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)

<table>
<thead>
<tr>
<th>Job Demands</th>
<th>Job Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>low</td>
<td>low</td>
</tr>
<tr>
<td></td>
<td>high</td>
</tr>
<tr>
<td>high</td>
<td>low</td>
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<td></td>
<td>high</td>
</tr>
</tbody>
</table>

- **A** Demands and control diverge
- **B** Demands and Control match

Unresolved strain
Activity level

van den Bogaerde, van Gils & de Lange
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

<table>
<thead>
<tr>
<th></th>
<th>Deaf (n=7)</th>
<th>Hearing (n=19)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1&lt;sup&gt;st&lt;/sup&gt; language</strong></td>
<td>NGT 63%</td>
<td>Dutch 100%</td>
</tr>
<tr>
<td></td>
<td>Dutch 43%</td>
<td></td>
</tr>
<tr>
<td><strong>2&lt;sup&gt;nd&lt;/sup&gt; language</strong></td>
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<td>NGT 64%</td>
</tr>
<tr>
<td></td>
<td>NGT 33%</td>
<td>English 92%</td>
</tr>
<tr>
<td><strong>3&lt;sup&gt;rd&lt;/sup&gt; language</strong></td>
<td>English 100%</td>
<td>NGT 36%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>English 8%</td>
</tr>
</tbody>
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van den Bogaerde, van Gils & de Lange
Most information at work I get in:

- **Deaf:**
  - Spoken Dutch
  - Written Dutch
  - NGT

- **Hearing:**
  - Spoken Dutch
  - Written Dutch
  - NGT
## Work related information

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<thead>
<tr>
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<td>Information is enough</td>
<td>Yes</td>
<td>5 (20%) not enough</td>
</tr>
<tr>
<td>Form of information</td>
<td>57% written Dutch</td>
<td>85% written Dutch</td>
</tr>
<tr>
<td></td>
<td>14% from colleagues</td>
<td>Rest: other sources</td>
</tr>
<tr>
<td></td>
<td>Rest: other sources</td>
<td></td>
</tr>
<tr>
<td>Information from colleagues</td>
<td>71% from Deaf</td>
<td>5% from Deaf</td>
</tr>
<tr>
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<td>29% from hearing</td>
<td>95% from hearing</td>
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## Informal information

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<thead>
<tr>
<th></th>
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<th>Hearing</th>
</tr>
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<tbody>
<tr>
<td>In the ‘lobby’</td>
<td>71%</td>
<td>58%</td>
</tr>
<tr>
<td>From colleagues</td>
<td>86% from Deaf colleagues</td>
<td>79% from hearing colleagues</td>
</tr>
<tr>
<td>Number of sources</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Deaf</td>
<td>Hearing</td>
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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)
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
