
ABSTRACTS

DOES WORK-FAMILY CONFLICT MEDIATE THE EFFECTS OF WORKING CONDITIONS ON JOB STRESS? A STUDY CARRIED OUT AMONG CUSTOMER CONTACT EMPLOYEES IN THE HOSPITALITY INDUSTRY

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The purpose of this article is to analyze the impact of working conditions defined in terms of demand and resources on job stress through the work-family conflict, retaining as theoretical foundation the theory of conservation of resources (Hobfoll, 1989) but also incorporating the individual characteristics and the type of hotel as moderator variables. A study was conducted among 648 customer contact employees in the hospitality industry in France. The main results show that the work-family conflict has a partial mediatory effect on the relationship between job demands (and more particularly mental and physical workload and verbal abuse from clients) and professional stress. These results also identify the mediatory effect of the work-family conflict on the relationship between the social support provided by the immediate superior and colleagues and stress. Besides the results of the moderated mediation test show that individual characteristics and the type of hotel are moderating variables.

Keywords: working conditions, job stress, work-family conflict, hospitality, customer-contact employees.

CAREER PROACTIVITY: A PROCESS OF EVENTS ANTICIPATING OR PLANNING?

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Researches on career proactivity face difficulties due to the reluctance of individuals to plan for their professional future. Career planning seems to be an obligation that employees meet more or less consentingly, in order to satisfy managerial expectations. This initial observation led us to present an alternative conceptualization of career proactivity. Beside the usual perspective, which mainly considers proactivity as a planning process, another perspective consists in presenting proactivity mainly as an anticipatory process (Grant et Ashford, 2008 ; Bindl et Parker, 2010 ; Fuller et al., 2012). Based on these two conceptual approaches and on interviews with a sample of twenty-five engineers, this paper aims to deeper understand proactive career behaviors. This qualitative study, drawing on the critical incident method, leads to a better understanding of the proactive anticipation process. The results show that, in an unstable and unpredictable professional world, this "anticipatory approach" is probably more workable than the planning approach.

Keywords: proactivity, career, anticipation, career event, career strategy.

FIGHT AGAINST HIRING DISCRIMINATION IN FRANCE : DOES VIDEO RESUMES HAVE AN IMPACT ?

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Many tools have been developed for years and tested to fight against discrimination during the recruitment process. Recently appeared in France, video resume provides an opportunity for candidate to explain his career and his motivations. The aim of this article is precisely to test this new tool to reduce discrimination in hiring. Based on a survey of a 1,538 population from the association which we will named Divercités RH, we assess the scope of the video resume according to several items such as age, gender, origin, but also job type or time to return to work. We demonstrate the relative efficiency of the video resume to fight discrimination for specific population such as women and migrants. Thus, we underline the interest for candidates to be coached during the creation of this tool, but also the role of CVV in current approaches to build the “personal brand” of each candidate.

Keywords: recruitment, resume, discriminations, personal branding.

BREACH OF THE PSYCHOLOGICAL CONTRACT AND PSYCHOSOCIAL RISKS : CONSERVATION OF RESOURCE THEORY IN INTERVENTION-RESEARCH

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Public organizations suffer from many transformations with sometimes serious consequences for public officers. The psychological contract (modeling the employment relationship) that binds the agent to his organization is called into question. This article aims to discuss those processes in order to understand these changes and protect health of workers. It aims to provide elements of understanding of the relationship between breach of the psychological contract and suffering at work in public organizations.

This intervention research examines the links between rupture of psychological contract and damage of resources. This research takes place in a public service devoted to elderly and disabled people. This intervention-research covered for a period of one full year. We question both a public specific psychological contract and usual constraints such as increased workload and scarcity of resources.

Our results show the importance of collective resources in the reconstruction process. The violation of the psychological contract primarily concerned basic resources which constitute the heart of the contract. The research approach reveals the relevance of intervention-research methodology in the development of occupational health management theory.

Keywords: psychological contract, intervention research, conservation of resources theory, public management.