demands and resources in the Dual Model, but not of collective efficacy. Engagement is predicted by self-efficacy via available job resources but not via demands. This may be due to the fact that the difference between hindrance and challenge demands in the research model has not been considered. Thus, self-efficacy shows a positive relationship with resources which, in turn, lead to engagement and performance, unlike collective efficacy since it presents no relationship with demands and resources, and is directly related with performance. In fact, 18% of performance is accounted for by engagement and perceived collective efficacy.

The model also reveals a positive, high and significant relationship between self-efficacy and collective efficacy to coincide with the SCT (Bandura, 1997), which affirms that, besides the group’s cooperative capabilities, collective efficacy is strongly related to individuals’ self-efficacy beliefs. Thus, from the positive psychology perspective, this study emphasizes the role that self-efficacy and perceived collective efficacy play in explaining engagement and work performance, and promotes positive psychological and organisational results.
THE BURNOUT SYNDROME IN SOLVENIAN P.E. TEACHERS

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¹University of Ljubljana, Slovenia
²America Chamber of Commerce Slovenia

People, working in profession with intense involvement with other people, are continuously exposed to factors that threaten their psycho-physical stability. The chronic stress finally leads to burnout, a state of physical and emotional exhaustion as well as attitudinal change. Among others, teacher profession is one of the most threatening. Burnout syndrome has a large negative influence on teachers’ state of mind and consequently on pedagogical work and educational process.

Objective: In Slovenia, the burnout syndrome has not been thoroughly researched among teachers yet, and there is no study among PE teachers. The aim of this work is to explore the burnout syndrome among Slovenian PE teachers, focusing on the impact of socio-demographic factors, stressors and strategies for coping with stress.

Method: The pilot study sample consists of 54 PE teachers, selected on voluntary basis. They answered the questionnaire, consisted of 4 parts: (1) personal data and data about the work environment, (2) Maslach burnout inventory, which assesses emotional exhaustion (feeling drained and tired), depersonalization (impersonal response toward students) and personal accomplishment (feelings of incompetence and ineffectiveness), (3) stressors scale and (4) strategies for coping with stress. The basic statistical analyses were conducted, followed by the comparison with research results of Slovenian and some other foreign countries.

Results: The results show that Slovenian PE teachers are less burnt out than Slovenian teachers in general; the statistical differences are significant. We assume that those differences relate to different personal traits and different strategies for coping with stress. The majority of PE teachers listed as strategies for coping with stress sport activities, psychological relaxation (SPA, meditation, talking about problems with important others...) and good preparation for classes. Nevertheless, the assumption cannot be confirmed because no research has been done yet in that direction. The most influential stressors for PE teachers are the complex and demanding work, students’ bad working habits, involvement in different obligations at once, educational reforms and great responsibility for others. Further research of prevention programmes are pointed out.

Conclusions: In our further work will be included: (1) the development of the appropriate stressors scale, (2) main research on whole teacher population, (3) second analyses of factors of burnout syndrome (developing the model), and (4) the development of appropriate preventing actions against burnout in teachers.
BURNOUT, ENGAGEMENT AND SLEEP PROBLEMS IN PHYSICIANS FROM SPANISH EMERGENCY HOSPITALS STAFF

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The present study is a part of a research supported by Spanish Society of Health Emergencies. The scientific literature shows relations with some Burnout scales but there isn’t more articles that informed the consequences of positive experience feel at work, it’s possible these positive emotions at job offer an emotional protection in sleep problems.

Objectives: We analyse the relation between Burnout and Engagement scales with start and keep sleep problems in physicians.

Method: The design research is a cross pilot study. The sample is composing by 40 physicians from urgencies medical services. 60% are men. The mean age is 38.4 (DS: 8.39). Most of them are married (45%). 30% of staff is civil servant and 55% in the last month communicated that work at least 6 times in shifts of 24 hours. The mean of experience years in urgencies is 9.82 (DS: 7.85). Questionnaires: ad hoc items to asses start and keep sleep problems and sociodemographics and job demands. MBI-GS (Salanova & Grau, 1999) to assess Burnout and UWES (Schuafeli & Bakker, 2003) to asses Engagement. We analysed internal consistency, descriptive statistics and correlation.

Results: Cronbach`s levels are adecuated (Nunally & Bernstein, 1994) to: Emotional-Exhautation (.80), Cynicism (.81) and Lack of Professional Efficacy (.77) of MBI-GS; and Vigor (.74), Dedication (.80), but moderately lower in Absortion (.65) to UWES. Data shows significative and negative relations between Emotional-Exhaustion (r=-.48; p=.002), Cynism (r=-.39; p=.015) with keep sleep problems in physicians.

Conclusion: In general, our findings are similar with other studies. It’s necessary increase the sample size, we hope that increase sample size in research, enable to learn us the effect of positive emotions (i.e. Engagement) have in decrease sleep problems consequences and Burnout.
SAFETY CLIMATE AND ACCIDENTS AMONG CONSTRUCTION WORKERS: THE ROLE OF LEADERSHIP AS A MEDIATOR

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Objectives: Many studies have documented the negative influence of a poor safety climate on occupational accidents (e.g. Johnson, 2007; Neal, & Griffin, 2006), and others have shown that the positive effect of leadership on safety results is mediated by safety climate (Barling, Loughlin, & Kelloway, 2002). Within this framework, the effect of positive leadership, as part of a general climate, on a specific kind of results, such as safety records, should be mediated by a specific climate, the safety climate. This study explores the opposite view: positive leadership is considered as a condition of the efficacy of safety climate. Therefore, positive leadership should be considered as a mediator in the relationship between safety climate and safety outcomes.

Method: Using the Baron and Kenny (1986) analytic framework of mediation, we assessed whether leadership mediates the relationship between safety climate and two safety outcomes, micro-accidents and quasi-accidents.

Results: The proposed relationships are tested at the group level using a sample of 859 Spanish construction workers belonging to 111 groups. Safety climate is negatively associated with micro-accidents (b=-.34, p<0.001) and leadership (b=.54, p<0.001), but when controlling for leadership, the relationship between safety climate and micro-accidents becomes non-significant (b=-.12, p=.227). Safety climate is also negatively associated with quasi-accidents (b=-.34, p<0.001), but when controlling for leadership, the relationship between safety climate and quasi-accidents becomes non-significant (b=-.12, p=.229).

Conclusions: The results supported the hypothesis; that is, leadership fully mediated the relationship between safety climate and the two accident measures. These findings support the key role of positive leadership as an active instrumental condition of safety in the construction sector: while safety climate implies a positive perception of the organizational safety response, the effect of this response on the safety results depends on positive leadership.

Acknowledgements: This paper was developed within the CONSTOOLKIT Project, [BIA2007-61680], which focuses on the development of safety intervention tools for the psychosocial factors related to accidents in the construction sector. Financial support was provided by the Ministerio de Educación y Ciencia (España) and The European Regional Development Fund (ERDF - FEDER).
Safety climate is a multidimensional construct that includes shared perceptions with regard to safety policies, procedures and practices (Zohar, 2003). Safety climate is related to important safety outcomes, such as workers' unsafe behaviours and accident data (e.g., Hofmann, & Stetzer, 1996; Johnson, 2007; Neal, & Griffin, 2006). Therefore, this construct has been considered an indicator of the organizational safety level with an important preventive value (Flin, Mearns, O'Connor, & Bryden, 2000). The preventive importance of safety climate has encouraged the development of studies designed to explore its dimensionality (e.g., Zohar, 1980; Evans, Glendon, & Creed, 2007). Several literature reviews have identified certain representative dimensions (e.g., Clarke, 2000; Flin, et al 2000; Seo, Torabi, Blair, & Ellis, 2004). However, there has been some disagreement about the existence of a generic factorial structure, and the occupational sector has appeared as one of the variables that explain differences across studies (Guldenmund, 2000).

**Objective:** Some important characteristics of the construction industry are its idiosyncratic organization of jobs, tasks and contexts and its unacceptably high accident rates (Lundholm, 2004; Karjalainen, 2004). Therefore, the construction industry can be considered an interesting sector for the exploration of the safety climate factorial structure. The objective of this study is to explore this structure in a Spanish sample of construction workers.

**Method:** The sample was composed of 911 Spanish construction workers who voluntarily participated in the study. Data was obtained during professional training sessions given by a Spanish occupational foundation. The majority of the participants were male (91%), with ages between 30 and 39 years old (41,6%) and less than 29 years old (33,1%). They perform the following construction jobs: bricklayers (20,3%), mates (11,1%), specialized jobs (17,9%), drivers (10,4%), bosses (13,4%), clerks (3,7%) and highly skilled technicians (23,1%). The construction workers filled out the 28-item safety climate HERC Questionnaire. This questionnaire is based on the psychosocial model of work accidents (Meliá, 2004a). Therefore, it was designed to measure the Organizational Safety Response (OSR), the Supervisors' Safety Response (SSR), the Co-workers' Safety Response (CSR), the Workers' Safety Response (WSR) and the Perceived Probability of Accidents (PPA).

**Results:** A principal components analysis with varimax rotation made it possible to identify five factors explaining 69.69 % of the total variance. The first factor explains 16.63% of the variance, and it consists of the eight items related to PPA (alpha=0.88). The second factor explains 14.13% of the variance, and it is made up of the five items related to SSR (alpha=0.91). The third factor explains 13.99% of the variance, and it is comprised of the five items related to CSR (alpha=0.93). The fourth factor explains 13.56% of the variance, and it consists of the five items related to OSR (alpha=0.83). The fifth factor explains 11.33% of the variance, and it is composed of the five items related to WSR (alpha=0.91).

**Conclusions:** The factorial structure identifies the five issues considered in the development of the questionnaire, and these dimensions also coincide with some of the dimensions identified in literature reviews (e.g., Seo, et al. 2004) and in previous studies using this instrument with other samples (Meliá, 2004b). The results of the study provide evidence for the consideration of these dimensions as useful safety diagnostic indicators, in order to assess safety and develop effective safety programs in the construction sector.

**Acknowledgments:** This paper was developed within the CONSTOOLKIT Project, [BIA2007-61680], which focuses on the development of safety intervention tools for the psychosocial factors related to accidents in the construction sector. Financial support was provided by the Ministerio de Educación y Ciencia (España) and The European Regional Development Fund (ERDF - FEDER).
EXAMINING SELF AND OBSERVER RATINGS OF PERSONALITY AS PREDICTORS OF SEXUAL HARASSMENT VICTIMIZATION

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Objectives. Sexual harassment (SH) in the workplace is a problem that, with its considerable negative outcomes for both the target and the organization, has only recently been studied from an organisational psychology perspective. Unfortunately, unwanted, offending sex-based behaviour is relatively common. An estimated 40-50% of women in the European Union, as well as the United States have experienced SH in the workplace (European Commission, 1998; U.S. Merit Systems Protection Board, 1997). Targets of SH experience strain, such as low levels of job satisfaction, a decrement in health outcomes and health satisfaction, and an increase in psychological distress. These strains lead to negative organisational outcomes as well, such as job and work withdrawal (Fitzgerald et al., 1997). Recent meta-analytical research on workplace victimisation has lamented the lack of research examining the role of personality characteristics in victimisation (Bowling & Beehr, 2006). Specifically, the objective of this paper is to examine whether self and coworker ratings of personality are predictive of those most ubiquitous forms of SH, such as inappropriate jokes, comments, and gestures. In particular, we are interested in agreeableness, neuroticism, and narcissism because they represent three of the most visible individual difference variables.

Methods. One hundred seventy-nine full-time U.S. employees from a variety of occupations and industries were surveyed. Each participant asked a coworker with whom they frequently interacted to provide information about the primary participant. The participants and their coworkers were primarily female, and were racially and ethnically diverse, representing a variety of industries and occupations. Sexual Harassment was measured using an 11-item version of the Sexual Experiences Questionnaire – Department of Defense (SEQ-DoD; Bastian, Lancaster, & Reyst, 1996). Participants and their coworkers (answering items about the primary participant) completed the agreeableness and neuroticism scales available from the International Personality Item Pool (IPIP; Goldberg, 1999). The narcissism scale used in this study was Raskin and Terry’s (1988) Narcissistic Personality Inventory (NPI).

Results. Hierarchical multiple regression analyses were performed with gender and age as a covariate in the first step of every model test. Hypothesis 1 proposed a negative relation between agreeableness and SH, and was supported for both self and coworker reports of agreeableness ($\beta$’s = -.32 & -.21, $p$’s <.005). In partial support of Hypothesis 2, only self-reported neuroticism was positively related to SH ($\beta$ = .16, $p$ <.04). Similarly, self-reported narcissism was positively related to SH ($\beta$ = .17, $p$ <.03), which partially supports Hypothesis 3.

Conclusions. Clearly, there are characteristics of the victim that may play a larger role in the experience SH than previously have been recognized. By identifying that individuals who are low in agreeableness and high in neuroticism and narcissism may be more likely to experience and report SH does not excuse the behavior, nor does it place any blame on the feet of the victim. Rather, we seek to identify all of the possible predictors that play a role in such dreadful behaviour.
PERSONALITY, WORKPLACE BULLYING AND HEALTH AMONG LATIN-AMERICAN IMMIGRANTS

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Objectives: Research on workplace-bullying has traditionally been focused on work-related stressors and contextual factors. However, this relationship seems more complex than expected, where personality and individual factors may influence this relationship. In this study we tried to assess damages on health that were derived from workplace-bullying, based on a theoretical model that considers personal and organizational variables.

Methods: Through a self-questionnaire methodology, the sample consisted of 279 Latin-American immigrants living in Spain, aged 18–55 years (mean=34.0, SD=5.8). First, the theoretical model was assessed with equation regression modelling analyses. Subsequently, the hypothesized mediation effect of the personal variables social disadaptation and social anxiety was analyzed.

Results: The general model showed good fit indices that ranging from .938(NNFI) to .950(CFI)(SRMR .046). As regards the mediation analyses, bullying, social anxiety, social disadaptation and health complaints were significantly correlated (p<0.01), after controlling for age and sex. Path modelling showed that social disadaptation fully mediate the effects of workplace-bullying on health, whereas social anxiety only partially mediates the association between bullying and health.

Conclusion: The findings were related to an integrated model of health considering organizational and personal factors. It is important to remark the lack of attention of bullying research on immigrants’ population, wherein the study of mediation effect of socio-cultural adaptation becomes relevant. These results should be considered in future prevention and intervention programs.
SOCIAL REPRESENTATIONS OF PSYCHOSOCIAL RISK IN A GROUP OF WORKERS: USE OF A GRAPHIC METHOD

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Social Representations (SRs) coordinate the various elements of the social environment, making them coherent and thereby conferring meaning on human behaviour, integrating it within a more articulate and extended system of relationships (Marini, De Simone, 2002). In relation to the workplace, they may be conceived as a system of interpretation which allows individuals to understand better a complex and often little-known world; each representation arises also from the totality of information which individuals receive from the environment and which they subsequently re-elaborate within the various social groups to which they belong.

Objectives: The central aim of this study was to outline the "images"or representations shared by the interviewees on the theme of the "world of work", using a non-verbal method (iconic/visual). Specifically, analysis took place of the drawings created by the subjects interviewed, in order to understand the world of work as perceived and experienced by the workers. In other words the aim was to identify the constellations of knowledge, beliefs, attitudes, emotions and behaviours of these workers in relation to their world of work.

Methods: The survey involved the analysis of the drawings created by a group of workers who participated in the educational laboratory on psychosocial risks, organised by the Italian National Institute for Occupational Safety and Prevention (ISPESL) on the occasion of the European week 2007 campaign "Lighten the load", promoted by the European Agency for Safety and Health at Work and dedicated to musculoskeletal disorders (MSDs). 100 drawings were collected, of which 80 were accompanied by personal-social data. The descriptive data of the sample reveal a population consisting predominantly of women (55.0%), with an average age of 38 years (s.d.=10.02).

Analysis of the graphic/pictorial subject matter was carried out in two phases: in the first phase, four independent experts identified the categories which emerged from a set of 25 drawings, randomly extracted from the whole sample. In the second phase, further two independent experts identified the presence/absence of each category in the drawings of the sub-sample and, subsequently, in the whole set of drawings. This approach allowed to identify the characteristics attributed by the subjects to their world of work.

Results and Conclusions: Analysis of the two independent experts revealed that there were 12 predominant categories of SRs, with an inter-expert agreement (Cohen's $\kappa = 0.71$), which indicates "excellent" according to the Landis and Koch classification (1977). The categories of SRs are articulated into either positive dimensions (positive communication with colleagues, computerisation/usability, well-being, satisfaction, collaboration, ambient comfort) or negative dimensions (isolation, inflexibility, emotional emptiness/distance, no chance of career development, harassment, confusion). From the point of view of effective primary prevention in the work environment, this qualitative method could supply an additional possibility of examining the relation between the emotional dimension and work, which is an important basis for the relationships in the working environment, which are fundamental in order to promote conditions of well being.
THE ROLE OF STRESS RESISTANCE IN MARINE NAVIGATORS’ OCCUPATIONAL ACTIVITY

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Objectives: The aim of the work presented is to study psycho-physiological aspects of occupational stress resistance (SR) in navigators. This is a fragment of research project by psycho-physiological investigating of occupational activity of Ukrainian navigators and sea pilots.

Methods: Experimental method of SR integral estimation by the results of complex psycho-physiological investigation. We have determined groups with low, middle and high level of SR. 230 persons – senior understudy officers, masters, and sea pilots, have been examined.

Results: They have revealed dependence of SR level with age and professional success of navigators. In the group of masters below 40 y.o. a minimum of persons with low SR (1%) and the highest SR (59%) has been marked. This index was 10 times higher than in the group of senior understudy officers. We suppose that their high SR was an important factor of their career progress. The majority of masters and sea pilots under investigation aged from 40 to 60 y.o. In this age group the level of high, middle and low SR constituted 26%, 58% and 16% among masters and 45%, 48% and 7% among sea pilots, correspondingly. In the group of masters over 60 y.o. they observed increase of high SR (50%), decrease of middle SR (25%) and a promoted increase of persons with low SR(25%). The analysis of the results obtained allowed to highlight factors connected with the decrease of professional SR in navigators, (1) presence of somatic diseases, (2) individual and constitutional features by weak type, (3) disturbance of social-and-psychological adaptation and (4) deficiency of professional experience.

Conclusions: (1) High SR is one of the principal essential qualities determining effective and accident-free activity of marine navigators and pilots. (2) SR refers to category of qualities building up in process of activity and training; and it is necessary to consider it providing navigators and pilots for psycho-physiological assistance. (3) Timely revealing of the persons with low SR in navigators and sea pilots and implementation of specific measures of its increase will favour safe, effective activity, safety of navigation and preservation of professional longevity of specialists.
STRESS, BURNOUT AND EMOTIONAL DISORDERS IN A WORK CONTEXT: CREATION OF A PORTUGUESE INSTRUMENT

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Comprised in a 4-phase project (Construction; Validation; Verification; and Assessment), and previewed for final presentation next December 2008, the authors present the first two phases of a work to create an assessment test of "Stress, Burnout and Emotional Disorders at work", specific for the Portuguese reality. With this, we also aim to contribute for the development of an intervention model on the present constructs, in more than one labour environments (global perception of activities within work, health, business, public administration, prisons and education). In this approach a first version of the proposed instrument is presented, outlining the results coming from bibliographic researches about constructs, of the setting up of related describers marked by the specialists as nuclear for the indicated measures, as well as of those of which the pre-existing instruments, although created for other cultural realities, are preponderant to carry out the measures identified as nuclear in this project. Also revealed here are the preliminary results coming from the first calculations of the metric qualities (validity and fidelity), resultant from "phase 2", bearing in mind the results obtained upon application of the tests identified as concurrent to the one being created, as well as the first results of the application of the test under development now.
DOES THE “RIGHT PERSONALITY” PROTECT PUBLIC SAFETY PERSONNEL IN INCIDENT RESPONSE?


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Objectives: Recent highly-publicized incidents have led governments to increasingly implement policies designed to enhance public safety. In the U.S.A., the Department of Homeland Security has produced numerous organizational and regulatory mandates, some of which have focused on inter-agency coordination for responses to both routine and emergency incidents. Unfortunately, these policies have focused more on equipment than on personnel issues. People working in incident response face many demands from the environment, other responders, and victims. Even small incidents have grave consequences if the responders make mistakes. For instance, when responders are tasked with removing a traffic incident from a major highway, they must act quickly and safely to avoid injury to responders and motorists on the highway. If responders fail to make the appropriate decisions and coordinate with all involved agencies, response will be slower, increasing the possibility of secondary accidents, traffic congestion, or further injury. This example of a relatively minor incident illustrates the stress potentially associated with every incident response effort. According to stress researchers, continual job demands paired with insufficient job resources result in negative outcomes, including decreased psychological well-being and performance (e.g., Demerouti, Bakker, Nachreiner, & Schaufeli, 2001). Public safety officials certainly face numerous job demands, and whereas their agencies strive to provide the appropriate resources, one resource that employees inherently possess may help them avoid the negative effects of stress the most; that is, personality. Trait Activation Theory suggests that specific situations activate specific personality traits (Tett & Burnett, 2003). Personality traits act as resources that affect responses to situational demands. In line with the notions underlying Trait Activation Theory, we conducted this exploratory study in an effort to identify traits that predispose public safety workers to effectively handle stressful public safety response situations. We propose a preliminary “right personality” profile for this type of working environment (i.e., fit) and assess the effect of fit on personal well-being and performance.

Methods: We are in the early stages of a research program. So far, we have conducted 56 semi-structured interviews of groups and individuals in government agencies involved in incident response. We included individual contributors through the hierarchy up to directors. Functions included emergency management personnel, law enforcement, and traffic managers. Additionally, we observed 15 planning and operations meetings among representatives of the same government agencies and have collected an initial dataset using a survey distributed to 40 emergency operations center workers and their respective supervisors.

Results: Three factors from the Big Five framework of personality summarize the most commonly mentioned personality traits in our interviews (Barrick, Mount, & Judge, 2001). Along with their most relevant sub-factors, they are Conscientiousness (e.g., dependable, achievement-oriented, planful), Emotional Stability (e.g., calm, self-confident, especially under pressure), and Extraversion (e.g., sociable, ambitious).

Conclusions: Security threats impose many demands on those who protect the public. Based on our interviews and observations, we propose that possessing an appropriate personality profile will protect first responders from detrimental personal well-being and stress. Specifically, when public safety personnel are higher on Conscientiousness, Emotional Stability, and Extraversion, they are likely to have more resources with which to deal with demands, and therefore avoid negative consequences to their personal well-being.
A STUDY OF CULTURAL FACILITATORS AND BARRIERS IN THE IMPLEMENTATION OF HEALTH & SAFETY SYSTEMS

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Objectives: Current research into organisational change processes emphasise the key role of organisational culture as a critical barrier in the implementation of new systems. Therefore, an important task is to identify and evaluate cultural facilitators and barriers in the development of a learning organisation and knowledge management system (KMS). A main aim of this study has been to explore a group of critical culture characteristics that can facilitate these organisational changes. Specifically, the purpose of this paper is: (a) the identification of potential individual, group and organisational facilitators and barriers for implementation of new health and safety systems in aviation companies; and (b) the development of an evaluation and implementation cultural model to evaluate the key organisational characteristics required for a successful change process.

Method: The sample was composed by 81 pilots and managers from six companies. A group of relevant indicators related to innovation and learning was identified that could permit to evaluate implementation culture in organizations, such as: Organisational and individual values; Organisational Practices and Policies; Organisational Trust, and Proactive Climate. A number of semi-structured exploratory interviews were developed along with the Individual Values Scale and run between February 2006 and November 2007. The first set of interviews had fairly general objectives, and the next ones were developed focusing on those aspects about which more information was needed. So, each interview protocol was elaborated based on the literature review and the findings of the previous interviews. The main objective of the interviews to date focused on the identification of those characteristics of organisation that could facilitate or impede the implementation of change.

Results and conclusions: Overall more negative issues and areas for improvement were reported than positive ones. But it should be seen as a positive thing, in the sense that, these kinds of interviews, give staff the opportunity to verbalise their complaints about the problems they perceive in their organisations and provide the opportunity to suggest improvement alternatives. And also provide us, as action-researchers, a guide for organisational intervention aimed to change.
PERCEIVED POSITIVE IMPACT OF WORKPLACE FACTORS ON THE HEALTH OF NURSING STAFF IN LONG-TERM CARE FACILITIES

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Objective: A nursing staff shortage has led to a large body of research seeking to identify risk factors for leaving these jobs. The main body of this research focuses on negative aspects of work, both physical and psychosocial. Little research has focused on workplace factors which have a positive impact on nursing professionals, and how these factors might help retain nursing staff. The present effort analyzed qualitative data to identify workplace factors that nursing staff (primarily certified nursing assistants, licensed practical nurses and registered nurses, along with some occupational and physical therapists) perceived to impact their health positively in long-term care facilities.

Method: Nursing staff (N=557) in 13 long-term care facilities in the Northeast were surveyed prior to a workplace intervention. Open-ended questions were used to gather information on workplace factors perceived to have positive and/or negative effects on employees’ health. The positive aspects were obtained in response to the following survey items: “If you think there is something about your job or workplace that has a good effect on your health, what is it about your job or workplace that deserves credit?” (Part A) followed up by “What is the good effect on your health?” (Part B). A set of themes was developed for each item after reading through all responses. Surveys were divided between two coders who worked independently, and themes appearing in each survey response were then tallied. A total of 637 instances of themes were found. No single response had more than three themes. Inter-rater reliabilities were 91% (Part A) and 87% (Part B), both within the standard acceptable range.

Results: Interpersonal aspects of the job were most frequently cited to have positive health effects. The importance of interpersonal relationships was reflected in Part A by the indication of “Coworker teamwork/support” in 182 responses (29%), and “Relationship with residents” in 105 responses (16%). Example responses were “My coworkers, we all work well together and get along very well,” reflecting the beneficial effects of coworker teamwork and support; and “The feeling I get from the patients for counting on me in sickness and in health,” reflecting the benefits of a close relationship with residents. Themes in Part B showed that among nursing staff who felt their interaction with residents (patients) was good for their health, 44% felt this gave them “Satisfaction in life.” Among nursing staff who felt that coworker support and teamwork was beneficial to their health, the two main themes were “Reduction of stress” (14%) and “Assisting them in keeping healthy” (11%).

Conclusion: These findings shed light on opportunities for workplace interventions to help retain long-term care employees and provide insight on workplace factors valued by nursing staff. Results suggest that the health of nursing staff may benefit from interventions that focus on workplace factors which can promote effective teamwork among staff and opportunities for meaningful interpersonal contact with residents.
Background & Objective: According to Global plan of action on workers’ health 2008-2017 all workers should be able to enjoy the highest attainable standard of physical and mental health and favourable working conditions. In this connection the special attention is given preventive maintenance professional and is industrial the caused diseases, including caused by the stress leading to crises, depressions, to cardiovascular diseases, muscular-skeletal both other physical and mental infringements. Occupational stress can lead to strained, and frequently also to overstrained organism functional state of the leading stubborn psychological state that can be shown at physiological level, including at workers of modern offices. As is known, health of workers of brainwork-strained in many respects is defined by their psychological status caused, first of all, by nervously-emotional loadings during work. With a view of search of psycho-physiological parameters reflecting relationship between psychological status, of cardiovascular system state and intensity of brainwork, it has been carried out the analyses of the these systems basic parameters at workers of modern technical company office (with reception of the informed consent).

Method: Investigation group consists of 72 persons, 52 men and 20 women, middle age was 32.7±1.4 years, the average experience of work 11.9±1.3 years (men – 31.7±1.4 and 10.8±1.3; women 34.4±3.0 and 14.0±2.7, accordingly). The estimation of work intensity was carried out under principles developed in RAMS Institute of Occupational Health and standard in the Russian Federation by intellectual, touch, emotional loadings, degree of monotony and operating mode. The estimation of cardiovascular system state was carried out by measurements of changes of heat rate, blood pressure and calculation of integrated parameter - an index of functional changes (IFC) under R. Baevski. The analyses of psychological state was spent by evaluation of burnout parameters (strength, resistance and exhaustion), psychological non-adaptation questionnaire, scales of asthenic state, scale of Zung depression, MMPI questionnaire, life quality evaluation (SF-36 HEALTH STATUS SURVEY), situational and personal uneasiness by C.Spilberger method. The informative parameters reflecting brainwork degree are determined: scales of asthenic state and Zung depression, the situational uneasiness, separate parameters psychological non-adaptation, operative memory on numbers, parameters of cardiovascular system state. Burnout test, used for quantitative evaluation of psychological status under various degree of brainwork intensity, has shown its high informative ability, especially by psychological processes strength parameter.

Results: Presence of statistical significant positive correlation of IFC changes with burnout strength parameter, as in group a whole (r=0.40; p≤0.01), and in men subgroup (r = 0.35; p≤0.05); and insignificant negative correlation between IFC and resistance burnout parameter in women subgroup (r =-0.27). Use of the burnout test for quantitative evaluation of psychological status alongside with application of method of cardiovascular system functional changes index definition and intensity of work estimation allows to analyses adequately functional state under brainwork-strained at workers of modern offices.
JOB INSECURITY AS A COLLECTIVE PHENOMENON: JOB INSECURITY CLIMATE. A STUDY OF ITS ANTECEDENTS

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An important amount of literature about job insecurity has been developed during the last decades (Sverke, Hellgren & Näsvall, 2002). The majority of this literature has adopted an individual-analysis approach without taking into consideration social context. However, several authors have implicitly assumed that a job insecurity context existed in organizations where layoffs had been produced (ej. Brockner et al., 1994; Brockner, Wiesenfel & Martin, 1995). In this view, a new multilevel perspective on research of job insecurity has emerged. It suggests that job insecurity must be conceptualized at several levels given that job insecurity is not only an individual phenomenon but also a collective phenomenon. Concretely, this collective conceptualization of job insecurity has been named job insecurity climate. However, the scarce bunch of works that have studied job insecurity climate has mainly examined its consequences for employees and organizations. Consequently, the antecedents of this collective stressor have been left out. Indeed, we are not aware of any study that has investigated the possible determinants of job insecurity climate. Thus, the aim of the present study is to analyze the possible factors that determine job insecurity climate. In particular, organizational size, type of organization (private versus public), organizational consensus and sector were examined. The sample was composed by 650 employees, which were assembled into 29 Spanish organizations from three different sectors (ej: retail, food and education). The results showed that job insecurity climate was significantly determined by type of organization, organizational consensus and sector. Indeed, education sector is negatively related to job insecurity climate and organizational consensus, whereas it is positively related to type of organization. In conclusion, job insecurity climate is lower in public organizations than private ones, and especially in the education sector compared to other Spanish sectors. Finally, low organizational consensus also seems to improve low job insecurity climate.
THE DIFFERENT CONCEPTUALIZATIONS OF JOB INSECURITY AND THEIR INFLUENCE ON EMPLOYEES’ BEHAVIORS AND ATTITUDES

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Job insecurity has been identified as one of the most important stressors in current worklife. From a general perspective, this stressor has been understood as the threat of unemployment with a wide range of detrimental consequences for employees. Nevertheless, job insecurity has been conceptualized in several ways in the literature. It has been defined both as an objective and subjective phenomenon. The objective job insecurity refers to secure expectative about imminent job loss, such as temporary contracts; whereas the subjective conceptualization defends that job insecurity perception differs between employees even if they are exposed to the same situation. The majority of research has adopted a quantitative subjective definition compared to the new approach oriented to qualitative job insecurity. The qualitative perspective reflects the concern about the possible job loss, whereas the qualitative one refers to perceived threat of impaired quality in the employment relationship. Although the general assumption points out that job insecurity affects employees’ behaviors and attitudes, there seems to be a lack of data concerning if all these types of job insecurity have the same effects. Hence, the aim of this study is to examine if the different types of job insecurity influence employees’ behaviors and attitudes in the same way. The sample includes 370 employees from various Spanish sectors. The results show that quantitative job insecurity influence a wider range of employees’ negative behaviors (e.g. organizational deviance, perceived performance and intention to leave the organization) compared to qualitative or objective job insecurity. However, regarding employees’ attitudes, the results indicate that both quantitative and qualitative job insecurity negatively influences job satisfaction, organizational commitment and life satisfaction, whereas objective job insecurity seems not to be so detrimental. Thus, it seems plausible to conclude that the different types of job insecurity have different effects on employees’ behaviors and attitudes, being especially detrimental quantitative job insecurity compared to the others.
EVALUATING THE IMPLEMENTATION OF OCCUPATIONAL HEALTH AND SAFETY POLICY IN HONG KONG SCHOOLS

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Background and Objectives: Research conducted recently in Hong Kong showed that 99.5% of respondents who were teachers were suffering from work related illness (Hong Kong Professional Teachers’ Union, 2007). The previous focus within the literature was on establishing the need to adopt a risk management approach and produce guidance and legislation to improve health and safety at work (Cox et al., 2000). This is not enough in itself though. There is also a need to implement and evaluate this policy effectively. This is not being done very well currently, thus the current study seeks to review the occupational safety and health policies and services in Hong Kong schools and the implementation of such policies.

Methods: 10 policy makers from the Hong Kong Government (Legislative Council members) and 21 school stakeholders, who are representatives of the upper management (9 school principals) and the middle management (12 panel head teachers) from different secondary schools in Hong Kong were selected to participate in semi-structured interviews for this study. These were transcribed and subjected to Framework analysis.

Results: Preliminary analysis suggests that Hong Kong policy makers, secondary school Principals and panel head teachers responded differently in terms of understanding health and safety issues, importance of psychosocial issues and awareness of legislation and policy. Although most of the panel head teachers believed that health and safety was important, most had limited knowledge of the health and safety issues, psychosocial issues and legislation and policy. They reported receiving limited information from the government prior to the health and safety guidelines and services. In comparison, the school principals are more knowledgeable, particular in terms of government legislation and local policies in schools. Also, the majority of the school stakeholders found that the government has over emphasized the health and safety of students and thus neglected teachers’ needs. Further barriers to the promotion and implementation of occupational health and safety policy included the lack of resources and awareness.

Conclusions: These findings have important implications for providing the Hong Kong government with information on the effectiveness of implementation of occupational safety and health policies and services. In light of these findings, future avenues for understand the occupational safety and health outcomes in Hong Kong schools will be addressed in the next stage of the project.
INCIDENCE AND PREDICTORS OF WORKPLACE VIOLENCE AND AGGRESSION

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Objective: Research suggests that rates of workplace aggression are significantly higher than rates of workplace violence; and that the prevalence of both violence and aggression may vary according to the relationship between the perpetrator and victim (Schat, Frone, & Kelloway, 2006). Moreover, across all sources the prevalence of physical violence is very low and some forms of violence (e.g., violence from coworkers and supervisors) may be undetectable in small to moderate sized samples (e.g., LeBlanc & Kelloway, 2002). As a result, it is not possible to examine the question of differential prediction across sources. The objective of this paper is to examine prevalence and predictors of workplace violence and aggression perpetrated by both organizational insiders (e.g. co-workers and supervisors) and organizational outsiders (e.g., clients, members of the public). To do so, we utilize data from a large survey of federal (Canadian) government employees.

Method: The Public Employment Survey (Public Service Commission, 2002) provided data for the current analyses. The survey was completed by 95,010 public service employees from across Canada. The modal age of respondents was between 40 and 49 years of age. Approximately 25% (n = 23,062) of respondents reported holding supervisory positions at the time of the study and 57.4% of respondents were female.

Results: As predicted, physical violence was comparatively rare with only 1590 (1.7%) of respondents reporting being a victim. Also as anticipated respondents reported that violence was more than twice as likely to originate with clients/members of the public than with organizational insiders. Non-physical aggression was experienced more widely with 14.4% of respondents (n=13,679) reporting victimization. Again, harassment was more likely from organizational outsiders than from insiders. Logistic regressions showed that demographic and attitudinal predictors of violence and aggression varied according to the source of the behaviour (i.e., insider vs outsider).

Conclusion: Results from the current study support previous research (Baron & Neuman, 1998) suggesting that employees are more likely to be victims of workplace aggression than workplace violence. Moreover, our data confirm suggestions that organizational violence and harassment are both more likely from individuals who are not members of the organization – these results have implications for both future research and organizational intervention.
THE IMPACT OF STRESS ON HEALTH-RELATED BEHAVIOUR: THE MODERATING ROLE OF PERCEIVED SOCIAL SUPPORT

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Objective: Previous research demonstrated that there are cross over effects of work stress to, for instance, family life (Ford, Heinen, & Langkamer, 2007) and life satisfaction (Lee, Hwang, Kim, & Daly, 2004). In the present studies, we argue that stress is not only related to work outcomes and social life, but also to health-related behaviour. More specifically, we focus on the relation between stress and food preferences. Under conditions of stress, self-control mechanisms break down frequently. According to the self-regulation model (Baumeister, Heatheron, & Tice, 1993), we only have a limited amount of regulation strength. Self-regulatory resource can be exhausted by demanding tasks (Vohs & Heatherton, 2000). Once depleted, people tend to engage in compulsive buying (Vohs & Faber, 2007) and binge eating (Baumeister & Heatheron, 1996). Obviously, the consequences for health are far-reaching. Building on the theory of self-regulation, we propose that stressed individuals not only eat more, but also prefer unhealthy food products over healthy food products.

Method and Results: In the first study, we examined the relationship between stress and food preferences by measuring both participants stress level and food product attitudes. The results demonstrated that stressed participants have a relatively more positive attitude towards unhealthy food products in comparison with unstressed participants. To establish the causal relation between stress and food preferences, in study 2, we conducted an experiment in which we induced levels of stress. In addition, this study incorporated perceived social support. It is expected, that social support has a stress declining effect (e.g., Cohen & Wills, 1985), which reduces the impact of stress on food product attitudes. As hypothesized, the results yielded a significant main effect of stress on product preferences showing that the stressed participants, compared to the relaxed participants, evaluated the unhealthy food products more positively than the healthy food products. In addition, this effect was qualified by a significant interaction between stress levels and social support satisfaction; the effect of stress on product preference appeared more pronounced for participants who are unsatisfied with the social support they receive.

Conclusions: The findings of the present studies show that being stressed may result in unhealthy food preferences. Moreover, participants who perceive their social support as satisfactory seem better in coping with stress. Stretching this point results in the provocative notion that work-related stress may not only directly affect performance at the workplace but also via the consequences of negative health behavior.
UNPAID OVERTIME, PERCEIVED JOB CHARACTERISTICS AND BURNOUT: UNPAID OVERTIME AS A JOB MOTIVATION AND BURNOUT NEUTRALITY FACTOR

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Objective: The relationship of working hours and stress has been discussed in a long time. This study focused on the unpaid overtime, which its proportion in current working hours is growing yet being overlooked so far. The aim of this study is to explore the mediating process underlying the relationship between unpaid overtime hours, perceived job characteristics and burnout.

Method: Questionnaire data from 162 boundary service workers in Taiwan telecommunication and banking industry were analyzed. The Worklife Characteristics Scales developed by Leiter and Maslach (2000) and The Maslach Burnout Inventory- Human Service Survey (MBI- HSS) developed by Maslach and Jackson (1981) were adopted. Data was analyzed by LISREL 7.0 software.

Conclusion: Drawing on the cognitive dissonance theory and published empirical findings, it was hypothesized that perceived job characteristics (workload, lack of control and values conflict) would mediate the relationship between unpaid overtime hours and burnout (emotional exhaustion, depersonalization and diminished personal achievement), and that the total influence of unpaid overtime on burnout would be offset by the contradictory mediating effects. Structural equation modeling analyses showed that, after controlling for demographic variables, unpaid overtime hours directly related to workload perception, while inversely related to perceived lack of control and values conflict, such that neutralized the impact of unpaid overtime hours on burnout.

Implications: These findings add to the literature on the role of working hours in the work-related stress by showing that unpaid overtime labor donation is very likely to be the key element for understanding the inconsistent empirical evidence for working hours on stress and health. Job motivation and burnout neutrality of unpaid overtime donation is distinguished from paid overtime; the later one only related to workload directly. This suggests further study on the relationship between work time control and compensation type of time. Finally, in terms of employee health management, the monitoring of unpaid overtime hours is suggested to help identifying the physiologically risky worker whose job motivation remains satisfactory and free of burnout syndrome.
MIDDLE MANAGEMENT IN CHANGE AND TRANSITION; HEALTH AND WELL-BEING IN THE INTEGRATION PROCESS

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StatoilHydro has carried out the largest company merger in the Nordic history. As the two companies have strong profiles within health, safety and environment, there are high expectations for the completion of the merger in relation to taking care of people during this process. Mergers have become of considerable interest to researchers as the business community has increased its merger activity. Looking at research literature, we see that organizations don’t have adequate focus on the people in these processes. To be able to get good and profitable transition processes, we need insight into psychological reactions to change.

Recent literature emphasises the key role middle management plays in implementing planned change and points to middle management, rather than the traditional focus on top management, as a critical success factor for attaining positive results from change (Balogun, 2003; Huy, 2001; Mantere, 2007). Huy (2001) found that middle managers take on the role of the entrepreneur; the communicator; the therapist; and the tightrope-artist. As part of targeted efforts related to health and well-being during the integration process at StatoilHydro, middle managers have been offered training on how to prevent and handle health-related consequences in change and transition processes. This is expected to improve their ability to undertake personal change, helping others through change, keeping the business going, and implementing change into departments.

The initiative is carried out at a corporate level involving all middle managers in the company. Leaders with personnel responsibility are offered a 3,5 hour workshop that is divided into one theoretical part and one practical part. The practical part is weighted high because leaders are challenged in dialogue with the facilitator and other participants. The goal is to strengthen the middle manager’s role in practical skills, to make them able to initiate actions needed to promote health, well being and a good working environment. The group exercises that are used in the practical part are solution oriented and have a positive outlook. Leaders can participate as individuals or join as part of their leader group. So far, 400 middle managers have completed the workshop. The feedback from the workshops was very relevant and useful, where dialog and exchange of experience between leaders was especially valuable.

Experiences collected in the workshops will be a contribution to the 3 year long research program on the merger process in StatoilHydro. The overall aim of this programme is to provide high-quality, research-based knowledge on the merger and acquisition process in StatoilHydro. The research programme has a specific learning perspective with flexible use of knowledge collected through participation and dialogue.

The workshop will continue during 2008. In the continuation of the program StatoilHydro will look into the possibility of making the workshops a standardized program of the company’s internal Health, Safety and Environment School. Employing a systematic view regarding training middle managers in the field of psychosocial working environment may improve employee well-being through the creation of meaningful jobs. In the pursuit of becoming industrial leading within Occupational Health the training of managers represents one important element towards success.
INDIVIDUAL AND ORGANIZATIONAL FACTORS OF EMPLOYEES’ WELL-BEING: A COMPARATIVE STUDY

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Objectives: Our research aims at identifying the differences between employees’ perceptions from two different organizations (state vs. private) regarding the well-being organizational and individual factors and also the level of perception concerning job-related well-being, on the basis on a predictive model that we have designed.

Methods: The study was developed in two organizations, one being a public institution (92 employees) and one from the private sector (64 employees). The subjects that we have investigated have a mean of age of 35 (for the first organization), respectively and 33 for the second one. The study was conducted using an eclectic questionnaire, based on well-known instruments along with newly constructed instruments (for counterproductive climate and emotional responses).

Results: We have conducted t significance test for the differences between independent samples and we have obtained significant values related to well-being (t=2,50, p=.01), interpersonal organizational justice (t=4,099, p=.000), job satisfaction (t= 2,27, p=.02), role ambiguity (t= - 2,77, p=.006), and also several form of counterproductive behaviours and emotional responses.

Conclusions: The conclusion of the study reveals the idea that the organizational environment generates significant differences in employees’ well-being perception and the individual and organizational factors that determine this perception. Thus, the improvement strategies for well-being should be individualized at the organizational level, taking into consideration its characteristics.
AN EXPLORATORY STUDY OF THE FACTORS THAT LEAD TO BURNOUT IN “HOBBY-JOBS”

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Objectives: A growing trend toward self-employment suggests that more people are transitioning a passion, often a hobby, into a business. A significant risk of making such a career move is the occurrence of burnout. A number of negative outcomes have been linked with burnout, including decreased performance, satisfaction, commitment, and increased turnover. We report here on an exploratory study designed to uncover potential factors that accompany the high demands of self-employment, specifically, hobby-jobs, and lead to burnout.

Methods: Respondents (N=271) completed an online survey. They were self-employed and perceived a high level of autonomy. For 41 percent, this business was their full-time, primary job and 38 percent had gone through a major career change to start this business. Average tenure in the hobby-job was 7 years.

Results: In hierarchical regression analyses, the first model, which included personality characteristics as predictors, accounted for 20% of the variance in burnout. The main effects of neuroticism, conscientiousness, and perceived stress were significantly associated with burnout ($\beta = .14, -.14, .22$, respectively). In Step 2, we added job characteristics as predictors. In this full model, task variety and constraints were the only significant predictors ($\beta = -.21$ and $.24$, respectively). None of the hobby-job-specific predictors reached significance. The change in $R^2$ for this second model was .09. In Step 3, an exploratory step testing a variety of person-job interactions, one significant interaction emerged; that between neuroticism and constraints. The change in $R^2$ for this third model was .02 (from $R^2 = .29$ to .31), a mid-range moderator effect size.

Conclusions: We found that job variety, job constraints, and the interaction between neuroticism and constraints were significant predictors of burnout. We contribute to the literature on burnout and entrepreneurship by showing that hobby-jobs are similar to regular jobs in terms of the factors that cause burnout. Not only should jobs include enough variety to foster motivation and continued passion about the business, but constraints should be anticipated and addressed rationally to avoid burnout. Furthermore, organizations are concerned with preventing burnout to avoid these extra costs in their workforce, but self-employed workers in hobby-jobs have broader concerns. They must avoid burnout so they can sustain their livelihood, their business.
SIMILARITY AND SICKNESS ABSENCE: THE IMPACT OF SUPERVISOR AND SUBORDINATE SEX

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Objectives: Employees often find themselves working with supervisors and co-workers of the same sex. This occurs largely because organizations often discriminate against women and place them disproportionately in less desirable positions, and employees may find similarity comforting. It is, therefore, logical to question the impact of sex similarity in an employee’s work group. Almost no research has investigated the effects of workplace sex similarity on health outcomes. Here, we hypothesize that supervisor-subordinate sex similarity relates to sickness absence, but differently for men and women. Sickness absence is of interest because our field has begun to explore the effects of similarity on the employee’s health.

Methods: The current study examined the association between supervisor-subordinate sex similarity and sickness absence using a national survey conducted by the Gallup Organization in 2006 (N=963; 48% male). Using random digit dialing, interviewers contacted participants, who worked in a variety of industries, by phone. Most (66%) participants reported having a supervisor of the same sex.

Results: We performed a between subjects ANCOVA to test our hypothesis. After controlling for demographic variables and accounting for the main effect of sex similarity, the sex similarity x sex interaction accounted for significant incremental variance in sickness absence [F(1, 9) = 9.61, p < .01, R² = .01]. Follow up sub-group analyses indicated that the effect of sex similarity was negative for men (β = -.10, p < .05, R² = .01) and positive for women (β = .09, p < .05, R² = .01). Thus, men and women were out sick more often when supervised by women.

Conclusions: As hypothesized, and in contrast with the relational demography and similarity-attraction paradigms, there was an asymmetrical effect of supervisor-subordinate sex similarity on sickness absence. The results suggest men with female supervisors are more likely to have a higher number of absences attributed to sickness than men with male supervisors. Additionally, women with male supervisors report much lower absences attributed to sickness than women with female supervisors. Thus, sex similarity has opposite and offsetting effects on men and women. These results have bottom line implications for organizations. If pairing people of particular sexes into workgroups creates a dynamic where subordinates of a certain sex are more comfortable using (or possibly abusing) their sick days, then it is in the organization’s power to investigate the supervisor-subordinate dynamics in their company.
WHAT DOES BURNOUT PREDICT? NOT TURNOVER: THE INFLUENCE OF BURNOUT ON ORGANIZATIONAL ATTITUDES

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Objectives: Organizational burnout is costly for both individuals and organizations. Researchers have attributed turnover and declines in organizational attitudes to burnout (Leiter & Maslach, 1988; Cordes & Dougherty, 1993). In this study, we sought to investigate the influence of burnout on turnover. In addition, we investigated the relationship between burnout and organizational attitudes such as job satisfaction, organizational commitment, and co-worker and supervisor satisfaction. Finally, we investigated the influence Theory X Management has on organizational attitudes and on burnout.

Methods: From a hospital in a large Midwestern city, we surveyed approximately 1,100 registered nurses. The surveys were administered online via the hospital's extensive computer network, promising confidentiality. Measures: Job satisfaction. We used Spector's (1985) Job Satisfaction Survey (JSS), measuring nine facets of job satisfaction: pay, promotion, supervision, benefits, merit incentives, operating conditions, coworkers, nature of work and communication with 36 items. Burnout. Maslach and Jackson (1981)'s scale of burnout was used. The three subscales are emotional exhaustion, depersonalization, and personal accomplishment. Organizational commitment. Using a 7-point disagree-agreement scale, respondents described commitment with the abbreviated 9-item version of Porter, Steers, Mowday, and Boulian's (1974) measure, which excluded turnover cognitions (Bozeman & Perrewé, 2001). Employment opportunity index (EOI). We used the ease-of-leaving, networking, and mobility subscales, desirability-of-movement and crystallization-of-alternatives from Griffeth et al.'s (2005) EOI scale. Theory X Management. Theory X Management was derived from a factor analysis of the turnover events and shocks scale (TESS; Griffeth, Hom, Allen, Morse, & Weinhardt, 2008). This scale measures events that prompt individuals to think about leaving their current employer. Theory X Management represents events such as "bad decisions by upper management". Personality Measures. Two dimensions of the Big 5 Personality Scale, neuroticism and conscientiousness (IPIP items from Lewis R. Goldberg HTTP://IPIP.ORG/)

Results: Multiple regression and correlational analyses were used to investigate the study’s objectives. Using multiple regression we found that burnout was unrelated to turnover, ($F_{(3,956)} = .461, p > .05$). Burnout is significantly negatively related to job satisfaction, even after controlling for overall satisfaction ($b = -.393, F_{(2,964)} = 327.161, p .001, R^2 = .40, pr=-.38$). In addition burnout is significantly negatively related to coworker satisfaction, controlling for job satisfaction ($b = -.305, F_{(2,964)} = 153.35, p < .001, R^2 = .241, pr=-.22$). Supervisor satisfaction was also negatively related to burnout ($b = -.298, F_{(2,964)} = 68.076, p < .001, R^2 = .124, pr=-.157$). Organizational commitment was significantly negatively related to burnout, even after controlling for job satisfaction, ($b = -.267, F_{(2,964)} = 164.09, p < .001, R^2 = .26, pr=-.19$). Conscientiousness was unrelated to burnout ($R=.111, p > .05$). Neuroticism is weakly related to burnout ($R^2 = .005, p < .05$). Theory X Management was significantly positively related to burnout, even after controlling for job satisfaction, ($b = .442, F_{(2,958)} = 133.568, p < .001, R^2 = .218, pr=.324$).

Conclusion: The results of this study show support for a majority of our proposed hypotheses. However, we did not find a significant relationship between burnout and employee turnover. Our data consistently indicate significant relationships between burnout and organizational attitudes and Theory X management.
PERCEIVED STRESS IS REDUCED BY GROUP-BASED STRESS MANAGEMENT INTERVENTION: A RANDOMIZED CONTROLLED TRIAL

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Background: The work of 150,000 employees is lost every year in Denmark due to sickness absence. Claims for acknowledgement of work-related injuries on grounds of psychosocial work conditions, have risen from a few hundred to now almost 3000 per year. It is believed that a passive strategy of extended sick-leave for work-related stress conditions, constitutes a risk factor for sustaining passive coping strategies, as well as increased risk of early withdrawal from the work force. At present there are few activating means of intervention for work-related stress in the danish public health service.

Objective: To examine whether an activating intervention founded on the principles of cognitive therapy can reduce perceived stress.

Methods: 102 patients with symptoms of work-related stress were included in a waiting-list control design. 51 patients were randomly allocated to receive the intervention and the remains acted as controls, while being on a waiting-list. As an attempt to neutralize dropout, the control subjects were offered an intervention similar to the one the intervention group received, after their stay on the waiting-list. The intervention consisted of 8 three-hour group sessions over a period of 3 months. The outcome was measured at baseline and post-trial on a variety of questionnaires, among them the Perceived Stress Scale, 10-item version (PSS-10) (Cohen & Williamson, 1988). A repeated measures analysis of PSS-10 scores was performed. The differences between baseline and post-trial scores for the two groups were analyzed with the students t-test. Furthermore the post-trial differences between the two groups were analyzed with the students t-test. Estimates are reported with 95% confidence intervals.

Results: The mean score on the PSS-10 at baseline was 25.8(24.8; 26.9) points. This score was comparable between the intervention group and the waiting-list control group. From baseline to post-trial a decrease of 6.4(4.5; 8.4) points on the PSS-10 was found for the intervention group, compared to a decrease of 1.0(-.8; 2.8) points in the waiting-list control group. The difference of 5.4 (2.8; 8.1) points between the two groups was found to be statistically significant (p<.001). Post-trial the intervention group had a mean score of 19.9 (18.1; 21.6) points, compared to the mean of the waiting-list control group of 24.0 (22.2; 25.9) points. This difference of 4.1 (1.6; 6.7) points was also found to be statistically significant (p<.001). Taking the 95% confidence intervals into account the mean change for the waiting-list control group could be either positive or negative, reflecting the possibility of no difference from baseline to post-trial in the control group.

Conclusions: The intervention has been proven to significantly lower the score on a measure of perceived stress experienced by the individual. An a priori threshold for a clinically significant change from baseline to post-trial had been set at 4 points on the PSS-10 scale. For the intervention group the mean change of 6.4(4.5; 8.4) points exceed this threshold.
CRYING AT WORK: AN EXAMINATION OF THE BELIEFS AND ATTITUDES OF WOMEN

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Objectives: Crying at work has received attention in the popular press, but the topic has not yet been systematically examined. This study examined women’s personal experiences of crying at work and their attitudes towards the issue. Specifically, the situational and affective antecedents of crying at work were examined, together with how women cope with their own crying episodes and those of colleagues, their attitudes towards crying at work in general and their perceptions of the attitudes of others. The perceived impact of what might be considered “successful” and “unsuccessful” emotion management on women’s wellbeing and credibility at work was also assessed.

Method: Data was obtained from 57 women from a range of occupations via in-depth interviews. Data was subjected to thematic content analysis.

Results: Four major themes and several sub-themes emerged from the data. The main themes were: a) emotional labour and emotion management; b) power, control and injustice where the gendered nature of tears was highlighted; c) stress and feeling overwhelmed; d) support networks and “being allowed to cry”. Findings also revealed that crying at work was not necessarily seen to have negative repercussions for women’s personal wellbeing and credibility.

Conclusions: The findings of this study highlight considerable complexities in attitudes and beliefs surrounding the subject of crying at work. Evidence is provided that crying at work is a relevant issue, not only for the individual woman, but also for those who share her working environment. Findings will be discussed in relation to emotion management and power dynamics within organisations and potentially fruitful areas for future research will be considered.
The present study was intended to explore the characteristics of the relationship between teamwork qualities and mental welfare of hospital nurses. The preceding investigation into the reasons for frequent leaving employment of hospital nurses in Japan (Yamaguchi, 2006), it was shown that the better self evaluation on teamwork of own nursing team, the lower the motivation to leave their employments. Although most previous studies on teamwork have focused on the productive side of its effects, further studies should pay more attentions to another side such as facilitating secure behaviors and preserving mental welfare of workers in organizations. From this viewpoint, I conducted an investigation to examine the teamwork effects on mental states of hospital nurses. Respondents were 680 nurses (male 21, female 659) working in 33 departments of big general hospitals in Japan. The questionnaire consisted of measurement scales as follows: teamwork (team orientation, team leadership, job clarification, monitoring, feedback, sharing information, and mutual job arrangement), job satisfaction, morale, organizational commitment, psychological stresses for committing errors, and evaluation on organizational systems (promotion, transfer, salary). The survey was conducted from December 2006 through January 2007. In addition, the numbers of reported incidents of each department of hospitals were checked during the period of this survey. Questionnaires were delivered through the representative clerks of each department. Each respondent answered it anonymously, then enclosed and mailed back to researcher’s office. We could recognize the respondents’ departments because we marked the distinctive signs on the last page of questionnaires of each department. The results showed that team orientation and team leadership had positive correlations with job satisfaction, morale, and organizational commitment. Behavioral elements of teamwork such as monitoring, and feedback, mutual job arrangement had negative correlation with psychological stresses though their coefficients were not high enough. It also revealed that departments which the members evaluated their teamwork better reported less incidents. Nursing professionals think generally that excellent nursing teams will report more incidents because they work sincerely and exchange information honestly and openly. So the result of this study was inexplicable one for many nursing professionals. After specific examination, it was explicated that the reason for less incidents in better teamwork departments was attributed to the less numbers of the least crucial incident (level 1). Reported numbers of incidents of other levels were not different among departments. In the departments of well-evaluated teamwork, mostly minor incidents were dealt with rightly at incipient stage. Then they felt no need to make reports about such inconsiderable incidents. The results implies that nurturing better teamwork will help facilitating secure nursing behaviors and preserving mental welfare of nurses. Further examinations of teamwork effects on accuracy of nursing behaviors and mental health of nurses are needed. Development of effective strategies for building excellent teamwork is also important and urgent task for nursing organizations.
LA ADMINISTRACION DEL CONFLICTO EN LAS ORGANIZACIONES Y SU EFECTO EN LA SALUD

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Objetivos: Identificar al estilo interpersonal en el manejo de conflictos como factor protector contra el acoso psicológico en el trabajo.

Métodos: Se realizó una investigación documental sobre la administración y el manejo del conflicto en las organizaciones, los modelos teóricos más influyentes y los instrumentos de medida más frecuentemente utilizados, los estilos interpersonales para el manejo de conflictos y sobre las implicaciones que puede acarrear a las organizaciones y la salud mental de los trabajadores la adecuada o inadecuada administración del conflicto.

Resultados: La administración del conflicto para Rahim (2002) presupone el diseño de una serie de estrategias efectivas tendientes a minimizar el funcionamiento inadecuado y al impulso de los aspectos favorables del conflicto con la finalidad de promover el aprendizaje y la eficiencia al interior de la organización. Rahim y Bonoma (1979) establecen que existen dos diferentes orientaciones en el manejo de conflictos: la orientada al individuo y la orientada a los otros y cinco diferentes estilos interpersonales. El integrar, complacer, comprometer, dominar y evitar. Investigaciones empíricas han demostrado una correlación favorable cuando se utilizan los estilos orientados a la cooperación como integrar, complacer y comprometer y, por el contrario, una correlación desfavorable cuando se utilizan los estilos orientados a la dominación como evitar y dominar. Shelton (1999) afirmó que la evaluación de los estilos de comportamiento utilizados por un sujeto permite saber la vulnerabilidad de éste ante situaciones de estrés prolongado y que pudieran derivar en el síndrome del quemarse por el trabajo. Zapf (1999) aportó evidencia empírica al relacionar el estilo interpersonal para el manejo de conflictos y el acoso psicológico en el trabajo. Concluyó que entre menos asertiva fue la forma en la que las personas enfrentaron un conflicto, más efectos desfavorables les significó en su salud.

Conclusión: Los conflictos en las organizaciones no sólo son desacuerdos sobre la manera en cómo ha de realizarse un tarea. Sino que también puede advertirse un sustrato de origen afectivo. La administración del conflicto presupone el diseño de una serie de estrategias efectivas tendientes a minimizar el funcionamiento inadecuado y al impulso de los aspectos favorables del conflicto con la finalidad de promover el aprendizaje y la eficiencia al interior de la organización. Los estilos interpersonales para el manejo de conflictos orientados a la cooperación (integrar, complacer y comprometer) pueden tener un efecto protector para quien los use en contra del acoso psicológico en el trabajo. Por el contrario, los estilos orientados hacia la dominación se pueden constituir en un factor predisponente y/o precipitante para sufrir de acoso psicológico en el trabajo. El entrenamiento en el estilo interpersonal para el manejo de conflictos puede convertirse en una estrategia saludable para la administración del conflicto en las organizaciones.
CONDICIONES DE TRABAJO Y SALUD EN PROFESORES: EL PAPEL DEL BIENESTAR PSICOLÓGICO

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La salud laboral de los agentes del mundo del trabajo, aparece como una de las preocupaciones más asumidas por parte del colectivo empresarial y las administraciones. Al respecto y entre las medidas tomadas por las administraciones y las empresas, no hay que olvidar las que afectan al equilibrio psicológico de los trabajadores y a la estabilidad afectiva y relacional de su entorno laboral. Justamente hay algunos antecedentes, desde Atkinson (1964) a Goleman (2000), en el sentido de que las capacidades emocionales dificultan o favorecen nuestra actividad cognitiva, relacional y laboral. Específicamente, el modelo demanda-control (Karasek, 1979) describe y analiza las situaciones laborales considerando las características psicosociales del entorno de trabajo y su influencia sobre la salud-enfermedad de los trabajadores. Uno de los principales supuestos de este modelo, es el que considera que las características del trabajo influyen en el bienestar de los trabajadores (De Lange, Taris, Kompier, Houtman, & Bongers, 2003; Van der Doef & Maes, 1999).

Objetivos: El presente estudio examina los efectos del trabajo en la salud de los profesores, considerando la influencia de los niveles de autonomía en la realización de su actividad y su relación con la satisfacción laboral (bienestar psicológico) que de ella se deriva.

Métodos: Participantes: la muestra está formada por 279 profesionales de la enseñanza, de un total de diecinueve centros. De ellos, 164 son mujeres (59.4%) y 112 son hombres (40.6%). Su edad oscila entre 21 y 65 años, siendo la media de 39.15 y la desviación típica de 10.45. Respecto al tiempo que llevan trabajando en el centro, el rango va desde los 0 hasta los 48 años, y la mediana se sitúa en 7 años de antigüedad.

Variables: Variables control: edad, sexo y antigüedad en el centro; Autonomía para influenciar en las decisiones en el trabajo; Satisfacción laboral del profesor/a con la tarea docente que realiza; Percepción del estado general de salud del docente. Análisis de datos: regresión múltiple, siguiendo el modelo jerárquico por bloques.

Resultados: Una vez controlado el efecto de las variables sociodemográficas, encontramos que los más mayores son los que perciben que su salud es mejor (ß=-.27*). La relación entre autonomía en el trabajo y salud laboral es positiva. Además, cuando incluimos la satisfacción laboral en el modelo, el efecto de la autonomía sobre la salud se reduce, manteniéndose significativa e indicando por tanto una relación de mediación parcial.

Conclusiones: Los factores psicosociales, en concreto la autonomía en el trabajo, afectan a la salud de los docentes a través de la satisfacción laboral (bienestar psicológico) que se deriva de contar con esta capacidad de decidir en la actividad a desarrollar. Así pues, la componente afectiva del trabajo, en forma de bienestar psicológico, parece jugar un papel consistente en la salud laboral.
ESTRÉS ASOCIADO A FACTORES PSICOSOCIALES EN EL TRABAJO EN PERSONAL DE ENFERMERÍA DE TERCER NIVEL DE ATENCIÓN DEL INSTITUTO MEXICANO DEL SEGURO SOCIAL

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Objetivo: Analizar la sintomatología de estrés y su asociación con factores psicosociales en el trabajo en personal de enfermería de tercer nivel de atención.

Métodos: Con diseño trasversal analítico, estimamos una muestra de 218 enfermeras del Hospital de Pediatria del Instituto Mexicano del Seguro Social en Guadalajara, México. Se incluyó a todas las categorías, servicios y turnos, quienes no tuvieran diagnóstico de psicopatología o utilizaran psicofármacos; se aplicó la escala Seppo Aro para sintomatología de estrés, con alfa de cronbach de 0.83, tipo autoinforme, correspondiente a síntomas psicosomáticos, emocionales o conativos; y la escala de factores psicosociales en el trabajo, que evalúa 7 dimensiones relacionadas con condiciones, carga, contenido, exigencia, desarrollo, interacción y remuneración en el trabajo, con alfa de 0.88; agregamos datos sociodemográficos y laborales, aplicando estadística descriptiva y Chi cuadrado, considerando significativa una p<0.05.

Resultados: Sexo 95% femenino, edad promedio 37±8 años, estado civil casados con 55%, solteros 30%, separados o divorciados 8%, viudos 1% y madres solteras 6%; la categoría se distribuyó en auxiliares de enfermería 17%, enfermera general 54%, especialista 18% y jefe de piso 11%; los turnos fueron 35% matutino, 30% vespertino, 35% nocturno. La frecuencia de estrés, se encontró en 24%. El estrés no se asoció con ninguno de los factores sociodemográficos, ni laborales (p>0.05), no obstante, 5 de las 7 dimensiones de factores psicosociales, asociaron significativamente con estrés (p<0.05), exigencias laborales y remuneración no mostraron asociación (p>0.05). Condiciones de trabajo y exigencia de la tarea, fueron las peor calificadas con 57% y 80% inadecuados, respectivamente. La calificación total para factores psicosociales, fue inadecuada en 37%; 63% las considera buenas.

Conclusiones: La frecuencia de estrés relacionada a factores psicosociales en el trabajo, sugiere la necesidad de estrategias para disminuirlo, enfocándose a las condiciones del trabajo enfermero y a la exigencia de la tarea.
REGISTRO Y DIARIO MOBB: UNA HERRAMIENTA DE DIAGNÓSTICO PRECOZ DEL MOBBING

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Objetivos: La identificación y valoración de las situaciones de “mobbing” en el entorno laboral se presenta como un problema para los profesionales ya que no suele tratarse desde el enfoque de “factor de riesgo” sino que se considera el problema cuando ya se ha manifestado y, generalmente, ha tenido consecuencias, ya sea sobre la salud de las personas ya sea sobre la propia organización. Por ello el grupo de trabajo se propuso como objetivo la elaboración de una herramienta que facilitara la detección precoz de los casos y permitiera detectar los factores de riesgo organizativo y las consecuencias individuales de forma diferenciada.

Métodos: Para la definición del concepto de “mobbing” y para el diseño de las herramientas, objeto final de este grupo de trabajo, la metodología se ha basado en la revisión documental y la discusión de grupo.

Resultados: Después de una revisión exhaustiva de las herramientas disponibles, y a través de una discusión conceptual del término se ha llegado a una definición técnica común, desde una perspectiva de prevención de riesgos laborales y que sirva de punto de partida para las tareas posteriores. A partir de esta definición conceptual se están diseñando tres herramientas: Un modelo de autorregistro de incidentes, que ayude a los trabajadores a recoger de manera sistematizada las posibles conductas de acoso dirigidas hacia ellos y las pautas de actuación a seguir. Una guía dirigida a proporcionar a los técnicos la información necesaria para la identificación inicial de posibles situaciones de acoso y su valoración como factor de riesgo en el trabajo. Un registro de percepciones, síntomas y conductas adoptadas para el seguimiento y vigilancia de la salud de las personas posiblemente afectadas.
PROPIEDADES PSICOMETRICAS DE LA ADAPTACION PORTUGUESA DEL “CUESTIONARIO PARA LA EVALUACION DEL SINDROME QUEMARSE POR EL TRABAJO (CESQT)”: UN ESTUDIO TRANSCULTURAL

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Objetivo: El objetivo de este estudio es explorar la estructura factorial y la consistencia interna de la adaptación al portugués del “Cuestionario para la Evaluación del Síndrome de Quemarse por el Trabajo” CESQT (Gil-Monte, 2005).

Métodos: La muestra estuvo formada por 349 docentes, 138 profesores universitarios de dos universidades de Brasil, y 211 maestros de educación primaria y secundaria de Portugal. El instrumento para la evaluación del síndrome de quemarse por el trabajo (SQT) fue el CESQT, versión profesionales de las educaciones. Se realizó un análisis factorial exploratoria mediante Componentes Principales y rotación Varimax ajustándose a 4 la extracción de los factores.

Resultados: La solución para la muestra total reprodujo la distribución de los ítems de la versión original explicando el 55,82 % de la varianza, con los ítems cargando por encima de .40 en el factor al que pertenecían y por debajo de .30 en los restantes factores: en el primer factor quedaron agrupados los ítems de la subescala Ilusión por el Trabajo (17,44 % de la varianza), en el segundo los ítems de la subescala Indolencia (13,42 % de la varianza), los ítems de la subescala Culpa se agruparon en el tercer factor (12,95 % de la varianza), y por último, los pertenecientes a la subescala Desgaste psíquico se agruparon en el cuarto factor (12,02% de la varianza). Los resultados también fueron adecuados en función del país (Brasil, 51,84 % vs. Portugal 57,45 % de la varianza) y del género (hombres 55,49 % vs. mujeres 56,94 % de la varianza) de los participantes. Las cuatro subescalas del CESQT alcanzaron valores alfa de Cronbach superiores a .70, para la muestra total: Ilusión por el trabajo, alfa = .87; Desgaste psíquico, alfa = .79; Indolencia, alfa = .72; y Culpa, alfa = .76. Para las muestras de hombres y mujeres, y para la muestra portuguesa, los valores también fueron superiores a .70 para todas las escalas, pero la subescala Indolencia sólo alcanzó un valor alfa de Cronbach de .58 para la muestra brasileña.

Conclusión: De este modo podemos afirmar que la versión portuguesa del CESQT es un instrumento valido y fiable.
DIAGNÓSTICO URGENTE: LA EXPERIENCIA DE EVALUAR EL SÍNDROME DE QUEMARSE POR EL TRABAJO (SQT) EN EL PERSONAL DE SEGURIDAD Y CUSTODIA DEL SISTEMA PENITENCIARIO DE JALISCO, MÉXICO

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Objetivo: A través de un instrumentos estandarizado y contextualizado al ámbito laboral penitenciario (CESQT prisiones), establecer la prevalencia de los factores que conforman el Síndrome de Quemarse por el Trabajo, para asesorar a la autoridad de la institución penitenciaria en la atención al personal, considerar la necesidad de atenderlo y procurar la prevención y detección de riesgos psicosociales, antes que sancionar como única alternativa de regulación del desempeño laboral.

Métodos: Se aplicó el Cuestionario de Evaluación del Síndrome de Quemarse por el Trabajo, desarrollado por el Dr. Pedro R. Gil – Monte, en su versión para personal de prisiones (CESQT prisiones), a una muestra conformada de manera aleatoria, y compuesta por 628 empleados de Seguridad y Custodia de los tres principales centros penitenciarios de Jalisco. De manera complementaria se aplicaron escalas de evaluación de Conflictos Interpersonales, Inequidad en los intercambios sociales, Problemas de salud, Absentismo y Valores Instrumentales.

Resultados: Si bien los puntajes referentes a Desgaste psíquico e Indolencia fueron altos en solo el 9% y el 10% de la muestra respectivamente, encontramos que en lo referente a la Ilusión por el trabajo, el 76.75% presentaba puntajes bajos. Con ello se obtuvo un panorama más detallado de la prevalencia de los factores que conforman Síndrome de Quemarse por el Trabajo. El Síndrome en su conjunto aparece en el 3.34% de las personas evaluadas, las cuales en su mayoría son hombres (el 85.71%), con un promedio de 15 años en la institución.

Conclusiones: Independientemente de la prevalencia registrada, el ejercicio de evaluar el SQT nos ha permitido iniciar un cambio de actitud de la autoridad penitenciaria hacia los problemas laborales de la institución, ahora podemos hacer una distinción de esta problemática y validar como posibilidad el implementar estrategias organizacionales para afrontarla y considerar la atención psicológica del personal antes que una sanción o despido para quien posiblemente esté haciendo un notable esfuerzo de adaptación a un medio laboral particularmente hostil. Finalmente habremos de considerar una revisión en el rubro de Ilusión por el trabajo, cuyos resultados podrían estar directamente relacionados con la sobrepoblación penitenciaria.
EFECTO DE LA FALTA DE RETROALIMENTACIÓN EN LA REALIZACIÓN DE UNA TAREA DE RESOLUCIÓN DE PROBLEMA Y SU RELACIÓN CON EL SÍNDROME BURNOUT

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En la conceptualización del Síndrome Burnout se han descrito los comportamientos que lo conforman, sus características y las condiciones laborales que pueden producirlo. Los estudios que se han llevado a cabo en su mayoría son estudios de campo por medio de aplicación de instrumentos o de observaciones, no hay muchos estudios de laboratorio en donde se controle una de las variables que influyen en el Síndrome Burnout.

Objetivo: El objetivo de la presente investigación fue hacer un estudio de laboratorio y conocer el efecto de la falta de retroalimentación en una tarea de resolución de problema relacionándolo con el Síndrome Burnout. Se creó una situación experimental de tolerancia a la ambigüedad. Se midió el desempeño efectivo en una tarea de resolución de problema, en donde se utilizó la falta de retroalimentación como variable independiente. Finalmente, se relacionó con las características que en conjunto conforman el Síndrome Burnout.

Métodos: Participaron 6 estudiantes de licenciatura de entre 21 y 24 años de edad. Se hizo un diseño balanceado simple con pre y post prueba con dos grupos de tres participantes cada uno. Para la aplicación del experimento se utilizó el juego de mesa “Mente Maestra” de Birján. El juego consistió en descifrar un código secreto compuesto por cuatro canicas de diferentes colores (6, 4 o 2 opciones de color). Se le dijo al participante que se podían repetir los colores y cuáles colores estaban participando. Siempre que el participante daba una respuesta había tres condiciones de retroalimentación: a) retroalimentar respuesta con respecto a las canicas bien ubicadas y/o con color adecuado (retroalimentación completa); b) retroalimentar únicamente su respuesta cuando las canicas estuvieran bien ubicadas (retroalimentación parcial); c) no retroalimentar sus respuestas (sin retroalimentación). Se registraron: a) la duración total por ensayo (seg); b) el tiempo que tardó el participante en dar una opción de respuesta; c) el número de opciones de respuestas que dio el participante antes de dar la respuesta correcta por ensayo; d) el porcentaje de respuestas correctas por sesión; e) los comentarios realizados por el participante; y d) el estado que presentaba el sujeto antes, durante y después de la sesión (auto-referido y observado).

Resultados: Los resultados demuestran que al exponer a los participantes a una situación de tolerancia a la ambigüedad (retirar la retroalimentación), disminuyeron sus respuestas correctas; invirtieron más tiempo por ensayo e intraensayo para encontrar la respuesta correcta; se presentó un aumento en los comentarios sobre la tarea, ejecución, y estado; y se describían como cansados, desesperados, etc.

Conclusiones: Las conductas observadas tienen relación con las conductas presentadas en las personas diagnosticadas con Síndrome Burnout. La definición y la medición se establecieron con base en la misma categoría lógica. Por lo tanto no hay errores categoriales ni confusión con respecto a la manera de medir el Síndrome Burnout.
EL PAPEL DE LA CULPA EN EL PROCESO DE DESARROLLO DEL SÍNDROME DE QUEMARSE POR EL TRABAJO Y SU RELACIÓN CON LA DEPRESIÓN

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Objetivo: El objetivo de este estudio es explorar el modelo causal del desarrollo del Síndrome de Quemarse por el Trabajo.

Métodos: La muestra estuvo formada por 349 docentes, 138 profesores universitarios de dos universidades de Brasil, y 211 maestros de educación primaria y secundaria de Portugal, de los cuales, 132 eran hombres y 217 eran mujeres. El instrumento para la evaluación del síndrome de quemarse por el trabajo (SQT) fue el CESQT, versión para profesionales de la educación, y para la evaluación de la depresión se utilizó la Autoaplicada de Depresión de Zung (1965).

Resultados: Se realizaron análisis de regresión, y se obtuvo evidencia para el efecto modulador de la Culpa en la relación entre la variable Ilusión por el trabajo y la Depresión (F = .058; β = .438; Cambio en R² = .008); de la misma forma, la Culpa modula la relación entre la variable Desgaste psíquico y la Depresión (F = .042; β = .279; Cambio en R² = .008). Aun no siendo significativa, se obtuvieron también valores residuales cuando intentamos comprobar si la Culpa modula la relación entre el SQT y la Depresión (F = .084; β = .269; Cambio en R² = .006). Se obtuvieron también resultados significativos por sexo, cuando comparamos el efecto modulador de la Culpa en las relaciones entre las variables anteriores. De esa forma, en la relación entre Ilusión por el trabajo y Depresión, obtuvimos valores significativos para la muestra de mujeres (F = .018; β = -.694; Cambio en R² = .022), obtuvimos también valores significativos cuando intentamos evidenciar el efecto modulador de la Culpa en la relación entre Desgaste psíquico y la Depresión (F = .017; β = .186; Cambio en R² = .019), y por fin para la relación entre el SQT y Depresión (F = .0124; β = .180; Cambio en R² = .017).

Conclusiónes: La Culpa presenta un efecto modulador en la relación entre el SQT y la Depresión.
LA VIOLENCIA COMO RIESGO PSICOSOCIAL EN PROFESIONALES SANITARIOS

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Objetivos: En los últimos años se ha producido un notable avance en el reconocimiento de los derechos del usuario del sistema de salud, por lo que sorprende el incremento de las conductas violentas en este medio. Aunque este fenómeno ha sido objeto de estudio en diferentes trabajos, su verdadera dimensión es desconocida en nuestro país, debido a que las estadísticas se basan exclusivamente en los incidentes denunciados, pero no reflejan su auténtica magnitud. Tampoco han sido estudiadas en profundidad sus consecuencias para la salud de los profesionales. El objetivo del estudio fue el de lograr un conocimiento preciso sobre la violencia en el medio sanitario, su incidencia según el tipo de centro, servicio y profesión, y sus posibles repercusiones sobre la salud.

Métodos: Participantes: 1.875 sanitarios, pertenecientes a 4 hospitales y a 22 centros de Atención Primaria. Instrumentos: Datos demográficos, cuestionario de agresiones: descripción de distintos tipos de agresión, respuestas desadaptativas al estrés, cuestionario MBI (Maslach Burnout Inventory).

Resultados: Un 11% había sido víctima de agresión física durante los doce meses precedentes. Este porcentaje fue superior en grandes hospitales (21,9%), especialmente en Urgencias (38%) y Psiquiatría (26,9%). Un 64% habían sido objeto de comportamiento amenazante, acciones o insultos. El hecho de haber sufrido agresión física no apareció asociado a la sintomatología psíquica, pero sí se encontró asociación estadísticamente significativa entre la violencia no física y ansiedad ($\chi^2 = 10,498; p < 0,01$); síntomas de Trastorno de Estrés Post Traumático ($\chi^2 = 21,053; p < 0,01$); y burnout. ($\chi^2 = 40,065; p < 0,01$). Esta relación se confirmó mediante análisis de regresión logística. Únicamente dos de cada diez profesionales se sentían apoyados por la administración. Se observó correlación estadísticamente significativa y en sentido negativo entre agresiones y apoyo percibido ($r = -0,338; p < 0,001$). Esta variable mostró correlación inversa con la sintomatología psíquica ($r = -0,067; p < 0,05$) y el burnout ($r = -0,207; p < 0,001$).

Conclusiones: La experiencia de haber sufrido episodios de agresión y vivir bajo la amenaza de volver a sufrirlos es una importantísima fuente de estrés, agravada en caso de no percibir apoyo. Sus consecuencias negativas pueden afectar al profesional y a la propia organización, lo que redunda en perjuicio para el usuario. La relación entre sintomatología psíquica y apoyo convierte a esta variable en estrategia imprescindible para reducir el riesgo de violencia. El apoyo está relacionado con la infradenuncia y se considera fundamental para romper el círculo de aislamiento en el que a veces se encuentra el profesional.
ESTRATEGIAS FORMATIVAS DE AFRONTAMIENTO DEL ESTRÉS PARA DOCENTES. ESTRESORES PERCIBIDOS E IMPACTO EN LA SALUD

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Objetivo: Estudio de campo para conocer la incidencia de los riesgos psicosociales en el sector, se identificaron antecedentes (factores) y consecuentes de estrés (síntomas e incidencia del síndrome de quemarse por el trabajo). El Modelo formativo ESTAFOR de intervención frente a los riesgos psicosociales en el ámbito educativo pretende dotar al docente de estrategias para afrontar el estrés.

Métodos: La muestra del estudio han sido los docentes de Educación Primaria, Secundaria, Bachillerato y Módulos FP de enseñanza privada de Cataluña (centros de enseñanza del ámbito rural y urbano). La muestra utilizada es de 1.055 individuos. Se distribuyeron 1600 cuestionarios, por lo que la tasa de respuesta se sitúa en un 65.94%. El cuestionario que se ha usado es una prueba para estudiar el estrés y la calidad de vida laboral en los profesionales de la educación específicamente incorpora indicadores de síndrome de quemarse por el trabajo, autonomía, conflicto de rol, ambigüedad de rol, sobrecarga laboral, apoyo social, conflictos interpersonales, inequidad en los intercambios sociales, retroinformación, oportunidad de desarrollo de habilidades y oportunidad de control.

Resultados: Los resultados obtenidos indican que para los profesores de la muestra las fuentes de estrés que se perciben con mayor frecuencia son: la falta de Equidad en los intercambios sociales (un 25% de los maestros se consideran no reconocidos profesionalmente), la falta de Retroinformación (55% de los trabajadores manifiestan que nunca o raramente reciben información sobre los resultados de las tareas desarrolladas), Sobrecarga Laboral (un 18,50% “frecuentemente” o “muy frecuentemente” perciéron elevada). La mayor parte de los participantes en el estudio se encuentran satisfechos en general con su trabajo. El tipo de problemas que con más frecuencia sufren los individuos de la muestra son los problemas de tipo emocional y cognitivo, lo que confirmaría que la labor de enseñanza implica un cansancio emocional intenso debido a que está dirigido hacia personas, y supone una elevada implicación en los problemas de los alumnos. El 27,30% de las ausencias en el trabajo manifestadas en los cuestionarios fueron producidas por problemas de salud derivados del trabajo. El porcentaje de profesores que ha desarrollado el SQT con un perfil de patología fue del 3,70%.

Conclusiones: Estos porcentajes son suficientemente elevados para considerarlos y planificar actuaciones preventivas, puesto que como vemos es un colectivo de potencial riesgo para desarrollar el síndrome de burnout con patología.
Objetivo: El objetivo del estudio fue desarrollar un modelo de formación en prevención de riesgos psicosociales de carácter innovador en el ámbito educativo dirigido a los profesores, tutores y formadores basado en el uso de acciones formativas como estrategia de intervención (principalmente de carácter secundario y terciario) hacia el distrés.

Métodos: El procedimiento consistió en la recogida de información cualitativa y cuantitativa, mediante la consulta de fuentes documentales (análisis de modelos de formación en intervención de riesgos psicosociales, experiencias previas y buenas prácticas), cuestionarios dirigidos a formadores docentes, directores de centros y jefes de estudio, grupos de discusión con docentes, y reuniones de expertos. El punto de partida del modelo diseñado en el proyecto lo encontramos en las bases teóricas en las cuales se sustenta: por una parte, los resultados y conclusiones obtenidos en el trabajo de campo y por otra, la definición de un perfil “resistente” a las situaciones estresantes.

Resultados: De los resultados obtenidos en el estudio hemos presupuesto la existencia de un perfil amortiguador, y hemos llevado a cabo una propuesta de perfil de formador resistente al estrés, que conjuntamente con una elevada percepción de su eficacia como formador (Autoeficacia) y una serie de factores externos que fortalecen la resistencia del formador al estrés, como por ejemplo el apoyo social, configuran el perfil “resistente” de docente. A partir del modelo se ha desarrollado el modelo de competencias profesional del docente. Este modelo general de competencias propuesto incluye tres niveles de competencias: competencias para el afrontamiento del estrés, elevada percepción de su eficacia como formador (autoeficacia), y competencias necesarias para una correcta actuación general en el puesto de trabajo. Respecto a las competencias profesionales generales que hemos descrito, se han establecido dos grandes ejes. El primero contempla las competencias básicas específicas para la realización de las funciones y tareas propias del formador. El segundo eje integra las competencias transversales necesarias para realizar muchas de estas tareas. Una vez definido el modelo de competencias del docente, hemos desarrollado dos herramientas autoaplicativas para la obtención de un diagnóstico personal: el Cuestionario Autoaplicativo de Evaluación de Competencias, basado en el modelo descrito de competencias y, el Cuestionario Autoaplicativo de Diagnóstico de estrés, basado en indicadores de nivel de estrés.
ESTUDIANDO LA OTRA VISIÓN DEL SÍNDROME DEL QUEMADO: ENGAGEMENT (ENTUSIASMO LABORAL) DESDE UN ENFOQUE MIXTO

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La mayoría de las investigaciones utilizan un modelo patogénico de salud mental se centran en los aspectos negativos; de ahí que los estudiosos retomen el síndrome del Quemado en varias de sus concepciones, sin embargo el opuesto a este constructo el "engagement" (Salanova M, Shaufeli W, Lloret S, Peiró J y Grau R, 2000) ha sido poco explorado y retomado en población Mexicana aún cuando este surge desde un modelo salutogénico. Es decir se ha soslayado la influencia positiva del engagement en el funcionamiento personal, social y laboral de los trabajadores del área de la salud, es esta quizás la razón más importante para incorporar esta visión de efectos psicológicos positivos en el trabajo o bien salud mental en los trabajadores.

Objetivo: Identificar el nivel de engagement (entusiasmo laboral) en sus tres componentes: dedicación, absorción y dedicación en el trabajo.

Métodos: El estudio cuantitativo fue de corte transversal, descriptivo, correlacional y observacional, mientras que en la metodología cualitativa se utilizó una entrevista a profundidad desde el enfoque de la hermenéutica profunda y que permite dar cuenta de las dimensiones etic y emic. El estudio se realizó con personal de atención primaria.

Resultados: Se identifico que en el componente vigor 4.3% reportó niveles bajos, 34.1% niveles medios y 61.6% niveles altos. En el componente dedicación 4.7% niveles bajos, nivel medio 37.3% y 58.0% niveles altos. En absorción 3.6% niveles bajos, 44.2% nivel medio y 52.2% nivel alto. Respecto a los resultados cualitativos se identificó que el personal entrevistado refieren sentimientos de agrado y gusto por el trabajo, que el trabajo les gusta de otra forma ya no lo estarían realizando.

Conclusión: En los tres componentes se obtuvieron altos niveles de engagement lo que nos hace pensar que los trabajadores perciben su trabajo como agradable, manifiestan un “estar a gusto” con lo que hacen, y manifiestan algunos sentimientos de implicación, compromiso con el paciente y eficacia, probablemente estos hallazgos permitan apuntar a un estudio que incorpore nuevas alternativas de intervenciones o prevención en los trabajadores del sector salud para evitar el desarrollo de efectos psicológicos negativos.
ESTRÉS, BURNOUT, ENGAGEMENT Y VARIABLES PSICOSOCIALES ASOCIADAS EN POBLACIÓN LABORAL MEXICANA

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El tema del estrés y la salud mental en el trabajo se ha convertido una prioridad esencial para varios organismos internacionales (OMS, OIT, NIOSH, Unión Europea, etc). Esta prioridad ha significado un avance importante en la investigación, vigilancia y prevención de estos temas de manera trascendente en países desarrollados. No obstante lo anterior, en países no desarrollados la realidad es contrastante. Este es el caso de Latinoamérica, donde las condiciones sociales y laborales mantienen una realidad que trae consigo diversas consecuencias innegables en la salud mental. México no es la excepción y la investigación en estos temas sigue siendo magra y con una pobre difusión. El presente simposio pretende mostrar los resultados de cinco investigaciones realizadas en distintos contextos laborales en México, tratando de ofrecer un panorama de la problemática. La afortunada colaboración de estos investigadores ha llevado a la conformación de una red Mexicana que hoy propone compartir los hallazgos en este foro. Los estudios abordan distintas metodologías que van desde la etnografía y narrativa, hasta estudios con análisis cuantitativos multivariados. Asimismo, se estudian diversas poblaciones laborales que incluyen telefonistas, trabajadores de salud, docentes, ejecutivos y trabajadores manuales. En general los resultados mostrados por los cinco investigadores especialistas, darán cuenta de la situación de los factores psicosociales laborales y aquellos propios de la personalidad del empleado que se encuentran frecuentemente asociados al estrés, burnout y otros efectos psicológicos, así como de la prevalencia de éstos. Dichos hallazgos al ser consistentes con la literatura internacional, pueden establecer las bases y directrices para la correcta prevención, vigilancia y futura investigación de estos factores con miras al bienestar y calidad de vida de la fuerza laboral Mexicana.
VALIDEZ DE LA ESCALA DE DESGASTE PROFESIONAL (CESQT) Y VARIABLES PSICOSOCIALES ASOCIADAS EN TRABAJADORES MANUALES EN MÉXICO.

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Objetivo: El presente estudio tuvo dos objetivos, el primero fue identificar la validez del cuestionario CESQT en su versión de desgaste profesional (Gil-Monte 2008) mediante un análisis factorial y como validez de criterio se utilizó el Cuestionario General de Salud (Goldberg, 1981); el segundo objetivo fue averiguar su asociación con distintas variables del entorno psicosocial laboral, tales como la inseguridad en el empleo, la supervisión estricta, el apoyo social, la falta de recursos, la tensión laboral, el desequilibrio esfuerzo/recompensa; así como de variables individuales tales como la ira-rasgo, la ira contenida, el sobreinvolucramiento laboral, la autoeficacia y el control emocional.

Métodos: En un grupo de trabajadores manuales (N=111) se aplicó el CESQT en su versión de desgaste profesional y el cuestionario general de salud de Goldberg.

Resultados: En cuanto a los resultados de validez obtenidos se encontró que el análisis factorial arrojó 4 factores que explican el 53.41% de la varianza, quedando en el siguiente orden: desgaste psíquico, ilusión por el trabajo, desencanto profesional y culpa, los que en general cargaron los ítems respectivos acorde a lo esperado. En cuanto a las correlaciones con el puntaje total de salud según el cuestionario de Goldberg, se encontraron correlaciones estadísticamente significativas en las cuatro dimensiones del desgaste profesional según el CESQT, siendo r=.59 para desgaste psíquico, r=.52 para desencanto profesional, r=-.30 para ilusión en el trabajo y r=.32 para culpa. Finalmente, los modelos de regresión generados por el método de stepwise, mostraron que para desgaste psíquico los predictores significativos fueron desequilibrio esfuerzo/recompensa β.32, autoeficacia β -.36, Falta de recursos β.28 y sobreinvolucramiento β.27; para desencanto profesional los principales predictores fueron control emocional β -.36, Falta de recursos β.35, e ira-rasgo β.32-, para ilusión por el trabajo fueron autoeficacia β.41 y supervisión estricta β -.26. y para culpa, sólo el emocional β -.38.

Conclusiones: En conclusión encontramos que el cuestionario CESQT en su versión de desgaste profesional (ocupaciones de no servicio a otras personas) puede ser considerada como válida para su uso en población Mexicana. Asimismo, se encuentra que las variables asociadas al desgaste profesional varían según el componente, aunque cabe destacar que se encuentran tanto predictores del ambiente laboral como de la personalidad. Particularmente destacan la falta de recursos, la autoeficacia y el control emocional como predictores consistentes en las diferentes dimensiones. Aunque futuros estudios necesitan realizarse, deben considerarse estos factores en los programas de prevención de desgaste profesional.
LA TOLERANCIA AL ESTRÉS Y EL DESARROLLO DE COMPETENCIAS DE ESTUDIANTES UNIVERSITARIOS COMO ESTRATEGIA PREVENTIVA AL BURNOUT

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Objetivos: La preparación de los alumnos universitarios para cumplir ciertos perfiles profesionales ha incluido el desarrollo de competencias específicas relacionadas con conocimientos técnicos, habilidades de gestión de personas y de recursos materiales. Los cambios que se prevén implementar en el contexto del Espacio Europeo de Educación Superior (EEES) consideran la inclusión de algunas nuevas competencias y hace visibles otras ya existentes (considerando la tolerancia al estrés como una competencia más). Las raíces de la prevención del burnout profesional deberían situarse antes de la incorporación en el mercado laboral, incluyendo todos los niveles educativos.

Métodos: Cycloid es una aplicación de autoevaluación construida bajo la arquitectura Evolute (Kantola et al., 2005) y pretende mostrar el diferencial entre la visión actual y futura, denominada tensión creativa en el contexto de competencias específicas. El contenido de Cycloid ha sido desarrollado por el Department of Industrial Management at Tampere University of Technology in Pori, Finland, bajo la supervisión del Profesor H. Vanharanta y ha sido adaptado por la Universidad de Girona miembro de la red de centros de investigación evolute (ERC). Las competencias se evalúan mediante 120 frases y ha sido desarrollada sobre lógica difusa. Los datos utilizados son los recogidos en los dos últimos cursos 2006-07 y 2007-08. La proximidad a la finalización de sus estudios y el hecho de que un porcentaje significativo compagina estudio y trabajo los hace especialmente receptivos a la evaluación de competencias y a considerarse a sí mismos como “project managers” de su carrera de aprendizaje.

Resultados: Los resultados globales muestran que el 22% de los estudiantes consideran que la primera competencia a mejorar (de las 30 consideradas) es la tolerancia al estrés. Y para el 44,5% en 2006 y el 42,7% en 2007 se sitúa entre las tres primeras. El análisis de correlaciones muestra que la tolerancia al estrés se halla correlacionada con otras competencias y se consideran variables moderadoras como la experiencia profesional y género.

Conclusiones: La difusión de nuevas metodologías docentes como la evaluación continua, el portafolio, que pueden asegurar el seguimiento continuo y cercano del alumno, pueden sin embargo producir efectos adversos sobre otras. Las experiencias, estudios y análisis que la psicología de la salud ocupacional ofrece deberían integrarse como elemento preventivo en el diseño de metodologías docentes, contenidos y actividades y por consiguiente considerar la tolerancia al estrés en la evaluación del impacto que estos cambios pueden o están produciendo sobre los nuestros futuros profesionales.
FACTORES DE RIESGO PSICOSOCIAL INTRALABORALES Y SU RELACIÓN CON LA SATISFACCIÓN CON LA VIDA EN LOS TRABAJADORES

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La Organización Mundial de la Salud define la salud como un estado completo de bienestar físico, mental y social. De hecho explica que “Los conceptos de salud mental incluyen bienestar subjetivo, autonomía, competencia, dependencia intergeneracional y reconocimiento de la habilidad de realizarse intelectual y emocionalmente” (OMS, 2004, p.7). Así mismo Diener, Emmons, Larsen, & Griffin (1985) definen el bienestar subjetivo como una valoración afectiva y cognitiva que el individuo realiza sobre las condiciones generales de su vida basado en criterios subjetivos. La satisfacción con la vida corresponde a la valoración cognitiva que el individuo realiza de su vida a partir de un conjunto de valores y estándares culturales e individuales.

En Colombia se han realizado pocas investigaciones que permitan conocer la relación existente entre las variables psicosociales del trabajo y la salud de los trabajadores.

**Objetivos:** El propósito de esta investigación fue considerar la relación que existe entre los factores psicosociales de los modelos de estrés laboral Demanda Control Apoyo Social (Job Strain) y Desbalance Esfuerzo Recompensa (ERI) con la Satisfacción con la vida.

**Métodos:** Se aplicaron encuestas a 659 participantes, 302 de sexo masculino y 357 de sexo femenino, entre los 18 y los 67 años de edad, trabajadores de 6 compañías diferentes, con contratos laborales estables en el sector público o privado en varias ciudades de Colombia. Para realizar la evaluación se usaron las versiones autorizadas en español del JCQ y del ERI, así como del cuestionario de Satisfacción con la vida desarrollado por Diener, Emmons, Larsen y Griffin (1985) en su versión en Español. Se realizaron análisis de regresión múltiple entre las variables psicosociales que componen cada modelo y la variable satisfacción con la vida.

**Resultados:** Los análisis mostraron que las variables psicosociales de ambos modelos explican varianza de la satisfacción con la vida en los trabajadores, sin embargo es el modelo de Demanda Control Apoyo Social el que más varianza explica al tomar el grupo de trabajadores en su totalidad (10%). Adicionalmente en los análisis dividiendo la muestra por hombres y mujeres estas relaciones se observan más claramente, pues para el ERI los resultados mostraron que las variables explican varianza únicamente para el caso de los hombres y no para las mujeres. Así mismo la participación de las variables que componen cada modelo cambia según el sexo de los sujetos.

**Conclusión:** Al igual que otros resultados reportados las variables del modelo Demanda Control Apoyo Social, específicamente las variables de apoyo social mostraron relación con la satisfacción. Adicionalmente mostraron que en los modelos estas relaciones no son iguales para el caso de los trabajadores según el sexo.
ESTRÉS TRAUMATICO SECUNDARIO Y VARIABLES DE PERSONALIDAD EN PROFESIONALES QUE LABORAN EN SERVICIOS DE EMERGENCIAS DE JALISCO

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El Estrés Traumático Secundario (STS), definido como La consecuencia natural comportamental y emocional que resulta de saber acerca de un evento traumatizante experimentado por otra persona que es significante, donde el estrés resulta de ayudar o querer ayudar a la persona que sufre el trauma (Figley, 1995), surge como propuesta de los estudios dirigidos no sólo a las víctimas primarias de situaciones traumáticas o altamente estresantes, sino también a sus cuidadores como víctimas.

Objetivo: El objetivo de este estudio fue evaluar el nivel de afectación de estrés traumático secundario y comparar sus características de personalidad de profesionales que trabajan en servicios de emergencias.

Métodos: Se obtuvieron datos de 203 bomberos y 217 paramédicos y/o médicos y enfermeras de distintas bases de Guadalajara y Tlaquepaque, a los cuales se les aplicó el Cuestionario de evaluación del Estrés Traumático Secundario de Moreno y cols., (2004), del cual se retomaron 2 escalas para valorar la relación entre la Personalidad y las posibles Consecuencias del ETS: Cuestionario de personalidad (24 reactivos); y Cuestionario de consecuencias (18 reactivos). La aplicación de los instrumentos se realizó en su área de trabajo bajo consentimiento informado.

Resultados: Se encontró de manera general que los sujetos expresaron un nivel moderado de ETS, mientras que en las variables de personalidad se encontraron puntuaciones baja en las subescalas de Empatía y en la subescala de Comprensibilidad (sin diferencias por sexo), pero con puntuaciones moderadas en las subescalas de Sentido del humor y Reto, consideradas en la literatura como factores protección al ETS. Se encontró una correlación positiva entre el nivel de estrés traumático secundario con las subescalas de personalidad de empata y reto.

Conclusiones: Los resultados indicaron que se trata de una muestra sin afectación del estrés traumático secundario; sin embargo algunos caso de bomberos y paramédicos indicaron afectación moderada-alta, solo se observó una correlación que indicaba que a mayor nivel sociocultural menor nivel de de sacudida de creencias. Por sexo se encontró que las mujeres tienden a ser mas empáticas y comprensivas como era de esperarse.
INTERVENCIONES EN DESARROLLO ORGANIZACIONAL Y FACTORES DE RIESGO PSICOSOCIAL: UNA PERSPECTIVA ESTRUCTURAL

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Objetivo: Analizar y contrastar empíricamente el modelo de Elliot Jaques (2004) en una muestra de trabajadores chilenos de servicios de una gran empresa productiva. Este trabajo se centra en mostrar cómo la estructura de la organización afecta a determinadas variables psicolaborales como las disfunciones de rol, y como a través de las intervenciones en Desarrollo Organizacional se puede impactar sobre estas. Se analiza las relaciones Entorno-Estrategia-Estructura-Personas, dado que en cada una de ellas se producen quiebres que posteriormente pueden transformarse en un riesgo psicolaboral, impactando a las personas y al negocio.

Métodos: El Modelo de Jaques plantea que existe una jerarquía de cuatro formas que los sujetos utilizan para procesar la información: pensamiento declarativo, acumulativo, en serie y en paralelo. Estas cuatro formas de procesar información se iteran en cada uno de los cinco órdenes de complejidad de la información: Preverbal, Verbal concreto, Verbal simbólico, Conceptual abstracto y Universal. La complejidad del procesamiento mental de cada individuo, y su capacidad potencial al interior de una organización, van a estar determinados por la forma de procesamiento y el orden de complejidad de la información. En estos elementos influye el horizonte temporal en el cual la persona se desempeña, y que es una resultante de las capacidades del individuo en relación al contexto organizacional y a las responsabilidades que se le exigen, entendiendo la estructura organizacional a partir de estos elementos.

La muestra del estudio la componen 270 profesionales de administración y servicios de Codelco Chile (empresa de producción de cobre). Los instrumentos seleccionados están conformados cada uno por cinco reactivos que se distribuyen en dos sub-escalas. Estas escalas son resultado de una modificación y adaptación al castellano de algunos ítems de la escala de Rizzo, House y Lirztman (1970). El modelo se evaluó mediante el programa SPSS 15.

Resultados: Se confirmó que el modelo hipotetizado de análisis estructural de Jaques se ajustaba suficientemente a los datos.

Conclusión: La necesidad de cambio de las organizaciones ha remecido las estructuras, pensadas como algo relativamente estable, y diseñadas para plazos no inmediatos. Las estructuras, no pueden ser modificadas rápidamente, y tienen componentes que frenan la adaptación al entorno. Cuando existen elementos estructurales que afectan al individuo, estos se transforman en factores de riesgos psicosociales, provocando problemas en la organización. En lo particular, operacionalizando algunas de las variables estructurales que afectan al individuo, comprobamos que la ambigüedad y el conflicto de Rol están directamente relacionadas con patologías laborales asociadas al estrés, y son el elemento relacionador con la estructura y las variables planteadas en el modelo estructural de Jaques. Se debe trabajar más sobre los elementos asociados al rol en forma diagnóstica e interventiva, dado que está son el punto crítico en los procesos persona–organización. El modelo de Jaques ofrece suficiente evidencia empírica que lo apoya, lo que permite concluir que es un modelo adecuado para analizar la relación entre las estructuras organizacionales y algunas variables de riesgo psicosocial.
ESTRÉS EN EJECUTIVOS DE MEDIANAS Y GRANDES EMPRESAS MEXICANAS: UN ENFOQUE DE DESARROLLO HUMANO ORGANIZACIONAL

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Objetivos: Identificar fuentes de estrés, manifestaciones a nivel personal y organizacional, así como efectos moderadores (o de manejo del estrés) en ejecutivos de medianas y grandes empresas mexicanas, a través del Indicador de Presión en el Trabajo (IPT) para construir propuestas de afrontamiento con enfoque de desarrollo humano organizacional.

Métodos: Investigación exploratoria y descriptiva, no experimental transeccional. La muestra no probabilística se integra de 41 ejecutivos mexicanos, recolectando datos mediante un instrumento de 142 reactivos durante abril-noviembre 2006. Se hipotetizan altos niveles de presión, manifestaciones positivas, más que negativas, a nivel personal y organizacional, así como un uso moderado de estrategias de manejo del estrés.

Resultados: Estos ejecutivos trabajan en promedio 53 horas a la semana. Se llegó a confirmar parcialmente la hipótesis planteada. Los ejecutivos mexicanos enfrentan altos niveles de presión, manifestados a través de la carga de trabajo, manejo de relaciones personales, necesidad de reconocimiento, responsabilidad, rol gerencial, demandas casa-trabajo y dificultades diarias. Utilizan como moderadores el empuje, la impaciencia, el control, la influencia personal, el enfoque en el problema y la separación vida-trabajo. Manifiestan su estrés positivamente a través de la satisfacción laboral y organizacional, la seguridad en la empresa, el compromiso organizacional, la salud mental y la resiliencia, así como sus niveles de energía, aunque sí la responsabilidad y las dificultades diarias, así como su gran necesidad de reconocimiento y el natural desequilibrio hogar-trabajo. Le dan poca importancia al clima organizacional y no recurren al apoyo social para afrontar el estrés.

Conclusiones: Para el ejecutivo no representa una presión el clima organizacional. Es un grupo dentro de las organizaciones que no aplica el desarrollo humano ni con su persona ni a nivel organizacional, lo cual no se traduce en que sean personas deshonestas, déspotas o algo similar. Se detecta una beta de posibilidades para trabajar en esta filosofía de vida. Otra prueba de ello es que el soporte social no es un factor utilizado por el ejecutivo para enfrentar el estrés, lo que hace suponer que desconfía de colaboradores y hasta amigos para tratar asuntos del trabajo, aunque también es una posición jerárquica que atiende, en la mayoría de los casos, asuntos confidenciales y de riesgo. En conclusión, en la medida en que el ejecutivo cuente con una alta capacidad negociadora, habilidad para el manejo de información y capacidad de comunicación y escucha, podría disminuir el nivel de estrés individual y organizacional.
VALIDEZ FACTORIAL DEL “CUESTIONARIO PARA LA EVALUACIÓN DEL SÍNDROME DE QUEMARSE POR EL TRABAJO” (CESQT) EN UNA MUESTRA DE PROFESIONALES QUE TRABAJAN HACIA PERSONAS CON DISCAPACIDAD CHILENOS

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Objetivo: El síndrome de quemarse por el trabajo (SQT) se puede definir como una respuesta al estrés laboral crónico con origen en las relaciones interpersonales. El instrumento por excelencia para su evaluación es el Maslach Burnout Inventory, aunque este instrumento presenta algunas insuficiencias psicométricas. Entre las medidas alternativas está el CESQT. El objetivo de este estudio fue analizar la validez factorial y la consistencia interna del "Cuestionario para la Evaluación del Síndrome de Quemarse por el Trabajo" (CESQT). Se hipotetizó una estructura de cuatro factores similar a la estructura original del instrumento.

Métodos: La muestra del estudio la formaron 277 profesionales chilenos que trabajaban hacia personas con discapacidad. El instrumento (CESQT) está formado por 20 items que se distribuyen en cuatro subescalas: Ilusión por el trabajo (5 items), Desgaste psíquico (4 items), Indolencia (6 items), y Culpa (5 items), y se evalúan mediante una escala de frecuencia de 5 grados. Altas puntuaciones en Desgaste psíquico, Indolencia, y Culpa, y bajas puntuaciones en Ilusión por el trabajo indican altos niveles de SQT. El análisis factorial confirmatorio se realizó mediante el programa LISREL 8, y el método de análisis fue el WLS.

Resultados: El modelo hipotetizado obtuvo un ajuste adecuado a los datos ($\chi^2_{164} = 285.32, p < .001$, AGFI = .95, RMSEA = .052, NNFI = .93, CFI = .94, y PNFI = .75), lo que confirmó que el modelo hipotetizado ajustaba suficientemente a los datos. Todas las subescalas presentaron valores de consistencia interna superiores a .70. Respecto a la calidad de los ítems con relación a su dimensión, el calculó de la homogeneidad del ítem, la correlación ítem-escala, y el índice de fiabilidad del ítems resultaron adecuados, observándose en general valores por encima de .40.

Conclusiones: El CESQT ofrece validez factorial y sus escalas presentan valores de consistencia interna adecuada, lo que permite afirmar que es un instrumento válido y fiable para evaluar el SQT en profesionales chilenos que trabajan hacia personas con discapacidad.
VIOLENCIA PSICOLOGICA Y MOBBING EN COSTA RICA

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Objetivos: Determinar de manera diferenciada las prevalencias de “violencia psicológica en el trabajo” y del “acoso psicológico en el trabajo (Mobbing)” en trabajadores de Costa Rica.

Métodos: El presente constituye el primer reporte sobre la prevalencia de la violencia psicológica y el Mobbing en Centro América y se basa en un estudio exploratorio con 139 trabajadores de diversas Ciudades y giros empresariales de Costa Rica con la aplicación del IVAPT-PANDO. El IVAPT-PANDO se administra individual o colectivamente a manera de autoreporte, consta de 22 ítems con dos incisos de respuesta es escala tipo Likert, el instrumento, obtiene tres mediciones que corresponden a la presencia de la violencia, la intensidad de la violencia y el mobbing. Cada una se expresa con valores de alto, medio y bajo. Este Instrumento ha presentado consistencia interna, en México con un alpha de Cronbach 0.911 y validez factorial de 0.77 de acuerdo a Guilford con 53.47% de varianza explicada, mientras que los resultados españoles arrojaron un alpha de Cronbach 0.939 y una varianza explicada del 53.01%. Para el análisis de datos se utilizaron tasas y porcentajes para la distribución de las variables y la aplicación de la prueba de Chi cuadrada para la obtención de datos de asociación en donde se consideró asociación significativa si p < 0.05.

Resultados: Los resultados señalaron que el 74.8% de la población era víctima de violencia psicológica en el trabajo, aunque solo 7.9% del total se calificó sufriendo con intensidad alta. El mobbing solo se presenta en el 19.4%, 11.5% en el nivel medio y 7.9% en nivel alto. La presencia de violencia psicológica está influída por el género que presenta un asociación de (p=.034), donde las mayores prevalencias de violencia alta la presentan las mujeres con un 78.5%, por el estado civil (p=.015) donde los casados presentan 77.7% de presencia de violencia psicológica alta. Por su parte la intensidad de la violencia no se vio afectada por el sexo y el estado civil pero si por el turno y la duración de la jornada, donde los sujetos que laboraban fuera del turno matutino presentaban las mayores intensidades de violencia en el 21.4% de los casos (p=.000) y aquellos que trabajan mas de 40 horas semanales con un 80% (p=.021), para el mobbing no se reporta asociación significativa con el género, pero si para el estado civil (p=.030), turno de trabajo (p=.000) y la duración de la jornada (p=.013), donde las mayores presencias del mobbing son en los casados con el 22.7%, aquéllos que trabajan en el turno matutino con el 31.4% y quienes laboran más de 40 horas con un 15%.

Conclusiones: La evaluación de manera diferencial entre la “violencia psicológica generalizada” y el mobbing, permitió comprender de mejor manera las diferencias encontradas entre diversos estudios que utilizan diferentes instrumentos de medición, mostrando que es más común el uso de la violencia generalizada que el del mobbing, pero la primera parece tener menores efectos dañinos en el trabajador.
Objetivos: Iniciar una integración y análisis de perspectivas teóricas del lado oscuro de las organizaciones y conformar una perspectiva integradora que permita determinar los efectos negativos provocados por las organizaciones hacia los individuos y colaboradores que en ellas laboran.

Métodos: Se efectuó una revisión a la literatura para identificar investigaciones previas respecto a: 1) definiciones y enfoques conceptuales utilizados en el estudio del lado oscuro de las organizaciones, 2) investigaciones empíricas del lado oscuro de las organizaciones y del lado oscuro del comportamiento organizacional, y 3) efectos negativos que provocan las organizaciones en el factor humano.

Resultados: En la revisión efectuada a la literatura se identificaron tres ejes importantes de estudio: 1) el lado oscuro de las organizaciones, 2) el lado oscuro del comportamiento organizacional, y 3) el lado oscuro del entorno (globalización y entorno económico). El lado oscuro de las organizaciones se define como el conjunto de efectos negativos que surgen o son propiciados en las organizaciones o a partir de ellas, efectos que van dirigidos a los miembros de las organizaciones, a la sociedad y el ambiente. Los efectos dirigidos a los miembros de las organizaciones se refieren al conjunto de efectos negativos provocados a partir de tres centros causales principales: a) la estructura y diseño organizacional (e.g., rutinización, síndrome de burnout, rotación, ausentismo, estrés, errores, accidentes y riesgos de trabajo, bajo desempeño laboral, insatisfacción laboral, baja motivación), b) el liderazgo, la dirección, ejercicio y abuso de poder (e.g., acoso laboral, hostigamiento sexual, discriminación, autoritarismo, inadecuado clima laboral, baja moral del trabajador) y c) la actividad y puesto desempeñado (e.g., robos, corrupción, fraudes, violación de contratos de confidencialidad). Por su parte, el lado oscuro del comportamiento organizacional se define como los comportamientos, motivados por un empleado o grupo de empleados, que tienen consecuencias negativas para otro miembro de la organización, otro grupo de individuos de la organización o para la organización misma. Los comportamientos pueden dañar o ser perjudiciales al bienestar humano y a la organización. Los comportamientos que son perjudiciales al bienestar humano se refieren a comportamientos negativos cuyos costos y perjuicios inciden directamente en: a) los propios trabajadores (e.g., alcoholismo, drogadicción, trabajadores fumadores, prácticas específicas inseguras para el trabajo, suicidio) y b) otros miembros de la organización (e.g., violencia verbal y psicológica, violencia física, hostigamiento sexual, prácticas inseguras para el trabajo). Los comportamientos negativos que dañan o perjudican a la organización son los que tienen un costo financiero para la organización (e.g., ausentismo, tardanza y tiempos muertos, robos violación de leyes, códigos o regulaciones) y los que no generan costos financieros.

Conclusión: El lado oscuro de las organizaciones es un campo emergente que requiere el desarrollo continuo de un mayor número de investigaciones. También, es un tema recientemente abordado y tiene un carácter integrador de múltiples temáticas y problemáticas organizacionales investigadas previamente, que requieren ser estudiadas para generar continuas recomendaciones en favor de lograr mayores efectos positivos de las organizaciones.
ESTILOS DE PERSONALIDAD Y PRESENCIA O AUSENCIA DE BURNOUT, EN BUSCA DE UNA RELACIÓN (ESTUDIO REALIZADO EN LA REGIÓN DE VALPARAÍSO, CHILE)

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Objetivo: La presente investigación explora acerca de la existencia de relación entre los diferentes estilos de personalidad y la presencia o ausencia del síndrome de Burnout.

Métodos: Para determinar lo anterior, se trabajo con 119 profesionales pertenecientes a profesiones denominadas “predisuestas” al síndrome (profesores, asistentes sociales, médicos, kinesiólogos, enfermeros y psicólogos y sacerdotes). En el estudio de tipo exploratorio y cuantitativo, se utilizo para la medición del Burnout el Inventario de Burnout de Maslach (MBI); y para la medición de los estilos de personalidad, el Inventario de Estilos de Personalidad de Millon (MIPS).

Resultados: Los datos se analizaron conforme a estadísticos descriptivos y pruebas paramétricas, a partir de lo cual se obtuvo que la muestra estaba compuesta por 4,2% de personas que poseían el síndrome, 30,3% que no lo poseían y 65,5% que estaban proclives a desarrollarlo. En cuanto a los rasgos de personalidad, se observó que los rasgos que aparecen en al menos el 50% de los participantes eran apertura, modificación, protección, extraversión, sensación, reflexión, sistematización, comunicatividad, firmeza, conformismo y concordancia. Al relacionar ambas variables, se pudo determinar que los estilos de personalidad integrados por los rasgos conformismo, acomodación, concordancia, sensación, protección y sometimiento se presentaban en 60% de los sujetos con Burnout; mientras los rasgos apertura, conformismo, sensación y firmeza se presentaban en 55,6% de los participantes con ausencia del síndrome. Al correlacionar cada rasgo con las diferentes dimensiones del Burnout se obtuvo que, además de los rasgos que correlacionaban sólo con alguna de las dimensiones, existían otros que presentaban relación directa con las dimensiones agotamiento emocional y despersonalización e inversa con la dimensión realización personal. Es así como los rasgos: preservación, introversión y retraimiento se vinculaban directamente con la presencia del Burnout; mientras sus polos opuestos, apertura, extroversión y comunicatividad se relacionaban con la ausencia del síndrome. Al contrastar los resultados obtenidos en los tres análisis se obtuvo que para el grupo con Burnout, los rasgos de acomodación y sometimiento se presentaban tanto en el análisis de estilos como en el de rasgos. Mientras para el grupo con ausencia del síndrome, se presentaba el rasgo de apertura tanto en el análisis del estilo de personalidad como en el de polaridades correlacionadas.

Conclusiones: A partir de lo anterior podemos señalar que existe relación entre el Síndrome de Burnout y los Estilos de Personalidad en la muestra de profesionales estudiados.
EL ESTRÉS LABORAL COMO METÁFORA DE PROCESOS DE CAMBIO DE OPERADORAS TELEFÓNICAS EN MÉXICO

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Objetivo: Debido a la inquietud de un grupo de sindicalistas (operadoras telefónicas de la empresa más importante de México) interesadas en que se reconozca el estrés como enfermedad laboral, se realizó una investigación con el objeto de descifrar ¿qué significa este reconocimiento?, ¿qué significa el estrés para las operadoras telefónicas, cómo lo experimentan y a qué situaciones se asocia? fueron las primeras preguntas que orientaron la intención de entender el estrés desde la perspectiva sociocultural y por ello desde la propia experiencia de un grupo de operadoras telefónicas.

Métodos: Se realizó una copiosa revisión bibliográfica que permitió ubicar el problema teórico-conceptual, consolidando con ello la base de la argumentación dirigida a destacar que el estrés aparte de ser una categoría del saber profesional es también una metáfora que los conjuntos sociales manejan para explicar síntomas físicos, situaciones y relaciones que experimentan. Se seleccionaron 25 operadoras telefónicas que aceptaron tener diagnóstico de estrés o bien sufrir dicho padecimiento. Su experiencia, sus nociones, sus valoraciones sobre el estrés fueron captadas aplicando una metodología variada que igualmente puso atención en la realización de una etnografía del centro laboral; en la aplicación de un cuestionario para captar de manera central ciertos tópicos de salud-enfermedad-atención; en la entrevista semiestructurada que puso atención a la narrativa de las operadoras que permitió articular tanto lo individual, familiar y laboral, como su pasado, presente y futuro. Todas estas estrategias metodológicas se lograron durante casi un año de trabajo de campo realizando en un centro laboral de la empresa Telmex.

Resultados: Como resultados vemos que desde la narrativa de las operadoras se advierte el momento en el que transcurre la investigación refiriendo una compleja relación entre la realidad social, cultural y política que viven éstas (en el trabajo y en la familia) teniendo como marco de referencia el cambio tecnológico generado años atrás. En las explicaciones de las operadoras el trabajo aparece como la principal causa de estrés. Todos los elementos referidos a éste son dinámicos, cambiante a lo largo de su historia laboral. Para el momento actual, el principal malestar está en las relaciones interpersonales transformadas por el cambio tecnológico y las nuevas exigencias de producción que pusieron de manifiesto la pérdida del contenido simbólico del trabajo, la transformación de las redes sociales solidarias que se convirtieron en la actualidad en relaciones agresivas en diversas direcciones (entre operadoras, entre operadora/cliente y entre operadora/supervisor) y, la insatisfacción laboral actual manifiesta, sobre todo, ante la constante amenaza de la desaparición de la categoría de operadora telefónica.

Conclusiones: Como conclusiones se destaca que estudiar el estrés desde la significación, poniendo atención en la narrativa, develó la experiencia del estrés articulada con situaciones, momentos, personas, relaciones, mostrando su naturaleza polisémica y multicontextual, lo cual constituyó un material rico en imágenes y referentes que, no sólo reveló la forma en que las operadoras conceptualizan su experiencia de enfermedad, sino toda una compleja interpretación en la cual vimos el lugar que toman el trabajo y la familia y, un proceso de transformación de ellas como trabajadoras y como mujeres. En este sentido, podemos decir que en sus narrativas se expresaron diversas metáforas desde las cuales las diferentes transformaciones constituyen procesos de significación y resignificación.
El estado actual de la investigación sobre Factores Psicosociales en trabajadores mexicanos, como en otros países Latinoamericanos, se caracteriza por un desarrollo conceptual heterogéneo o inconsistente, metodológicamente incipiente y de bajo impacto social y normativo; por tanto de poca utilidad para la protección de la salud de los trabajadores.

**Objetivo:** En este trabajo se hace un balance general del estado actual del estudio de Factores Psicosociales y se describe la investigación más reciente del Grupo de trabajo de la Facultad de Estudios Profesionales Iztacala de la UNAM. El objetivo es describir los resultados de la evaluación de 315 trabajadores y analizar sus implicaciones metodológicas.

**Resultados:** Los resultados mostraron la incidencia de los siguientes factores psicosociales de riesgo en los trabajadores estudiados: carga mental e inseguridad laboral (19%), apoyo social bajo (17%), patrón de personalidad tipo “A” (16%), ausencia de valores humanos (14%), autoeficacia percibida baja y acoso psicosocial (13%), pocos recursos disponibles para el trabajo (12%), trabajo en espacios confinados (7%), posibilidades reducidas para tomar decisiones (6%), relaciones con superiores y falta de cooperación (5%), presión de tiempo y demandas de trabajo altas (4%). El grado de incidencia de los efectos psicológicos evaluados fue: tensión laboral (19%), fatiga (16%), insatisfacción (15%), depresión y síndrome de quemado por el trabajo (12%).

**Conclusiones:** Los autores subrayan la necesidad de utilizar instrumentos validados en este tipo de poblaciones de trabajadores para la vigilancia periódica de la salud en el trabajo, con el fin de tomar acciones organizacionales tales como el rediseño de la cultura organizacional, de puestos y de los procedimientos de selección, el control de factores ergonómicos, la formación y conducción de equipos, con el fin de contribuir a mejorar las condiciones de trabajo y los servicios para la salud de los trabajadores. Por otra parte, se insiste en la necesidad de reforzar el intercambio y la colaboración entre los colegas de países hispanos para mejorar los instrumentos disponibles y desarrollar otros que sean validados para la evaluación de factores psicosociales protectores y de riesgo en nuestros trabajadores.
LA CALIDAD DE VIDA LABORAL EN RELACIÓN A OTRAS VARIABLES LABORALES Y ORGANIZACIONALES DE EQUIPOS DE TRABAJO.

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Objetivos: En un estudio sobre la influencia de las habilidades comunicativas de los responsables de equipos de trabajo sobre su motivación, se incluyeron variables que en la literatura sobre el tema se hallan muy relacionadas: características de los puestos de trabajo, percepción de autoeficacia, equidad, satisfacción laboral y bienestar psicológico. El objetivo era analizar la relación e influencia de estas variables.

Métodos: Una revisión de los diferentes modelos teóricos publicados sobre motivación nos muestra una referencia casi permanente a la satisfacción laboral, aunque los postulados sean diferentes (Herzberg, 1959; Adams, 1963; Vroom, 1970; Locke y Latham, 1991; González, Peiró y Bravo, 1996). Podríamos decir que existe una relación significativa y recíproca entre ambos conceptos. La motivación entendida como fuerza que guía y mantiene la conducta laboral cuando se está interesado en alcanzar unas necesidades, metas, expectativas y/o valores. Este esfuerzo conforma, por su parte, una actitud hacia la conducta laboral en sí, y a su vez, el nivel de satisfacción alcanzado incidirá en el nivel de esfuerzo que cada persona esté dispuesta a realizar. De forma semejante, la alta satisfacción es el resultado de una serie de procesos laborales, grupales y personales que se convierte a su vez en potencial motivador para iniciar y mantener nuevas conductas laborales y actitudes positivas. A su vez, el análisis de estas variables nos permite estudiar los niveles de calidad de vida laboral, puesto que podemos decir que la misma es una percepción subjetiva y personal de bienestar, un sentimiento de satisfacción/insatisfacción con la vida (Dalkey y Rourke, 1973). La muestra estaba formada por 296 trabajadores y trabajadoras integrados en 37 equipos de trabajo de diferentes grupos ocupacionales. Se utilizaron las escalas siguientes: Job Diagnostic Survey (Hackman y Oldham, 1974), Maslach Burnout Inventory – General Survey (Schaufeli et al., 1996), G.H.Q. 12 de Goldberg (1996), Cuestionario de Equidad (elaboración propia), Cuestionario de la percepción de las habilidades del supervisor/a (elaboración propia).

Resultados: Los resultados obtenidos permiten analizar las relaciones entre las características de los diferentes puestos de trabajo, las vivencias y percepciones que de ellos se derivan y la percepción de las habilidades de liderazgo con la motivación, la percepción de autoeficacia, de equidad, la satisfacción laboral y el bienestar psicológico, a la vez que las posibles interrelaciones entre estas variables resultado. Por otra parte, no son las características objetivas de los trabajos sino la percepción, la vivencia del individuo de las mismas las que se relacionan con la motivación, la autoeficacia, la equidad, la satisfacción y el bienestar psicológico. En esta percepción y vivencia del puesto tienen una especial influencia las habilidades comunicativas de la supervisión. A su vez, se da una relación positiva y significativa entre estas variables. Sin embargo, aunque la calidad de vida laboral (medida como bienestar psicológico en el trabajo) se relaciona directa y positivamente con satisfacción y autoeficacia, no lo hace con la motivación. De modo que esta última relación se ve modulada por diversas variables que se analizan en este estudio.
La inmigración en España ha experimentado un gran crecimiento en la actualidad, debido en gran medida, por la búsqueda de empleo y la mejora de las condiciones de vida. Sin embargo, el hecho de trasladarse a una cultura diferente conlleva para los inmigrantes unas demandas que pueden resultar estresantes y derivar en riesgos para su salud. El Síndrome de Ulises (SU) es un constructo que refleja los factores estresantes de este colectivo constituyendo un trastorno específico dentro del proceso adaptativo.

**Objetivos:** En este estudio nos proponemos analizar cuáles son los factores personales y psicosociales que pueden determinar el desarrollo de SU en los trabajadores inmigrantes.

**Métodos:** Para ello, realizamos un estudio de carácter transversal en el que participan 112 trabajadores inmigrantes residentes en España de diferentes países de procedencia. Los participantes cumplimentaron un cuestionario autoinformado de manera anónima en el que se midió personalidad “Big Five” mediante el Big Five Inventory (Bennet-Martínez y John, 1998), autoeficacia con la escala de autoeficacia en el trabajo (Navarro y Quijano, 2000) anomia con la escala de Srole (1956), locus de control con una adaptación de la escala de Pérez (1984), clima de seguridad adaptando el instrumento homónimo de Cheyne, Cox, Oliver y Tomás (1998), conocimiento de la cultura española antes de emigrar con un ítem desarrollado ad hoc y como variable dependiente, el SU, según la medida descrita por Ramos-Villagrasa y García-Izquierdo (2007).

**Resultados:** Mediante análisis de regresión lineal encontramos que las variables que actúan como predictoras son los factores de personalidad neuroticismo y responsabilidad, el conocimiento de la cultura española antes de emigrar y la anomia. Junto a ello, también se encuentra que aquellos inmigrantes que han vivido en otros países antes de emigrar a España tienden a puntuar más bajo en el síndrome de Ulises que los que no lo han hecho.

**Conclusiones:** Las conclusiones que podemos extraer de este estudio son las siguientes: en primer lugar, que la personalidad se muestran de nuevo como un importante predictor de la salud. Junto a ello, destacamos también el papel de la anomia, una variable que consideramos debe ser objeto de mayor atención en el futuro por su relación con la inmigración. Finalmente, la inclusión en el modelo del conocimiento de la cultura española antes de emigrar nos lleva a sugerir que facilitar dicho conocimiento desde las organizaciones puede ser una forma de promover la salud en este colectivo de trabajadores.
PREVALENCIA DEL SÍNDROME DE BURNOUT Y FACTORES ASOCIADOS EN EL PERSONAL DE ENFERMERÍA DEL HGR C/MF NO. 1 DE CUERNAVACA MORELOS

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**Objetivo:** Determinar del Síndrome de Burnout y factores asociados (edad, sexo, estado civil, área de trabajo) en el personal de enfermería del HGR C/MF no. ¹ de Cuernavaca Morelos.

**Métodos:** Se llevó a cabo un estudio transversal y descriptivo. Primero, se realizó una prueba piloto con 20 personas, para efectuar ajustes, una vez realizados, se procedió a levantar las encuestas para efectuar el estudio. La población de personal de enfermería del hospital es de 817, se estudiaron 250 enfermeras/os de diferentes categorías, servicios y turnos, mismas que conformaron la muestra que fue recolectada por conveniencia, para ello, se tomó en consideración la prevalencia del síndrome reportada en la literatura, la cual fue del 17%. El Síndrome de Burnout se midió utilizando la escala del MBI (Maslach Burnout Inventory) adicionalmente se hicieron 26 preguntas sociodemográficas y laborales.

**Resultados:** La prevalencia en esta población del Síndrome de Burnout fue de 2.8%; 44% presentaron despersonalización; el 19% de los encuestados presentaron cansancio emocional y 14.80% presentaron baja realización personal, todo lo anterior se consideran factores predisponentes para el desarrollo del Síndrome de Burnout. El promedio de edad de los que tienen Síndrome de Burnout y aquellos libres de él fue similar (38.7 vs 39.1) asimismo los servicios de adscripción no mostraron diferencias significativas; en cuanto al turno de labores, los afectados pertenecieron 3 al turno matutino, 3 al nocturno y uno al vespertino. La media del tiempo de laborar fue de 11.14 vs. 13.61 comparando aquellos con y sin síndrome de Burnout. El 81.75% de los que presentan Síndrome de Burnout refirieron querer cambiar de servicio, el 42.85% refiere querer cambiar de profesión, el 100% de las que tienen Síndrome de Burnout consideran que el número de pacientes a su cargo es excesivo.

**Conclusiones:** La prevalencia del Síndrome de Burnout encontrada en este estudio fue baja comparada con lo referido en la literatura internacional. Es importante considerar las expectativas que el personal de enfermería de esta Institución manifiesta sobre el deseo de cambiar de profesión, así como el cambio de servicio de adscripción podrían reducir esta predisposición al síndrome.
En la educación es fundamental que quien aprende conozca y use los medios adecuados para lograr su aprendizaje. Por lo general, los profesionales que se dedican a la enseñanza reciben entrenamiento en métodos y técnicas para realizar su labor, pero solo en algunas ocasiones se entrena a los estudiantes en métodos y técnicas de estudio acordes a sus propios hábitos y habilidades. Es indudable que para lograr el proceso de enseñanza-aprendizaje es necesario que ambas partes, maestro y alumno, conozcan y sepan hacer su labor de manera adecuada. Para el logro de ésta tarea favorece la ayuda del Tutor Académico, cuya labor consiste en guiar al estudiante en la creación y definición de sus propios medios de aprendizaje.

**Objetivo:** Por tanto, la presente investigación tiene por objetivo primordial lograr que el Tutor Académico de una institución de nivel medio superior realice con mayor eficacia su labor, a través de un entrenamiento adecuado, apegado a las circunstancias y el contexto de dicha institución; esto con la finalidad de reforzar los métodos y técnicas de estudio del alumno, mejorando así la calidad del proceso de enseñanza-aprendizaje.

**Métodos:** Para llevar a cabo la presente investigación se aplicó el modelo Investigación-Acción en una institución de nivel medio superior, a fin de implementar la función de Tutor Académico a las tareas de la figura denominada por la institución como Coadjutor; la cual carece de un entrenamiento previo para llevar a cabo su labor y cuyo perfil laboral se encuentra indefinido. La investigación se realizó en cuatro fases: 1) Contrato Psicológico, 2) Diagnóstico, 3) Formulación de Planes de Mejora y 4) Ejecución del Plan.

**Resultados:** Como resultado se obtuvo un aumento significativo en el uso de medios adecuados de aprendizaje, medido con las calificaciones obtenidas por los estudiantes y los resultados de una encuesta de hábitos y habilidades de estudio. Destacan sobre manera las asesorías individuales, ya que fue en este aspecto donde se presentaron los resultados más significativos y congruentes con la labor de Tutor Académico, con esto se puede deducir que con el reconocimiento de las necesidades particulares y específicas se realizaron intervenciones de mayor pertinencia.

**Conclusión:** Debido a la variedad en los resultados se dedujo que es posible capacitar a un estudiante y ofrecer herramientas para la mejora en los hábitos de estudio, sin embargo existen elementos personales de decisión en cada individuo que escapan al procedimiento realizado.
ESTRESORES LABORALES EN PILOTOS COMERCIALES DE AVIÓN

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Objetivos: El presente estudio se ha desarrollado para dar cumplimiento a dos objetivos principales. En primer lugar, analizar y validar la estructura del cuestionario Detonantes del Estrés Laboral (D.E.L.) en pilotos comerciales de aviación internacional y, en segundo lugar, analizar las relaciones entre los detonantes del estrés laboral de estos pilotos. La importancia del tema en este contexto está justificada por varios motivos. En primer lugar, el estrés laboral cobra cientos de víctimas, acarreando no solo costes económicos, sino también sociales y culturales. Por otro lado, el trabajo de piloto de aeronaves comerciales está inserto en un marco altamente tecnificado y artificial y presenta una serie de potenciales fuentes de estrés. Las regulaciones de las jornadas laborales o el entrenamiento profesional del personal aeronáutico, son temas de vital interés para el estudio del estrés laboral.

Métodos: El diseño de la investigación es de carácter exploratorio descriptivo y correlacional y cuenta con un muestreo probabilístico. A una muestra de 36 pilotos chilenos (Círculo de Pilotos de Chile), en una primera etapa, y, posteriormente, en una segunda etapa, a una muestra de 72 pilotos españoles (Sindicato Español de Pilotos de Líneas Aéreas) se les pasó el cuestionario D.E.L. (Detonantes del Estres Laboral) diseñado por Aguirre y Mancilla (2002). Mediante análisis factoriales se identificaron los estresores laborales. Posteriormente, a través de diferentes análisis de regresión múltiple se analizaron las relaciones entre estos estresores.

Resultados: Se obtuvieron cuatro dimensiones propuestas como estresores: factores organizacionales, factores ambientales, relación-familia trabajo y relaciones interpersonales en el trabajo. Se analizan las relaciones entre estos estresores.

Conclusiones: Las principales conclusiones de esta investigación son que las relaciones interpersonales en el trabajo actúan como un factor protector del estrés, que los factores del ambiente físico son explicados en gran medida por la relación familia – trabajo, y que esta última es explicada en gran parte por los factores organizacionales. Se propone para futuros estudios la inclusión de variables como satisfacción laboral, síntomas psicosomáticos de estrés, contrato psicológico, entre otras, para profundizar más sobre el estrés laboral en este colectivo de trabajadores. La presente investigación tiene relevancia social, práctica y metodológica. Relevancia social, porque contribuye a la prevención y enfrentamiento del Estrés Laboral a nivel individual y organizacional y aporta información de utilidad para mejorar las condiciones laborales y el desarrollo profesional de los pilotos comerciales españoles; relevancia práctica: porque sus resultados y conclusiones contribuyen a optimizar la gestión de Recursos Humanos de cualquier organización del medio aeronáutico. Y relevancia metodológica, porque este estudio ha permitido el perfeccionamiento de un cuestionario para la evaluación de los desencadenantes de Estrés Laboral en pilotos comerciales, con sólidos criterios estadísticos de fiabilidad y validez.
PREVALENCIA DEL SÍNDROME DE QUEMARSE POR EL TRABAJO EN ACADÉMICOS MEXICANOS DE INSTITUCIONES DE EDUCACIÓN SUPERIOR EVALUADOS CON EL CESQT

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Objetivo: El objetivo de este estudio fue identificar la prevalencia del SQT en una muestra de 237 maestros mexicanos de cuatro instituciones de educación superior.

Métodos: Se utilizó el Cuestionario para la Evaluación del Síndrome de Quemarse por el Trabajo para profesionales de la educación (CESQT-PE). La prevalencia se analizó siguiendo el procedimiento de los puntos de referencia de la escala de frecuencia de respuesta. Se encontró que el 2.5% de los participantes presentaban baja ilusión en el trabajo, 21% puntuaciones altas en desgaste psíquico, .4% altos niveles de indolencia y para culpa 3.8%. El alpha de Cronbach fue de .73 para ilusión por el trabajo, .80 en desgaste, .55 en indolencia y .76 en culpa. En las variables sociodemográficas que sí se encontró diferencia significativa son sexo, donde las mujeres reportan menor realización personal y en el tipo de contrato, en donde los profesores de asignatura se encuentran con mayor cansancio emocional.

Resultados: En relación con variables laborales se encontró una correlación positiva entre el SQT y sobre carga laboral con .463, satisfacción laboral de -.248, con percepción de problemas de salud de .431 y con autoeficacia de -.205.

Conclusiones: Se concluye sobre la necesidad ampliar el estudio con más muestras de docentes de educación superior y de intervenir para prevenir el deterioro de la salud de los mismos.
LUGARES DE TRABAJO SALUDABLES EN ENFERMERÍA: ANTECEDENTES Y CONSECUENCIAS DE LA AGRESIÓN EN EL TRABAJO. ESTUDIO PILOTO

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Objetivos: Durante los últimos veinte años la investigación empírica ha acumulado evidencia acerca de los efectos negativos de la violencia sufrida en el trabajo por parte de los profesionales de diversas ocupaciones, en particular de la Enfermería, tanto en Norteamérica como en otros países. Este fenómeno amenaza gravemente la Calidad de Vida Laboral del colectivo y, como consecuencia, la prestación eficaz del servicio sanitario a la población. La violencia en el trabajo no sólo incluye los actos físicos observables sino también las conductas psicológicas. Las víctimas son sometidas a acoso, amenazas, intimidación, acoso sexual y otras formas de violencia psicológica. La violencia en el trabajo puede adoptar diferentes formatos y no hay unanimidad entre los autores a la hora de definirla, pero la mayoría coincide en que se trata de un fenómeno universal con tres notas características: actos negativos o violentos dirigidos hacia una persona en el contexto de su trabajo, incapacidad de la víctima para defenderse y gravedad de las consecuencias indeseables sobre dicha víctima, a corto y a largo plazo (Einarsen, 2000, Einarsen, Matthiesen, & Skogstad, 1998). La violencia en el trabajo puede causar interferencias tanto inmediatas como a largo plazo de las relaciones interpersonales y del ambiente de trabajo en general. Los costes de la violencia son variados y alcanzan un amplio rango, incluyendo: (1) costes directos producidos por accidentes, enfermedades, discapacidades y muerte, absentismo y abandono del personal, (2) costes indirectos, como la reducción del rendimiento en el trabajo y (3) costes intangibles, como el perjuicio a la imagen de la organización, la reducción de la motivación y la moral, los bajos niveles de creatividad y la creación de un ambiente desfavorable para el trabajo. Sobre la base de la literatura esperamos que el conflicto de rol sea un antecedente importante del acoso laboral la identificación grupal, profesional y organizacional sean antecedentes con influencia negativa en el acoso laboral el apoyo grupal y organizacional sean antecedentes con influencia negativa en el acoso laboral el cansancio emocional sea una consecuencia negativa del acoso laboral.

Métodos: El estudio se ha llevado a cabo con 270 profesionales de enfermería de Centros públicos españoles.

Resultados: Los análisis avalan las hipótesis propuestas. En el Modelo de ecuaciones estructurales presentado, la identificación organizacional y el apoyo organizacional no tienen el impacto pronosticado sobre el acoso laboral. Sin embargo, el resto de las relaciones se verifica de acuerdo con lo pronosticado. Además del acoso laboral, son antecedentes del cansancio emocional el conflicto de rol y el apoyo organizacional, en sentido negativo.

Conclusiones: El estudio es exploratorio y su finalidad principal es poner a prueba un conjunto de instrumentos para emplearlos más adelante en un estudio de mayor amplitud. Las escalas muestran unas propiedades psicométricas aceptables y el modelo de relaciones propuesto se verifica parcialmente.
LA IMPORTANCIA DE LA EVALUACION DE RIESGOS PSICOSOCIALES EN EL SISTEMA PENITENCIARIO

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Objetivo: Distinguir los riesgos psicosociales a los que está expuesto el empleado del sistema penitenciario para desarrollar programas preventivos que reduzcan el impacto de dichos riesgos en la salud, dinámica familiar y desempeño social del trabajador

Métodos: Partimos de nuestra experiencia directa de 14 años como empleados del sistema penitenciario, la aplicación de pruebas como el CESQT, y la atención clínica de los trabajadores en el esquema de terapia breve.

Resultados: En dos años y medio de trabajar con los empleados del sistema penitenciario (personal de seguridad, técnico, jurídico, administrativo y directivo) hemos desarrollado un mapa de riesgos psicosociales en los diferentes establecimientos penitenciarios de Jalisco (13 en total) detectando las zonas de más tensión y evaluando los elementos con que cuenta el personal para disminuir el impacto de trabajar con delincuentes, no contar con un reconocimiento social de su labor y el vivir las jornadas laborales con el riesgo latente de motines, amenazas directas o indirectas e incluso participar directamente en un disturbio. Esto es algo que generalmente la sociedad no conoce y por lo tanto no reconoce como un espacio laboral en donde los empleados son impactados en sus propios valores, motivaciones e ideales.

Conclusión: El trabajo en un sistema penitenciario debe ser visualizado como una labor con efectos contundentes en la personalidad del individuo, quien no pocas veces es lanzado a la convivencia con los antivalentes de la subcultura penitenciaria sin la más mínima protección y al final de esa exposición, es percibido por la sociedad como una persona corrupta e irresponsable, en lugar de proporcionarle la asistencia requerida para recuperar su autoestima, el sentido de su labor, su prestigio social y en algunas ocasiones, para sobrellevar las secuelas físicas que dejan la exposición a un ambiente laboral violento tanto físico como psicológicamente. No olvidemos que dentro de las instituciones penitenciarias se corren todos los riesgos laborales de una micro – ciudad y muy poco se hace por evitarlos en función de la urgencia de fenómenos como la sobre población carcelaria y la carrera por combatir el delito. Evaluar los efectos psicosociales de ese ambiente de trabajo en el individuo, es mucho más relevante en este contexto, pues es el área más comúnmente afectada para el trabajador penitenciario.
NUEVAS ESTRATEGIAS METODOLOGICAS EN LA DOCENCIA DE POSTGRADOS

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Objetivo: Las exigencias actuales de los nuevos planes de estudios universitarios, reclaman estrategias docentes innovadoras y creativas que se ajusten a las necesidades de los estudiantes. Las Tecnologías de la Información y la Comunicación (TICs) son un valioso recurso a considerar y que destaca por su eficacia en el postgrado ya que permite al estudiante el acceso a la información como alternativa a la clase presencial, así como un mejor aprovechamiento de los aprendizajes. En este contexto, el objetivo general de este estudio es dar a conocer la metodología docente utilizada en la implantación y desarrollo del máster oficial en Psicología del Trabajo, las Organizaciones y en Recursos Humanos de la Universitat Jaume I en su primer año de impartición.

Métodos: Junto con las metodologías tradicionales, como las clases magistrales impartidas por profesores de la Universitat Jaume I y de otras universidades junto con profesionales expertos, se han utilizado tres herramientas innovadoras: el portfolio electrónico (e-folio), la evaluación continuada del profesorado (con la emisión del correspondiente feedback), y las sesiones de survey feedback con los estudiantes. Para implementar el primero se ha utilizado la intranet de la Universidad (http://www.aulavirtual.uji.es) y ha sido la base para la gestión toda la documentación e información, constituyendo el instrumento docente fundamental. El segundo de los recursos, las evaluaciones continuas de profesorado, se han ejecutado para cada uno de los profesores emitiendo los resultados en comparación con la media del resto de profesores y para cada módulo, así como evaluación de la coordinación entre profesores de cada asignatura. Por último, las sesiones de survey feedback, han consistido en puestas en común y discusiones cara-a-cara entre profesores y estudiantes, y se han revelado como potentes herramientas de control y seguimiento de consecución de los objetivos y expectativas del máster y fuente de mejoras continuas de cara a la excelencia docente. Finalmente en este trabajo se analizan aplicaciones prácticas y propuestas de mejora de cara a la impartición del máster en esta segunda edición (curso 2008-2009).