



Centre for
**Applied Psychological
Research**

April 2011



Researcher engagement: conference attendance

centre newsletter

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PROJECT FOCUS

StressCafé project team attends the research expo at the ARC major grants Announcement, Canberra 25 October 2010

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PUBLICATIONS

The outputs and achievements of 2010 journal articles, book chapters, authored research books and conference papers

To stay at the cutting edge of research in work and organisational psychology, CAPR members regularly lead, attend and contribute to national and international conferences in the field.

In 2010, CAPR staff led an expert workshop on Psychosocial Factors at Work in the Asia-Pacific attended by 21 experts; attended an invited expert workshop held by the European Agency for Safety and Health at Work in Rome; presented two ARC Grants at the ARC Major Grants Announcement Expo in Canberra; and gave an invited plenary lecture at the National Institute of Occupational Health, Norway on the Australian Workplace Barometer and Psychosocial Safety Climate.

Staff and students contributed papers to several major conferences, including the prestigious International Congress of Applied Psychology (Melbourne), the ICOH-WOPS (Amsterdam), the Asian Psychology Conference (Darwin), and the World Conference on Stress and Anxiety Research (Galway).



**The Vibe Hotel
Darwin Waterfront**



Expert Workshop: Psychosocial Factors at Work a regional inspiration

Convened and
sponsored by CAPR

8-9 July 2010

Twenty one experts from Australia, New Zealand, Malaysia, Japan and Germany, including industry regulators, policy makers, and academics from a range of disciplines met for two days to discuss psychosocial factors at work in the Asia Pacific. The region is the world's most populous and many workers experience very poor work conditions and insecure employment, yet in terms of global effort, little attention is given to psychosocial factors at work in the region. Experts agreed that a greater cooperative effort was needed to build a stronger evidence base to address the issues and contribute to global knowledge development in the area.

- ▶ Contribution to an Australian national policy statement on psychosocial factors to influence national policy and regulation as Australia progresses towards harmonisation in OHS legislation.
- ▶ Two special issues on the topic; a limited one of 3-4 papers on Occupational Health Psychology in the Asia Pacific featured in the Journal of Occupational Health Psychology, and a second on Psychosocial Factors at Work in the Asia Pacific (target to be determined).
- ▶ Discussions are continuing about a book/books on psychosocial factors in the Asia Pacific

Outcomes and plans

- ▶ Agreement that a multidisciplinary effort was required to address the following issues; knowledge development, training, research, interventions, transfer of research to practice, policy development and employee representation.

Next meeting

Further expert meetings are planned the next in Johor Bahru, Malaysia 7-8 July 2011, to be convened by Prof Rusli Bin Nordin, Clinical School Johor Bahru, Jeffrey Cheah School of Medicine and Health Sciences, Monash University Sunway Campus.

Project focus

The Australian Workplace Barometer
A NATIONAL SURVEILLANCE SYSTEM OF AUSTRALIAN
WORK ENVIRONMENTS

What does the surveillance system involve?

We launched the ARC supported Australian Workplace Barometer (AWB) on Tuesday 26th Feb 2009. This is a world-class national survey aimed to identify psychosocial factors that impact on people's wellbeing and effectiveness at work.

Data is being collected on issues including:

- ▶ Demands & pressure
- ▶ Resources, supports & control
- ▶ Job satisfaction & engagement
- ▶ Bullying and violence
- ▶ Work-family balance
- ▶ Physical health & psychological wellbeing
- ▶ Burnout & cardiovascular risk

Data is being collected from all sectors (private, government, non-government organisations) and professions in the Australian workforce.

Why is this system necessary?

Australian workplaces are undergoing rapid change. Issues such as burnout, high turnover and work-family balance stress are becoming increasingly prominent. For example, the economic cost of stress compensation claims alone is high, estimated at AUD 200 million every year.

(continued)

State, organisational,
and team
interventions to build
psychosocial safety
climate using the
Australian Workplace
Barometer and the
StressCafé

Our capacity to efficiently and effectively respond to these issues is significantly limited by the lack of high quality, accurate and timely data regarding Australian working environments. Reducing risk will improve individual capacity, health, and productivity with consequent social and economic benefits.

Most European countries (including the UK) conduct regular surveys of workplaces.

Australia is one of the few developed countries that does not have a comprehensive national system for monitoring these important workplace issues.

What are the benefits for Australia?

The information collected can be used by a range of key stakeholders including:

- ▶ State and federal governments
- ▶ Unions
- ▶ OHS experts and organisations
- ▶ Researchers
- ▶ Managers
- ▶ Community

As working conditions relate to psychological distress and work-life balance we can establish high risk industries and conditions that can be targeted in order to improve psychological well-being and reduce work family conflict.

The type of information gathered has many uses including:

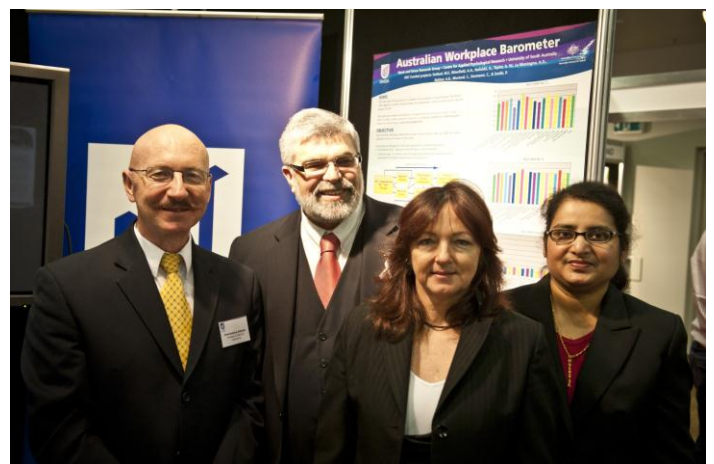
- ▶ Identifying psychosocial risk and risk groups
- ▶ Evaluating interventions, actions and campaigns
- ▶ Advising on prevention policies & practice
- ▶ Setting priorities for policies & interventions
- ▶ Benchmarking progress at a national & international level
- ▶ Monitoring changing trends, legislation and new developments
- ▶ Supporting research on specific topics
- ▶ Developing national standards
- ▶ Forecasting emerging risks

Where is the project at?

To be effective and useful the surveillance system will be designed to meet stakeholder needs and priorities.

Currently data is being collected in NSW and WA, canvassing 4000 workers in a biannual study. The project involves some of the world's best researchers, from the USA, The Netherlands and Australia and has been awarded a \$420,000 ARC Discovery grant 2008-2010.

Recently we commenced extending the system operating in NSW and WA, by including SA in an effort to build a truly national system. An additional aim is to create a website which will provide a unique project infrastructure where workers in participating organisations can go online and receive immediate feedback regarding their own psychosocial risk and health status via a survey and graphics, compared to state and national benchmarks (via the AWB). The project involves leading researchers from SA Health and UniSA and has been awarded \$490,000 ARC Linkage grant 2010-2012 in partnership with SafeWork SA.



Dr Andrew Nafalski, Kim Carr, Prof Maureen Dollard and PhD candidate Anusua Ghosh attend the 2010 research expo at the ARC major grants announcement to showcase the project

Image courtesy of Chris Canham Photography

Journal articles

Bond, SA, Tuckey, MR & Dollard, MF 2010, Psychosocial safety climate, workplace bullying, and symptoms of posttraumatic stress, *Organization Development Journal*, 28, pp 37- 56

Bryan-Hancock, C & Casey, S 2010, The psychological maturity of at-risk juveniles, young adults, and adults: Implications for the justice system, *Psychiatry, Psychology and Law*, 17, pp 57-69

Cathcart, S, Petkov, J, Winefield AH, Lushington, K & Rolan, P 2010, Central mechanisms of stress-induced headache, *Cephalalgia*, 30 (3), pp 285-295

Cathcart, S, Winefield AH, Lushington, K & Rolan, P 2010, Noxious inhibition of temporal summation is impaired in chronic tension-type headache, *Headache: The Journal of Head and Face Pain*, 50 pp 403-412

Cathcart, S, Winefield, AH, Lushington, K & Rolan, P 2010, Stress and tension-type headache mechanisms, *Cephalalgia*, 30(10), pp 1250-1267

Chrisopoulos, S, Dollard, MF, Winefield, AH & Dormann, C 2010, Increasing the probability of finding an interaction in work-stress research: a two wave longitudinal test of the triple - match principle, *Journal of Occupational and Organizational Psychology*, 83, pp 17-37

Day, A & Casey, S 2010, Maintaining change programs for offenders: Some suggestions for practice, *Psychology, Crime & Law*, 16(6), pp 449-458

Day, A, Casey, S & Gerece, A 2010, Interventions to improve empathy awareness in sexual and violent offenders: Conceptual, empirical and clinical issues, *Aggression and Violent Behaviour*, 15, pp 201-208

Dollard, MF & Bakker, AB 2010, Psychosocial safety climate as a precursor to conducive work environments, psychological health problems, and employee engagement, *Journal of Occupational and Organizational Psychology*, 83, pp 579-599

Hall, GB, Dollard, MF, Tuckey, MR, Winefield, AH & Thompson, BM 2010, Job demands, work-family conflict, and emotional exhaustion in police officers: A longitudinal test of competing theories, *Journal of Occupational and Organizational Psychology*, 83, pp 237-250

Hassan, Z, Dollard, MF & Winefield, AH 2010, Work-family conflict in East vs. Western countries, *Cross Cultural Management: An International Journal*, 17 (1), pp 30-49

Idris, A, Dollard, MF & Winefield, AH 2010, Lay theory explanations of occupational stress: the Malaysian context, *Cross Cultural Management: An International Journal*, 17 (2), pp 135-153

Publications

Publications

McLinton, SS & Dollard, MF 2010, Work stress and driving anger in Japan, *Accident Analysis & Prevention*, 42, pp 174–181

Opie, T, Lenthall, S, Dollard, MF, Wakerman, J, MacLeod, M, Knight, S, Dunn, S & Rickard, G 2010, Trends in workplace violence in the remote area nursing workforce, *Australian Journal of Advanced Nursing*, 27 (4), pp 18-23

Rowe, P & Savelsberg, H 2010, How are young people's experiences of 'home' affecting their engagement with schooling and community?, *Youth Studies Australia*, 29 (3) pp 36-42

Savelsberg, H 2010, Setting Responsible Pathways: The Politics of Responsibilisation, *Journal of Education Policy*, 25 (5), pp 657-675

Trainor, S, Delfabbro, P, Anderson, S & Winefield, AH 2010, Leisure activities and adolescent psychological well-being, *Journal of Adolescence*, 33 (1), pp 173–186

Winefield, H, Sabel, J & Winefield, AH 2010, Employee Perceptions of Fairness as Predictors of Workers' Compensation Claims for Psychological Injury: an Australian Case-Control Study, *Stress & Health*, 26, pp 3-12

Hall, GB, Dollard, MF & Howard, J 2010, Psychosocial Safety Climate: Development of the PSC-12, *International Journal of Stress Management*

Authored research books

Day, A, Casey, S, Howells, K, Ward, T & Vess, J 2010, *Transitions to better lives: Offender readiness and rehabilitation*, Willan Publishing

Book chapters

Brooks, B, Staniford, A, Dollard, MF & Wiseman, RJ 2010, Risk Factors, Consequences, and Management of Aggression in Healthcare Environments, *Contemporary occupational health psychology: Global perspectives on research and practice*, pp 208-234, Chichester UK, Wiley-Blackwell

Dollard, MF & Karasek, R 2010, Building psychosocial safety climate: Evaluation of a socially coordinated PAR risk management stress prevention study, *Contemporary occupational health psychology: Global perspectives on research and practice*, pp 208-234, Chichester UK, Wiley-Blackwell

Conference papers

Black, QC, Black, C, Winefield, A, Provis, C, Dollard, M & Farrel, D 2010, Sunday Trading : Controversies, Debates and South Australian Retail Sector Workers, Work in Progress: Crises, Choices and Continuity. Proceedings of the 24th AIRAANZ Conference, AIRAANZ

International collaborations

CAPR has productive collaborative partnerships with several distinguished international scholars in work and organisational psychology. These scholars regularly visit the Centre and contribute to its teaching and research activities. In 2010, academic visitors included:

- ▶ **Prof. Dieter Zapf**, Chair of Work and Organizational Psychology Division, Frankfurt University, Germany
- ▶ **Prof. Christian Dormann**, Professor of Work, Organizational and Economic Psychology, Mainz University, Germany
- ▶ **Prof. Jan de Jonge**, Professor of Work and Organizational Psychology, Eindhoven University of Technology, The Netherlands
- ▶ **Prof. John Meyer**, University of Western Ontario, Canada

In 2010, CAPR also hosted several international postgraduate students: Sascha Haun and Sarah Dudenhöffer, Research Assistants at the Department of Work, Organizational, and Economic Psychology, Mainz University, and Jordi Escartín, Lecturer in Organizational Psychology at the Social Psychology Department, University of Barcelona.

Journal and grant reviews

An important way in which staff and students at the Centre contribute to scholarship in work and organisational psychology is by reviewing manuscripts for international peer reviewed journals. In 2010, reviews were conducted for *Anxiety, Stress and Coping*; *Applied Psychology: An International Review*; *Criminal Justice and Behaviour*; *European Journal of Work and Organizational Psychology*; *Human Relations*; *International Journal of Stress Management*; *Journal of Advanced Nursing*; *Journal of Nursing Management*; *Journal of Occupational and Organizational Psychology*; *Journal of Occupational Health Psychology*; *Journal of Traumatic Stress*; *Occupational Health*; *Stress and Health*; *Work & Stress*.

Grant reviews included the ARC Laureate Fellowships, and the Qatar National Research Fund. The publication *Health Impact of Psychosocial Hazards at Work* was reviewed for the WHO.

Conference papers were reviewed for the European Academy of Occupational Health Psychology Conference, Rome; ICOH-WOPS; and the European Academy of Work & Organisational Psychology.

The CAPR PhD Expo

Was held Tuesday 14 December 2010, presentations included:

Sarven McLinton Measuring Interpersonal Anger in different domains

Reneae Hayward Emotion Regulation in Nursing and Midwifery

Jean-Marie See Breach of Psychological Contract of Nurses in South Australia: Consequences for Retention

Gina Huisy The Reciprocal Relationship between Workplace Bullying, the Psychosocial Work Environment and Burnout

Anusua Ghosh An Intelligent Agent Framework for Analysing Work Stress via the StressCafé and the Australian Work Place Barometer

Silvia Pignata Stress Interventions in Universities

Awang Idris Psychosocial Safety Climate, Work Engagement and Performance in Malaysia Work Teams



CAPR PhD candidates L-R Jean-Marie See, Reneae Hayward, Silvia Pignata, Sarven McLinton, Anusua Ghosh, visiting scholar Prof. Jan de Jonge and Awang Idris

Current research and consultancy projects

Government and industry

Aged Care Injury Prevention Study
Aged Care Association of Australia
- South Australia (ACAASA)

Factors affecting sickness and stress related absence within SAPOL
Police Association of South Australia

A note from the director

Professor
Maureen Dollard

Welcome to our Centre newsletter. One of the great challenges for modern workplaces is to maintain a strong psychosocial safety climate in the face of increasing global competition and pressures for increased work intensification. CAPR researchers are committed

ARC Linkage Grants

State, Organisational, and Team Interventions to Build Psychosocial Safety Climate using the Australian Workplace Barometer and the StressCafe´
\$490,000 in partnership with SafeWorkSA

Helping retail employees deal with threatening situations at work: Coping with acute and chronic stressors
\$303,000 in partnership with Shop Distributive Association

Developing and testing a best practice model of enterprise bargaining in the retail sector
\$271,472 in partnership with Shop Distributive Association

Back from the edge: reducing and preventing occupational stress in the remote area nursing
\$75,354 in collaboration with Flinders University

ARC Discovery Grants

Transition from school to work: A 10-year longitudinal study of unemployment, underemployment, social exclusion, and mental health in young people
\$495,571

Working wounded or engaged? Australian work conditions and consequences through the lens of the Job Demands - Resources Model
\$424,000

to a research agenda that provides evidence about the importance of balance between production goals and psychological health and safety goals. I hope this newsletter provides you with a good idea about the nature, focus, and scope of CAPR activities, so that you will think of ways of working with us to promote healthy productive work environments both locally and internationally.

Yours sincerely
Maureen

