

## BPA SOMMARIO DEL NUMERO 261-262 (maggio-dicembre 2010)

### REVIEWS

CAN GOAL THEORIES EXPLAIN INNOVATIVE WORK BEHAVIOUR?

THE MOTIVATING POWER OF INNOVATION-RELATED GOALS

*Carlo Odoardi, Adalgisa Battistelli & Francesco Montani*

### RESEARCH

SELF-EFFICACY, SOCIAL SUPPORT AND LOCUS OF CONTROL AS CORRELATES OF HEALTH-RELATED QUALITY OF LIFE IN MYASTHENIA GRAVIS

*Giulia Fioravanti, Silvia Casale, Renato Mantegazza, Matilde Leonardi & Alberto Raggi*

SUBSTANCES USE AND PERCEPTION AMONG ADOLESCENT IN ITALY: FINDINGS FROM AN EXPLORATORY STUDY

*Giovanna Manna, Amedeo Casiglia & Palmira Faraci*

BURNOUT IN CALL CENTRE WORKERS BETWEEN DEMAND AND RESOURCES

*Stefano Taddei & Bastianina Contena*

### EXPERIENCES AND TOOLS

CONTRIBUTION TO THE VALIDATION OF ITALIAN VERSION OF THE COPING ACROSS SITUATIONS QUESTIONNAIRE (CASQ)

*Palma Menna, Giorgia Molinengo, Roberta Molinar, Silvia Ciairano, Elvira Cicognani, Bruna Zani & Laura Aleni Sestito*

THE WORK VALUES QUESTIONNAIRE (WVQ): REVISITING SCHWARTZ'S PORTRAIT VALUES QUESTIONNAIRE (PVQ) FOR WORK CONTEXTS

*Francesco Avallone, Maria Luisa Farnese, Silvia Pepe & Michele Vecchione*

DEVELOPMENT AND VALIDATION OF THE MULTIDIMENSIONAL SOCIAL SUPPORT QUESTIONNAIRE (MSSQ)

*Amelia Gangemi, Palmira Faraci, Palma Menna & Francesco Mancini*

RELATIONAL AND ORGANIZATIONAL ASPECTS OF THERAPEUTIC COMMUNITIES AS TREATMENT FACTORS: THE CFCQ (CLIMATE FACTORS IN THERAPEUTIC COMMUNITY QUESTIONNAIRE)

*Stefania Cristofanelli, Omar Fassio, Laura Ferro & Alessandro Zennaro*

PSYCHOMETRIC PROPERTIES OF THE ITALIAN VERSION OF THE FIVE-DIMENSIONAL PERSONALITY TEST (5DPT)

*Pietro San Martini, Ileana Di Pomponio, Francesco Dentale & Dirk van Kampen*

THE SPENCE CHILDREN'S ANXIETY SCALE IN ITALIAN CHILDREN AGED 8-10

*Elisa Dolvecchio, Daniela Di Riso, Daphne Chessa & Adriana Lis*

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## RIASSUNTI

### REVIEWS

**Can goal theories explain innovative work behaviour?**

**The motivating power of innovation-related goals**

*Carlo Odoardi, Adalgisa Battistelli & Francesco Montani*

**SUMMARY.** Building on core goal theories in work and organizational psychology (goal setting theory, expectancy-value theory, social cognitive theory, and self-regulation theory), the purpose of the present article is to redirect further empirical research on innovative work behaviour by providing a motivational model to explain innovative behaviour at work. After briefly reviewing the main results of research on goals over the last decade, a model on motivation for innovation will be presented that considers innovative work behaviour as part of a comprehensive motivational process, involving two broad systems: *goal generation*, composed of *envisioning* and *planning* sub-processes; and *goal striving*, composed of *enacting* and *reflecting* sub-processes. Additionally, several research propositions are provided that concern the expected influence of work environment characteristics (*work design* and *innovation climate*), motivational states (*role breadth self-efficacy*, *psychological empowerment* and *flexible role orientation*) and person-environment fit (*person-organization goal fit*) on such motivational processes, which are supposed to be related to the attainment of innovation goals and to successful innovative outcomes.

**Keywords:** Innovation; Goals; Self-regulation

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## RESEARCH

### Self-Efficacy, Social Support and Locus of control as correlates of Health-Related Quality of Life in Myasthenia Gravis

Giulia Fioravanti, Silvia Casale, Renato Mantegazza, Matilde Leonardi & Alberto Raggi

**SUMMARY. Background:** Health-related Quality of Life (HRQoL) measures, obtained through patient-oriented tools, are now considered essential in the assessment of chronic diseases, such as *Myasthenia Gravis* (MG), to evaluate intermediate levels of clinical improvement and patient's general health status. The purpose of this study was to explore HRQoL and to evaluate its relationships with self-efficacy, locus of control and social support in a sample of patients with MG. These psychosocial variables resulted to be related to HRQoL in a variety of chronic diseases but less is known about this association in MG. **Methods:** Adult MG patients were asked to fill out a socio-demographic and clinical questionnaire, the *Medical Outcomes Study Short Form Health Survey (SF-36)*, the *Multidimensional Health Locus of Control Form B (MHLOC)*, the *Medical Outcome Study Social Support Survey (MOS-SSS)* and the *Generalized Self-Efficacy Scale (GSE)*. The relationships between the study variables were assessed by Pearson's correlation coefficient and multiple regression analyses. **Results:** 74 patients (68% female; mean age 48 years) were enrolled; HRQoL was impaired both on physical and mental health domains. Self-efficacy and social support were positively correlated with self-reported mental health status and resulted to be the best predictors of HRQoL in MG patients. **Conclusions:** This study reports that psychosocial dimensions such as self-efficacy and social support are relevant to the improvement of health-related quality of life of patients with MG. Manageable chronic conditions like MG should not only concentrate on improving disease severity but also on patients' psychological factors.

**Keywords:** Myasthenia Gravis; Health-Related Quality of Life; Social Support; Self-Efficacy; Locus of Control

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### Substances use and perception among adolescent in Italy: Findings from an exploratory study

Giovanna Manna, Amedeo Casiglia & Palmira Faraci

**SUMMARY. Introduction:** The present paper aims to examine the knowledge and the perception of some psychoactive substances (hashish, cocaine, ecstasy, etc.) of a group of Italian adolescents. Besides, the study investigates the way adolescents perceive drug effects, incidence among peers, and personal acknowledgement of the use of different substances. **Methods:** 650 adolescents, aged from 14 to 19, attending the first and the last two-year period of high school, filled out a questionnaire addressed to assess substances use and perception. **Results:** Inadequate knowledge of some substances emerged. Heroin and cocaine were considered dangerous substances. As for ecstasy, danger was often linked to excessive use. Marijuana seemed not associated with consequences that might threaten well-being. The age of onset was between 14 and 18 years; independent of target substance, the first use almost always occurred with peers for both genders. **Conclusions:** Among the adolescents who took part in the study, ecstasy and marijuana seem much more attractive than other substances. Ecstasy, more than marijuana, seems to be associated with positive sensations; on the contrary, heroin and alcohol seem to be associated with negative characteristics.

**Keywords:** psychoactive substances; substances perception; substances use; adolescents

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### Burnout in call centre workers between demand and resources

Stefano Taddei & Bastianina Contena

**SUMMARY.** The diffusion of call centres has highlighted the need to study the work-related stress of their employees, approaching burnout using the *Job Demands-Resources (JD-JR)* model. **Objectives:** a) to investigate differences in specific JD, JR, burnout, and symptoms of physical discomfort in agents dealing with both inbound and outbound calls; b) to verify the presence and type of connection between the JD and JR in relation to burnout and symptoms of physical discomfort; c) to investigate the presence of JD and JR that pre-determine burnout and symptoms of physical discomfort. **Participants:** 200 call centre agents. **Instruments:** A) *Maslach Burnout Inventory-General Survey (MBI-GS)*; B) 12 physical discomfort items put forward by the *Occupational Stress Indicator (OSI)*; C) *The Customer-related Social Stressors (CSS) Scale* and the *Organizational Checkup System (OCS)* to measure JD and JR. **Results:** Agents making outbound calls demonstrate increased levels of depersonalisation, despite lesser JD and more JR. The regression models carried out underline Work overload, Customer-related social stressors, Control, Leadership, and Professional development as pre-determining factors of work-related stress as much as they are pre-determining factors of burnout and physical discomfort. **Conclusions:** The results provide useful pointers on an operational level in planning the prevention of burnout in call centre agents.

**Keywords:** burnout; job stress; call centre work; job demands-job resources

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## EXPERIENCES AND TOOLS

### Contribution to the validation of Italian version of the Coping across Situations Questionnaire (CASQ)

Palma Menna, Giorgia Molinengo, Roberta Molinar, Silvia Ciairano, Elvira Cicognani, Bruna Zani & Laura Aleni Sestito

**SUMMARY.** This study examines the psychometric properties of the Italian version of the "Coping across Situations Questionnaire" (CASQ; Seiffge-Krenke, 1995) in 1232 Italian adolescents ( $M = 15.5$  years,  $SD = 2.1$ ), to purpose an Italian version of this scale. We conducted both exploratory (EFA) and confirmatory factor analyses (CFA) to examine its dimensionality and to test the original three-factor model of coping styles (active, internal, withdrawal). We confirmed the internal reliability and the validity of the instrument. What is more, the factor structure only partially overlaps the original structure of three coping styles, but this only occurs in relation to skipping 7 items referring to strategies influenced by the cultural and social context.

**Keywords:** coping questionnaire; adolescence; psychometric property

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### The Work Values Questionnaire (WVQ): Revisiting Schwartz's Portrait Values Questionnaire (PVQ) for work contexts

Francesco Avallone, Maria Luisa Farnese, Silvia Pepe & Michele Vecchione

**SUMMARY. Introduction:** The present article stems from an analysis of the research contributions in the existing literature related to the study of work values and presents the adaptation and validation of the *Work Values Questionnaire* (WVQ), an instrument for measurement of work values which derives from Shalom Schwartz's taxonomy. **Methods:** Participants were 1834 subjects, ranging in age from 20 to 65 years (48% males). **Results:** Exploratory and confirmatory factor analysis revealed a six factor structure. Multidimensional scaling allows for the identification of four broad regions: *Openness to change*, *Conservation*, *Self-enhancement*, and *Self-transcendence*, that appear to be coherent with the structure outlined by Schwartz. Analysis of variance showed some significant differences with respect to gender and educational level. **Conclusions:** Implications of results and potential applications of the instrument are presented and discussed.

**Keywords:** Work Values Questionnaire

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### Development and validation of the Multidimensional Social Support Questionnaire (MSSQ)

Amelia Gangemi, Palmira Faraci, Palma Menna & Francesco Mancini

**SUMMARY. Introduction:** A critical evaluation of the diverse models and methodological issues in the assessment of social support highlighted the need to create a new measure. With this aim, the present paper addresses the development and preliminary validation of a 33-item self-report instrument – the *Multidimensional Social Support Questionnaire* (MSSQ) – designed to assess three different aspects of social support: perceived support, available support and deserved support from two specific sources: significant others and non-significant others. **Methods:** Several analyses were conducted a) to examine item dispersion, b) to explore and confirm the factorial structure of the scale, c) to investigate its internal consistency, d) to establish its temporal stability, e) to provide its construct validity evidence, in terms of concurrent, convergent and discriminant validity. **Results:** Results indicate that the questionnaire has promising psychometric properties. **Conclusions:** The usefulness of the measure and implications of the findings are briefly discussed.

**Keywords:** Perceived Social Support, Available Social Support, Deserved Social Support

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### Relational and organizational aspects of therapeutic communities as treatment factors: The CFCQ (Climate factors in therapeutic community questionnaire)

Stefania Cristofanelli, Omar Fassio, Laura Ferro & Alessandro Zennaro

**SUMMARY. Introduction:** The present contribution intends to examine the construct of organizational relational climate as a therapeutic treatment factor in residential treatment settings. In these settings quality of environment, emotional atmosphere and living itself become the subject of community work. In this sense the therapeutic educational group becomes a treatment instrument. The objective is then to devise a questionnaire that may function

as a sort of 'thermometer' to measure the health/discomfort of the work group. **Methods:** Starting from previous research studies, an ad hoc questionnaire was administered to 173 therapeutic community operators working all over Italy. Data analyses focused mainly on validation procedures that led to the construction of the final version of the instrument. **Results:** Based on these statistical procedures, the final version of the questionnaire is composed of 30 items from which three factors emerge. **Conclusions:** The data proceeding from the research seem comforting as to the ability of the instrument to examine the functioning aspects of educational groups in Therapeutic Communities. That seems to lay the foundations for a further course of reflections and possible interventions through supervision and training.

**Keywords:** therapeutic factor; climate/ atmosphere; adolescent therapeutic community

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### **Psychometric Properties of the Italian version of the Five-Dimensional Personality Test (5DPT)**

*Pietro San Martini, Ileana Di Pomponio, Francesco Dentale & Dirk van Kampen*

**SUMMARY:** We present the factor structure and the main psychometric properties of the Italian version of the *Five Dimensional Personality Test (5DPT)*, a 100 item self-report questionnaire of personality constructed by D. van Kampen on the basis of the clinical and psychopathological literature and proposed by him as a theory-based and alternative measure of more or less the same dimensions as contained in the current Big Five model. It measures *Extraversion (E)*, *Neuroticism (N)*, *Insensitivity (S)*, *Orderliness (G)* and *Absorption (A)*. The questionnaire was translated into Italian by the back-translation method. Subjects were 877 males and 1103 females, aged 17-72 yrs. (*mean* = 25.95; *s.d.* = 11.39). All scale intercorrelations were low ( $<|.30|$ ). Reliabilities were satisfactory, with Cronbach's alphas ranging between .78 and .86. A factor analysis of the tetrachoric correlation matrix replicated the five-dimensional structure of the original form and showed no substantial correlation between factors ( $r \leq .15$ ). Factor invariance across external (age and gender) and internal (the scales themselves) parameters was satisfactory with Tucker's phi coefficients ranging from .91 to .97. Globally the results are in line with van Kampen's data on the original form of the 5DPT and support the factorial validity and reliability of its scales.

**Keywords:** Personality Assessment; Five Factor Model/Big-Five Model; Test Development

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### **The Spence Children's Anxiety Scale in Italian children aged 8-10**

*Elisa Delvecchio, Daniela Di Riso, Daphne Chessa & Adriana Lis*

**SUMMARY:** The aim of this pilot study was to contribute to the validation of the *Spence Children's Anxiety Scale (SCAS)*; Spence, 1997) on an Italian sample of elementary school children. The SCAS is a child self-report measure designed to evaluate symptoms relating to separation anxiety, social phobia, obsessive-compulsive disorder, panic/agoraphobia, generalized anxiety and fears of physical injury. The scale was administered to a community sample of 1397 Italian children aged 8-10 years. The internal consistency of the total score and subscales was high. Normative data according to gender and age were reported. Results were compared with previous normative data from other western countries (Australia, the Netherlands, Belgium, Germany). Italian children generally showed the highest scores on SCAS total and on most of the subscales. Gender differences were found, consistent with previous research. Girls showed higher levels of anxieties than boys. No age differences were found.

**Keywords:** SCAS, Italian children, anxiety disorders, cross-cultural