The Working Alliance in One-To-One Supervision

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Content

- Theory, aim and expectations
- Project design and data collection
- Results first measurement wave
  - 4 constructs Working Alliance
    - Correlates with 'report mark supervision'
    - Differentiates when comparing
      - Probation officer versus client
      - Respondent versus non-response
      - Continuing supervision versus premature termination
- Preliminary conclusions

Theoretical concepts

- **Relation:** attitude and behaviour of professional (empathy, warmth, support etc.)

- **Working alliance:** conscious contributions of both professional and client
  - Constructs: bond, goal, task.

- Many studies in the voluntary context (Norcross, 2012)

- Ample studies in the mandatory: different dynamic

Theoretical contexts

- Voluntary context
    - Generally accepted
    - Many studies (Norcross, 2012)

- Mandatory context
    - Different dynamic (Ross, Polashek & Ward, 2007)
    - Ample studies Instrument development (Skeem et.al, 2007, 2008)

Aim

Understanding relevance and development, mediators and moderators of good quality working alliance.

Working alliance measurement instrument
for probation context / Dutch context

Expectations

The Working Alliance Questionnaire for the Probation Context should include more questions on (compared to existing instrument as the WAI or DRRI):

- Clearness

- Reactance

- Goal setting

The different dynamic in mandated context affects the answers on questions concerning the *goal* construct.

The model (under construction)
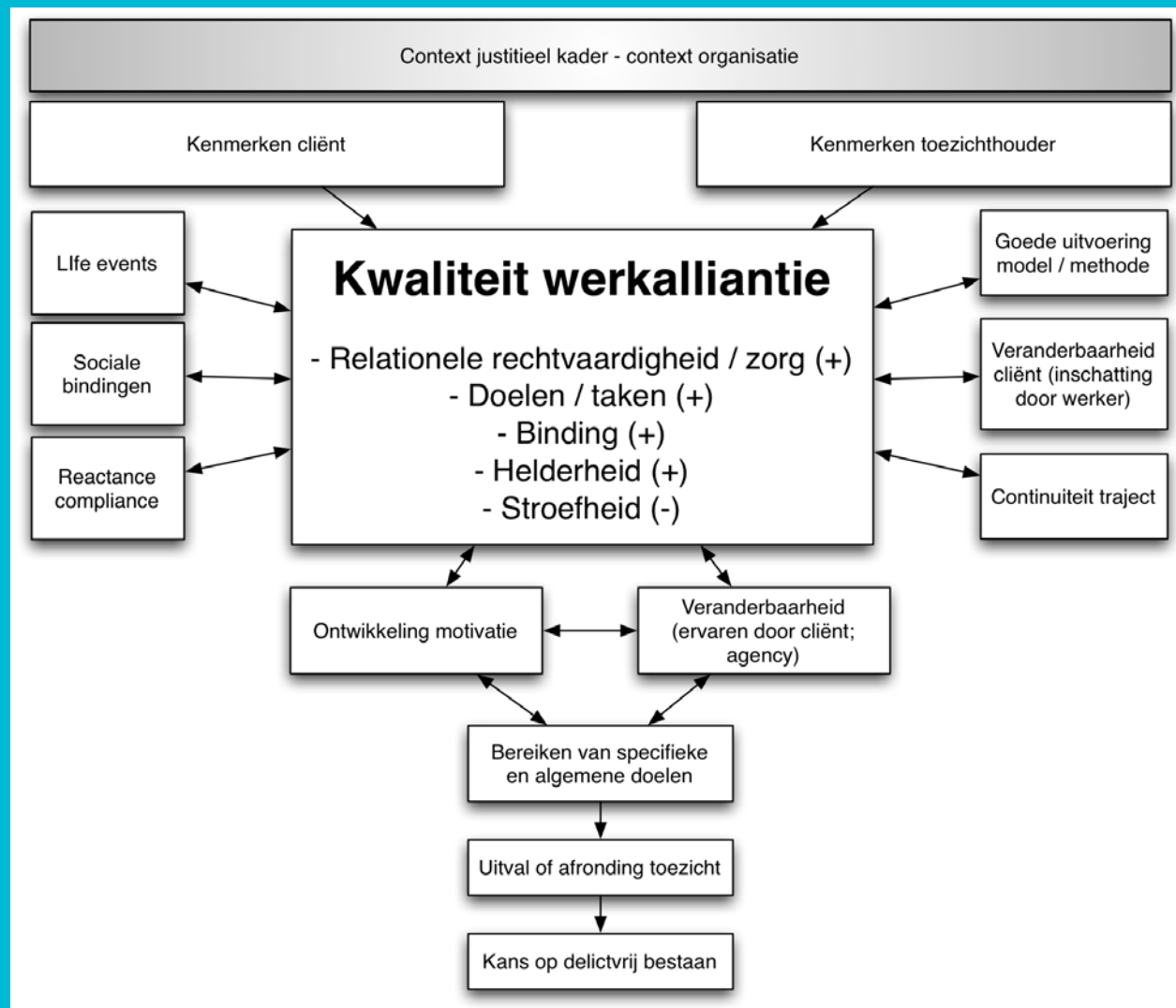
Project design

Who?

275 dyades probation officer - client

When?

Four times in two years from start till the ending of supervision and afterwards

What?

T1 and T2: Large questionnaire including WAI (Horvath et.al) and DRRI (Skeem et.al)

How?

Face to face (clients)

Online (probation officers)

Project design: measurement waves

Probation supervision (2 years)

Afterwards

At the start

6-9 months

12 – 18 months

At the end

Functioning in different domains

Premature termination

Data collection

Measurement wave 1 (completed):

- Clients: N = 304
- Probation officers: N = 180
- Dyads: N = 267

Measurement wave 2 (almost completed):

- Clients: N = 217
- Probation officers: N = 193
- Dyads: N =

Working alliance clustered into four constructs (clients data T1)

Factor	Construct	No. of items	n	Mean (*SD*)	Alpha
1	**Relational fairness / Care / Bond**	29	187	5,93 (1,42)	0,89
2	**Goal and Task**	12	195	5,77 (0,48)	0,89
3	**Relational roughness (Reactance/Toughness)**	14	256	2,08 (0,65)	0,77
4	**Clearness & Conditions**	6	211	6,26 (0,39)	0,54

Correlates with 'report mark supervision'? – clients Data T1

Factor	Construct	Correlation coefficent	Significance
1	**Relational fairness / Care / Bond**	0,57	p < 0,01
2	**Goal and Task**	0,40	p < 0,01
3	**Relational roughness (Reactance & Toughness)**	-0,34	p < 0,01
4	**Clearness & conditions**	0,28	p < 0,01

Data clients measurement wave 1

Correlates with 'report mark supervision'? – probation officers

Factor	Construct	Correlation coefficent	Significance
1	**Relational fairness / Care / Bond**	0,36	p < 0,01
2	**Goal and Task**	0,45	p < 0,01
3	**Relational roughness (Reactance & Toughness)**	-0,36	p < 0,01
4	**Clearness & conditions**	0,04	p = ns

Data probation officers measurement wave 1

Are there differences between probation officers and clients in mean scores?

Factor	Construct	Mean clients (SD)	Mean PO (SD)	*sig.*
1	**Relational fairness / Care / Bond**	5,84 (0,69)	5,80 (0,43)	p = ns
2	**Goal and Task**	5,85 (1,05)	5,16 (0,73)	p < 0,01
3	**Relational roughness**	2,08 (0,90)	2,93 (0,67)	p < 0,01
4	**Clearness & conditions**	6,28 (0,77)	5,63 (0,66)	p < 0,01

Are there differences between respondents and refusing clients?

Factor	Construct	Mean respondents (SD)	Mean refusing clients (SD)	*Sig.*
1	**Relational fairness / Care / Bond**	5,80 (0,44)	5,65 (0,44)	p = 0,07
2	**Goal and Task**	5,05 (0,72)	4,64 (0,94)	p < 0,05
3	**Relational roughness**	2,98 (0,66)	3,40 (0,83)	p < 0,01
4	**Clearness & conditions**	5,61 (0,65)	5,84 (0,64)	p < 0,05

Data probation officers measurement wave 1

Are there differences between continuing and prematurely ended supervision? (PO, T1)

Factor	Construct	Mean continuing supervision (SD)	Mean prematurely ended (SD)	*Sig.*
1	**Relational fairness / Care / Bond**	5,81 (0,43)	5,71 (0,38)	p = ns
2	**Goal and Task**	5,08 (0,69)	5,09 (0,78)	p = ns
3	**Relational roughness**	2,94 (0,64)	3,27 (0,73)	p < 0,05
4	**Clearness & conditions**	5,64 (0,64)	5,59 (0,71)	p = ns

Data probation officers measurement wave 1

Are there differences between continuing and prematurely ended? (Client T1)

Factor	Construct	Mean continuing supervision (SD)	Mean prematurely ended (SD)	*Sig.*
1	**Relational fairness / Care / Bond**	5,93 (0,60)	5,71 (0,66)	p = ns
2	**Goal and Task**	5,85 (1,08)	5,42 (1,33)	p = ns
3	**Relational roughness**	2,08 (0,81)	2,33 (1,29)	p = ns
4	**Clearness & conditions**	6,28 (0,75)	6,17 (0,74)	p = ns

Data clients measurement wave 1

Preliminary conclusions wave 1 and the future

- Working alliance in mandatory context cluster into four constructs, contrary to voluntary context

- Differences in perception between probation officers and clients of
    - Relational roughness
    - Clearness

- Possible differences between continuing and prematurely ended supervision, particularly relational roughness.

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Extra:Background clients (measure 1)

Age:

18 - 20 years	41	(13,5%)
21 - 30 years	91	(29,9%)
31 - 40 years	66	(21,7%)
41 – 50 years	67	(22%)
51 – 60 years	29	(9,5%)

Werksituatie:

- Werkloos	174	(57,2%)
- Betaalde baan	112	(36,8%)
- Vrijwilligerswerk	16	(5,3%)

Leefsituatie:

- Met partner	29	(9,5%)
- Met partner en kinderen	46	(15,1%)
- Met kinderen	11	(3,6%)
- Alleen	109	(35,9%)
- Anders	108	(35,5%)

Extra: Background probation officers (measure 2)

Gender:
- Men   60   (33,5%)
- Woman   119   (66,5%)

Age:
- 21-30 years   55   (30,7%)
- 31-40 years   58   (32,4%)
- 41-50 years   33   (18,4%)
- 51-60 years   27   (15,1%)
- > 60 years   6   (3,4%)

Extra:Measurement

Three surveys (measure 1 & 2):

- WAI – Horvath (Goal, Task, Bond);
- DDRI – Skeem (Care, Trust, Relational Fairness, Toughness);
- Questionnaire Menger & Donker (additional: Clearness, Reactance, Goal, Task, Bond.

Measure 2:

- Exit-lijst