

Acknowledgement



Workplace Psychosocial Factors, Perception of Organizational Support, and Mitigation of Congregate Workers' Quality of Life



2023 OADD Conference

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April 20, 2023

Learning Outcomes



1. Learn about mental health effects of psychosocial factors on DS Sector employees
2. Identify challenges associated with defined psychosocial factors
3. Build a case for or against effective organizational supports that is grounded in evidence

Background



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Research Problem

Social Healthcare Problem

Mental health effects of indirect trauma

Specific Healthcare Administrative Problem

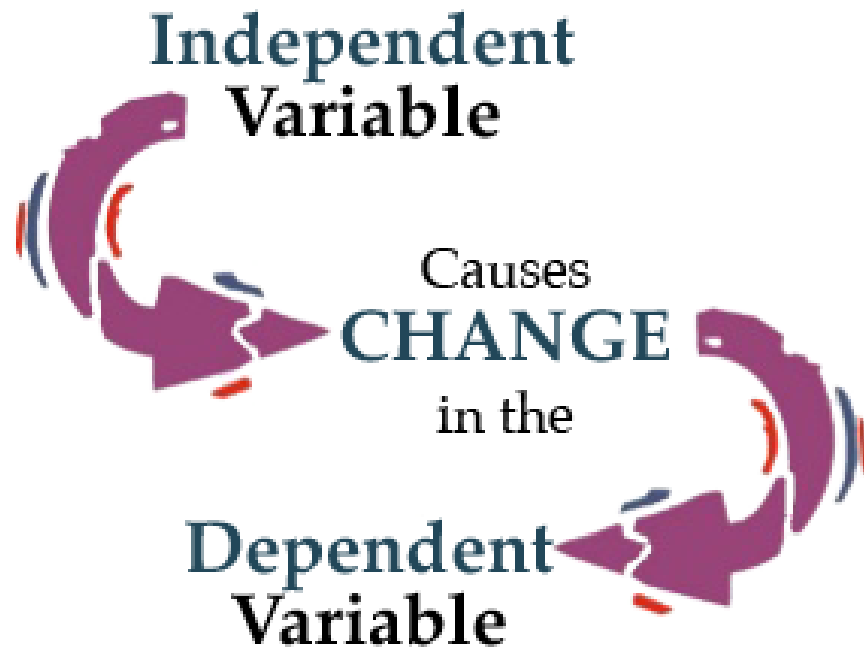
Ineffective response by organizations to workplace psychosocial factors

Research Gap

Minimal to no focus on workplace psychosocial factors and the impact on congregate workers' quality of life

Definitions – Workplace Psychosocial Factors

- **Vicarious Trauma:** Transference from **continuous** emotional interaction with those who experienced trauma (WHO, 1986).
- **Compassion Fatigue:** Emotional exhaustion from caring for individuals experiencing trauma/ severe stressors **over a long time** (WHO, 1986).
- **Mental Stress:** Response to pressures that are perceived to be threatening or harmful **over a prolonged period** (The Center for Addiction and Mental Health, 2021).
- **Burnout:** Psychological and physical exhaustion from work-related demands/ or **prolonged** extreme stressors (WHO, 1986).



If I increase the
Independent Variable
Then I expect the
Dependent Variable
to increase / decrease

**The Intent
of
the Study**

Research Question One

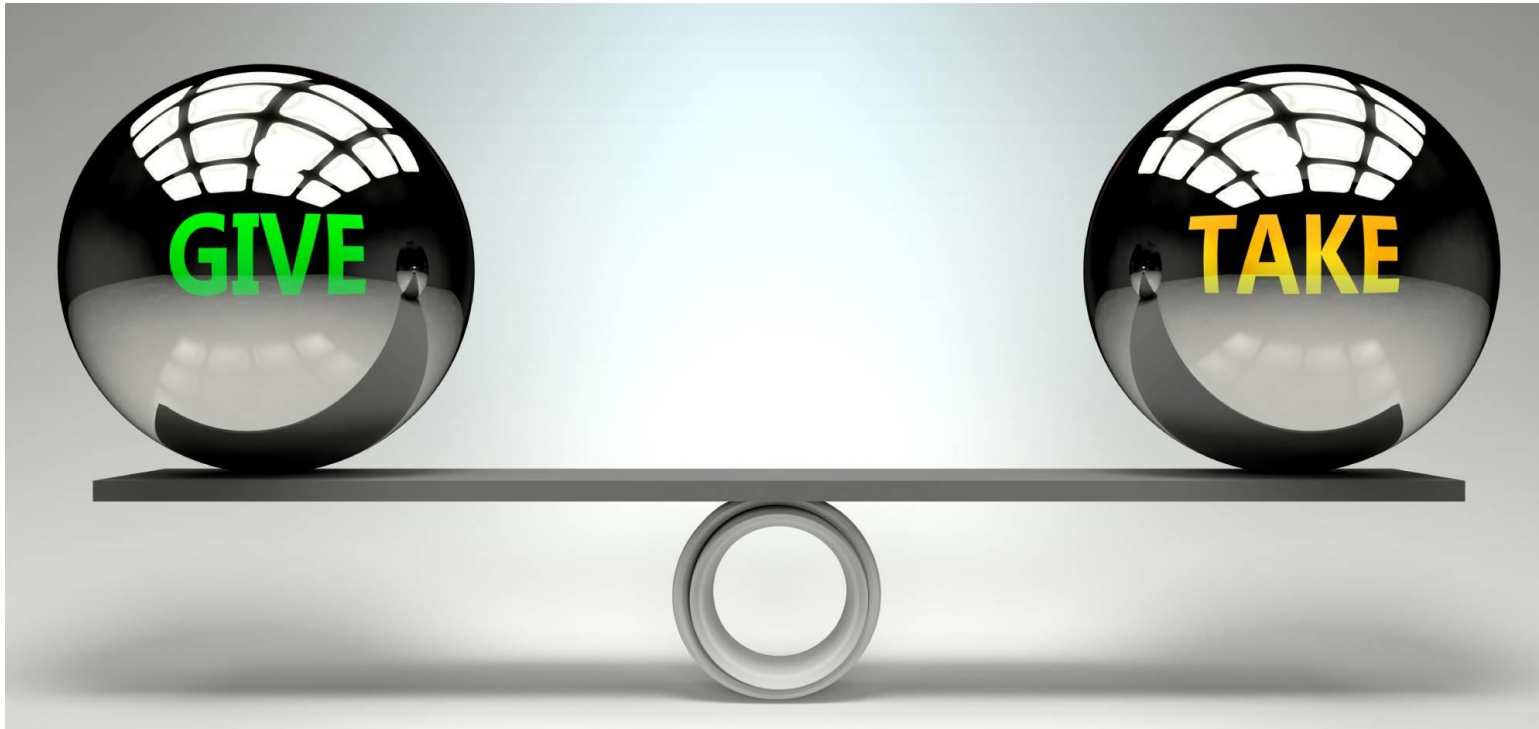
RQ1 - What is the statistical correlation between workplace psychosocial factors (vicarious trauma, compassion fatigue, burnout, or mental stress), perceived organizational support, and congrate care workers' quality of life after controlling for gender and employment status?



Research Question Two

RQ2 - Does the type of workplace psychosocial factor (vicarious trauma, compassion fatigue, burnout, or mental stress) and employment status of employees predict the utilization of organizational wellness interventions?



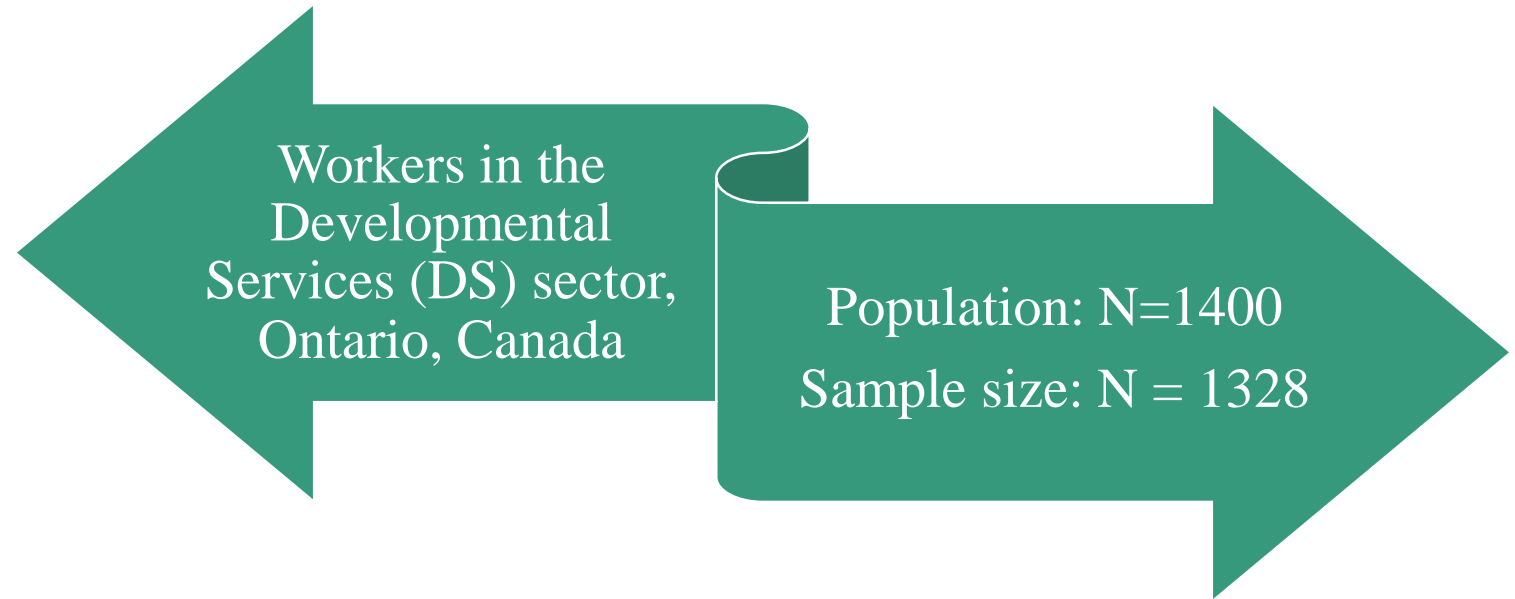


Organizational Support Theory (OST)



Quantitative Study

Participants and Sample Size



Sourcing and Collecting Data

Developmental Services Psychosocial Health and Safety Survey



Data Analysis

Linear Regression



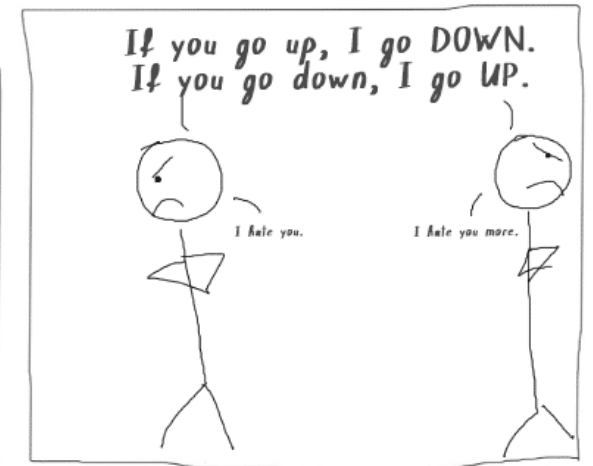
"I expect you all to be independent, innovative, critical thinkers who will do exactly as I say!"

Analysis of Covariance

POSITIVELY CORRELATED



NEGATIVELY CORRELATED



Descriptive Statistics of Research Variables

Variable	N	Minimum	Maximum	Mean	Stan. Dev.
Secondary Trauma (Vicarious Trauma, Compassion Fatigue)	1045	5.00	25.00	9.95	3.73
Stress	1070	4.00	20.00	12.07	3.52
Burnout	1075	4.00	20.00	13.39	3.50
Support from Supervisor (Perception of Organizational Compassion)	1178	2.00	10.00	7.42	2.07
Satisfaction (Quality of Life)	1027	6.00	30.00	24.50	4.15

**What Did the
Data Show
for R1?**

ANCOVA Results for Compassion Satisfaction and Psychosocial Factors, Support from Supervisor

Source	SS	df	MS	Sig	F
Gender	5188.88	1	5188.88	.000	584.94
FT	48.17	1	48.17	.658	.20
STS	4879.04	19	256.79	.404	1.05
SS	4474.77	8	559.35	.021	2.28
BO	10304.52	16	644.03	.001	2.63
STS*SS	33836.74	97	348.83	.010	1.42
STS*BO	38160.76	147	259.60	.328	1.06
SS*BO	29489.63	96	307.18	.07	.125
STS*SS*BO	53569.25	208	257.54	.336	1.05

Note. R Squared = .676 (Adjusted R Squared = .180). (FT = Full-time, STS = Secondary Traumatic Stress, SS = Supervisory Support, BO = Burnout).

**What Did the
Data Show for
R1?**

Regression Analysis Summary for Psychological Safety Climate (utilization of organizational wellness interventions)

Variable	B	Beta	t	p
(Constant)	20.44		54.00	.000
STS	-.03	-.14	-4.63	.000
Burnout	-.07	-.34	-10.92	.000
Regular FT	.13	.01	.51	.61

Note. R squared adjusted = .18. SS = supervisory support, STS = secondary traumatic stress.

**What Did the
Data Show for
R²?**

Psychological Safety Climate

The values and actions of organizations in the form of policies, practices, and procedures to benefit workers' well-being over organizational productivity (Dollard et al., 2012).

What Do the Findings Mean?

Mental health effects of indirect trauma

Ineffective response by organizations to workplace psychosocial factors

Minimal to no focus on workplace psychosocial factors and the impact on congregate workers' quality of life

Limitations of the Study

Use of Secondary Data

Quantitative Research
Method

Impact of Pandemic

Self-Reporting

Addressing the Limitations

More Research

Qualitative Research
Method

Use of Primary Data

Mixed-method
Design

Covid-19
Specific Questions

Next Steps

Inform Organization
Policy Development

Develop Targeted
Wellness Options

Pay attention to
Gender

Influence Public
Health and
Government Policies

Flexibility is the Key

BRINGing
it all
TOgeTher

**Thank
You**



ME

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- Mother of two, Sister, Auntie, Godmother, Friend, Coach, Mentor
- Scholar Practitioner and Community Changemaker
- Part-Time Professor
- EDI Expert and Facilitator
- Lakehead University Board of Governor
- Human Resource Professionals Association Regulatory Committee Volunteer
- Rotarian
- Speaker and Panelist
- Recipient of the 2020 Woman of the Year Visionary Award from the Barrie Chamber of Commerce
- Recipient of the Social Change Award for Regional Impact at the 2022 RBC Canadian Women Entrepreneur Awards.