Um compêndio de medidas (frequentes e recentes) usadas em comportamento organizacional

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INTRODUÇÃO

Uma dificuldade com a qual os investigadores se debatem no domínio do comportamento organizacional refere-se aos instrumentos de medida a utilizar nos seus trabalhos. Onde encontrar um instrumento de medida para a variável satisfação? Como medir a relação entre o líder e os subordinados? Onde encontrar a escala JDS? A experiência sugere que, por vezes, a decisão de tomar uma determinada variável como relevante para o trabalho depende do conhecimento de um determinado instrumento de medida, usado num artigo ou monografia anterior. Essa abordagem, sem dúvida pragmática, revela-se pouco adequada à prática da investigação, fazendo evocar a célebre afirmação de que, para quem tem um martelo, todos os problemas são pregos.

Sem pretensões de exaustividade, este texto apresenta um compêndio de medidas usadas em comportamento organizacional. O texto tem duas origens: por um lado, retoma as medidas (frequentes) propostas por De Meuse (1986)[1]; por outro, acrescenta-lhes as medidas mencionadas nos volumes (recentes) correspondentes ao ano de 2000 das revistas *Journal of Applied Psychology* e *Journal of Organizational Behavior* (tendo neste caso sido considerados, por razões relacionadas com a disponibilidade das revistas, os quatro últimos números de 2000 e os dois primeiros de 2001). Das medidas referidas nestas revistas, algumas não foram consideradas, nomeadamente todas aquelas em que se procedeu à adaptação de instrumentos de medida já existentes. Não que esta seja uma prática desaconselhada, mas porque se preferiu aqui limitar a lista a instrumentos estabilizados.

Pelas razões referidas, este compêndio não deve ser entendido como mais que um mapa in-

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[1] Nem todas as medidas propostas pelo autor são listadas. As referentes à ética de trabalho protestante não são apresentadas, dada a sua menor relevância para a investigação em Portugal.

completo de um território complexo. Não dará resposta, portanto, a muitas necessidades. Espera-se que satisfaça outras. Das medidas referidas nos artigos publicados em 2000, algumas não foram propositadamente incluídas. Como tal, este compêndio não substitui uma busca nas referidas revistas e nomeadamente na secção das medidas. Das medidas aqui não incluídas constam todas aquelas construídas propositadamente para um trabalho, as apresentadas em material pouco acessível (como teses), as relativas a áreas de interesse distintos dos do comportamento organizacional (e.g. desordens psiquiátricas). Se as medidas correspondentes a estes casos foram propositadamente removidas, outras terão ficado de fora por lapso. Porque a inclusão apenas se efectuou quando a escala era explicitamente nomeada.

Este trabalho pretende, como se referiu, ajudar os investigadores na sua tarefa de busca de instrumentos de medida. Não é, em todo o caso, mais que um mapa para chegar a um território. E um mapa incompleto, porque apenas um pequeno conjunto de medidas é apresentado. Adicionalmente, do território ao «tesouro» poderá ainda haver um longo caminho a percorrer. Com efeito, a maioria dos artigos não apresenta o instrumento utilizado, fazendo apenas uma descri-ção sumária do mesmo. O que implica que o investigador necessite, em muitos casos, de contactar o autor. É necessário recordar por outro lado, que alguns instrumentos estão registados como propriedade intelectual dos seus autores, pelo que deverão ser consideradas as obrigações legais correspondentes.

MEDIDAS

Apresenta-se a seguir, organizada por temas, uma lista de medidas usadas em comportamento organizacional. Tal como referido, esta não é uma lista exaustiva. Pretende apenas constituir um apoio à busca de medidas. Uma análise exaustiva de medidas em comportamento organizacional foi apresentada por Cook et al. (1981). Outros trabalhos importantes em termos da apresentação de instrumentos de medida são os livro de Seashore et al. (1983) e de Cameron e Quinn (1999), para referir duas obras sobre temas centrais em comportamento organizacional, respectivamente a mudança e a cultura.

A inclusão nesta lista não significa obviamente que possam ser tiradas quaisquer ilações quanto às qualidades psicométricas dos instrumentos.

Alienação dos empregados

Job Alienation Scale	Pearlin (1962)
Indices of Alienation	Aikin & Hage (1966)

Ambiguidade e conflito de papéis

Job-Related Tension Index	Kahn et al. (1964)
Job-Related Strain Index	Rizzo et al. (1970)
Lyons' Measure	Lyons (1971)
Beehr's Measure	Beehr (1976)

Auto-eficácia

Physical Self-efficacy Scale	Ryckman et al. (1982)
Self-efficacy Scale	Bandura (1986)
Personal Efficacy Beliefs Scale	Riggs et al. (1994)

Auto-estima

Adjective Check List	Gough & Heilbrun (1956)
Rosenberg Self-Esteem Scale	Rosenberg (1965)
Tennessee Self Concept Scale	Fitts (1965)
Coopersmith Self-Esteem Inventory	Coopersmith (1967)

Auto-monitorização

Self-monitoring Scale	Snyder (1974)
Revised Self-monitoring Scale	Lennox & Wolfe (1984)

Características do trabalho

Job Diagnostic Survey	Hackman & Oldham (1975)
Job Characteristic Inventory	Sims et al. (1976)
Multimethod Job Design Questionnaire	Campion & Thayer (1985)
Task Load Index	Hart et al. (1988)
Job in General Scale	Ironson et al. (1989)
Quantitative Workload Inventory	Spector & Jex (1998)

Complexidade cognitiva

Role Constructs Repertory	Bieri et al. (1966)
Least Preferred Co-worker Scale	Fiedler (1967)

Comunicação individual e organizacional

Organizational Communication Questionnaire	Roberts & O'Reilly (1974)
Affective Communication Test	Friedman et al. (1980)
Organizational Conflict Communication Inventory	Putnam & Wilson (1982)
Berkeley Expressivity Questionnaire	Gross & John (1998)

Conflito e negociação

Interpersonal Conflict at Work Scale	Spector & Jex (1998)
Incidents in Negotiation Questionnaire	Robinson et al. (2000)
Self-Reported Innapropriate Negotiation Strategies	Robinson et al. (2000)

Cultura, clima e socialização organizacionais

Organizational Climate Questionnaire	Litwin & Stringer (1968)
Business Organization Climate Index	Payne & Pheysey (1971)
Creativity Climate Measure	Taylor (1972)
Siegel Scale of Support for Innovation	Siegel & Kaemmerer (1978)
Safety Climate Questionnaire	Zohar (1980)
INDCOL-Individualism Collectivism	Singelis et al. (1995)
General Socializing Scale	Ashford & Black (1996)
Networking Scale	Ashford & Black (1996)
HF's OP scale (Hofstede's Organizational Practices)	Verbeke (2000)

Desejabilidade social

Marlowe-Crowne Social Desirability Scale	Crowne & Marlowe (1964)

Desempenho

Subordinate Performance Scale	Mott (1972)

Diagnóstico organizacional

Organizational Assessment Inventory .... Van de Ven & Ferry (1980)

Emoções e inteligência emocional

Job Affect Scale .... Brief et al. (1988)
Positive and Negative Affect Scale .... Watson et al. (1988)
UWIST Mood Adjective List .... Matthews et al. (1990)
Emotional Contagion Scale .... Hatfield et al. (1994)
Trait Meta-Mood Scale .... Salovey et al. (1995)
Interpersonal Reactivity Index .... Davis (1996)

Empenhamento e cidadania organizacionais

Ritzer and Trice Scale .... Ritzer & Trice (1969)
Hrebiniak and Alutto Scale .... Hrebiniak & Alutto (1972)
Organizational Commitment Questionnaire .... Porter et al. (1974)
OCB Scale .... Smith et al. (1983)
Affective Commitment Scale .... Allen & Meyer (1990)

Envolvimento com a função

Central Life Interest Questionnaire .... Dubin (1956)
Job Involvement Scale .... Lodahl & Kejner (1965)
Job and Work Involvement Scales .... Kanungo(1982)

Equipas

Group Cohesiveness Scale .... Seashore (1954)
Group Cohesiveness Measure .... Stogdill (1965)
Morale Scale .... Scott (1967)
Team Experience AssessMent (TEAM) .... Organizational Research Group (1989)
Team Task-orientation Scale .... Seers (1989)
Teamwork Schema Questionnaire .... Organizational Research Group (1989)
Perceived Cohesion Scale .... Bollen & Hoyle (1990)

Estratégia organizacional

Strategic Orientation of Business Enterprises .... Venkatraman (1989)
(STROBE)

Evitamento do trabalho

Job Withdrawal Scale .... Hanisch & Hulin (1990)

Género

Attitudes Toward Women Scale .... Spence et al. (1973)
Women as Managers Scale .... Peters et al. (1974)
Organizational Tolerance of Sexual Harassment .... Hulin et al. (1995)
Inventory
Ambivalent Sexism Inventory .... Glick & Fiske (1996)

Liderança

Supervisory Behavior Description Questionnaire	Fleishman (1953)
Leader Behavior Description Questionnaire	Stogdill & Coons (1957)
Leadership Opinion Questionnaire	Stogdill & Coons (1957)
Leader Behavior Description Questionnaire-XII	Stogdill (1963)
Least Preferred Co-worker Scale	Fiedler (1967)
Group Atmosphere Scale	Fiedler (1967)
Leader-Member Exchange Scale	Graen & Cashman (1975)
LMX-7 Measure	Scandura & Graen (1984)
Empowering leadership questionnaire	Arnold et al. (2000)
Measurement Scale for Trust in Leader	Dirks (2000)

Locus de controlo

Rotter Internal-External Scale	Rotter (1966)
Internality, powerful others and chance scale	Levenson (1981)

Maquiavelismo

Machiavellianism Scale	Christie & Geis (1969)

Necessidades dos empregados (e.g. realização, afiliação)

Thematic Apperception Test	McClelland et al. (1953)
Miner Sentence Completion Scale	Miner (1964)
Prestatic Motivation Test	Hermans (1970)
Manifest Needs Questionnaire	Steers & Braunstein (1976)
Job Choice Exercise	Harrell & Stahl (1981)

Personalidade e diferenças individuais

Occupational Personality Questionnaire	Saville et al. (1984)
NEO Personality Inventory	Costa & McCrae (1992)
Proactive Personality Scale	Bateman & Grant (1993)
Life Orientation Test	Scheir et al. (1994)
Personal Characteristics Inventory	Mount & Barrick (1995)
Action Control Scale	Diefendorff et al. (2000)

Personalidade Tipo A

Jenkins Activity Survey	Jenkins et al. (1979)

Políticas

Perceptions of Organizational Politics Scale (POPS)	Kacmar & Ferris (1991)

Satisfação

Job Satisfaction Blank	Hoppock (1935)
Brayfield-Rothe Index of Job Satisfaction	Brayfield & Rothe (1951)
General Motors' Faces Scale (male version)	Kunin (1955)
Porter's Need Satisfaction Questionnaire	Porter (1962)
Index of Job Satisfaction	Kornhauser (1965)
Minnesota Satisfaction Questionnaire	Weiss et al. (1967)
Job Descriptive Index	Smith et al. (1969)
General Motors' Faces Scale (female version)	Dunham & Herman (1975)
Facet-Free Job Satisfaction Scale	Quinn & Staines (1979)
Satisfaction with Life Scale	Diener (1984)
Multimethod Job Design Questionnaire	Campion (1988)

Sindicatos

Union Attitude Questionnaire	Uphoff & Dunnette (1956)
Union and Management Attitudes Toward Each Other	Stagner et al. (1958)
Attitudes Toward Collective Bargaining Scale	Feuille & Blandin (1974)
Attitude Toward Work Scale	Hamner & Smith (1978)
Union-Management Relationships Scale	Biasatti & Martin (1979)
Union Commitment Scale	Gordon et al. (1980)

Stress

Schedule of Recent Experiences	Holmes & Rahe (1967)
State-Trait Anxiety Inventory	Spielberger et al. (1970)
Work Stress Scale	Caplan et al. (1975)
Life Experiences Survey	Sarason et al. (1978)
General Health Questionnaire	Goldberg & Hillier (1979)
Burnout Measure	Pines & Aronson (1981)
Stress Diagnostic Survey	Ivancevich & Matteson (1983)
Ways of Coping Questionnaire	Lazarus & Folkman (1984)
Maslach Burnout Inventory	Maslach & Jackson (1986)
Physical Symptoms Inventory	Spector & Jex (1998)
Organizational Constraints Scale	Spector & Jex (1998)

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RESUMO

Um dos obstáculos frequentes à actividade de investigação decorre da dificuldade de identificar medidas estáveis e testadas para operacionalizar as variáveis em estudo. Este artigo identifica um conjunto de instrumentos de medida, usados recente e/ou frequentemente pelos investigadores do comportamento organizacional. Não sendo um guia exaustivo, este compêndio pretende facultar um acesso mais rápido e direccionado àqueles que produzem investigação neste domínio científico.

Palavras-chave: Instrumentos de medida, comportamento organizacional.

ABSTRACT

A frequent obstacle to research making is related with the difficulty to identify stable and tested measurement instruments. This article offers a compendium of measures, used frequently and/or recently by organizational behavior researchers. Although nor being exhaustive, this compendium aims to help researchers in their efforts to find possible measures for conducting their studies.

Key words: Measurement instruments, organizational behavior.