



<http://www.softwarefordomainexperts.com>

## Models before Code

*Exploring the business opportunity from model driven software*

***The Cube, Athens, Greece, October 18 ,2018***

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# **Numerical Investigation of Psychosocial Risk Indicators**

**S/W Modelling for Organizational Change Management Apps**

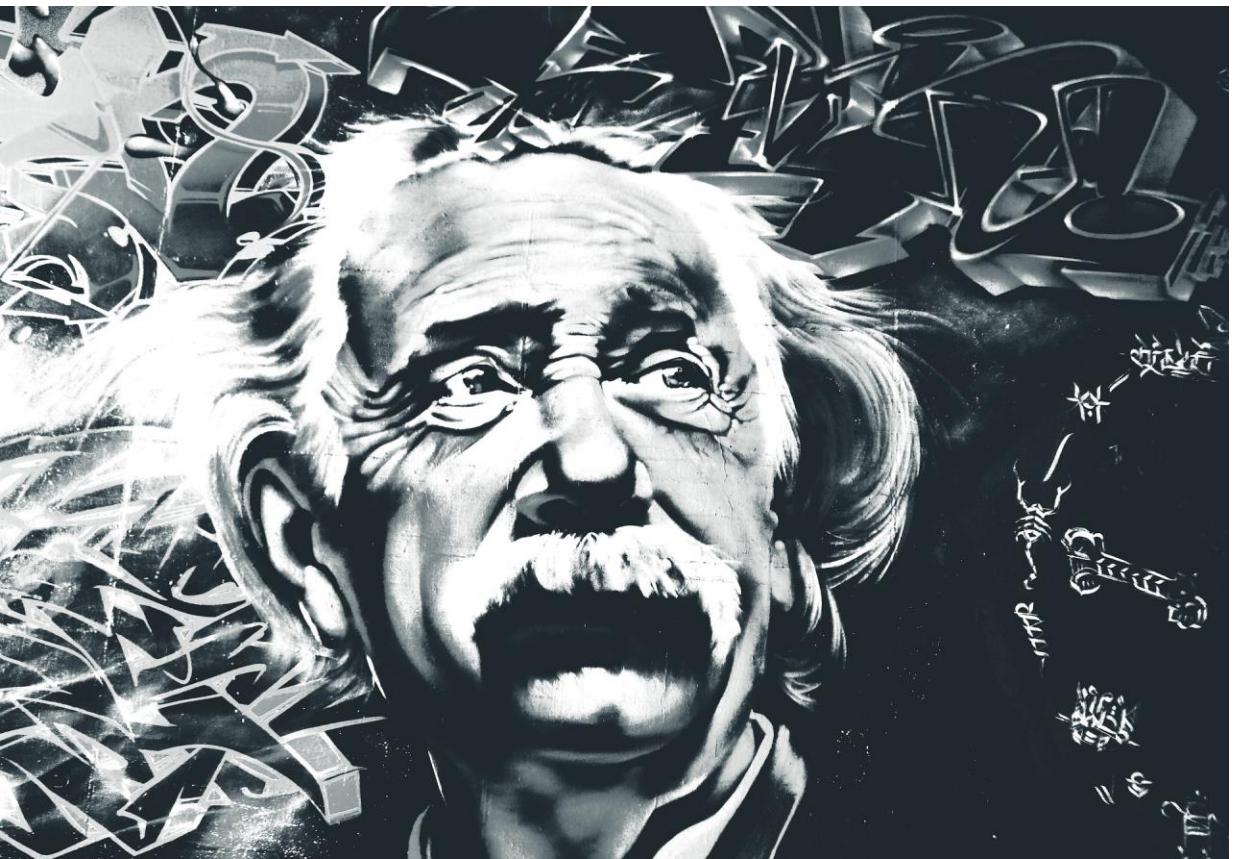
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Research question

**Do the risk factors occur by chance ?**



# **Introduction**

**Numerical modelling of natural systems**

**Numerical modelling of social systems**

**Necessity of data analysis**

**Managerial aspects**



Numerical Investigation of Psychosocial Risk Indicators

Data Modelling & Analysis as a tool for Decision Making

Bullying - Threats of Violence  
(from Colleagues)



# ? knowledge extraction

Work Life Balance



Personal Well Being



Is linear thinking & analysis enough ?  
(\*e.g linear regression)

| Stressor Name                | Mean Value | Resource Name                               | Mean Value |
|------------------------------|------------|---|------------|
| bullying_from_colleagues     | 0.983      | lack_of_influence                           | 0.599      |
| lack_of_personal_well_being  | 0.748      | lack_of_job_attractiveness                  | 0.594      |
| lack_of_work_life_balance    | 0.672      | lack_of_general_health                      | 0.556      |
| work_enviroment_related_risk | 0.595      | lack_of_meaning_of_work                     | 0.544      |
| quantitative_demands         | 0.577      | lack_of_trust_social_capital                | 0.514      |
| burnout                      | 0.574      | lack_of_job_satisfaction                    | 0.505      |
| job_insecurity               | 0.555      | lack_of_mental_health                       | 0.500      |
| emotional_demands            | 0.454      | lack_of_quality_of_leadership               | 0.495      |
| bullying_from_customers      | 0.252      | lack_of_justice_so_cap                      | 0.472      |
|                              |            | lack_of_arrangements_and_procedures_at_work | 0.463      |
|                              |            | intension_to_leave                          | 0.462      |

# Copsoq Diagnostic Instrument

## STRESSORS VS RESOURCES (standard research model)

| Context/Impact Classification                    |                                       |
|--|---------------------------------------|
| Context SCALES                                   | Impact SCALES                         |
| Influence  | Work Life Balance                     |
| Job Attractiveness                               | Job Insecurity                        |
| Meaning of Work                                  | Personal Well Being                   |
| Arrangements & Procedures at Work                | Job Satisfaction (Intention to Leave) |
| Quality of Leadership                            | Job Satisfaction Overall              |
| Trust  | General Health                        |
| Justice  | Burnout                               |
| Work Environment                                 | Mental Health                         |
| Mobbing  |                                       |
| Quantitative Demands                             |                                       |
| Emotional Demands                                |                                       |
| Bullying - Threats of Violence (from Colleagues) |                                       |
| Bullying - Threats of Violence (from Customers)  |                                       |

## IMPACT VS CONTEXT (new research model)

# **Basic Analysis**

**Multiple Correlations**

**Clustering maps**

# **In Depth Analysis**

**Linear Regression**

**Optimal, Higher-order Regression**

**Deep Neural Networks**

**k-Nearest Neighbors**

# **Decision Making**

**Sensitivity analysis**

**Conceptual Interpretation**

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## Correlations Table

|                                   | quantitative_demands | emotional_demands | lack_ofwork_life_balance | lack_of_influence | lack_of_job_attractiveness | lack_of_meaning_of_work | lack_of_effective_work_procedures | lack_of_quality_of_leadership | lack_of_trust_social_capital | lack_of_justice_so_cap | work_enviroment_related_risk | job_insecurity | bullying_from_colleagues | bullying_from_customers | lack_of_personal_well_being | intension_to_leave | lack_of_job_satisfaction | lack_of_perceived_good_health | burnout | lack_of_mental_health |
|-----------------------------------|----------------------|-------------------|--------------------------|-------------------|----------------------------|-------------------------|-----------------------------------|-------------------------------|------------------------------|------------------------|------------------------------|----------------|--------------------------|-------------------------|-----------------------------|--------------------|--------------------------|-------------------------------|---------|-----------------------|
| quantitative_demands              | 1                    | 0.14              | 0.43                     | 0.09              | 0                          | -0.12                   | -0.24                             | -0.23                         | 0.31                         | -0.23                  | 0.1                          | -0.22          | 0.33                     | 0.07                    | -0.02                       | 0.3                | -0.25                    | 0.29                          | 0.27    | -0.25                 |
| emotional_demands                 | 0.14                 | 1                 | 0.43                     | -0.15             | -0.21                      | -0.08                   | 0.1                               | 0.02                          | -0.16                        | 0.04                   | 0.24                         | 0.36           | -0.14                    | -0.44                   | 0.46                        | 0.09               | 0.02                     | -0.09                         | 0.49    | 0.06                  |
| lack_of_work_life_balance         | 0.43                 | 0.43              | 1                        | -0.11             | -0.16                      | -0.21                   | -0.04                             | -0.11                         | -0.01                        | -0.07                  | 0.15                         | 0.09           | 0.05                     | -0.14                   | 0.29                        | 0.1                | -0.15                    | 0.07                          | 0.55    | -0.13                 |
| lack_of_influence                 | 0.09                 | -0.15             | -0.11                    | 1                 | 0.32                       | 0.18                    | -0.06                             | -0.05                         | 0.29                         | -0.15                  | -0.11                        | -0.13          | 0.2                      | 0.04                    | -0.12                       | -0.16              | -0.09                    | 0.17                          | -0.11   | -0.05                 |
| lack_of_job_attractiveness        | 0                    | -0.21             | -0.16                    | 0.32              | 1                          | 0.54                    | 0.2                               | 0.25                          | -0.07                        | 0.16                   | 0.13                         | -0.06          | -0.23                    | 0.03                    | 0.1                         | 0.27               | 0.29                     | -0.28                         | -0.16   | 0.34                  |
| lack_of_meaning_of_work           | -0.12                | -0.08             | -0.21                    | 0.18              | 0.54                       | 1                       | 0.54                              | 0.62                          | -0.29                        | 0.59                   | 0.28                         | 0.16           | -0.55                    | -0.08                   | -0.11                       | 0.67               | 0.72                     | -0.58                         | -0.18   | 0.71                  |
| lack_of_effective_work_procedures | -0.24                | 0.1               | -0.04                    | -0.06             | 0.2                        | 0.54                    | 1                                 | 0.56                          | -0.53                        | 0.58                   | 0.43                         | 0.33           | -0.76                    | -0.22                   | 0.18                        | 0.66               | 0.58                     | -0.7                          | -0.02   | 0.67                  |
| lack_of_quality_of_leadership     | -0.23                | 0.02              | -0.11                    | -0.05             | 0.25                       | 0.62                    | 0.56                              | 1                             | -0.37                        | 0.77                   | 0.26                         | 0.19           | -0.58                    | -0.12                   | 0.02                        | 0.66               | 0.79                     | -0.59                         | -0.08   | 0.63                  |
| lack_of_trust_social_capital      | 0.31                 | -0.16             | -0.01                    | 0.29              | -0.07                      | -0.29                   | -0.53                             | -0.37                         | 1                            | -0.39                  | -0.5                         | -0.31          | 0.8                      | 0.28                    | -0.23                       | -0.67              | -0.46                    | 0.74                          | -0.06   | 0.56                  |
| lack_of_justice_so_cap            | -0.23                | 0.04              | -0.07                    | -0.15             | 0.16                       | 0.59                    | 0.58                              | 0.77                          | -0.39                        | 1                      | 0.23                         | 0.19           | -0.6                     | -0.14                   | 0.02                        | 0.71               | 0.83                     | -0.64                         | -0.04   | 0.66                  |
| work_enviroment_related_risk      | -0.1                 | 0.24              | 0.15                     | -0.11             | 0.13                       | 0.28                    | 0.43                              | 0.26                          | -0.5                         | 0.23                   | 1                            | 0.28           | -0.62                    | -0.3                    | 0.23                        | 0.46               | 0.3                      | -0.53                         | 0.08    | 0.43                  |
| job_insecurity                    | -0.22                | 0.36              | 0.09                     | -0.13             | -0.06                      | 0.16                    | 0.33                              | 0.19                          | -0.31                        | 0.19                   | 0.28                         | 1              | -0.33                    | -0.33                   | 0.33                        | 0.3                | 0.24                     | -0.29                         | 0.2     | 0.26                  |
| bullying_from_colleagues          | 0.33                 | -0.14             | 0.05                     | 0.2               | -0.23                      | -0.55                   | -0.76                             | -0.58                         | 0.8                          | -0.6                   | -0.62                        | 0.33           | 1                        | 0.34                    | -0.24                       | -0.86              | -0.66                    | 0.89                          | 0.01    | -0.76                 |
| bullying_from_customers           | 0.07                 | -0.44             | -0.14                    | 0.04              | 0.03                       | -0.08                   | -0.22                             | -0.12                         | 0.28                         | -0.14                  | -0.3                         | 0.33           | 0.34                     | 1                       | -0.58                       | -0.23              | -0.16                    | 0.27                          | -0.32   | -0.17                 |
| lack_of_personal_well_being       | -0.02                | 0.46              | 0.29                     | -0.12             | 0.1                        | -0.11                   | 0.18                              | 0.02                          | -0.23                        | 0.02                   | 0.23                         | 0.33           | -0.24                    | 0.58                    | 1                           | 0.03               | 0                        | -0.15                         | 0.49    | 0.03                  |
| intension_to_leave                | -0.3                 | 0.09              | -0.1                     | -0.16             | 0.27                       | 0.67                    | 0.66                              | 0.66                          | -0.67                        | 0.71                   | 0.46                         | 0.3            | -0.86                    | -0.23                   | 0.03                        | 1                  | 0.78                     | -0.85                         | -0.09   | 0.8                   |
| lack_of_job_satisfaction          | -0.25                | 0.02              | -0.15                    | -0.09             | 0.29                       | 0.72                    | 0.58                              | 0.79                          | -0.46                        | 0.83                   | 0.3                          | 0.24           | -0.66                    | -0.16                   | 0                           | 0.78               | 1                        | 0.7                           | -0.1    | 0.76                  |
| lack_of_perceived_good_health     | 0.29                 | -0.09             | 0.07                     | 0.17              | -0.28                      | -0.58                   | -0.7                              | -0.59                         | 0.74                         | -0.64                  | -0.53                        | -0.29          | 0.89                     | 0.27                    | -0.15                       | -0.85              | -0.7                     | 1                             | 0.04    | -0.78                 |
| burnout                           | 0.27                 | 0.49              | 0.55                     | -0.11             | -0.16                      | -0.18                   | -0.02                             | -0.08                         | -0.06                        | -0.04                  | 0.08                         | 0.2            | 0.01                     | -0.32                   | 0.49                        | -0.09              | -0.1                     | 0.04                          | 1       | -0.12                 |
| lack_of_mental_health             | -0.25                | 0.06              | -0.13                    | -0.05             | 0.34                       | 0.71                    | 0.67                              | 0.68                          | -0.56                        | 0.66                   | 0.43                         | 0.26           | -0.76                    | -0.17                   | 0.03                        | 0.8                | 0.76                     | -0.78                         | -0.12   | 1                     |

- Multiple Correlations
- Pairwise all the variables

# **Basic Analysis**

Multiple Correlations

# **Clustering maps**

# **In Depth Analysis**

Linear Regression

Optimal, Higher-order Regression

Deep Neural Networks

k-Nearest Neighbors

# **Decision Making**

Sensitivity analysis

Conceptual Interpretation

Numerical Investigation of Psychosocial Risk Indicators

Data Modelling & Analysis as a tool for Decision Making

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|  | <i>Coefficients</i> | <i>P-value</i>     |
|--|---------------------|--------------------|
| Intercept                                  | 0.181904544         | 0.004834596        |
| quantitative_demands                       | 0.015705101         | 0.704613292        |
| emotional_demands                          | -0.002591273        | <b>0.916563166</b> |
| lack_of_work_life_balance                  | -0.054642522        | 0.091827185        |
| lack_of_influence                          | -0.043095489        | 0.164925368        |
| lack_of_job_attractiveness                 | 0.014784014         | 0.44389558         |
| lack_of_meaning_of_work                    | 0.195605965         | 5.38111E-08        |
| lack_of_arrangements_and_prcedures_at_work | -0.063394967        | 0.209874478        |
| lack_of_quality_of_leadership              | 0.217818696         | 3.97225E-09        |
| lack_of_trust_social_capital               | -0.146315309        | 0.138193075        |
| lack_of_justice_so_cap                     | 0.365758193         | 4.10521E-20        |
| work_enviroment_related_risk               | -0.004109033        | 0.874747129        |
| job_insecurity                             | 0.038715007         | 0.14423052         |
| bullying_from_colleagues                   | 0.021285819         | 0.496493793        |
| bullying_from_customers                    | -0.02262006         | 0.469986523        |
| lack_of_personal_well_being                | 0.005325473         | 0.875382047        |
| intension_to_leave                         | 0.125549546         | 4.50224E-05        |

- MS EXCEL Regression Analysis
- A lot of high p-values (>0.05), imply highly unreliable mathematical model

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# **Decision Making**

**Sensitivity analysis**

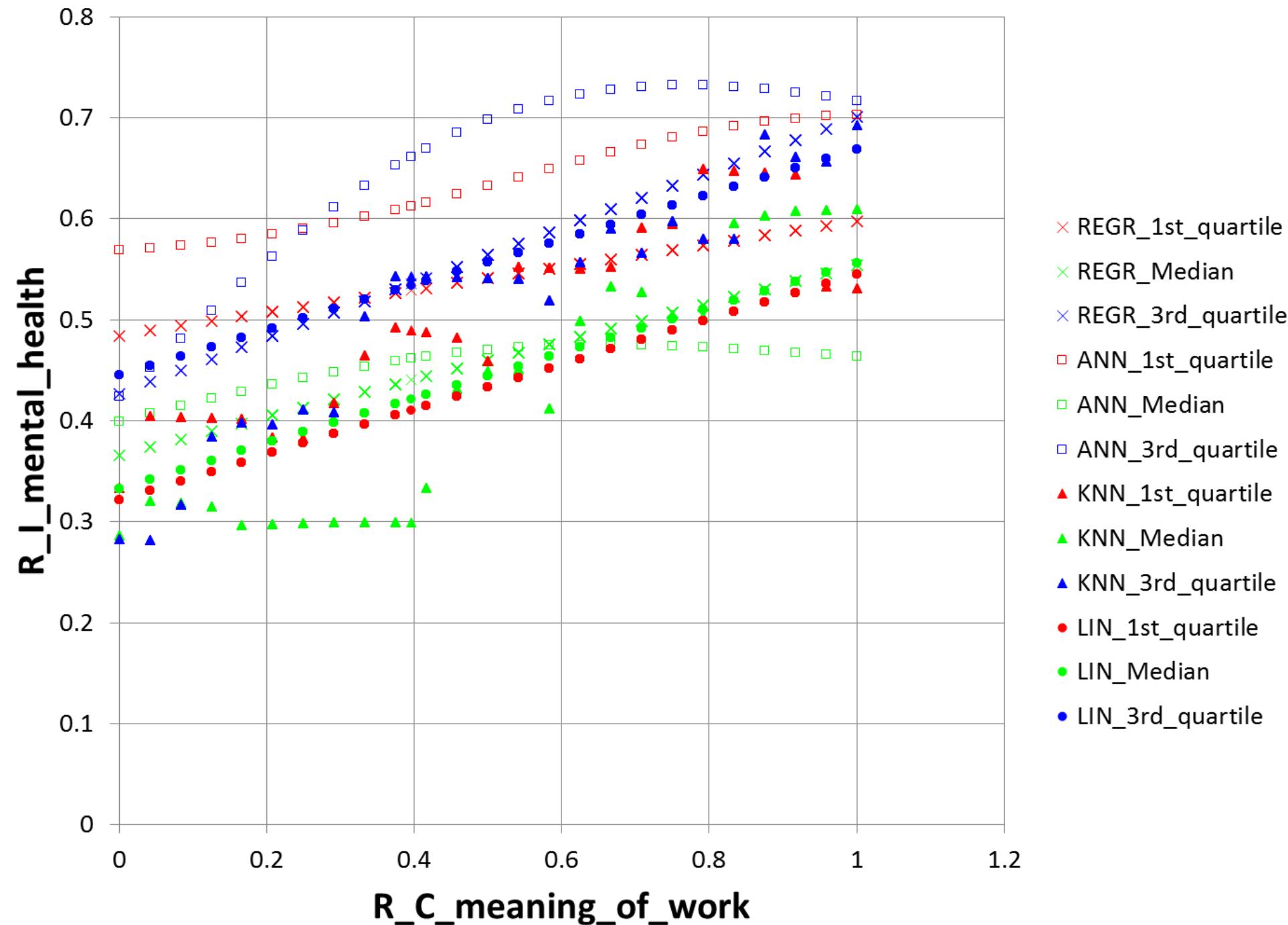
**Conceptual Interpretation**

Numerical Investigation of Psychosocial Risk Indicators

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- Artificial Neural Networks – Sensitivity Analysis
- Confirm the results of Regression Analysis

## Decision Making



---

1.  $c_{ij} :=$  contingency table (co-occurrence of objects)

2.  $s_{ij} :=$  similarity

3.  $ds_{ij} := \frac{1}{s_{ij}}$  (dis-similarity)

4.  $d_{ij} = \|x_i - x_j\|$  (distance on map)

5.  $f_{ij} := |ds_{ij} - d_{ij}|$  (objective function)

6. Optimality criteria satisfied?



YES

7. End => drawing of the bibliometric map

---



*Optimization Algorithm*

# Clustering Map Constitution Algorithm

# Lack of job satisfaction =

+0.170\*const  
+0.142\*lack\_of\_meaning\_of\_work+0.327\*lack\_of\_justice\_so\_cap  
+0.309\*quantitative\_demands\*lack\_of\_work\_life\_balance  
-0.63\*quantitative\_demands\*lack\_of\_effective\_work\_prcedures  
+0.282\*quantitative\_demands\*lack\_of\_quality\_of\_leadership  
-0.38\*lack\_of\_work\_life\_balance\*lack\_of\_influence  
+0.122\*lack\_of\_work\_life\_balance\*work\_enviroment\_relate  
d\_risk-0.34\*lack\_of\_work\_life\_balance\*burnout  
+0.225\*lack\_of\_work\_life\_balance\*lack\_of\_mental\_health  
+0.241\*lack\_of\_influence\*bullying\_from\_colleagues  
+0.202\*lack\_of\_influence\*intension\_to\_leave  
+0.512\*lack\_of\_effective\_work\_prcedures\*burnout  
-0.19\*work\_enviroment\_related\_risk\*bullying\_from\_colleagues  
+0.057\*job\_insecurity^2  
-0.09\*bullying\_from\_colleagues\*intension\_to\_leave

- Your Organization's Equation
- How to illuminate?

- Sensitivity Analysis

# **Basic Analysis**

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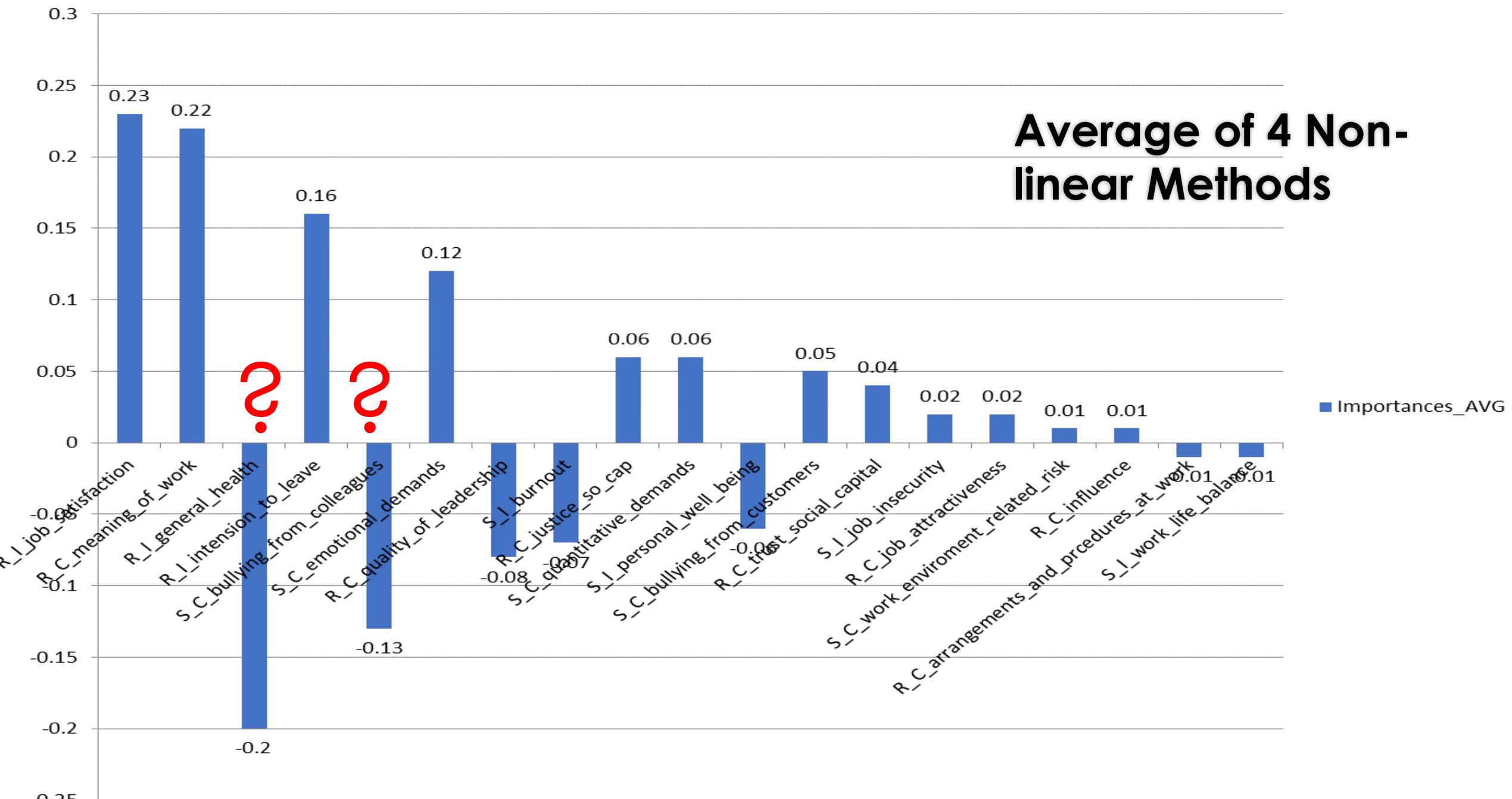
**Conceptual Interpretation**

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# Importances for R\_I\_mental\_health

Average of 4 Non-linear Methods



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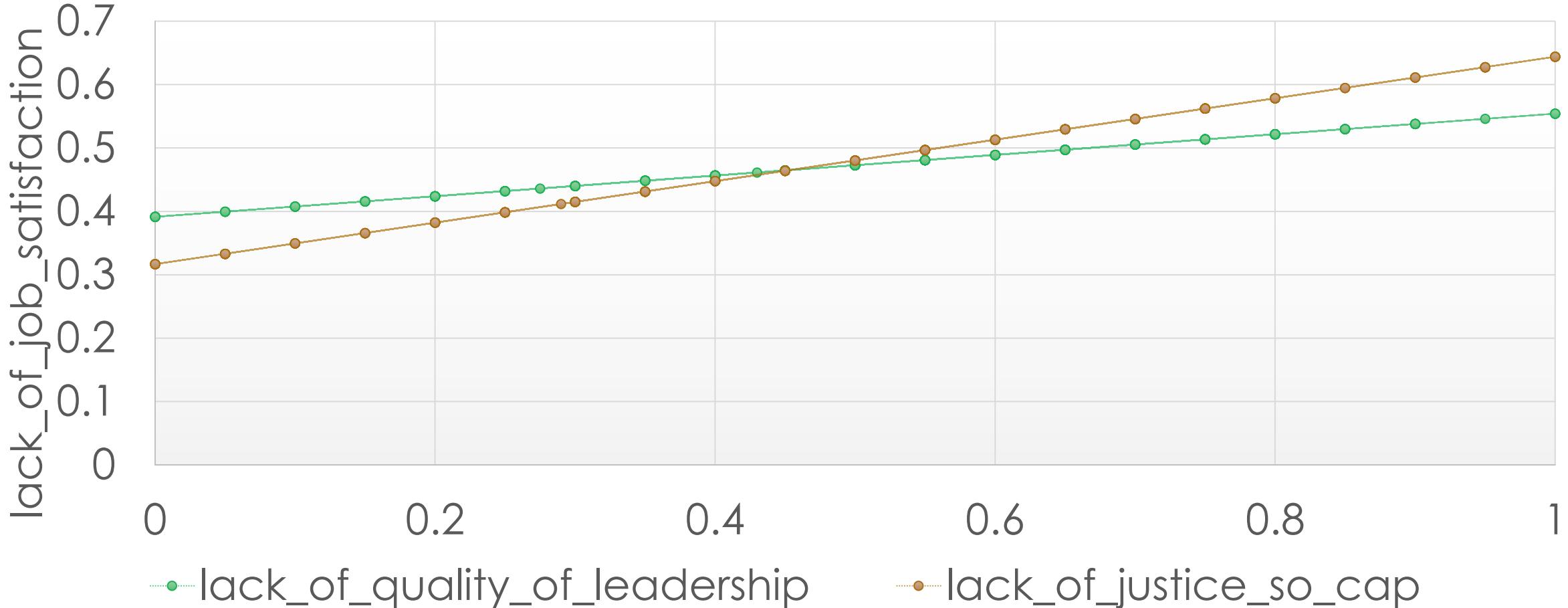
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**Conceptual  
Interpretation**

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#### 4.2.3. Job satisfaction

Several factors under investigation seem to be influential regarding job satisfaction. Job satisfaction increased when emotional demands decreased ( $\beta = -0.11$ ,  $p < 0.001$ ), role clarity increased and role conflict decreased ( $\beta = 0.10$ ,  $p < 0.001$ ), and effort-reward balance increased ( $\beta = 0.40$ ,  $p < 0.001$ ). The overall model fit is  $R^2 = 0.941$ .

$$Dependence - Var = \frac{\text{Var-01} + \text{Var-03}^2 + \text{Var-05} * \text{Var-07} + \log(\text{Var-09}+1) + \sin(\text{Var-11}) * \cos(\text{Var-13}) * e^{\text{Var-15}}}{2}$$

- Applied Algorithms
- Hidden Equation
- 16 independent Variables
- Only 8 exist in model, highly non-linear
- Accuracy 99.6%

Simple Verification Example

# Numerical Investigation of Psychosocial Risk Indicators

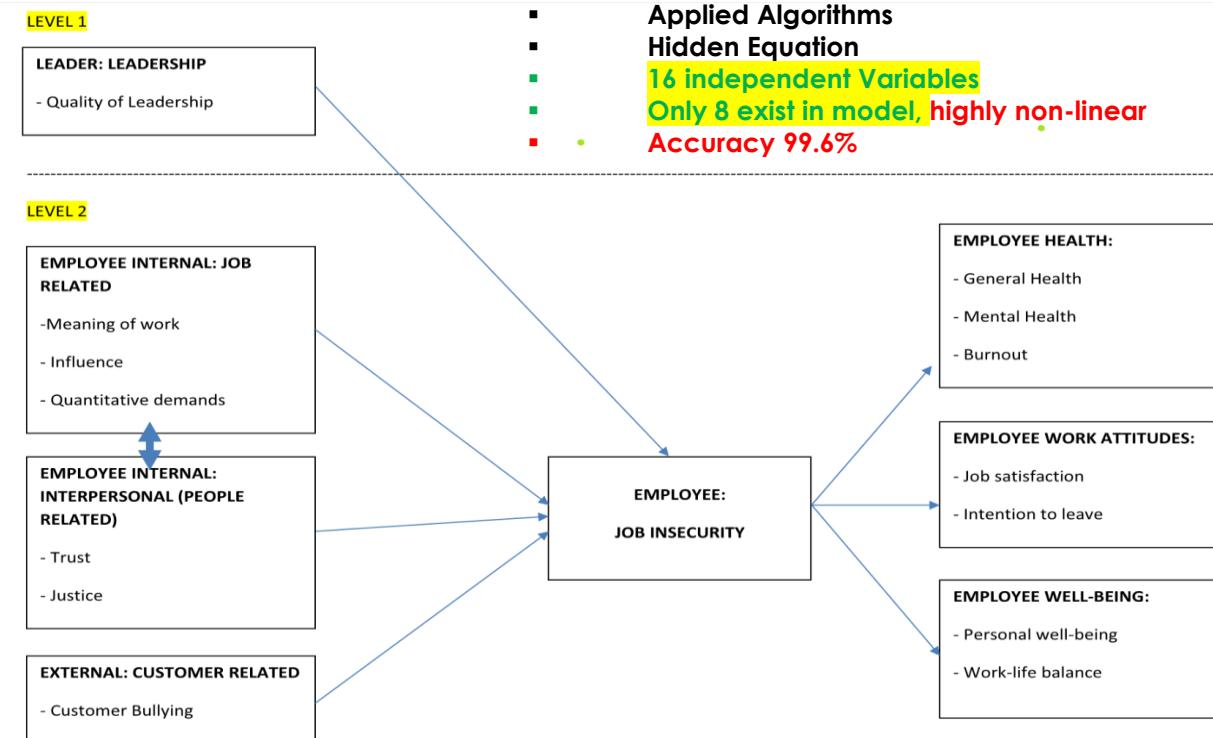
## Data Modelling & Analysis for Organizational Change Management



2nd International Conference on Sustainable Employability  
Building Bridges between Science and Practice ·  
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**KOTSAKIS ET. AL, BRUSSELS, 2018**  
<http://www.employability21.com/sites/default/files/OS%205%20-%20Kotsakis%20-%20Greek%20COPSOQ%20III.pdf>



ARISTOMENIS D. KOTSAKIS  
(Kotsakis et. al , 2018 , Brussels, [www.employability21.com](http://www.employability21.com) )

# Numerical Investigation of Psychosocial Risk Indicators

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