

Full access for all team members?

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Collaborative environment



- Institute for Sign, Language & Deaf Studies
- Professorship (lectoraat) Deaf Studies
- 61 employees (teachers/researchers/staff)
 - 14 deaf/h-o-h/deafblind
 - 47 hearing
- Languages used
 - Spoken/written Dutch
 - Sign Language of the Netherlands (NGT)
 - Signed Dutch (NmG)

Study



In this bicultural – multilingual environment

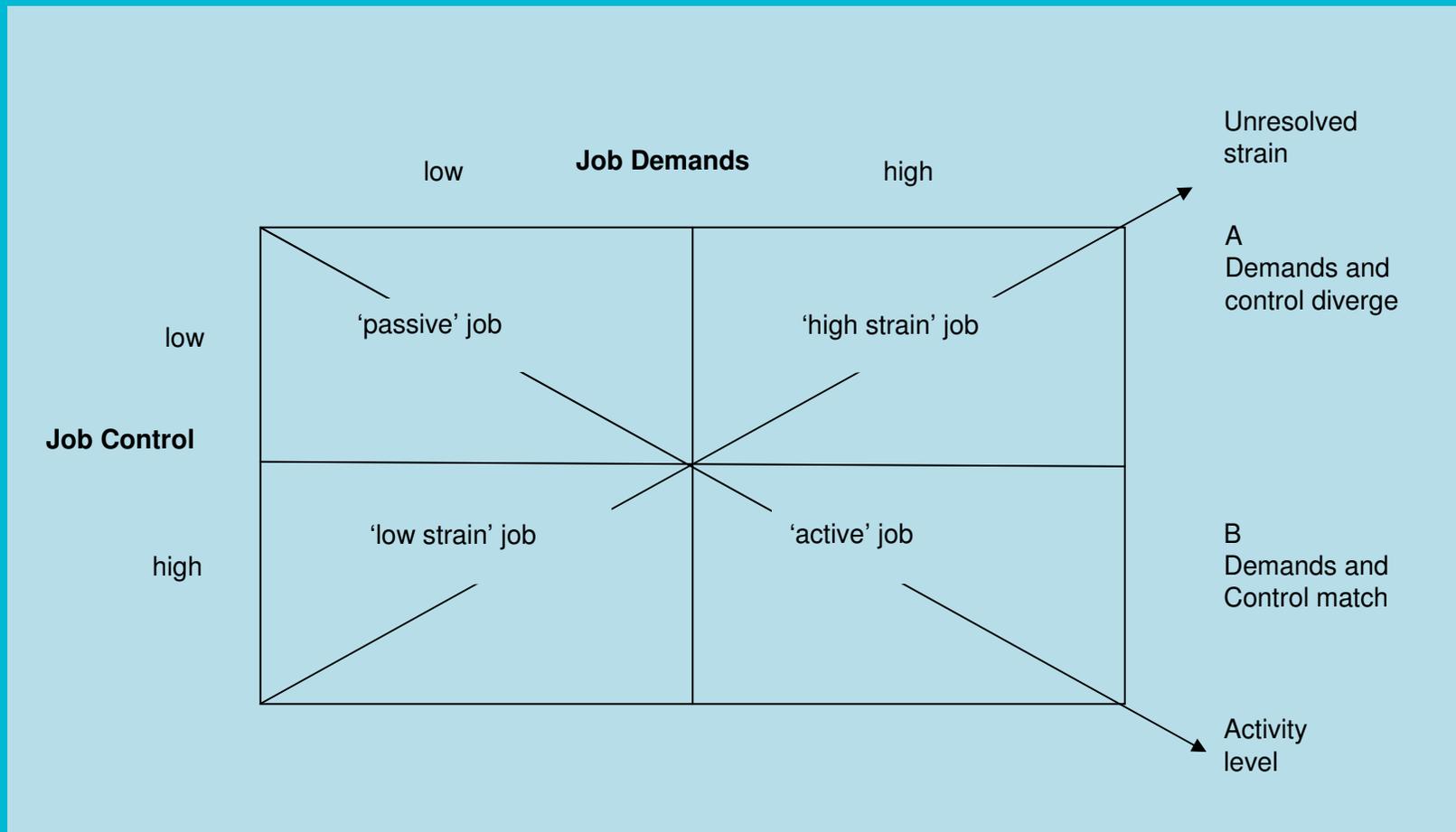
- How accessible is the information flow? What language forms are used by whom?
- How do team members experience the working conditions?

Karasek 1979: Job strain model

- Job Demands
- Job Control
- Job Strain

Job Strain Model

Karasek (1979: 288)



Exploratory research

- Questionnaire to all colleagues for self-evaluation of job control, job demands and degree of stress.
- Accessibility of information: how relevant in self-evaluation of working conditions.
- Differences and similarities between deaf and hearing team members

Profile of respondents

- 26 respondents (43%)
 - Deaf n=7 (1 H-o-H, 5 Deaf, 1 Deafblind) 27%
 - Hearing n=19 73%
- Age range 27 – 63, mean 45 yrs
- Mean years of employment 6,5 yrs (range <5-21 yrs)

Language use

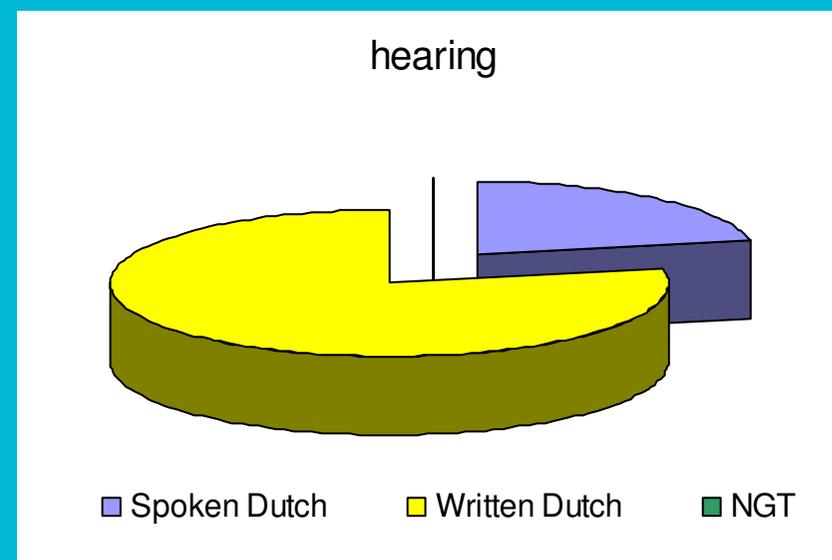
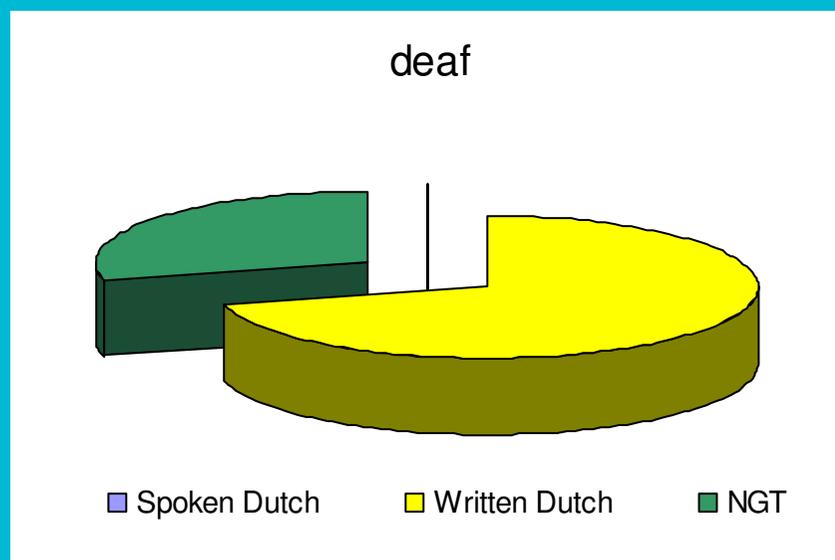


	Deaf (n=7)		Hearing (n=19)	
1 st language	NGT	63%		
	Dutch	43%	Dutch	100%
2 nd language	Dutch	43%	NGT	64%
	NGT	33%	English	92%
3 rd language			NGT	36%
	English	100%	English	8%

Information flow



Most information at work I get in:



Work related information



	Deaf	Hearing
Information is enough	Yes	5 (20%) not enough
Form of information	57% written Dutch 14% from colleagues Rest: other sources	85% written Dutch Rest: other sources
Information from colleagues	71% from Deaf 29% from hearing	5% from Deaf 95% from hearing

Informal information



	Deaf	Hearing
In the 'lobby'	71%	58%
From colleagues	86% from Deaf colleagues	79% from hearing colleagues
Number of sources	2	5

Work related information



	Deaf	Hearing
Information is enough	Yes	5 (20%) not enough
Form of information	57% written Dutch 14% from colleagues Rest: other sources	85% written Dutch Rest: other sources
Information from colleagues	71% from Deaf 29% from hearing	5% from Deaf 95% from hearing

Job control



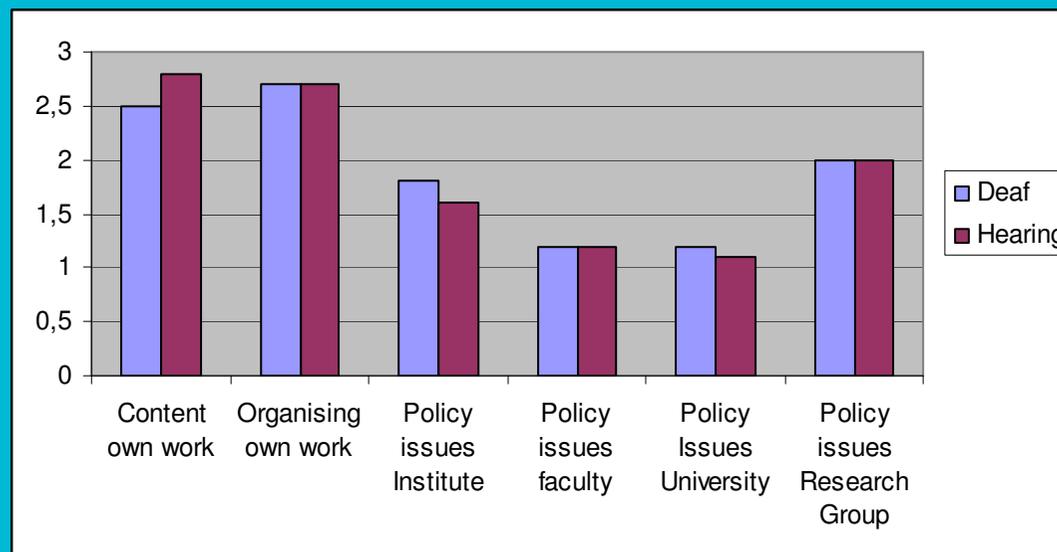
How would you rate the control you have on

- Control of content own work
- Control of organising own work
- Policy issues Institute
- Policy issues Faculty
- Policy issues UUAS
- Policy issues Research Group (n=5)

Job control



Both Deaf and hearing employees judged to have a good or very good level of control both in content and organisation of their own work. However, on policy issues we see a decrease:



Job demands 1

How do you experience the demands made on you relating to the following aspects:

- Content of work
- Organisation of work (in time)
- Developing teaching materials
- Developing tests/assessments
- Grading
- Administrative tasks
- Professionalisation
- Setting up research
- Doing research

Job demands 2



Deaf On the whole: I can meet these demands, they are on my level

Hearing Same as Deaf with two exceptions:

a. Some feel that the demand to organisation their work is heavy, more so than the Deaf employees

b. Administrative tasks are felt to be heavy by some hearing respondents, more so than the Deaf employees

Job strain factors

Could you indicate the stress level of the following aspects? 11 items

- Content of work
- Planning of work
- Time pressure
- Technical support
- Interpreter services
- Demands language use
- Dealing with colleagues
- Dealing with students
- Dealing with superiors
- Dealing with external people

Job strain factors

- Both Deaf and hearing employees mention
 - time pressure (62%) and
 - planning work (46%) as stress factors (high strain or too high strain)
- Some stress is caused by
 - technical support (n=6), hearing > Deaf
 - dealing with superiors (n=4) hearing < Deaf
 - dealing with interpreters (n=5)
- Language use is not a strain factor

Conclusions

- Job control – both Deaf and hearing are satisfied with amount of job control
- Job demands – both Deaf and hearing find that they can meet the jobs demands
- Job strain – both Deaf and hearing experience stress from time pressure and work planning issues
- Language use is not a strain factor:
 - Access to information is felt to be sufficient, although the information streams are different for Deaf and hearing employees

Conclusions



- Deaf employees receive much information from their deaf colleagues
- Hearing employees receive much information from their hearing colleagues

References

- Robert A. Karasek jr. 1979. Job demands, job decision latitude and mental strain: implications for job redesign. *Administrative Science Quarterly*, vol.24. 285-307.
- Alys M. Young, Jennifer Ackerman & Jim G. Kyle. 2000. On Creating a Workable Signing Environment: Deaf and Hearing Perspectives. *Journal of Deaf Studies and Deaf Education* 5:2, 187-195.