



COURSE DATA

Data Subject

| | |
|----------------------|--|
| Code | 44840 |
| Name | Psychology of health and quality work life |
| Cycle | Master's degree |
| ECTS Credits | 4.0 |
| Academic year | 2024 - 2025 |

Study (s)

| Degree | Center | Acad. year | Period |
|--|--|-------------------|---------------|
| 2235 - Master's degree Erasmus Mundus on Work, Organizational and Personnel Psycho | Faculty of Psychology and Speech Therapy | 1 | First term |

Subject-matter

| Degree | Subject-matter | Character |
|--|--|------------------|
| 2235 - Master's degree Erasmus Mundus on Work, Organizational and Personnel Psycho | 2 - Psychology of work. Explanatory introduction | Obligatory |

Coordination

| Name | Department |
|-----------------------------|-------------------------|
| SUBIRATS FERRER, MONTSERRAT | 306 - Social Psychology |
| ZORNOZA ABAD, ANA | 306 - Social Psychology |

SUMMARY

"Psychology of health and quality of work life" is a four-month and compulsory course taught in the first semester of the first year of the Master on Work, Organizational, and Personnel Psychology. Its workload is 4 ECTS credits.

An explanatory approach to work psychology area of training is developed. Explanatory refers to the knowledge of theory and up-to-date and comprehensive empirical evidence aiming to explain human behaviour in its context. So, this course offers to the student theoretical knowledge and skills to be able to describe, assess, diagnose, explain and interpret the main phenomena and psychosocial processes related to health and quality of working life in the work area.

The acquisition of such knowledge and basic skills will enable the student to develop, in the second year of the master, the skills needed to carry out interventions in the field of organizations and work.

In order to achieve these general goals the students will learn:



The main concepts, history, developments, and areas of Occupational Health Psychology
The main theoretical models of occupational stress, the biological basis related to them and the empirical evidence available that permit to ground on the evidence-based professional practice.
Some specific areas especially relevant in the field of psychosocial risk analysis.
The strategies to identify the conceptual mapping that should support the design of a Psychosocial risk analysis.
The main knowledge, skill and competencies in the process of performing a psychosocial risk analysis for an organization.

PREVIOUS KNOWLEDGE

Relationship to other subjects of the same degree

There are no specified enrollment restrictions with other subjects of the curriculum.

Other requirements

It is very convenient that the students have studied different basic subjects of Psychology, such as: Social psychology, social groups psychology, social work psychology, psychometry and data processes applied to behavioural sciences.

Also, a fluent level of English is essential.

The most important prior knowledge is:

- General knowledge of the main psychosocial and psychophysiological processes:
- Risk factors: working conditions, work-family interaction, job insecurity and unemployment, rupture o

2235 - Master's degree Erasmus Mundus on Work, Organizational and Personnel Psycho

- Students should apply acquired knowledge to solve problems in unfamiliar contexts within their field of study, including multidisciplinary scenarios.
- Students should be able to integrate knowledge and address the complexity of making informed judgments based on incomplete or limited information, including reflections on the social and ethical responsibilities associated with the application of their knowledge and judgments.
- Students should communicate conclusions and underlying knowledge clearly and unambiguously to both specialized and non-specialized audiences.
- Students should demonstrate self-directed learning skills for continued academic growth.
- Students should possess and understand foundational knowledge that enables original thinking and research in the field.
- Que los estudiantes sean capaces de entrevistar a clientes o directivos para analizar sus necesidades y problemas, identificando necesidades y problemas subyacentes y clarificándolos de tal forma que sean comprendidos y aceptados por los clientes o directivos.



- Que los estudiantes sean capaces de seleccionar y aplicar instrumentos, técnicas y métodos para la evaluación de individuos en el contexto de la psicología del trabajo, de las organizaciones y de los recursos humanos.
- Que els estudiants siguin capaços de seleccionar i aplicar instruments, tècniques i mètodes per a l'avaluació de grups en el context de la psicologia del treball, de les organitzacions i dels recursos humans.
- Que los estudiantes sean capaces de seleccionar y aplicar instrumentos, técnicas y métodos para la evaluación de organizaciones en el contexto de la psicología del trabajo, de las organizaciones y de los recursos humanos.
- Que los estudiantes sean capaces de seleccionar y aplicar instrumentos, técnicas y métodos para la evaluación situacional en el contexto de la psicología del trabajo, de las organizaciones y de los recursos humanos.

At the end of the course, the student will be able to:

- Understand and evaluate stress at work.
- Understand and evaluate psychosocial risks at work.

DESCRIPTION OF CONTENTS

1. OCCUPATIONAL STRESS MODELS IN AN MULI, INTERCULTURAL AND GLOBAL CONTEXT

- Conceptual issues and definition
- Coverage and scope
- Brief history.
- New trends and developments in research and professional practice.

2. WORK STRESS

1. The integrative approach to work stress: components and mechanisms of the psychobiologic response to stress.
2. The models of work stress and its psychophysiological indicators.
3. Individual characteristics and coping.
4. The burnout syndrome or psychological weariness.
5. Work stress and Positive Psychology.



3. MAIN COMPONENTS OF THE PROCESS TO PERFORM A PSYCHOSOCIAL RISK ANALYSIS

- Psychosocial risk factors: Conceptualization and categorization.
- AMIGO model
- Evaluation of psychosocial risks

4. PSYCHOSOCIAL RISKS: WORK-FAMILY INTERFACE, VIOLENCE AT WORK, UNCERTAINTY AND DIVERSITY, SAFETY AND SECURITY, MULTICULTURAL CONTEXT.

1. Work-family conciliation/conflict
2. Safety and hazards
3. Violence and mobbing at work

5. PSYCHOSOCIAL RISKS ASSESSMENT METHODS

- Identifying the needs, setting the goals and planning the assessment
- Designing the assessment and determining the tools, conditions, etc.
- Delivering and reporting the results.

WORKLOAD

| ACTIVITY | Hours | % To be attended |
|---------------------------------|---------------|------------------|
| Theory classes | 40,00 | 100 |
| Development of group work | 15,00 | 0 |
| Development of individual work | 15,00 | 0 |
| Study and independent work | 10,00 | 0 |
| Readings supplementary material | 10,00 | 0 |
| Preparing lectures | 10,00 | 0 |
| TOTAL | 100,00 | |

TEACHING METHODOLOGY

The development of the subject is structured around four axes: the face-to-face classes, the preparation of the classes, the tutorials and the elaboration of the final work.

1. Classes: there will be two types of classroom classes.- sessions whose purpose is to contextualize the topic and offer the student the opportunity to discuss all aspects related to a specific topic. Likewise, it will be indicated those resources more advisable for the later preparation of the subject in depth.- sessions in which the students will present and analyze the work done on the subject in question. The idea is not to give a detailed summary of the readings made, but to integrate the readings into a coherent review. Whenever possible, articles should be linked and strengths and weaknesses sought, suggesting future lines. PowerPoint will be used to help highlight the main points. Likewise, techniques such as simulations, role plays, conceptual mapping, etc. will be performed.

2. Study and preparation of class work: the preparation of classes by the student is essential for the learning of the discipline. Given the philosophy that underlies the approach and



development of this master, the knowledge, skills and skills to be acquired by the student must be achieved through an interactive approach and joint collaboration between the teacher and the student. Therefore, it is considered that the participation and active dedication on the part of the student, prior to the attendance to the classroom classes, is a basic requirement as a methodological axis.³ Tutorials are conceived as activities with the main purpose of solving doubts, commenting on progress, reviewing research questions, providing documentation and monitoring the work and learning of each student. The tutorials will be done at both individual and group level, forming a substantial part of the development of the work carried out by the students.

The following teaching techniques will be used:

- Oral presentations by the instructor.
- Oral presentations by the students.
- Study and preparation of work for the class
- Use and analysis of tools
- Small group discussion

Build a conceptual map of psychosocial risks

- **Develop a workshop (eg. one phase of psychosocial risk assessment)**

- **Lectures**

EVALUATION

The evaluation scale goes from 0 to 10, with 5 being the minimum grade to pass the subject. The final assessment will be made according to the workload that the students have had in the different parts of this subject.

There is no difference between the first and the second call. In the second call the student will have the possibility to go back to doing those activities that he did not perform at the first call or that he had done insufficiently, due to which he had suspended in the first call. All activities are, therefore, recoverable. Given the characteristics of the subject and the emphasis on the development of competences, an examination is not considered, to consider that the acquisition of such competences cannot be evaluated correctly by means of the exam.

The specific instructions for each job and the evaluation criteria will be explained in the material provided by each teacher. Some of the elements and evaluation criteria considered are:

- Attitudes and participation of students: absences, punctuality, quality and quantity of participation.



- Quality of oral presentations of students: the logic of the argumentation used, use of theories, quality of critical thinking, leadership and guidance of the discussion with the class.
- Preparation of assignments for the integration of knowledge or for the analysis of a relevant topic
- Critical analysis of articles and other materials
- Development of concept maps.
- Quality in the use and design of instruments.

In order to obtain the final grade of this subject, two aspects will be taken into account: on the one hand, punctuality in delivery (the first day of delay in delivery implies a reduction of 10% in the grade and each day of additional delay A 5% reduction and, on the other hand, the out-of-range delivery in question of size, which will be evaluated by the teacher and decrease by 10% of the grade.

REFERENCES

Basic

- Cooper, C. L., Dewe, P. J., & O'Driscoll, M. P. (2001). Organizational stress: A review and critique of 14 theory, research, and applications (Foundations for organizational science). Thousand Oaks, CA, US: Sage Publications
- Cox, T., & Tisserand, M. (2006). Editorial: Work & stress comes of age: Twenty years of occupational health psychology. *Work & Stress*, 20(1), 1
- Gospel, H (2003) Quality of working life: A review on changes in work organization, conditions of employment and work-life arrangements. Conditions of Work and Employment Series, n 1 International labour office. <http://www.ilo.org/public/english/protection/condtrav/pdf/1cws.pdf> January, 2005
- Quick, J. C., & Tetrick, L. E. (Eds, 2003). Handbook of occupational health psychology. Washington, DC, US : American Psychological Association.
- Tabanelli, M. C., Depolo, M., Cooke, R. M., Sarchielli, G., Bonfiglioli, R., Mattioli, S., et al. (2008). Available instruments for measurement of psychosocial factors in the work environment. *International Archives of Occupational and Environmental Health*, 82(1), 1-12.
- Websites on Occupational Risk Analysis and Prevention: European Agency for Safety and Health at Work. INSHT.
- Hofmann, D. & Burke, M.J. & Zohar, D. (2017) 100 years of occupational safety research: From basic protections and work analysis to a multilevel view of workplace safety and risk. *Journal of Applied Psychology*, 102(3),375.



Additional

- Schabracq, M., Winnubst, J. A. M., & Cooper, C. L. (Eds, 2003). The handbook of work and health psychology (2 ed.). Chichester, England: John Wiley & Sons.
- Hansez, I. (2008). The Working conditions and control questionnaire (WOCCQ): Towards a structural model of subjective stress. *European Review of Applied Psychology/Revue Européenne de Psychologie Appliquée*, 58(4), 253-262.
- Nelson, R.J. (2000): Stress. In *An introduction to Behavioral Endocrinology* (2nd ed). Sunderland, Mass: Sinauer Assoc, Inc Publ.
- Aquino, K., & Thau, S. (2009). Workplace victimization: Aggression from the target's perspective. *Annual review of psychology*, 60, 717-741.
- Boswell, W. R., Ren, L. R., & Hinrichs, A. T. (2008). Voluntary Employee Turnover: Determinants, Processes, and Future Directions. In J. Barling & C. L. Cooper (Eds.) *The SAGE handbook of organizational behavior. Volume 1: Micro Perspectives* (pp. 196-216). London: Sage
- Barling, J., Dupré, K. E., & Kelloway, E. K. (2009). Predicting workplace aggression and violence. *Annual review of Psychology*, 60, 671-692.
- Eby, L. T., Maher, C. P., & Butts, M. M. (2010). The intersection of work and family life: The role of affect. *Annual Review of Psychology*, 61, 599-622.
- Johns, G. (2008). Absenteeism and Presenteeism: Not at Work or Not Working Well. In J. Barling & C. L. Cooper (Eds.) *The SAGE handbook of organizational behavior. Volume 1: Micro Perspectives* (pp. 160-177). London: Sage.
- Schaufeli, W. B., & Taris, T. W. (2014). A critical review of the Job Demands-Resources Model: Implications for improving work and health. In *Bridging occupational, organizational and public health* (pp. 43-68). Springer Netherlands.