

**PREVENLAB
METHODOLOGY FOR
PSYCHOSOCIAL RISK
ANALYSIS AND PREVENTION**
**An approach from the
"AMIGO" model.**

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OUTLINE

- É The AMIGO model as a guide for the psychosocial risk analysis and prevention
- É Main features of the PREVENLAB-PSYCHOSOCIAL methodology.
- É General Overview of the methodology and the Check-up module.
- É Interventions: strategy and main steps.
- É Summary and conclusions



**THE ðAMIGOö MODEL AS A
GUIDE FOR THE
PSYCHOSOCIAL RISK
PREVENTION ANALYSIS**

STAKEHOLDERS OF THE ORGANIZATION

OWNERS
STOCKHOLDERS

WORKERS

MANAGERS

CLIENTS AND
CUSTOMERS

SUPPLIERS

SOCIETY/STATE





É EXCHANGE

- ó contributions
- ó compensations

É EQUILIBRIUM

É SOCIAL COMPARISON

É EQUITY

É ORGANIZATIONAL JUSTICE

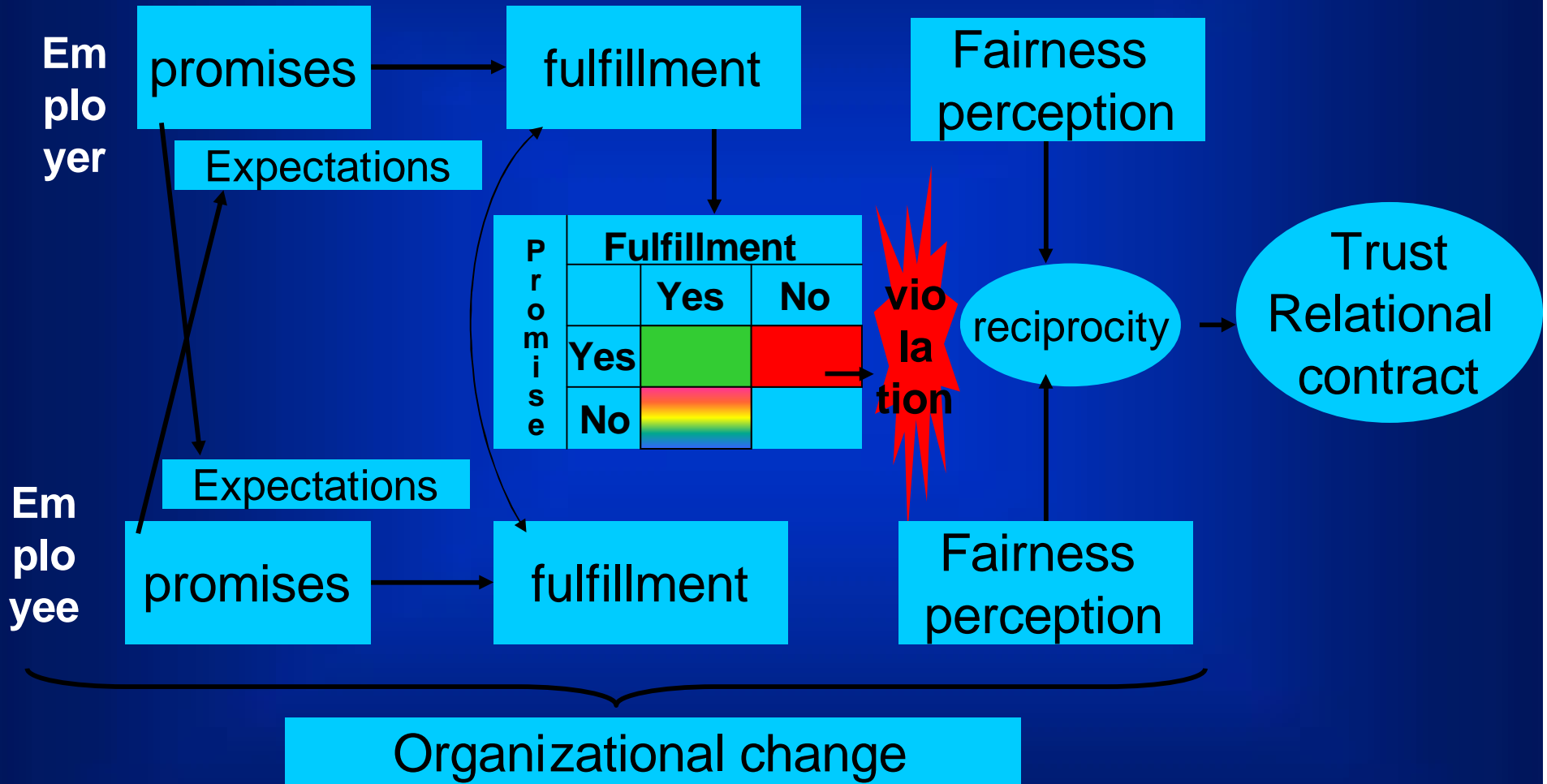
É PSYCHOLOGICAL CONTRACT

- ó transactional
- ó relational

É TIME FRAME

- ó short vs. long term

PSYCHOLOGICAL CONTRACT: Psycones Model



ENVIRONMENT

Future

STRATEGY

VISION

CULTURE

MISSION

PRODUCTS
SERVICES

ECONOMIC
RESOURCES
INFRASTRUCTURE

CLIMATE &
COMMUNICATION

STRUCTURE

HRM POLICIES
AND PRACTICES

TECHNOLOGY

MANAGEMENT

WORK
SYSTEM

PSYCHOLOGICAL CONTRACT

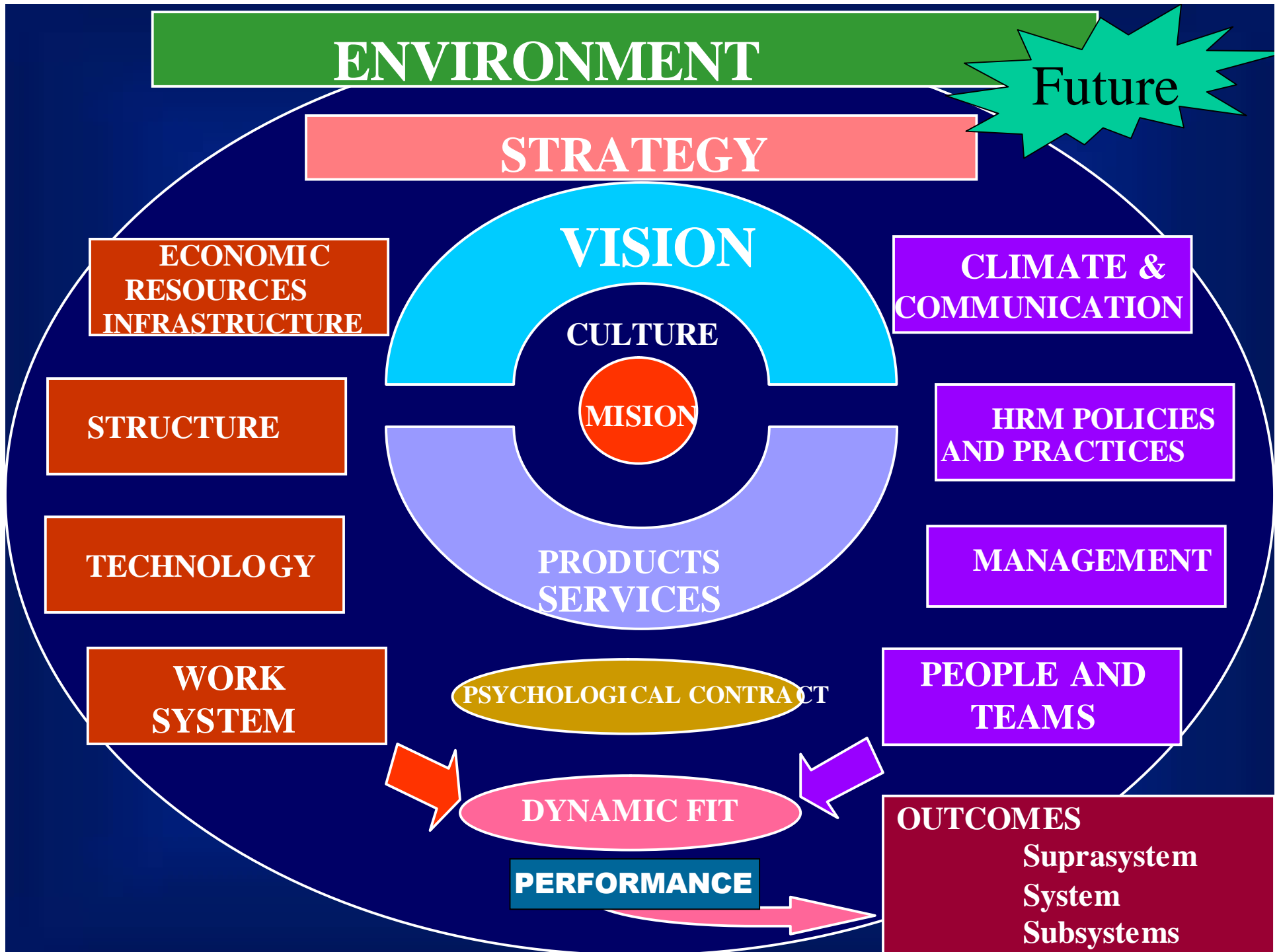
PEOPLE AND
TEAMS

DYNAMIC FIT

OUTCOMES

PERFORMANCE

Suprasystem
System
Subsystems





MAIN FEATURES OF THE PREVENLAB-PSYCHOSOCIAL METHODOLOGY

PREVENLAB/ PSYCOSOCIAL METHODOLOGY

É It is a conceptual model a set of tools and of procedures for the

ó ANALYSIS,

ó ASSESSMENT,

ó MANAGEMENT AND

ó INTERVENTION

É on psychosocial factors relevant for the prevention of risks at work.

É It is based on the AMIGO model.

PREVENLAB/ PSYCOSOCIAL METHODOLOGY

- É It aims to facilitate a professional intervention for the assessment, analysis and interventions of psychosocial risks in work settings.
- É It is not (only) a questionnaire or a survey.
- É It is designed to be used by professionals.

PREVENLAB/ PSYCOSOCIAL METHODOLOGY

É IT TAKES INTO CONSIDERATION:

- 1) The complexity of the psychosocial factors that play a role in PSRP
- 2) The large number of constructs to be considered for a PSR assessment facilitating effective interventions.
- 3) The diversity of contexts and activities where the PSR may appear and the different forms they may present.
- 4) The importance of the severity of the risk. It checks if the risk exists and if it is producing a damage.

PREVENLAB/ PSYCOSOCIAL METHODOLOGY

É IT TAKES INTO CONSIDERATION:

- 5) Personal characteristics of workers who may be exposed to the risks because they play a role in the definition and prevention.
- 6) A description of the risk that does not only takes into consideration the report of the incumbent of the job.
- 7) the importance of calibrating the risk to establish the damaging threshold.
- 8) The link between the output of the assessment and the strategies for intervention.

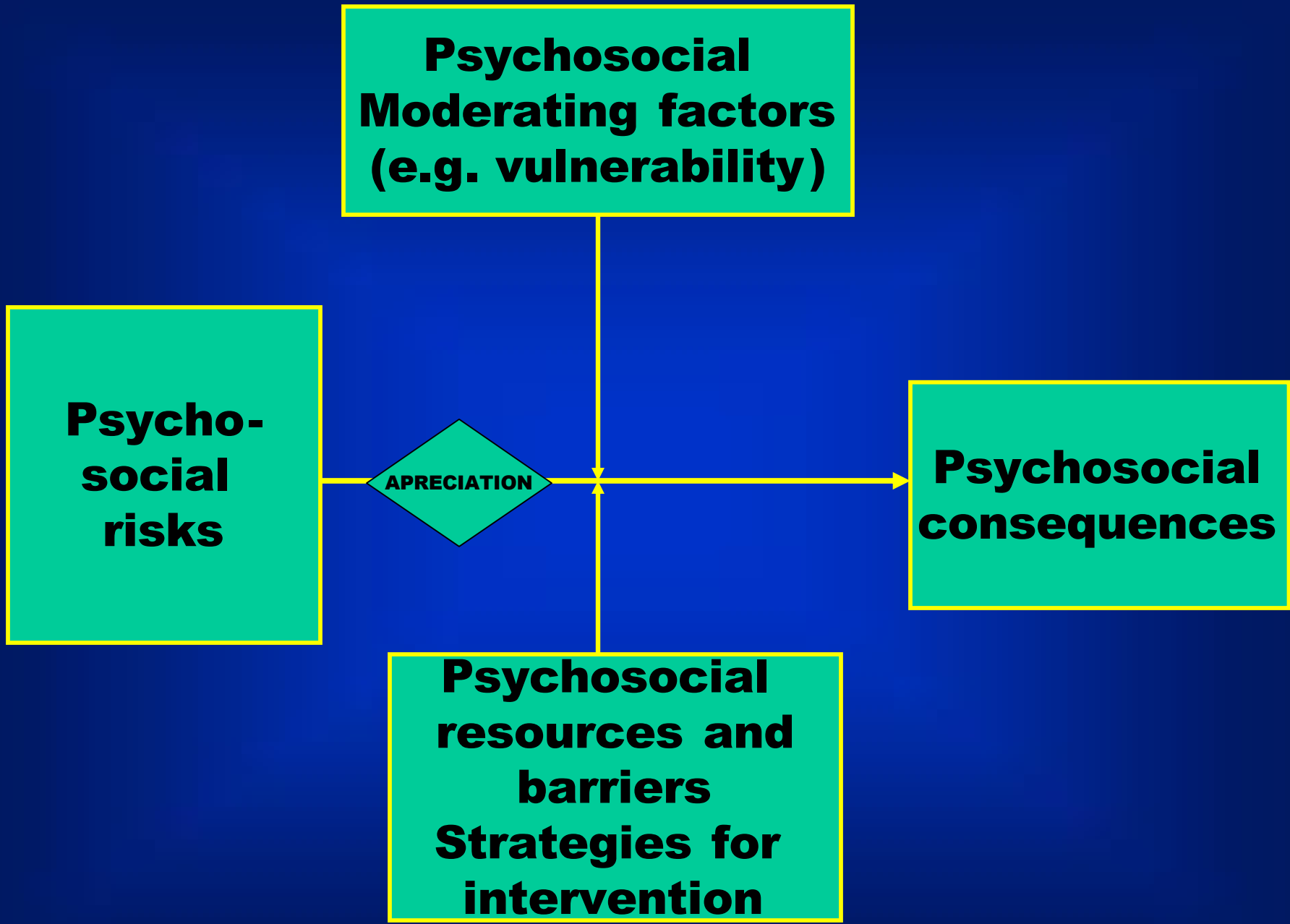
PREVENLAB/ PSYCOSOCIAL METHODOLOGY

É FEATURES OF THE METHODOLOGY

- 1) Derived from the theoretical model
- 2) Derived from its goals and the functions to fulfil.
- 3) Derived from the practical restrictions for its use.

Features derived from the AMIGO model

- É It considers the different facets of the Model.
- É It aims for a multilevel approach, considering individual and collective levels of analysis
- É It take a process approach to the analysis of the Psychosocial risks taking into account: risk sources, individualsø vulnerability, resources and barriers to prevent the dammage, and the outcomes and consequences.



Features derived from the AMIGO model

É It is based on scientific stress models.

ó Stressors (from different theories)

É Demand-Control miss-fit

É Demand-Resources miss-fit.

É Discrepancies on personal and organizational values.

É Intensity of the stimuli

ó Primary and secondary appraisal (threat vs. opportunity)

ó Emotional and affective responses.

ó Coping strategies and behaviours.

ó Effects

ó Consequences

É It pays attention to change processes (intended or not) in organizations.

Features derived from its goals and functions

É Occupational specificity of its focus of analysis

É Triangulation of sources of information and methods.

É Oriented towards the establishment of the risk threshold.

É Reliability and validity of the measures. It aims to establish norms for every occupational group.

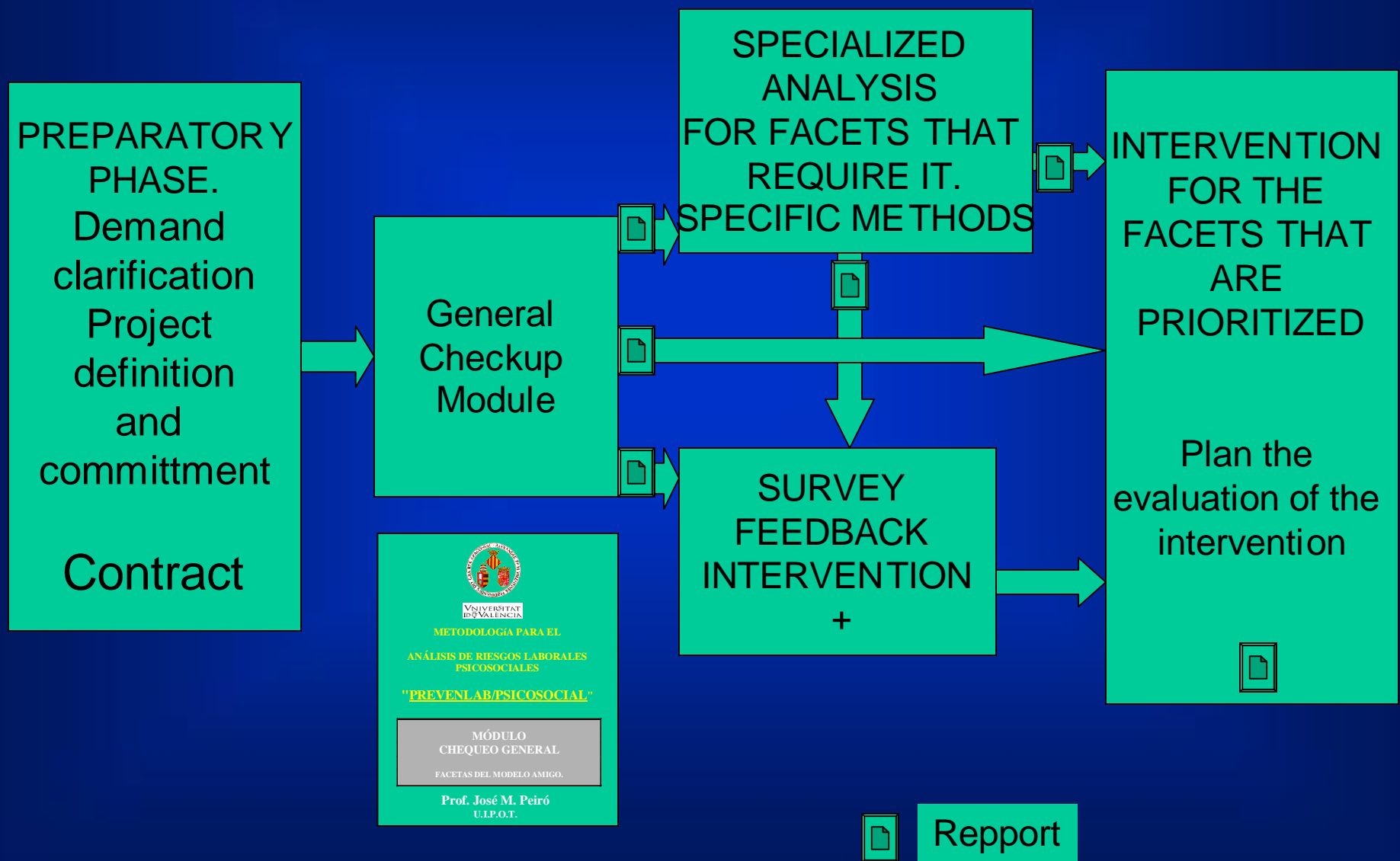
É It aims to be "transparent" and directly suggest intervention strategies for prevention.

Features derived from use restrictions.

- É It is designed to be implemented in multiple steps
- É Module structure
- É Protocols formulated for a professional use.
- É Warranting the rights of the participants.
- É Presentation of results through feedback as a first intervention strategy.
- É Quality improvement mechanisms inserted in the use of the methodology.

PREVENLAB/ PSYCOSOCIAL METHODOLOGY

General overview





VNIVERSITAT
E VALÈNCIA

**METODOLOGÍA PARA EL
ANÁLISIS DE RIESGOS LABORALES
PSICOSOCIALES
"PREVENLAB/PSICOSOCIAL"**

MÓDULO
CHEQUEO GENERAL

FACETAS DEL MODELO AMIGO.

Prof. José M. Peiró
U.I.P.O.T.

Preparatory Module: Planning risk analysis

- É Demand clarification, contextual analysis, identifying relevant agents (clients, users, audiences) and the conditions and resources for the analysis.
- É Establish the follow-up group for the project.
- É Clarify the scope and organizational structure of the jobs/ positions and work units to analyse (matrix)
- É Optional: Establish the facets to analyse.
- É Identify the informants on every job or unit for triangulation.
- É Establish the conditions and procedure for the data gathering.
- É Agree upon the conditions and targets for the feedback.

PLAN FOR THE ANALYSIS

jOBS	Unit 1 Operati Thea	Unit 2 Emergency room	Unit 3 Ward 1	Unit 4 Ward 2	Unit 5 Ward 3
Nurse of ward	NPT: 0 NPE: 0	NPT: 0 NPE: 0	NPT: 8 NPE: 6	NPT: 10 NPE: 10	NPT: 10 NPE: 5
Nurse aide	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:
Resident	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:
Doctor	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:
Surgeon	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:
Anesthetist	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:
Head of The ward	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:
Wrc.	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:
Members of the Unit	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:	NPT: NPE:

JOBS OR JOB FAMILIES

É Middle management and team leaders.

É Engineers

É Technician (production)

É Technician (maintenance/ quality)

É Secretary/ clerks

É worker (warehouse, assembly line, surveillance...)

ENVIRONMENT

Future

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AND PRACTICES

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SYSTEM

PSYCHOLOGICAL CONTRACT

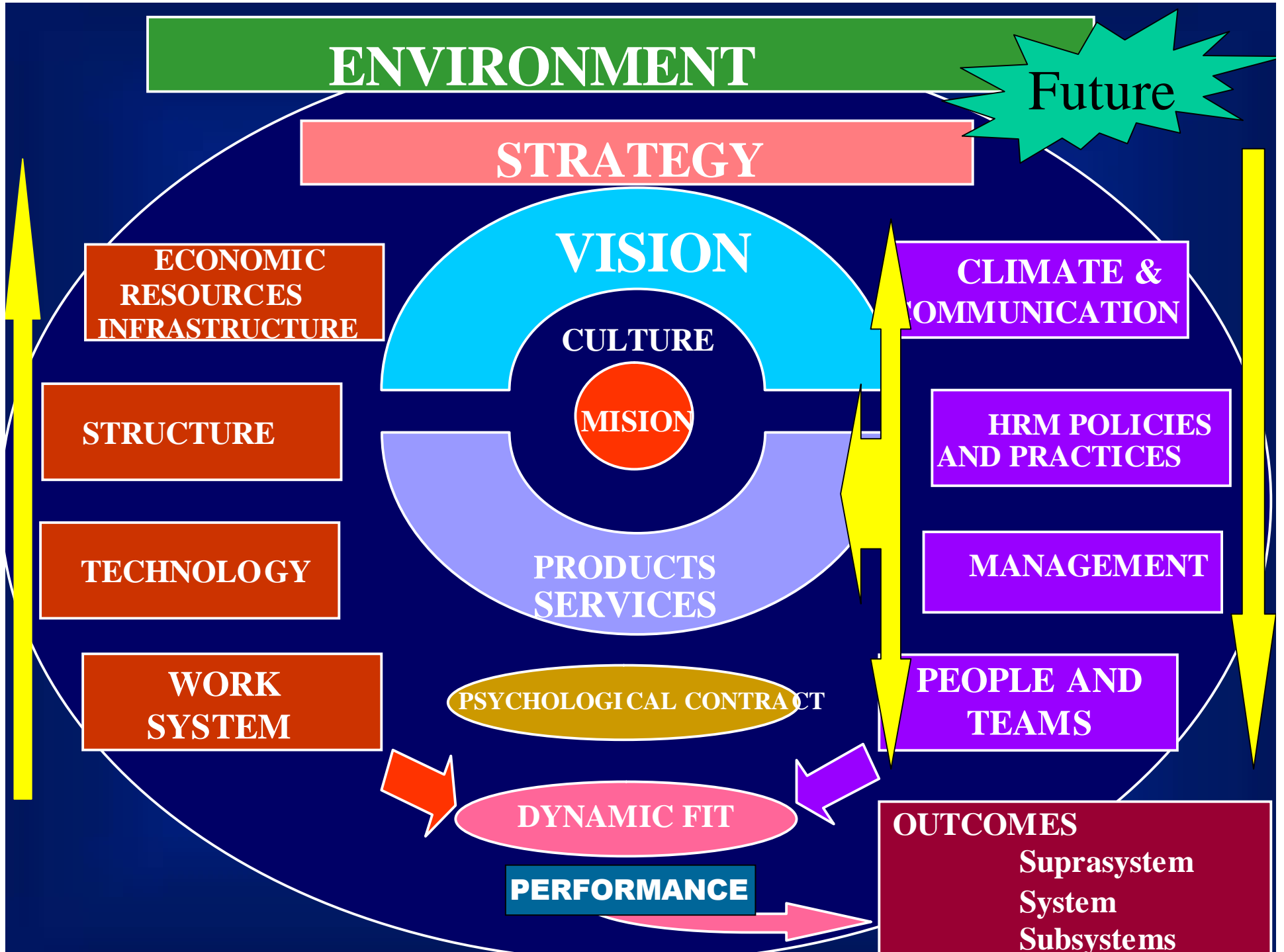
PEOPLE AND
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DYNAMIC FIT

OUTCOMES

PERFORMANCE

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Scale to assess psychosocial risks in organization

Intensity

Scale	Ancorage	Effects that the situation described produce
0	Beneficial or neutral	Positive and satisfactory experience with no negative or unpleasant consequences
1	Light negative effects	Unpleasant experience which worries you slightly
2	Important negative effects	These experience produces anxiety and tension to you. You feel some psychosomatic symptoms such as insomnium stomachache, headache, It increases your smoking or drinking behavior,...
3	Very hard negative effects	You feel depressed and burnout because of this experience. You had to look for medical or other health profesional help. You are consuming some drugs to cope with it. It has worsened your smoking or drinking habits.

FREQUENCY

0= Never

1= A few times

2= Quite often

3= Very often

Severity=
intensity*
frequency

Instrumento cualitativo

DESCRIPCIÓN DE LAS CAUSAS DE PREOCUPACIÓN EN EL TRABAJO QUE LE PRODUCEN MALESTAR.

Por favor, indíquenos todas aquellas SITUACIONES, FUENTES DE PREOCUPACIÓN O EXPERIENCIAS EN EL TRABAJO QUE LE PRODUCEN MALESTAR IMPORTANTE O GRAVE en su trabajo o en la empresa. Descríbalas brevemente en el cuadro de abajo y marque el 2 si le producen MALESTAR IMPORTANTE o el 3 si le producen MALESTAR GRAVE según la escala que le hemos presentado.

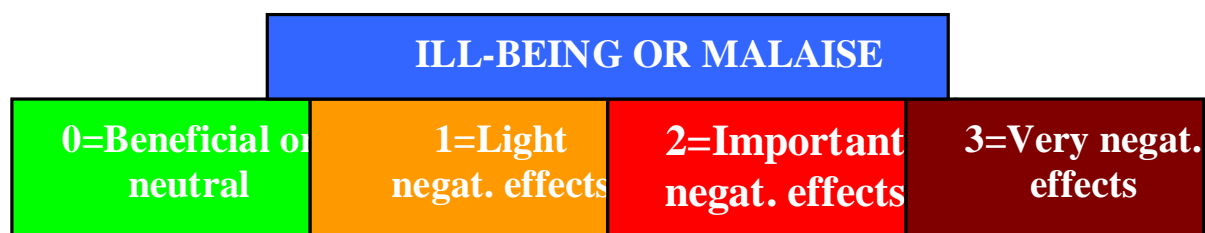
Una vez ha descrito la situación y ha calificado el grado de malestar que le produce indique CON QUÉ FRECUENCIA OCURRE EN EL TRABAJO. Utilice para ello la siguiente escala:

0= Nunca
1= Algunas veces

2= Bastantes veces
3= Muy a menudo

DESCRIPCIÓN DE LA SITUACIÓN, EXPERIENCIA O FUENTE DE PREOCUPACIÓN QUE LE PRODUCE MALESTAR	ILL-BEING MALAISE	FREQUENCY
	2 3	0 1 2 3
	2 3	0 1 2 3
	2 3	0 1 2 3
	2 3	0 1 2 3

WORK SYSTEM AND WORKING CONDITIONS IN YOUR JOB.



FREQUENCY

0= Never
 1= A few times
 2= Quite often
 3= Very often

SITUATION OR SOURCE THAT MAY PRODUCE ILL-BEING/MALAISE	LEVEL OF ILL-BEING	FREQUENCY
The content of the job. The task you have to perform in it.	0 1 2 3	0 1 2 3
The environmental conditions in which you work (noise, light, temperature, etc.).	0 1 2 3	0 1 2 3
The physical environment where you work, the furniture, available in your work place.	0 1 2 3	0 1 2 3
Time features of your job: Shifts, daily time schedule, weekly time schedule and calendar,í	0 1 2 3	0 1 2 3

THE TECNOLOGY YOU USE IN YOUR WORK

ILL-BEING OR MALAISE

0=Beneficial or neutral

1=Light negat. effects

2=Important negat. effects

3=Very negat. effects

FREQUENCY

0= Never

1= A few times

2= Quite often

3= Very often

SITUATION OR SOURCE THAT MAY PRODUCE ILL-BEING/MALAISE	LEVEL OF ILL-BEING	FREQUENCY
The technology tha you have to use in your work, its features, conditions, state or complexity,..	0 1 2 3	0 1 2 3
The way in which the technology you use constrains or conditions what you do in your work	0 1 2 3	0 1 2 3
The way the technology you use in your work has been implemented.	0 1 2 3	0 1 2 3
The speed of change of the technology you use in your work.	0 1 2 3	0 1 2 3

ANALYSIS OF THE RESULTS AND PRESENTATION.

ó FOR THE WHOLE SAMPLE

É FOR EVERY SCALE AND FOR EVERY ITEM

ó BY JOBS

É FOR EVERY SCALE AND FOR EVERY ITEM

ó BY UNITS

É FOR EVERY SCALE AND FOR EVERY ITEM

ó UNIT*JOB (OPTIONAL)

É FOR EVERY SCALE AND FOR EVERY ITEM

Work system

SITUATION OR SOURCE THAT MAY PRODUCE ILL-BEING/MALAISE	MEAN	DT	% INTENSITY*FREQUENCY							
			0	1	2	3	4	6	9	4-9
1. The tasks you have to do in your job	.9	1.6	57.9	18.5	10.1	4.4	6.3	1.6	1.2	9.1
2. Physical working condition (noise, lighth...)	1.5	2.0	43.4	19.6	17.0	5.9	6.7	4.6	2.8	14.1
3. Physical environment, furniture, etc	1.3	1.9	51.8	17.3	12.5	6.4	6.2	3.0	2.8	12.0
4. Shift work	1.1	2.1	60.1	16.7	7.3	1.8	6.1	4.7	3.3	14.1
5. Work schedule	1.2	2.0	55.1	17.9	10.2	2.6	6.7	4.5	3.0	14.2
6. Traveling or commuting because of your work	.7	1.6	70.1	14.8	6.9	1.5	4.0	1.0	1.9	6.9
7. Goals, workload and work pace.	2.4	2.5	27.2	20.6	18.2	2.6	15.0	10.2	6.2	31.4
8. Physical effort or inconvenient positions	2.00	2.52	39.6	18.9	11.5	3.6	14.9	5.2	6.4	26.5
9. Exposure to physical risks: falls, toxic products	.73	1.67	69.6	17.9	4.0	2.0	2.4	2.2	2.0	6.6
10. Mental effort. Attention and concentration required to do your job	1.03	1.73	59.2	17.2	8.7	3.4	6.7	3.8	1.0	11.5

Work system: Qualitative.

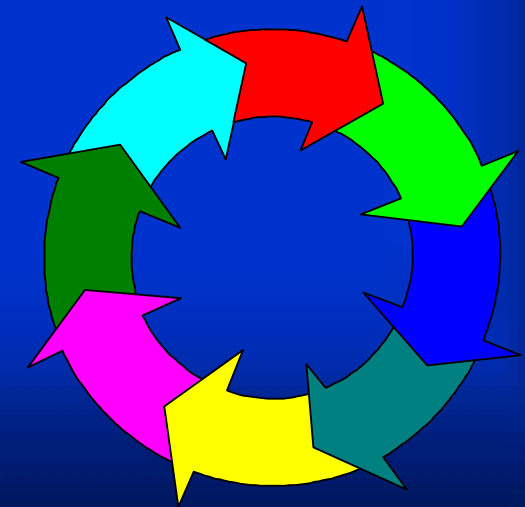
Í Too much workload when we have the launching of a new productÍ

Í Neck and back pain because we are continuously working in the assembly line using the leversÍ

Í Pain and heaviness in the legs because we work all the time standingÍ .

Í Work overload most of the timeÍ

STRATEGY AND MAIN STEPS FOR INTERVENTIONS



INTERVENTIONS.

É THE AMIGO MODEL SERVES AS A GUIDE TO CLASIFY THE INTERVENTIONS.

É IT IS INTERESTING TO MAKE A CATALOGUE OF FREQUENT INTERVENTIONS (BY JOBS AND SECTORS)

É NEED FOR TECHNOLOGY DEVELOPMENT

É NEED FOR TECHNOLOGY AND INTERVENTION ASSESSMENT.

QUALIFICATIONS FOR INTERVENTION

- ó **Change management and change dynamics in organizations**
- ó **Strategies, practices, techniques and tools of psychosocial interventions (see Organizational Development).**
- ó **Managing interventions and expert and process consulting.**
- ó **Program evaluation**

ORGANIZATIONAL CHANGE ÷ AMIGO ÷

÷ HARD ÷

ENVIRONMENT

÷ SOFT ÷

INFRASTRUCTURE
AND ECONOM. RES

Technocratic approach
**ORGANIZATIONAL
REDESIGN**

Humanistic Approach
**ORGANIZATIONAL
DEVELOPMENT**

MISION

POLICIES &
PRACT OF HRM

MANAGEMENT

CONTRACT

PEOPLE AND
TEAMS

DYNAMIC
FIT

WORK

Dialectic Approach
ORGANIZATIONAL TRANSFORMATION

MODELO AMIGO

SUBSYSTEMS

PROGRAM OF INTERVENTION

STEPS 1-4: ANALYSING THE NEEDS

- 1. Establish and analyze the list of potential interventions, identifying which are more needed*
- 2. Clarify priority criteria to select interventions and check if they are shared by the stakeholders*
- 3. Identify and define potential settings and targets of the intervention*
- 4. Analyze previous interventions to identify achievements and limitations.*

PROGRAM OF INTERVENTION

STEPS 5-6: IDENTIFYING THE FRAME AND CONDITIONS

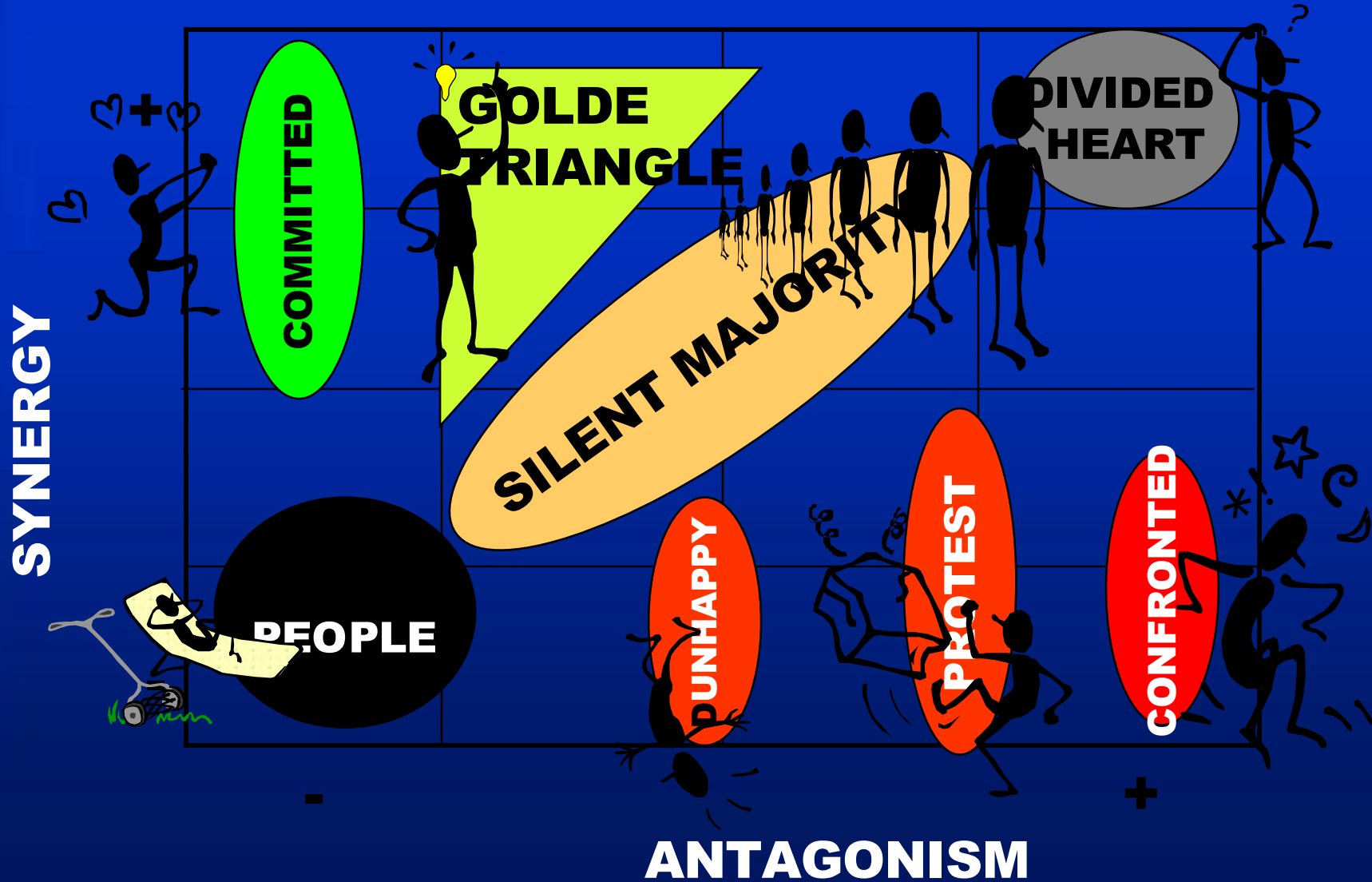
- 5. Define the specific interventions to implement for each target group and setting.*
- 6. Analyse requirements, conditions and contextual factors relevant for the intervention.*

PROGRAM OF INTERVENTION

STEPS 7-9: IDENTIFYING AND INVOLVING THE ACTORS

- 7. Identify different roles and actors: stakeholders, clients, partners, users and audiences.*
- 8. Analyze synergies and antagonisms related to interventions*
- 9. Establish the follow-up committee for the intervention*

SOCIAL DYNAMICS OF CHANGE



PROGRAM OF INTERVENTION

STEPS 10-14: SETTING THE GOALS, DESIGNING AND IMPLEMENTATION

- 10. Define the specific goals and evaluation criteria, indicators and standards for success.*
- 11. Develop the design of the intervention.*
- 12. Establish the specific conditions of the application in every setting.*
- 13. Anticipate potential unintended and side negative effects and prepare an action plan to prevent them*
- 14. Implement the intervention, manage and monitor the implementation.*

PROGRAM OF INTERVENTION

STEPS 15-16. EVALUATION.

15. Formative evaluation and actions for improvement

16. Summative evaluation for intervention.



UIPOT

**Unidad de Investigación de Psicología de las Organizaciones,
del Trabajo y de los Recursos Humanos.**

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Inicio

Presentación

Personal

Investigación

Memoria invest.

Doctorados

Postgrado

Docencia

Laboratorio

Servicio Empresa

Otras actividades

Noticias

Webs

Area restringida

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www.uv.es/catsal ud

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