

than union officials and other union members who live in the hostels. Webster (1984) has suggested that migrants tend to be perceived by township residents as being culturally and geographically separate from the townships. There are various derogatory terms used by township residents such as 'amaoveralls' (the overall wearers) that accentuate their aloofness from the hostel dwellers and illustrate the general attitude of disdain towards migrants (Webster, 1984). Thus these migrants have no person or organisation to turn to in time of need other than the trade union or fellow trade union members, who in turn provide emotional support.

Freeman and Medoff (1979) found that unions provide emotional support to its members thus improving morale and co-operation among workers. This finding complements that of Cameron (1982) who suggests that unions will be able to gain access to organisations which are faced with stress resulting from inadequate support and ineffectiveness. Cameron (1982) also suggests that coalitions are formed as friendships amongst workers and that this is a form of emotional support which helps the union to be successful when first entering an organisation. Therefore emotional support can be given to trade union members in the form of friendships with other members, caring and listening to other members problems, building morale and co-operation amongst members, and the provision of help to members.

Appraisal Support

Appraisal support refers to the evaluative feedback one might give or receive (House, 1981). The information involved in appraisal support is also relevant to individual evaluation (i.e., social comparison) (House, 1981). This means that other people are sources of information that individuals use in evaluating themselves (House, 1981). Work supervisors, for example, may tell workers if they are doing good (or poor work), or they may tell workers what constitutes a satisfactory performance (House, 1981).

McLean (1979) has suggested that shop stewards and union officials are better sources of appraisal support than supervisors, because shop stewards are supposedly on the 'side' of the union members. McLean (1979) further suggests that shop stewards' appraisal will be viewed as honest feedback by trade union members and this is seen as a positive and beneficial act of social support by trade union members. In South Africa, Webster (1984) has found appraisal support occurring successfully in the foundries where shop stewards appraise work performance of union members therefore giving union members constant feedback about their behaviour at the work-place.

Informational Support

Informational support refers to the giving of advice or information which might help another individual (House, 1981). Freeman (1976) says that the trade union offers informational support in that it can collect information from its members about their preferences and deliver them to management, thus enabling management to learn about and improve the operation of the workplace and the production process. Information given by the union to management may even take on the form of collective bargaining (Freeman, 1981). Brookshire and Rogers (1981) report that where the union officials are motivated and have positive perceptions about the collective bargaining process, the trade union members are seen to become more co-operative towards management. This is because the collective bargaining process is seen as positive 'information swapping', which will benefit the union members. Ray (1980) found that unions moderated the negative psychological effects associated with the closing down of a plant by giving the members informational support. It was reported that the union notified members of the closing down of a plant, and this prior information spared the workers of sudden emotional trauma (Ray, 1980).

Informational support also means providing a person with information that the person can use in coping with personal environmental problems (House, 1981).

For example, informing an unemployed person of job opportunities or more generally teaching them how to find a job is informational support (House, 1981). Shostak (1979) has suggested that trade unions can act as an unemployment bureau because they often have a better knowledge of the type of job that is vacant and the type of skills that are needed to do the job. In South Africa many unions do offer this type of service (Webster, 1983). For example, the Garment Workers Union has an unemployment bureau in operation once a week and the Motor Industry Combined Workers Union (MICWU) looks for employment for retrenched workers.

The trade union may also provide advice to its members and therefore be seen as an information or resource organisation (Cooper & Marshall, 1976). Information may be given in the form of financial, legal or personal counselling (Shostak, 1979). In the Eastern Cape the MICWU gives personal counselling at union offices to persons in need. This service is mainly used by women who are pregnant with an unwanted child, battered wives or wives whose husbands have a drinking problem. Webster (1984) says that migrants in hostels are given informational support by their shop stewards about the contract under which they are employed. In addition, trade unions in South Africa have been found to offer legal aid to members by taking up unfair labour practices to the industrial court for action (Haysom, 1983). The ability of union members to take unfair labour practices to the industrial court via the trade union has become an important aspect of recent IR in South Africa (Haysom, 1983).

Instrumental Support

Instrumental support involves behaviour that directly helps the person in need (House, 1981). It is important to note that a purely instrumental act also has psychological consequences. Thus for example, giving a person money can be a sign of caring, or a source of information and appraisal (House, 1981).

Research indicates that intrinsic job dissatisfaction among blue-collar workers is associated with supporting a union (Allen & Keaveny, 1983). The Valence Expectancy theory model (Allen & Keaveny, 1983) suggests that perceptions of the instrumentality of unions for attaining outcomes will influence workers' support of a union. Research has been undertaken that focuses on the relationship between instrumentality perceptions and union support. A study of registered nurses by Kochan (1980) at the time of a certification election found perceived union instrumentality to be strongly correlated with both the intent to support the union and actual vote in the certification election. In Kochan's (1980) study union instrumentality measured the extent to which the presence of a union would result in improved extrinsic outcomes of pay, fringe benefits and working conditions.

Empirical evidence is available which shows how the union can be instrumental in gaining support in the form of increased wages and fringe benefits. Allen and Keaveny (1983) found that unions reduce the dispersion of earnings both within and across places of employment. Gomez-Mejia and Balkin (1984) report that secretarial unions in the public sector positively effect the earnings of their membership. For example, based on a \$1 000 per month entry level salary, unionised secretaries would get, on average, an advantage of \$144 per month (14.4 %). Feldman and Scheffer (1982) also found that unionisation had important positive impacts on hospital wages, which were found to increase over time.

The effects of unionisation on fringe benefits has also been studied. Evidence shows that unions increase the level of fringe benefits provided by employers (Allen & Keaveny, 1983). The principal affect appears to be in the form of better pensions, vacation, accident and health insurance benefits (Allen & Keaveny, 1983). For example, Freeman (1981), found that unions increase the ratio of fringe benefits to wages, particularly for fringe

expenditures representing deferred forms of compensation such as pensions and health insurance.

The trade union may be instrumental in securing tangible gains which alleviate stress, for example; wages, medical aid fund, improving work and living conditions (McLean, 1979). In South Africa the trade union has represented migrant workers to improve their living conditions (Webster, 1984). For example workers said that their hostel was never clean, the dirt concentrated on the floor, the windows were broken and the roof leaked. The trade unions representative of the hostel negotiated with different managements and paint, cleaning equipment and fluids were bought. The workers were divided into groups and maintenance of the hostel was kept by combined forces (Webster, 1984).

The trade union may offer support in the form of bursaries and legal aid (House, 1984), for example. workers who are illegally retrenched are given legal aid in the hope that they will be reinstated. In South Africa since the declaration of the state of emergency, trade unions have been offering legal aid to trade union leaders, officials and shop stewards who have been detained under the emergency regulations.

The trade union may also be able to moderate the potential stress involved in retrenchment. As a main effect of social support, the trade union may negotiate a favourable retrenchment deal (Bluen, 1983). For example placing a ban on overtime or negotiating a just retrenchment procedure, or some of the elderly workers may take an early retirement with a financial aid package. Second, unions may provide advice on benefits and welfare rights as well as supplying members with other relevant information (Bluen, 1983).

Thus the trade union seems well placed to offer social support in South Africa, in that it will be able to offer emotional, appraisal, informational and instrumental support. However, no empirical research has been carried out that specifically investigates the role of trade unions as a source of social support (House, 1981). Therefore this problem needs to be addressed. The development of such a scale is outlined in Chapter 4.

CHAPTER 4

STUDY 1 DEVELOPMENT OF THE TRADE UNION SOCIAL SUPPORT SCALE

The trade union is well placed in offering social support (House, 1981). However no empirical research has been carried out that specifically investigates the role of trade unions in offering social support. No scale has been developed which specifically measures trade union social support. Therefore before testing a model of trade union social support it is necessary to develop a scale to assess trade union social support.

Measuring of Social Support

Measures of social support have typically been developed in an ad hoc fashion to meet the needs of particular studies, resulting in idiosyncratic indices without established reliability and validity (Holahan & Moos, 1983). Measurement of social support has also been simplistic since it has not been based on well standardised instruments (Procidano, Heller & Zwindle, 1980). In addition, indices of social support have characteristically been limited to quantitative measures of the number of helpers available or the number of contacts with such helpers (Holahan & Moos, 1983). Unfortunately, most of the social support instruments do not build systematically on previous methodologies (Holahan & Moos, 1983). Rather, authors frequently appear to start the development process anew, a practice which is costly and inefficient (Tardy, 1985). It would be preferable if researchers altered existing instruments, which have established reliability and validity, rather than design completely new measures of social support for their purpose. An asset of the Trade Union Social Support scale is that it has been built upon House (1981) typology of social support.

There is a need to develop psychometrically sound measures of different sources of social support that tap the quality and the quantity of support (Norbeck, Lindsey & Carrieri, 1981). The availability of indices of the quality of social support might increase the predictive relationships between social support and adaptation, which have tended to be relatively weak, while also helping to broaden our conceptualisation of this domain (Holahan & Moos, 1983).

Numerous scales have been developed which measure different aspects of social support (Barrera & Ainley, 1983). For example, Miller, Ingham and Davidson (1976), in their measure of social support, simply determined who their subjects' confidants and acquaintances were. On the other hand, Sarason et al. (1983) developed a self report scale to measure availability and satisfaction of social support. Sarason et al.'s. (1983) questionnaire mainly assesses emotional support. Brim (1974) developed a measure of social support which characterised the social relationships of individuals and their social networks (Sarason et al., 1983), but the content of these relationships was not restricted or guided by a concept of social support. Brim's (1974) study is different from other measures of social support, because it is a rare example of an empirically derived typology whose content corresponds closely to concepts discussed by other researchers (Barrera & Ainley, 1983).

Procidano and Heller (1983) report a series of studies assessing measures of perceived social support. In the above studies a correlation between negative mood states and perceived social support from friends was found, but not with perceived social support from the family. None of the social support measures correlated with positive mood states. Tardy (1985) suggests that this finding indicates a potentially significant problem, that individuals' reports of support may be a function of how individuals feel when they complete the

instrument. Tardy (1985) says this possibility must be considered by all researchers using self-report measures of social support.

McFarlane, Neale, Norman, Roy and Streiner (1981) report an instrument designed to describe and evaluate the enactment of social support. The questionnaire provides more information than most measures of social support, as it can be used to describe sources of support, types of support content, and availability of and satisfaction with support. Additionally, it assesses the giving as well as the receiving of support. In examining the above instrument Tardy (1985), suggests that it may not be limited to the assessment of social support as each question refers to 'discussion' of topics. The items may elicit people who converse without giving support. Therefore each user must closely inspect the wording of the questions in order to make a proper decision concerning the appropriateness of the instrument for his/her purposes (Tardy, 1985).

As seen above, the diversity of measures of social support is matched by the diversity of conceptualisations (Sarason et al., 1983). At present, the concept of social support is considered multidimensional, and both functional and network properties are important (Norbeck, Lindsey & Carrieri, 1981). As properties are studied systematically, through the use of social support scales, the definition of the essential features of social support may be refined or situation-specific constellations of social support discovered (Norbeck et al., 1981). There is a need to develop a trade union social support scale that overcomes these above criticisms, allows for further conceptualisation of social support, and investigates the psychometric properties of reliability and validity in a systematic fashion.

Reliability

For a scale to be psychometrically sound, reliability and validity needs to be established (Heller, 1983). Reliability refers to the consistency of scores obtained by the same subjects when re-examined with the same test or with equivalent tests (Anastasi, 1982). Two measures of reliability are to be carried out to establish internal consistency; Cronbach's alpha and split-half reliability. Cronbach's alpha is influenced by two sources of error variance, namely, content sampling, and heterogeneity of the scores obtained by the sample. The more homogeneous the scores obtained, the higher the internal consistency (Anastasi, 1982). Split-half reliability is obtained by dividing the scale into two comparable halves resulting in two sets of scores.

Test re-test reliability will be assessed by readministering the developed Trade Union Social Support scale after a period of time to a sub-sample of selected subjects. Test re-test shows the extent to which scores on a test can be generalised over different occasions. The higher the retest reliability, the less susceptible the scores are to the random daily changes of the testing environment and individual conditions (Anastasi, 1982).

Validity

The validity of a scale concerns that which it purports to measure and how well it does so (Anastasi, 1982; Kerlinger, 1978). Two types of validity are to be established in the present study; concurrent validity and construct validity.

Concurrent Validity

Concurrent validity indicates the effectiveness of a test in predicting an individual's behaviour in a specified situation (Anastasi, 1982). For this

purpose performance is checked against another construct (that is, a direct and independent measure of that which the scale is designed to measure).

To the extent that the developed Trade Union Social Support (TUSS) scale measures an aspect of union support, the TUSS scores should correlate with relevant union and social support variables because the scales are measuring the same or similar variables. In a subsample of 66 university subjects ($M=14.26$, $SD=4.95$, $M\text{ age}=19$) Procidano and Heller (1983) found that social support from friends and family were positively related ($\alpha=0.24$, $p < 0.02$). It can be hypothesized that the Social Support from friends scale should correlate with the TUSS scale.

Trade union commitment has been found to correlate with trade union instrumentality (Fullagar, 1986). For example, Kochan (1979) found that trade union members who experience high instrumentality towards their union will also experience high commitment. Support from the union (namely, fringe benefits) has been found to be correlated with trade union commitment (Freeman, 1976). Kochan found that perceived instrumentality was associated with support and commitment to the union. Supporting a union was more closely related to instrumentality than to either extrinsic or intrinsic job satisfaction (Allen & Keaveny, 1983). Thus it is hypothesised that trade union commitment and trade union instrumentality will correlate with the developed trade union social support scale.

Construct Validity

Construct validity refers to the extent to which a test or scale may be said to measure a theoretical construct or trait (Anastasi, 1982). Construct validity will be established using known-group differences (Kerlinger, 1974) and a factor analysis. Validation by known-group differences determines the extent to which the developed TUSS scale distinguishes conceptually different

groups in a predictable manner, thus, various groups are compared. First, it is hypothesised that blacks will experience different levels of social support than would other racial groups because of cultural and racial differences (Orpen, 1982). Racial prejudice, borne out of racial differences, in the workplace could be a source of stress. In South Africa black clerical employees experience significantly greater levels of role stress than their white counterparts (Orpen, 1982). Second, persons with differing educational levels could experience different support levels. For example, persons with lower educational levels use the union more than those who have received a better education (Shostak, 1980). Third, it is hypothesised that union members belonging to different trade union divisions would experience different levels of support due to local division management and the socio-political circumstances of the particular area in which the division is found (McLean, 1979).

Construct validity is established by performing a factor analysis. A factor analysis, which is particularly relevant to construct validation, is a refined statistical technique for analysing the interrelationships of behaviour data (Anastasi, 1968). A major purpose of factor analysis is to simplify the description of behaviour by reducing the number of categories from the initial sample of variables in a scale to a few common traits (Kerlinger, 1974). For example, the Trade Union Social Support scale may consist of a number of dimensions that measure trade union social support. A factor analysis is performed as a form of construct validation and it is hypothesised that the trade union social support scale will exhibit four factors, namely the four types of social support. This will mean that the developed scale will differentiate between House (1981) typology of social support (namely, instrumental, informational, appraisal and emotional support).

METHOD

Subjects

Questionnaires were distributed to a sample of 300 blue-collar workers and clerks who were members of the Motor Industry Combined Workers Union (MICWU), and were employed full time in one of four areas, namely Cape Town, Kimberley, Johannesburg and Port Elizabeth. Informed consent for access to the union was obtained prior to the distribution of and questionnaires. Of the 300 questionnaires distributed 275 were returned, representing a 91.6% response rate. Of these, 258 usable responses were obtained, reducing the response rate to 86.0%. The questionnaires were not used in the study if they were not completed.

The sample varied in terms of age, sex, race, education, trade union division, tenure, length of trade union membership and job title (see Table 1). The mean age was 35 years ($SD = 11.22$ years; Range= 19-76 years). The mean wage was R106.08 per week ($SD = R57.56$; Range= R35-R380). The average organisation tenure was 7.4 years ($SD = 6.71$ years; Range= 1-37 years), length of trade union membership was 5.6 years ($SD = 5.31$; Range= 1-31 years). Thirty five per cent of the subjects were Black, 62% Coloured, 3% Indian, and 0% were Whites. Forty eight per cent were males and 52% were females. Twenty eight per cent of the subjects had completed some primary school education only and 73% had completed primary school and some high school education. Five percent of the subjects were unskilled workers, 69% semi-skilled, 12% skilled and 14% were clerks. Eight per cent of the subjects were from Cape Town, 4% from Kimberly, 51% from Johannesburg, and 37% from Port Elizabeth (see Table 1).

Table 1

Demographic Characteristics of the Sample

Demographic Variable		Sample (n)	Sample %	
Race	Whites	0	0	
	Blacks	90	35	
	Coloureds	158	62	
	Indians	7	3	
Sex	Males	122	48	
	Females	134	52	
Education	Primary School	70	28	
	Senior School	184	72	
Job Title	unskilled	12	5	
	semi-skilled	172	69	
	skilled	31	12	
	clerks	35	14	
Trade Union	Cape Town	20	8	
Division	Kimberley	10	4	
	Johannesburg	131	51	
	Port Elizabeth	95	37	
		Mean	Standard Deviation	Range
Age		35.2 years	11.2 years	19-76 years
Organisation Tenure		7.4 years	6.7 years	1-37 years
Length Trade Union Membership		5.7 years	5.3 years	1-31 years
Wage		R106.08	R 57.56	R 35.00-380.00

Procedure

The Trade Union Social Support scale items were identified from two sources. First, a review of the literature was conducted to determine the potential support offered by trade unions (Cooper & Marshall, 1976; House, 1981; Shostak, 1980). Second, semi-structured interviews were carried out with 20 trade unionists in varied positions (e.g., shop stewards, rank-and-file members, and union organisers) employed in diverse industries so that a representative scale could be obtained. A pool of 55 social support items was generated. A three-point Likert-type response format (i.e., 'yes', 'maybe/sometimes', 'no') was adopted.

With every TUSS scale distributed there was an accompanying validating scale. The validating scales either measured social support from friends, trade union commitment, or trade union instrumentality. Attached to the scales was a covering letter explaining the nature of the research and a biographical questionnaire. The above scales were randomly distributed at 1) union meetings, which were returned via union officials who attended the meetings, or 2) at factories once managerial permission was granted. The majority of questionnaires were completed at factories during normal working hours. At the factories, the personnel manager randomly selected persons to complete the questionnaire. Subjects were sent to myself or union officials who administered the scales, and on completion the scales were returned to myself or the union officials who visited the factories.

Measuring Instruments

Three scales were used in Study 1, namely, the Perceived Social Support from friends (PSS-friends) scale (Procidano & Heller, 1983), the Trade Union Commitment scale (Fullagar, 1986a), and the Trade Union Instrumentality scale (Fullagar, 1986b).

The PSS-friends scale (Procidano & Heller, 1983) consists of 20 items and measures the extent to which an individual perceives that his/her needs for support, information and feedback are fulfilled by friends. The PSS-friends has a three-point response format and has been reported to be a homogeneous measure and reliability was found to be adequate (Cronbach's $\alpha = 0.88$; $n=222$). A factor analysis with orthogonal factor rotation indicated that the PSS-friends was composed of a single factor (Procidano & Heller, 1983).

In a study of 66 university subjects, the PSS-friends is found to be significantly related to negative life events ($r=-0.17$, $p < .10$), good impression ($r=0.23$, $p < .05$), social presence ($r=0.51$, $p < .001$) and sociability ($r=0.33$, $p < .005$) (Procidano & Heller, 1983). Analyses of social network variables showed that PSS-friends and the average time which a person has known members of his network are inversely related, and that the latter, along with reciprocity in tangible relationships (e.g., both members loaning each other money) were the best network predictors of PSS-friends (Multiple $R = 0.33$, $p < 0.03$).

The Trade Union Commitment scale (Fullagar, 1986b) was developed by Gordon, Philpot, Burt, Thompson and Spiller (1980) and refined by Ladd, Gordon, Beauvais and Morgan (1982). Gordon et al., (1980) first developed the scale on the concept of organisational commitment, which is defined as first, a strong belief in and acceptance of the organisation (union) membership, second, a strong desire to maintain organisational (union) membership, and third a willingness to exert considerable effort on behalf of the organisation (union).

The 28-item Trade Union Commitment scale (Fullagar, 1986) scale has a satisfactory internal reliability (Cronbach's $\alpha = 0.75$, $n = 202$). A test re-test was administered after six weeks to a sample ($n=24$), who did not remain anonymous and where reliability was found to be high ($r = 0.81$).

The Trade Union Instrumentality scale is a seven-item scale with a three-point response (1=agree, 2=unsure, 3=disagree) (Fullagar, 1986). The seven questions consisted of statements concerning the possible benefits unions could achieve for their members in the areas of unfair labour practices, job security, value for membership fees, working conditions, supervision and overall benefits. To date, no consistent instrument with established measurement characteristics has been developed to assess the perceived instrumentality of unions (Fullagar, 1986).

Consequently, Fullagar (1986a) developed items for the Trade Union Instrumentality scale which were derived from two other scales (i.e., DeCotiis & LeLouarn, 1981; Kochan, 1979). These two scales have been used in research which had found perceived trade union instrumentality to have a significant effect on unionisation. The present seven-item scale derived its items from the above instruments, the major criterion for item selection being its relevance to the study sample and the applicability in the South African context. An additive composite of the seven items was used to form a single measure of union instrumentality which had an internal consistency of $\alpha=0.84$ and $\alpha=0.90$ for black and white members respectively. Although no further reliability or validity figures for this scale have been recorded the scale has been widely used (Fullagar, 1986b), but it is felt that one should remain sceptical about its acceptability.

Statistical Analysis

Item Analysis

An item analysis was performed to refine the Trade union social support scale by eliminating the least satisfactory items, but keeping the scale valid and reliable (Nastasi, 1982). By conducting an item analysis, the items in the trade union social support scale which do not demonstrate any range within the response format

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