

Welcome to the Society for Occupational Health Psychology Newsletter!



Society for Occupational Health Psychology

Volume 13 (Spring 2015)

Editor's Welcome



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Welcome to the Spring 2015 edition (v. 13) of the Newsletter for the Society for Occupational Health Psychology (SOHP).

In this edition of the newsletter, we feature two columns from Ms. Jessica Streit, a research psychologist for NIOSH/DHHS/CDC and current co-chair of the SOHP communications committee. The first column by Ms. Streit describes a series of NIOSH research studies aimed at learning about and improving hotel housekeeper safety and health. The second column provides a sneak peek into the focus of the upcoming International Conference on Occupational Stress and Health (Work, Stress, and Health 2015) by sharing a dialogue with two of the conference's keynote speakers - Dr. Aditya Jain and Dr. Bengt Arnetz - on the issue of workplace sustainability.

We are also excited to include a column written by Pedro Gil-Monte, which reviews his recent edited

book, *Handbook of Applied Work Psychosociology and Occupational Risk Prevention*. Pedro notes that "rigor, reliability, relevance, a clear presentation and didactic contents are principles that have guided the development of the book," which promises to be an important resource and instructional tool for teachers, researchers, and professionals.

This edition of the newsletter also features a highlight of the graduate concentration in OHP at Central Michigan University in Mount Pleasant, Michigan, written by Mr. Alex Stemer and Mr. Brandon King. Mr. Stemer and Mr. King share an overview of the history of the OHP concentration, the primary coursework, as well as faculty and student research in OHP at Central Michigan University.

We also have two columns from the leadership of SOHP. First is a note from the SOHP Secretary/Treasurer, Dr. Joe Mazzola, who provides us with an update on the finances of the organization, and notes that "the organization is currently on sound financial footing." We also have a column from the SOHP education and training committee chair, Dr. Emily Huang, who provides us with an update on several education and professional development initiatives, including a new set of student travel awards for the 11th International Conference on Occupational Stress and Health (Work, Stress, and Health 2015).

Additionally, Wes Baker, conference manager for APA, provides us with a snapshot of the upcoming Work, Stress, and Health conference to be held in Atlanta, Georgia, at the Westin Peachtree Plaza from May 6-9, 2015.

Producing the newsletter is a team effort, and I am very grateful for the assistance of the editorial team. The newsletter is made possible with the assistance of Associate Editors, Dr. Heather Odle-Dusseau and Dr. Emily Huang, and Production Editors, Mrs. Brooke Allison, and Ms. Tanya Sidawi-Ostojic. I thank them for all of their work to bring together this newsletter.

We hope you enjoy reading this issue of the newsletter. If you have any comments or would like to write an article for a future issue, please e-mail me (gary.giumetti@quinnipiac.edu).

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Special points of interest:

- 2015 Work, Stress, & Health Conference Details
- Become a member of SOHP!

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Work, Stress, and Health 2015: Sustainable Work, Sustainable Health, Sustainable Organizations

Convened by American Psychological Association, NIOSH, and SOHP

May 6-9, 2015

The Westin Peachtree Plaza, Atlanta, Georgia

Wesley Baker

Conference Manager

The American Psychological Association (APA), along with the National Institute for Occupational Safety and Health (NIOSH), and the Society for Occupational Health Psychology (SOHP) will convene the eleventh international conference on occupational stress and health, Work, Stress, and Health 2015: Sustainable Work, Sustainable Health, Sustainable Organizations, in Atlanta, Georgia, at the Westin Peachtree Plaza on May 6-9, 2015. This 11th international conference will give special attention to the concept of "sustainability," and the integral role of occupational safety and health in sustainable economic growth. For enterprises, sustainability refers to the potential for maintenance of business success over the long term.

For workers, sustainability is the potential for long-term maintenance of well-being. However, it has become increasingly clear that these two conditions are inextricably connected. In business, sustainability efforts have most commonly focused on environmental responsibility — at least historically so. But this is changing. Increasingly, corporate sustainability interests have expanded to include social responsibility, labor practices and occupational and environmental safety and health.

Papers, posters, symposia, workshops, and tutorials will be presented at the conference covering a great variety of topics relevant to work, stress and health, including:

- Sustainability
- Total Worker Health™
- Economic Issues and Concerns

- Best Practices in Creating Healthy Workplaces
- Workplace Diversity
- Minority and Immigrant Workers
- Health Disparities
- Workplace Mistreatment
- Work, Life, and Family
- High Risk Jobs and Populations
- Traumatic Stress and Resilience
- Psychological and Biological Effects of Job Stress
- Safety Climate, Management
- Training
- and more....

For more information about the conference, please contact [Wesley Baker](#), Conference Manager, at the American Psychological Association.

Please also visit the [WSH2015 Conference Website](#) for additional information including registration, hotel information, and the preliminary program.



The 2015 Work, Stress, and Health Conference will be held at the Westin Peachtree Plaza Hotel.

"For workers, sustainability is the potential for long-term maintenance of well-being. However, it has become increasingly clear that these two conditions are inextricably connected."

'Sustainability' in an Occupational Health Research Context



Ms. Jessica M.K. Streit, MS
National Institute for
Occupational Safety and Health

We are currently in the Information Age, the Social Age, the Big Data Age...and, it seems, an "Age of Sustainability Pursuit." In the past five years alone, the topic of environmental sustainability has been the focus of the United Nations, the US federal government, the National Science Foundation, and major international corporate policies (National

Science Foundation, 2015; Obama, 2009; Unilever, 2015; United Nations, n.d.; Wal-Mart Stores, Inc., 2015).

Concerns related to environmental ecology served as the catalyst for the emergence of sustainability as a global issue in the 1960s; this topic continues to receive extensive attention because of lingering and new issues related to natural resource management. Today, however, the environment is recognized as just one of three critical dimensions of sustainability. Regardless of the dimensional configuration proposed (legs of a stool? overlapping circles? nested

dependencies?), contemporary models define sustainability as the capacity to satisfy our present-day needs without compromising the future generations' abilities to satisfy their environmental, economic, and social needs. While *environmental sustainability* and *economic sustainability* are fairly self-explanatory, *social sustainability* is a less transparent term that includes topics such as human rights, livability, community development, social responsibility, social support, social justice, labor rights, and health equity...just to name a few. Unfortunately, despite its breadth and importance, social sustainability is frequently underrepresented or completely absent in sustainability discussions and reports. (McKenzie, 2004). Several noteworthy efforts to rectify this disparity have occurred in recent years. In 2010, the International Organization for Standardization issued *ISO 26000 - Social Responsibility*, and the American Society of Safety Engineers established the Center for Safety & Health Sustainability (International Organization for Standardization [ISO], 2010; Center for Health & Safety Sustainability [CHSH], 2015). In 2013, the Global Reporting Initiative (GRI) released the *G4 Sustainability Reporting Guidelines (G4)*, including enhanced metrics and guidance for assessing social sustainability compared to previous versions of the document (Global Reporting Initiative [GRI], 2013a; GRI, 2013b). In 2014, US National Institute for Occupational Safety and

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"Unfortunately, despite its breadth and importance, social sustainability is frequently underrepresented or completely absent in sustainability discussions and reports."

'Sustainability' in an Occupational Health Research Context (cont.)

Health (NIOSH) Director Dr. John Howard provided inspirational encouragement for continued scientific and practical endeavors in support of the normalization of unified annual organizational reporting (Howard, 2014).

NIOSH, along with the American Psychological Association (APA) and Society for Occupational Health Psychology (SOHP), is continuing the sustainability dialogue with the eleventh installment of the biennial International Conference on Occupational Stress and Health. *Work, Stress, and Health 2015: Sustainable Work, Sustainable Health, Sustainable Organizations* will be held May 6-9, 2015 at the Westin Peachtree Plaza in Atlanta, GA.

Two of the conference's keynote speakers, Dr. Aditya Jain (Assistant Professor in Human Resource Management and Deputy Director of the Centre for Organizational Health and Development at Nottingham University Business School, UK) and Dr. Bengt Arnetz (Vice Chair for International Affairs and the Deputy Director for Wayne State University's Institute of Environmental Health Sciences, Wayne State University, United States), generously volunteered some preconference time in January and February 2015 to discuss their views on the future of sustainability research and practice.

Conceptualizing and Measuring Sustainability in Occupational Safety and Health

The most critical piece for defining the future of workplace sustainability, it seems, is educating ourselves about how the construct's three dimensions are presently operationalized. Dr. Jain, whose scientific work in sustainability—with a focus on responsible business practices and often referred to as corporate social responsibility—spans nearly a decade, says we need to avoid "reinventing the sustainability wheel." There are credible resources available from the World Health Organization, the International Labour Organization, the Organisation for Economic Cooperation and Development, the ISO, and the GRI, for example, that provide definitions and metrics for environmental, economic, and social sustainability (GRI, 2013a; GRI, 2013b; International Labour Organization, 2013; ISO, 2010; Organisation for Economic Co-operation and Development [OECD], 2005; OECD, 2008; World Health Organization [WHO], 2010). These tools, which are widely understood and accepted by science and industry, can be implemented as-is or adapted to meet particular research and practice needs.

Another key for all future work, say both Dr. Jain and Dr. Arnetz, is the implementation of holistic approaches to both research and practice. "Once companies begin to understand we can't look at things in silos, things will begin to improve," says Dr. Jain.

Dr. Arnetz, whose research areas include stress medicine, determinants of health disparities, and consequences and antecedents of sustained individual and organizational performance, identifies several broad research questions that can serve as drivers for future sustainability science:

- How do we define workplaces that sustain worker health?

- What are the drivers and determinants of sustainability?
- How is knowledge-based work affecting the health of the workplace and employees?
- How can we design work that avoids wearing out workers physically and mentally while providing opportunities to learn new skills?
- How can we grow and strengthen workplace wellness efforts so they fully promote safe and healthful conditions and opportunities for workers?
- What is the role of policies, including not only individual company policies but also domestic and international public health and social policies, in the pursuit of global sustainability?
- What are the implications for future generations if we do not change the current course of work-related norms and employment trends?

Influencing Sustainability

What is our call to action with respect to the pursuit of comprehensive global sustainability? The answer, it seems, is manifold. Scientists might consider continuing to design and execute studies highlighting the links between organizational practices and a combination of occupational outcomes, including safety, health, well-being, and economics. According to Dr. Arnetz, this area especially needs more work that focuses "on the [organizational] benefits associated with worker health and well-being." While Dr. Arnetz identifies resilience research as a priority area, Dr. Jain emphasizes the need for studies—especially longitudinal ones—of psychosocial risk management in order to fill a major knowledge gap. Taken collectively, these two expert views clearly highlight the need for a variety of additional organizational science efforts to advance sustainability-supporting research and practice.

Dr. Arnetz recommends focusing experimental and applied sustainability research efforts on service industry occupations, which currently include more than 75% of all jobs in the United States.¹² A variety of sustainability-relevant workplace issues can be investigated in this industry, including technology's role in modern expectations of 24/7 worker availability and the prevalence of contingent work arrangements. "[Some service] organizations are structured in ways we've never seen before," says Dr. Arnetz. "We need to think about how our research can improve things." In addition to scientific pursuits, there is also power in our everyday actions as consumers. Dr. Arnetz identifies the social marketplace as a sphere of great influence. "As a consumer, I get to choose how to spend my dollar. If I spend it supporting organizations that are doing things right, industry will listen." Dr. Arnetz points to changes in coffee sector as a prime example. "People were, and still are, willing to pay more for sustainable coffee. They spoke with their dollars." As a result, 2007 saw the signing of the International Coffee Agreement to promote the economic, social, and environmental sustainability of the worldwide coffee sector.¹³

"Two of the conference's keynote speakers, Dr. Aditya Jain and Dr. Bengt Arnetz, generously volunteered some preconference time in January and February 2015 to discuss their views on the future of sustainability research and practice."



Dr. Aditya Jain
Nottingham University



Dr. Bengt Arnetz
Wayne State University



<http://www.psd.com/images/values-content/sustainable2.png>

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'Sustainability' in an Occupational Health Research Context (cont.)

Social movements are critical to creating a shift where sustainable business practices become the norm, agrees Dr. Jain. While the financial case is always a compelling rationale for change, we should not discredit the importance of considering—and making—the legal and ethical cases as well. "We've seen changes in the way businesses operate since the Industrial Revolution," says Dr. Jain. "Some of those changes happened because practices were not financially beneficial, but other changes were driven by the common voice saying 'that's wrong.'"

Continuing the Dialogue

The upcoming *Work, Stress, and Health 2015* conference provides an ideal venue to hear more from international sustainability experts, including Dr. Jain and Dr. Arnetz. Details for the conference program

and online registration can be found at <http://www.apa.org/wsh/>.

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"The upcoming *Work, Stress, and Health 2015* conference provides an ideal venue to hear more from international sustainability experts, including Dr. Jain and Dr. Arnetz."

Spotlight on the OHP Concentration at Central Michigan University

Mr. Alex Stemer
& Mr. Brandon King
Central Michigan University

The I/O Psychology graduate program at Central Michigan University (CMU) has a long history of active involvement in OHP research spanning back to the program's founding in 1983. Current graduate students and faculty continue this strong tradition through the scientific study, research, and practice of a wide variety of topics in OHP, including occupational stressors, workload, emotional labor, workplace incivility, employee health and safety, and work-family balance. The OHP concentration offered within the I/O program at CMU allows students to explore, in depth, these topics and other issues related to the research and application of health and wellness in the workplace. In addition, many students have presented their research at OHP conferences, and their work has been published in OHP journals. A number of former students of the program have also gone on to contribute to the field of OHP. This includes research on theories of workplace stress, different forms of social support, stress in the military, safety culture in

the aviation industry, exercise and diet programs, the effect of person-environment fit on employee stress, and employee health and well-being.

Development of the OHP concentration

Acknowledging the long-standing interest in and commitment to OHP by faculty and students, as well as the increasing prevalence of OHP as a subspecialty within I/O Psychology, the faculty at CMU set out in 2007 to provide students with an opportunity to receive formal recognition for their efforts. Spearheaded by Dr. Neil Christiansen, who was the I/O Program Director at the time, a faculty position specializing in OHP was added to the I/O program, a position now held by Dr. Kimberly O'Brien. As part of this arrangement, the faculty developed a program wherein students could pursue a concentration in OHP as part of a doctoral degree in I/O Psychology, and the concentration was officially added to the I/O program in 2010. Currently, Ph.D. students may obtain a concentration in OHP by completing selected coursework, conducting research on OHP, and completing their thesis or dissertation on an OHP topic. Students work closely with faculty who are active in OHP research.



Mr. Alex Stemer, M.S.
Central Michigan University



Mr. Brandon King, M.S.
Central Michigan University

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Spotlight: OHP Concentration at Central Michigan University (cont.)

OHP Coursework at CMU

Alongside core I/O courses, students who wish to earn the optional OHP concentration enroll in coursework covering a variety of topics related to OHP. From an introductory survey course that explores a broad scope of OHP topics, to focused seminars that examine specific areas of research and issues within the field, I/O students taking the OHP concentration at CMU are exposed to a wide breadth of both historical and newly developing OHP topics. OHP students are also encouraged to enroll in elective courses offered within other related departments outside psychology. This includes available coursework in such areas as epidemiology, stress reduction, and behavioral medicine. The OHP concentration at CMU represents an exciting opportunity for future researchers and practitioners with an interest in better understanding issues of health in the workplace.

The OHP Faculty at CMU

Dr. Terry Beehr has been conducting research on occupational health psychology topics for over forty years, beginning with a focus on job characteristics and the way they impact occupational health from the vantage point of role theory. Much of his work searches for elements of the work environment that can moderate or buffer the effects of job stressors on employees' strains. These favorable work characteristics are resources that the person can use to cope with job stressors. Beehr's work has especially focused on two such resources: interpersonal relations at work and amount of influence or control the employees have over their work. He is an Associate Editor for *Journal of Occupational Health Psychology*.

Dr. Kimberly E. O'Brien earned her doctoral degree from the University of South Florida in 2008. She regularly teaches undergraduate health psychology classes and the graduate-level occupational health psychology seminar. Special topic courses have included "OCB and CWB as strains" and "Introduction to item response theory." Current research topics include counterproductive social media behaviors, negative performance feedback, and negative mentoring experiences. She considers herself a champion of appropriate analyses and psychometrics. Consequently, she has published using a variety of methods, such as relative weights analysis, meta-analysis, and moderated-mediation.

To learn more about the OHP program at CMU, please contact the primary OHP faculty:

Dr. Terry Beehr (beehr1ta@cmich.edu)

Dr. Kimberly O'Brien (kimberly.e.obrien@gmail.com)

Recently Offered Seminars

Basic OHP seminar - An overview of the most commonly studied topics within OHP. Readings emphasize the seminal articles, whereas student presentations supplement this knowledge with more recent literature exploring these topics.

Personality, Emotions, and Attributions - Provides an in-depth treatment of individual characteristics that influence the relationship between stressors and strains, including personality, trait emotion, and attributional

styles. Students review the background literature in this area, develop skills for critiquing research articles, and explore measurement of these variables.

Organizational Citizenship Behavior and Counterproductive Work Behavior as Stress Outcomes - Focuses on the background, measurement, and overlap between these types of job performance, particularly as related to job stressors. The class is discussion and presentation based.

Social Stressors in the Workplace - Examines interpersonal situations and events that can either be aversive stressors or helpful resources for employees.

OHP Interventions in the Workplace - Examines and evaluates interventions aimed at improving potentially stressful workplace situations.

Sample OHP coursework available in other departments

Biostatistics - Presents applied statistical concepts, principles, and methods in the health services industry. Statistical procedures are applied to health, administrative, and medical data.

Work Injury Prevention - The study of etiology, epidemiology, treatment, management and prevention of neuromuscular and musculoskeletal injuries in workplace settings.

Faculty Labs

In Dr. Terry Beehr's lab, graduate students are working on research projects that focus on challenge-hindrance and emotional labor as stressors, social support and job control as resources, and organizational health programs.

In his lab, Dr. Steve Colarelli and several of his graduate students are researching the effect of the physical work environment on employees, particularly considering the importance of natural features, lighting, and greenery relative to employee health and well-being.

Dr. Kimberly O'Brien and graduate students working in her lab are currently working on projects involving organizational stressors, citizenship behaviors, and counterproductive work behaviors.

Students in those Labs

Kevin Dawson attempted to explain the abundance of null findings plaguing the seminal Job Demand-Control-Support (JDCS) Model buffer hypothesis in his thesis. By differentiating job demands based on the challenge-hindrance framework, as expected, he found the JDCS proposed joint buffering effect for job control and social support on the relationship between hindrance demands and employee strain, but not on the relationship between challenge demands and strain.

Brandon King studied how managing errors after the fact can be used as a form of coping for his thesis. His dissertation examines why social support sometimes increases strain, and includes a number of factors related to the social interactions including socially oriented personality variables and attitudes about one's relationship.

Meng Li is currently involved in a study exploring the differential relationships that challenge and hindrance stressors have on employee work engagement and facets of burnout. Her study also examines how aspects of individual personality influence these various relationships.



"The OHP concentration at CMU represents an exciting opportunity for future researchers and practitioners with an interest in better understanding issues of health in the workplace."



Spotlight: OHP Concentration at Central Michigan University (cont.)

In her thesis, Maja Osolnik examined the processes and outcomes involved in employee's experiencing emotional labor at work as well as the issues pertaining to work-family conflict.

In his thesis, Alex Stemer seeks to examine the interaction between health behaviors, individual health, and organizational attraction based on the availability of employee wellness programs. This study will further explore the role of person-organization health value fit in supporting organizational outcomes.

A Spotlight on a Few Alumni Who Remain Engaged in OHP Research in an Academic Capacity:

Dr. Nathan Bowling (now on the faculty at Wright State University) has authored numerous publications on the topics of job satisfaction, occupational stress, and counterproductive work behaviors.

Dr. Sharon Glazer (now on the faculty at the University of Baltimore) has served as the editor of the *International Journal of Stress Management* since 2007. She has published widely on organizational stress and climate, social support, and person-environment fit in cross-cultural contexts.

Dr. Lana Ivantiskaya (now a professor in the Department of Health Sciences at CMU) has published articles on topics including lifestyle, health literacy, and safety climate. Her work has been funded by the National Institutes of Health.

Dr. Matthew Monnot (now on the faculty at the University of San Francisco) conducts research on employees' well-being.

Dr. Hyung In Park (now on the faculty at Chonnam National University) has conducted research on P-E Fit stress of employees.

Dr. Jennifer Ragsdale (now on the faculty at the University of Tulsa) has been doing research on conservation of resources theory.

Dr. Jennica Webster (now on the faculty at Marquette University) has been conducting research on challenge-hindrance stressors. (kimberly.e.obrien@gmail.com)



Book Review: Gil-Monte, P. R. (Coord.) (2014). *Handbook of Applied Work Psychosociology and Occupational Risk Prevention*. Madrid: Pirámide

Preventing psychosocial risks at work and encouraging occupational health are not easy tasks, as numerous scenarios and actors intervene in this endeavor. With this reality in mind, in recent decades the field of Psychology has developed the necessary knowledge and tools to successfully set the stage, but without trained actors the performance will not take place.

Responding to this need, this book, *the Handbook of Applied Work Psychosociology and Occupational Risk Prevention*, emerges with the purpose of training these actors to play their roles successfully, so that they are capable of evaluating the psychosocial factors at work and identifying their associated risks stemming from an unsuitable design of the workplace and its organization. The actors must be capable of encouraging occupational health based on psychosocial principles and preventing the decline in workers' quality of work life, while being able to foster a job safety climate and culture.

Rigor, reliability, relevance, a clear presentation and didactic contents are principles that have guided the development of the book. These principles could be followed thanks to a collective effort made by some of the main experts in research and teaching in the field of Occupational Health Psychology, as well as experts in worker health promotion. Their contribution grants an added value to the book.

This book offers researchers and professionals, and especially teachers, a tool to train experts in Occupational Health Psychology and psychosocial risk prevention at work. The scenarios for its use can be quite diverse, ranging from subjects included in postgraduate Occupational

Health Psychology programs to specialization courses in Psychosociology Applied to Work. Other possible settings would be subjects in the Psychology degree and other higher education degrees (bachelor's and graduate), and even shorter training activities such as seminars, courses, workshops, conferences, etc.

The book presents a script organized in twenty "acts" that include the main topics in Occupational Health Psychology. To compose this script, the psychosocial factors related to the characteristics of the task, the organization, the job, and time management at work were taken into account.

It also includes the main characteristics of the individual that can foster the appearance of psychosocial risks and workplace accidents, as well as other consequences of psychosocial risks for health and the organization. These contents conclude with the main methods for evaluating psychosocial factors at work, both qualitative and quantitative, the necessary statistical techniques for the analysis of psychosocial data, and the presentation of some intervention strategies, considering the organization as a whole, the group, the work unit and the individual.

The chapters offer teachers and researchers the most relevant theoretical elements (concepts, models, process development, etc.) to explain a specific topic or phenomenon related to occupational health. They also provide applied activities so that students can also develop the necessary aptitudes, competencies, and skills to practice as professional experts in Occupational Health Psychology and psychosocial risk prevention at work.

(continues on page 7)



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Book Review: Gil-Monte. P. R. (Coord.) (2014). *Handbook of Applied Work Psychosociology and Occupational Risk Prevention*. Madrid: Pirámide (cont.)

Traveling through this manual, students and professionals will be able to improve their knowledge and develop various competencies, such as: communicate their conclusions based on the supporting knowledge to specialized and non-specialized audiences in a clear and unambiguous way, (2) critically analyze psychosocial problems and needs at work, (3) plan, advise and make decision using ethical criteria, (4) analyze new problems with the knowledge and tools learned and reason with rigor, (5) develop as researchers, (6) promote health prevention in companies, (7) evaluate and obtain relevant data for organizational diagnosis in questions of occupational health psychology, and (8) propose measures to control and reduce psychosocial risks in work organizations, in addition to all those specific competencies the teacher is able to develop based on the contents of the book.

As the reader can imagine, I cannot end this review without expressing my gratitude to all the authors who contributed to the book for their efforts, and to the students with whom I have been able to share my professional knowledge and experiences for their constant motivation to continue to learn, and to the national and international organizations that on a daily basis encourage occupational health promotion and psychosocial risk prevention at work. In Spain, we have the examples of the *Instituto Nacional de Seguridad e Higiene en el Trabajo* (INSHT), the Spanish Society for the Study of Anxiety and Stress (SEAS) and the *Instituto Valenciano de Seguridad y Salud en el Trabajo* (INVASSAT); in Latin America, la *Red de Investigadores sobre Factores Psicosociales en el Trabajo A.C.*; in the United States, the Society for Occupational Health Psychology (SOHP), or in Europe, the European Academy of Occupational Health Psychology (EA-OHP). To all of them: thank you, and I look forward to sharing future scenarios with you on the stage of occupational health.

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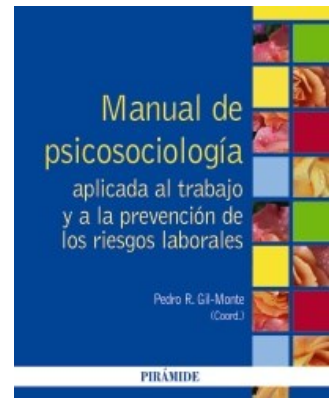
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Chapter 15. Analysis of psychosocial factors to identify occupational risks: The interview and the observation. Estela M^a Pardos-Gascón and Pedro R. Gil-Monte.

Chapter 16. Factors and psychosocial risks at work: The evaluation by questionnaires. Pedro R. Gil-Monte.

For more information, please contact Pedro Gil Monte, Pedro.Gil-Monte@uv.es



To Reference

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Understanding and Improving Hotel Housekeeper Safety and Health: A Series of NIOSH Research Studies

According to the Bureau of Labor Statistics, nearly 1 million maids and housekeeping cleaners currently work in the United States (Bureau of Labor Statistics [BLS], 2013a). Almost half are employed in the traveler accommodations industry, which "provid[es] short-term lodging in facilities known as hotels, motor hotels, resort hotels, and motels" (US Census Bureau, 2012). Hotel housekeepers (hereinafter housekeepers) make beds, restock linens, dust, vacuum, and perform cleaning duties as assigned in guest rooms and other areas of the hotel establishment. While housekeeping is only 1 of 226 unique occupations in traveler accommodations, housekeepers account for the largest proportion--approximately 25%--of all the industry's workers (BLS, 2013a). Most housekeepers are female (89%) and self-identify with an ethnic minority group

(44% Hispanic or Latina, 22% other minority; BLS, 2014).

Seminal studies demonstrate that work-related bodily pain and injuries are significant problems. Very high proportions (77% to 91%) of housekeepers self-report pain--primarily in their lower backs, upper backs, and shoulders--attributed, at least in part, to their workloads and work tasks (Krause, Scherzer, & Rugulies, 2005; Lee & Krause, 2002; Scherzer, Rugulies, & Krause, 2005; UNITE HERE!, 2006). In 2010, housekeepers had the highest reporting rates of all workers for overall injuries (7.9 per 100) and musculoskeletal disorders (3.2 per 100), and Hispanic/Latina housekeepers were 1.75 times as likely as their white counterparts to be injured on the job (Buchanan, et al., 2010). Analyses of

(continues on page 8)



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Understanding and Improving Hotel Housekeeper Safety and Health: A Series of NIOSH Research Studies (cont.)

Workers Compensation data from a subset of unionized hotels revealed housekeepers' annual claims cost upwards of \$4.7 million (Frumin et al., 2006).

The literature provides fairly consistent evidence linking housekeepers' physical injuries to certain job factors, such as staffing reductions, cleaning guest rooms with "luxury" bedding (oversized mattresses weighing 100+ pounds, heavy duvets/comforters, triple sheeting, numerous pillows), using inadequate or poorly-designed cleaning tools and equipment, rushing/hurrying, and skipping rest and meal breaks because of excessive time pressures (Frumin et al., 2006; Krause et al., 2005; Kumar & Kumar, 2008). Isolated work, limited manager and coworker support, lack of respect, effort/reward imbalance, low job control, poor job security, low job quality, and poor decision latitude have also all been associated with adverse worker health outcomes, though the evidence is less consistent for these psychosocial factors (Andersen et al., 2003; Burgel, White, Gillen, & Krause, 2010; Krause et al., 2005; Östergren et al., 2005); Svendsen, Bonde, Mathiassen, Stengaard-Pedersen, & Frich, 2004).

Despite the demanding nature of the job and the high prevalence of injuries, housekeeper salaries lag. In 2013, their median hourly income was \$9.21, which represents the lowest 15% of hourly earnings for maids and housekeepers across all US industries and the bottom 3% of wages for all US occupations (BLS, 2013b).

Collectively, hotel housekeepers' sex, minority and socioeconomic statuses, and hazardous work environments put them at disproportionately high risk for illness, injury, and disease. In response, the US National Institute for Occupational Safety and Health (NIOSH) currently engages in two research activities to further explore the nature of hotel housekeeping work and its disparate health effects.

The first NIOSH project developed a series of research instruments for use as a standard metric to identify and evaluate health and safety risk factors for housekeepers. Since April 2010, an interagency project team consisting of occupational safety and health, ergonomics, minority health, and psychometrics experts have worked to develop the novel survey battery which assesses personal worker attributes, job/task details, musculoskeletal disorder (MSD) symptomatology, workload, available and desired job tools/equipment, the psychosocial work environment, and hotel safety culture and climate. To date, English and dialect-neutral Spanish versions of the survey have been cognitively evaluated and pilot tested with housekeepers across the US. The research team is currently seeking additional partners to conduct a large-scale ergonomic intervention field study that utilizes the surveys.

The second NIOSH project strives to provide occupational safety and health educational resources for the hotel industry. The research team is presently creating two distinct but complementary resources to inform about the safety and health issues that pervade housekeeping work and provide guidance on how to effectively address such issues. A detailed scientific technical report will provide: 1) a review of the state of the housekeeper safety and health literature; 2) a detailed summary of the results of a NIOSH-led qualitative investigation of the hazards and health/life effects of hotel housekeeping; 3) a description of potential interventions to improve working conditions for housekeep-

ers in traveler accommodations. To date, the NIOSH-led interagency research team has gathered and analyzed data from a series of 18 focus groups with housekeepers, learning about their experiences of work-related pain, the tasks and other work environment factors associated with that pain, and how work and the associated pain affect housekeepers' quality of life. The team is currently conducting interviews with representatives from hotel management and labor unions to obtain a 360-degree perspective on these issues.

Easy-to-consume guidance materials will then be derived from the technical report for industry and designed to communicate: 1) a complete picture of the physical, social, and organizational job factors impacting the safety and health of housekeepers; 2) alternative safety-enhancing designs for housekeepers' job tasks; and 3) recommendations for organization-level psychosocial and work environment interventions to improve housekeeper safety and health. The target audience for these materials will be hotel management and policymakers, but the materials will be written to facilitate further effective dissemination to housekeepers. Using this approach, awareness of housekeepers' safety and health issues and solutions will be enhanced at both the management and worker levels.

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"The literature provides fairly consistent evidence linking housekeepers' physical injuries to certain job factors..."

"Using this approach, awareness of housekeepers' safety and health issues and solutions will be enhanced at both the management and worker levels."

SOHP Annual Treasurer's Report (February 2015)



Dr. Joseph Mazzola
Associate Professor
Roosevelt University, Illinois

Hello all,

I am Joseph Mazzola, an Assistant Professor at Roosevelt University, and I took over the Treasurer position for the Society for Occupational Health Psychology (SOHP) from Chris Cunningham at the beginning of 2014. In this report, I will provide you a brief overview of SOHP's current financial situation.

The organization is currently on solid financial footing, (thanks in large part to the hard work of my predecessor), which should allow SOHP to avoid any major financial issues and continue to fund important organizational events and needs for years to come. Because the majority of our funding comes through membership dues, our balance sheet has remained fairly steady over the years. This is due in part to consistent and predictable enrollment numbers and membership dues structure, as well as efforts to minimize spending and expenses wherever possible. Specifically, we had one of our highest revenue years last year, as our membership grew, but our expenses did not. Nonetheless, as an organization, we do have to spend money, and we do our best to put our revenue to good use in the form of providing membership services/benefits, supporting conferences and member participation in professional events, and enhancing the brand/visibility of the organization. With last year being a non-WSH conference year, expenses were fairly low, limited mainly to funding JOHP subscriptions for members, a SIOP conference reception, and administrative costs that allow us to manage our membership processes (e.g., website maintenance, PayPal account, etc.)

For a more complete look at the revenue and expense of the organization, see Chris' last financial summary report in the 2014 SOHP newsletter. Although that summary specifically covers the years 2011-13, it represents fairly consistent numbers. We plan to produce such a comprehensive report every three years so that over time, members can see what we are spending and all finances of SOHP will be transparent to the membership.

In the meantime, if you ever have any questions about SOHP finances or how your membership dollars are being spent, how you can request funds to support initiatives that align with SOHP's objectives, or how you can support SOHP more fully with tax-deductible donations, please do not hesitate to contact me at treasurer@sohp-online.org.

"We plan to produce [a comprehensive revenue and expense report every three years so that over time, members can see what we are spending and all finances of SOHP will be transparent to the membership."

SOHP Education and Training Committee Report



Dr. Yueng-hsiang (Emily) Huang
Liberty Mutual
Research Institute for Safety

The SOHP Education & Training (E&T) Committee monitors the state of graduate education in Occupational Health Psychology (OHP), encourages and promotes the development of scientific and practitioner skills of the Society's prospective and current members, and identifies/develops resources for the OHP educators (e.g., sample syllabi, sample curricula, etc.).

In the past year, three initiates were promoted at E&T committee:

The committee initiated the "Society for Occupational Health Psychology Student Travel award". SOHP is sponsoring five student travel awards, and each award is worth \$200.00. These awards recognize outstanding student presentations related to Occupational Health Psychology. The awards are offered to help graduate students pay for their travel costs to attend the 11th International Conference on Occupational Stress and Health (Work Stress and Health Conference). It is our hope that this initiative will continue for future years in order to help students gain exposure to the field of OHP.

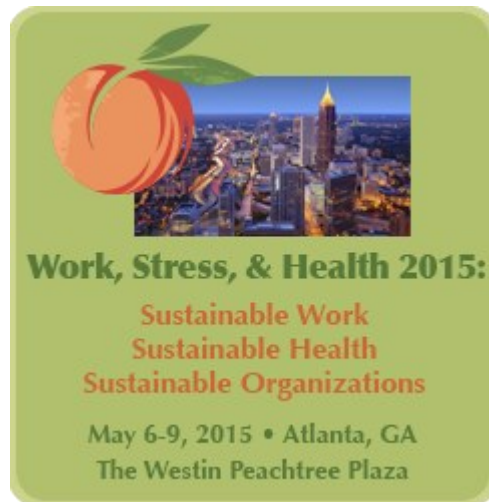
At this upcoming Work Stress and Health conference 2015, there will be a wide variety of sections, workshops, and tutorials providing good training and educational opportunities for scholars to learn about OHP. The members of the executive committee of SOHP will also organize a special session to introduce/update the current activities at SOHP and many members of the committee will be involved in workshops/tutorials to share their expertise in OHP.

I, as the chair of the E&T committee, was invited to join the SOHP newsletter team in the capacity of an Associate Editor. I consider this as a wonderful opportunity for the E&T committee to contribute and also learn from this process and other committees. I will encourage the E&T committee to continue this involvement in the future.

On a separate note: we would like to encourage any universities which offer programs/graduate training in occupational health psychology (the nature of training can range from course sequences and graduate certificates to master's degrees and PhD concentrations) to visit the SOHP website to make sure your program has been included. If not, please contact webmaster@sohp-online.org and provide your program information.

"The committee initiated the "Society for Occupational Health Psychology Student Travel award". SOHP is sponsoring five student travel awards, and each award is worth \$200.00."

Thank you for reading the Society for Occupational Health
Psychology Newsletter!



We look forward to seeing everyone in
Atlanta in May!

ABOUT SOHP

The Society for Occupational Health Psychology is a non-profit organization with the purpose of engaging in activities to instruct the public on subjects useful to the individual and beneficial to the community. These efforts are achieved (1) by obtaining, and disseminating to the public factual data regarding occupational health psychology through the promotion and encouragement of psychological research on significant theoretical and practical questions relating to occupational health and (2) by promoting and encouraging the application of the findings of such psychological research to the problems of the workplace.

If you are interested in becoming a member of SOHP
please visit our website at:

<http://sohp-online.org/>

For comments on the newsletter or submissions
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