

The role of perceived institutional framework quality for agency workers commitment

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Overview

- What do we know?
 - Where should we go?
 - What will we contribute to the filling of knowledge gaps?
 - How will we do it?
 - Future directions
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What do we know?

- Organisational commitment among agency workers has been researched by including several predictors and consequences
 - Agency workers commitment towards the agency and the client organisation
 - Antecedents: work experiences (e.g., job content, rewards, development and participation opportunities), personal characteristics (e.g., age, gender, contract of choice), and, to a less extent, 'traits' such as self-efficacy, locus of control
 - Outcomes: e.g., well-being, performance, turnover, Organisational Citizenship Behaviour.
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Where should we go?

Agency workers commitment

- ❑ Agency workers commitment to foci different from, but important for the agency and the client (e.g., job, client co-workers, agency co-workers, client supervisor, agency consultant)
 - ❑ Not only affective, but also normative and continuance commitment
 - ❑ Research into agencies and client organisations commitment towards agency workers as perceived by the latter (Torka, 2010) = Perceived Organisational Support (Eisenberger et al., 1986)
 - ❑ In general, the voice of actors (i.e., agency workers, agencies, clients) is underrepresented
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Where should we go?

Agency and client organisation commitment

- Research into the commitment of agencies and client organisations towards each other and agency workers
 - Antecedents of agencies and client organisations commitment towards each other and agency workers
 - Consequences of agencies and client organisations commitment towards each other and agency workers
 - In sum: involvement of all the three parties in studies lacks
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What will we contribute to the filling of knowledge gaps?

- We are Kristina Hakansson & Tommy Isidorsson (University of Göteborg/Sweden), Nick Clark & Steven Jefferys (London Metropolitan University/UK), and myself
 - Focus on a, to date, forgotten possible antecedent of commitment relevant for agency workers and, consequently agencies and clients:
 - **The perceived institutional framework quality**
 - **“objective” vs. “subjective” quality**
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The perceived quality of the institutional framework concerning agency work

- ❑ Still differs across countries (implementation of EU's 'Agency Workers Directive until 5 december 2011)
 - ❑ Influences agencies and clients HR policies and practices for agency workers (e.g., basic working and employment conditions, access to permanent employment and training), and, consequently,
 - ❑ Influences agency workers attitudes and behaviours directly or indirectly (i.e., through HR policies and practices).
 - ❑ Moreover, the quality of the framework might relates to agency work and sector image!
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How will we do it?

- Development of a 5-item instrument (5-point Likert-scale: 1 = I totally disagree, 5 = I totally agree) to measure the perceived quality of regulations:
 - Concerning *working conditions*, I perceive that the regulations, i.e. laws and collective agreements protect agency workers sufficiently
 - Concerning *pay*, I believe that the regulations
 - Concerning *benefits*, I believe that the regulations ...
 - Concerning *opportunities for training and development*, I believe that the regulations ...
 - Concerning *job security*, I believe that the regulations ...
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How will we do it?

- ❑ Research among agency workers in the Netherlands, Sweden & UK
 - ❑ Aim is to include 1000 respondents from different backgrounds (e.g., high-educated vs. low educated; blue-collar vs. white collar) in each country
 - ❑ Investigating the relationship of institutional framework quality as perceived by agency workers plus several potential correlates (e.g., perceived distributive fairness of work experiences, facet satisfaction, personal characteristics) and outcomes (affective commitment to the agency and client)
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Future directions

- ❑ Investigation of institutional quality as perceived by agency and client organisation representatives (managers, direct supervisors, works council members)
 - ❑ Studying the relationships between agency, client, and agency workers quality perceptions
 - ❑ Getting insight into the predictors (e.g., image, union membership) and consequences of perceived institutional quality (e.g., several forms of commitment)
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Questions and ideas?
