

Comparing Exposure to Psychosocial Risks: Face-to-Face Work vs. Telework

ANGELA GÓMEZ-DOMÍNGUEZ, PEDRO FERRER-ROSENDE, LAURA ESTEVE-MATALÍ, CLARA LLORENS-SERRANO, SERGIO SALAS-NICÁS, ALBERT NAVARRO-GINÉ

Table S1. Supplementary material. Definitions and origins of the exposition to PSR.

Description of the 11 different exposure dimensions of psychosocial risks under the COPSOQ method.

QUANTITATIVE DEMANDS	
Definition	Origin
<i>Psychological demands derived from the amount of work. They are high when we have more work than we can do in the allocated time.</i>	They have to do mainly with lack of personnel, incorrect time measurement or poor planning, although they can also be related to the salary structure (for example, when the variable part of a low salary is high and forces to increase the pace) or with the inadequacy of tools, materials or work processes (forcing to do more tasks to make up for deficiencies). High quantitative demands can lead to a lengthening of the working day.
WORK PACE	
Definition	Origin
<i>Psychological demand related to work intensity.</i>	Given the close relationship with quantitative exigence, the origin can be the same.
EMOTIONAL DEMANDS	
Definition	Origin
<i>These are the demands not to get involved in the emotional situation (or to manage the transfer of feelings) that derive from the interpersonal relationships involved in the work, especially in occupations of care for people in which the aim is to induce changes in them (for example: to follow a medical treatment, to acquire a skill...), and which may involve the transfer of feelings and emotions.</i>	In care occupations, exposure to emotional demands has to do with the nature of the tasks and cannot be eliminated (we cannot “eliminate” patients, students, etc.), so they require specific skills and sufficient time to be able to manage them effectively. In addition to the origin derived from their nature, they also have a lot to do with quantitative demands, the exposure time (hours, number of patients, etc.) can be reduced, since excessive workdays imply a greater exposure and produce a greater emotional fatigue that will require longer rest times.
WORK-LIFE CONFLICT	
Definition	Origin
<i>These are the synchronous, simultaneous demands of the work environment and the domestic-family environment.</i>	In the labor sphere, it has to do with quantitative requirements, the organization, duration, lengthening or modification of the working day and with the level of autonomy over it; for example, with working hours or days that are incompatible with care work or social life.

INFLUENCE

Definition

It is the margin of autonomy in the day-to-day work in general, and also particularly in relation to the tasks to be performed (the what) and in the way it is carried out (the how).

Origin

It has to do with the participation that each worker has in decisions on fundamental aspects of his or her daily work, that is, with the work methods used and whether or not these are participatory and whether or not they allow or limit autonomy. It can be highly correlated with development possibilities.

POSSIBILITIES OF DEVELOPMENT

Definition

It is the level of opportunities offered by the work performance to put into practice the knowledge, skills and experience of the workers and to acquire new ones.

Origin

It is highly related to the levels of complexity and variety of tasks, with standardized and repetitive work being the paradigm of harmful exposure. It is related to work and production methods and the design of work content (more routine, standardized or monotonous at one extreme, more complex and creative at the other) and to influence.

SOCIAL SUPPORT FROM COLLEAGUES

Definition

It is receiving the help needed and when it is needed from colleagues to perform the job well.

Origin

Lack of peer support may have to do with personnel management practices that hinder cooperation and the formation of true work teams, encouraging individual competitiveness (for example, with variable salaries based on individual objectives), or assigning tasks, changes in schedules, center, etc., in an arbitrary or non-transparent manner.

SOCIAL SUPPORT FROM SUPERVISOR

Definition

It is receiving the help needed and when needed from superiors to perform the job well.

Origin

The lack of support from superiors has to do with the lack of principles and specific personnel management procedures that promote the role of the superior as an element of support for the work of the team, department, section or area he/she manages. It is also related to the lack of clear guidelines regarding the fulfillment of this role and the lack of training and time to do so.

JOB LOSS INSECURITY

Definition

It is the concern to lose the job given the internal and external factors surrounding the worker situation.

Origin

It has to do mainly with the organization situation and the worker performance.
It can be experienced differently depending on the time of life or family responsibilities of each worker.

LABOR MARKET INSECURITY

Definition

It is the concern for the future in relation to the occupation.

Origin

It has to do with job stability and employability in the labor market of residence.
It can be experienced differently depending on the time of life or family responsibilities of each worker.

WORK CONDITIONS INSECURITY

Definition

It is the concern for the future in relation to unwanted changes in fundamental working conditions.

Origin

It relates to threats of worsening of particularly valuable working conditions. These can originate both in the current situation (for example, if the assignment of working hours, tasks and bonuses or salary supplements is arbitrary) and in the possibility of changes (for example, the announcement of a corporate restructuring, outsourcing of a position or service, a lay-off, etc.); more so if there are worse working conditions in the context outside the company (same sector, territory...). Like the previous one, it can be experienced differently depending on the vital moment or the family responsibilities of each worker.
