



Improving employees' well-being by integrating human factors into work situations: The case of a digital service company

Manon Kervella, Alexandra Delmas

► To cite this version:

Manon Kervella, Alexandra Delmas. Improving employees' well-being by integrating human factors into work situations: The case of a digital service company. HFES Europe Chapter (The Human Factors and Ergonomics Society), Oct 2019, Nantes, France. hal-02317620

HAL Id: hal-02317620

<https://hal.archives-ouvertes.fr/hal-02317620>

Submitted on 17 Oct 2019

HAL is a multi-disciplinary open access archive for the deposit and dissemination of scientific research documents, whether they are published or not. The documents may come from teaching and research institutions in France or abroad, or from public or private research centers.

L'archive ouverte pluridisciplinaire **HAL**, est destinée au dépôt et à la diffusion de documents scientifiques de niveau recherche, publiés ou non, émanant des établissements d'enseignement et de recherche français ou étrangers, des laboratoires publics ou privés.



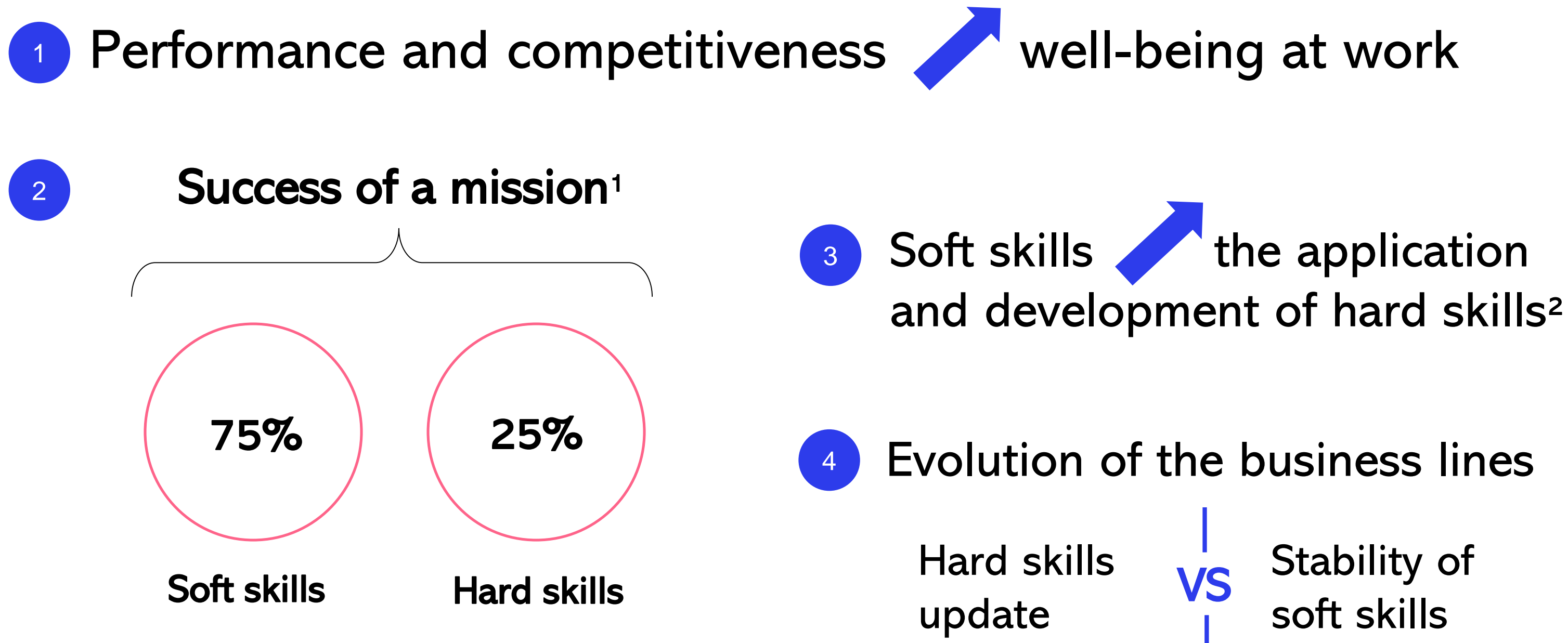
Improving employees' well-being by integrating human factors into work situations

The case of a digital service company

Manon KERVELLA, Alexandra DELMAS - onepoint, R&D department

m.kervella@groupeonepoint.com; a.delmas@groupeonepoint.com

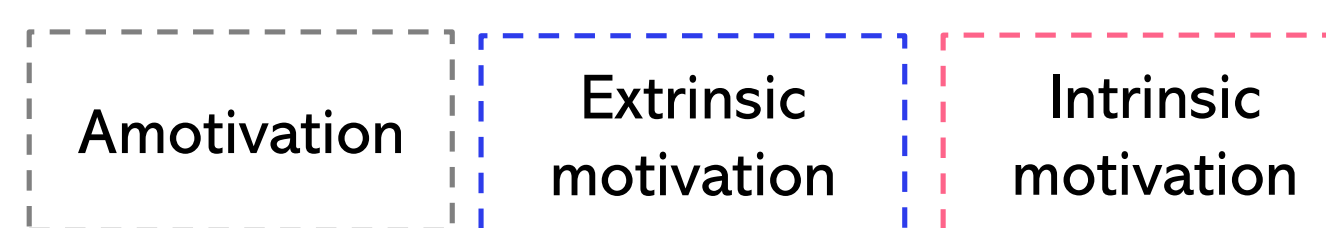
Introduction



State of the art

Auto-evaluation survey

1 Motivation types³

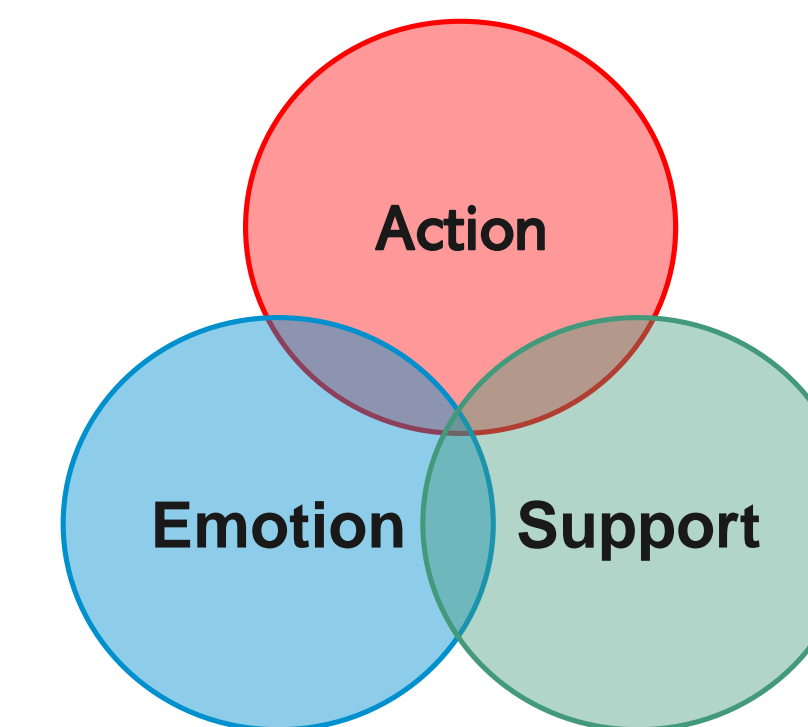


Continuum of self-determination

2 Soft skills⁴

= the personality traits, noncognitive skills and competencies that inform how an individual relates to others

3 Coping strategies⁵



4 Desirability for control⁶

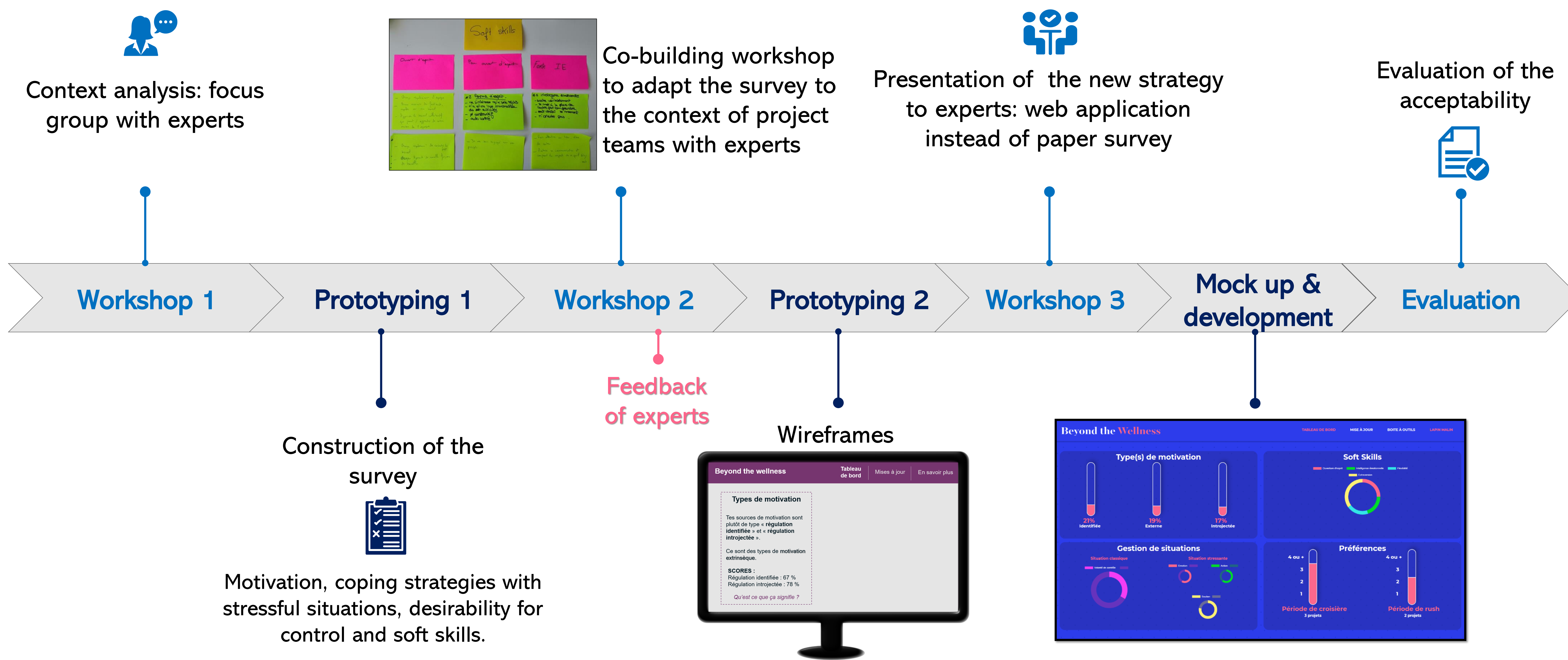
= individual trait, quite stable in time that may influence motivation as well as close variables such as perception of control

Goal: To evaluate the non-technical skills of employees in a digital society

Method

User Centered Design (UCD) approach

Participatory design with experts (project leaders, human resources & business teams)



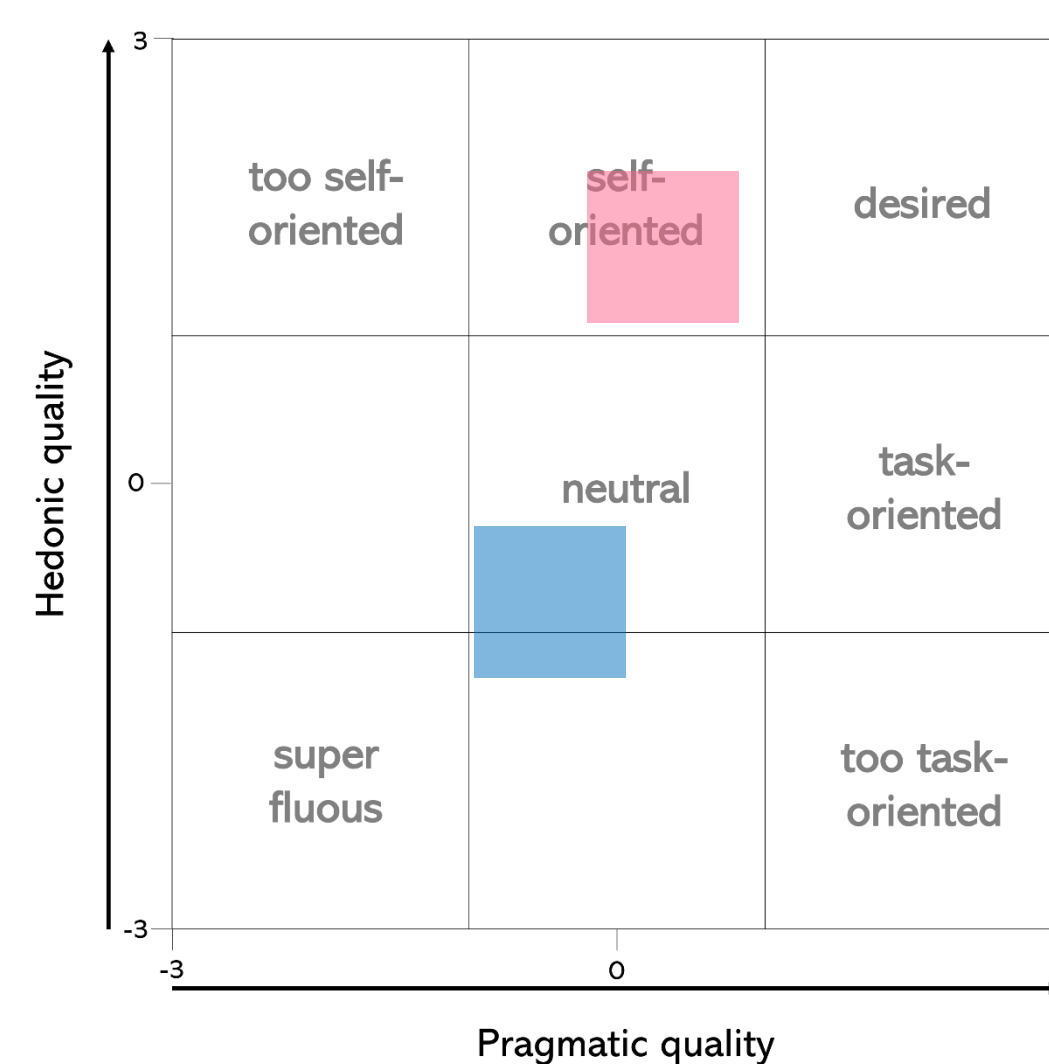
Evaluation

Evaluation of the acceptability of the tool

- 30 participants expected
- Employees of the society

Mixed method for User Experience

AttrakDiff survey⁷: Interview post use
 → Pre/Post comparison



Expected results

Before use (blue square) After use (pink square)

- Appropriation of the tool
- Honest answers

Each employee will get to know himself better

Discussion

- Interest of the UCD approach to foster acceptability
- Perspectives: optimizing employee well-being by adapting their activities and teams to their transversal skills and personality traits.

References

1 Tracy Kantowitz, « Development and Construct Validation of a Measure of Soft Skills Performance », 2005, 198.
 2 Dr. Jessy John, « Study on the Nature of Impact of Soft Skills Training Programme on the Soft Skills Development of Management Students », s. d., 9.
 3 R. J. Vallerand et al., « Construction et validation de l'échelle de motivation en éducation (EME) », *Canadian Journal of Behavioral Science/Revue canadienne des sciences du comportement*, 1989, 323.
 4 Aima Zhang, « Peer Assessment of Soft Skills and Hard Skills », *Journal of Information Technology Education: Research* 11 (2012): 155-68, <https://doi.org/10.28945/11634>.
 5 L. Muller et E. Spitz, « Multidimensional assessment of coping: validation of the Brief COPE among French population », *Encephale* 29, no 6 (2003): 507-18.
 6 Jerry M. Burger et Harris M. Cooper, « The Desirability of Control », *Motivation and Emotion* 3, no 4 (décembre 1979): 381-93, <https://doi.org/10.1007/BF00994052>.
 7 Hassenzahl, M. (2003). *The thing and I: Understanding the relationship between user and product*. In M. A. Blyth, A. F. Monk, K. Overbeeke, & P. C. Wright (Eds.), *Funology: From usability to enjoyment*, 1-12 (chap. 3). Kluwer Academic Publishers.