Psychological Contract, Climate and Job Satisfaction in a community for risked young people: a case study.

by

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Among all the research studies which focussed on this topic, one main field is explored. Pertains the research studies on the relations between the psychological contract and the organizational outcomes.

This field of study concerns the research made on psychological contract and its changes in contemporary precarious contexts (Rousseau 2000). In this context, the conceivable contents of the contract are emphasised and the different kinds of contract are sorted out. However, Hui, Lee and Rousseau, 2004 (pg. 311) underline that the impact of different types of psychological contract on the organisational attitudes and behaviours are hardly analysed.

The latest research carried out (cfr. e.g. the European group of study called “Psychological contract across employment situations”) into the field of relations between employment contract and outcomes (psychological wellbeing, job satisfaction, performance, organisational citizenship behaviour, intention to leave, organisational commitment) reveal - even if with controversial results - how the worker perceives as completely nonlinear the relation between employment formal contract, the psychological wellbeing and his performance at work. Within this field of study, the question has been focussed on the individual worker’s point of view and his relationship with the organisation he belongs to.

The research intervention has been carried out within an Italian not-for-profit organisation involved in the taking care of “risked” young people. We have evaluated all the people that work in the organization and their coordinator. The same coordinators must score test regarding each one of the persons that they coordinate. As coordinators we speak about person that are in the one step up level of the organization and have a role that involve managing persons in the one step down level.

As far as the data-gathering is concerned, it has been shaped a series of tests composed by:
1. Psychological Contract Inventory (PCI) scales by Rousseau (Rousseau, 2000; vers.3). The PCI scales are: Short term (transactional contract), Loyalty (relational contract), Narrow (transactional contract), Dynamic performance requirements (balanced contract), Career Development Internal Market (balanced contract), Career Development External Market (balanced contract), Security (balanced contract); Furthermore a scale of Erosion, Distrust and Uncertainty (transitional contract)
2. A climate test called M_DOQ 10 (MAJER_D'AMATO ORGANIZATIONAL QUESTIONNAIRE 10) with a 10 factor structure: Communication, Team, Autonomy, Fairness, Job description, Job involvement, Reward, Leadership, Development, Innovation;
3. A scale to quantify the organisational satisfaction obtained using survey methods employed in the internal customer satisfaction analysis provided by the Quality System ISO9000:2001 of the not-forprofit organisation previously taken into consideration. The level of satisfaction is measured through a scale formed by 6 dimensions of analysis (general satisfaction, training satisfaction, technologies and equipments available, relation with others, organisational and environmental features, professional role);

The coordinator has been also interviewied on their perception of their employee. After the analysis process all the information has been shared with the group and the conclusion has been validated by the employee and the coordinator. In this paper we expose the first data and analysis and the entire work process.