支持行为指数（Pagins等，2017）

（Holding Behaviors Index，HBI）

简介

支持行为（holding behaviors，HB）发生于高质量工作关系之间，是指为了帮助员工应对会产生焦虑的工作场所体验而有意图实施的特殊行为（Kahn, 2011）。这些行为包括：1）包容行为，行为发出者释放自身易接近的信号并向行为接受者提供一个可以分享其经历、情绪和行为的包容与安全空间；2）共情行为，行为发出者接受并认同行为接受者有关冲突、困惑和不足感知；3）使能视角（enabling perspectives）提供行为，行为发出者帮助行为接受者理解其所处状况并帮助其在一个客观且有效情景下重构自我完整性。

信度与效度

对不同的HBI指标进行拟合优度检测发现，所有指标均达到要求(CFI≥.95; NNFI≥.93, SRMR ≤ .06)。所有题项的因子负载均≥。90，且均显示了强可信度（α > .90）。

量表

Please indicate your agreement or disagreement with the following statements about your (target opinions: mentor/supervisor/closest coworker or friend at work).

1. My (mentor/supervisor/coworker) gives me a “safe space” to share my fears and concerns about things that happen at work.
2. I can go to my (mentor/supervisor/coworker) for support when I am faced with upsetting or stressful workplace experiences.
3. I feel that I can always talk to my (mentor/supervisor/coworker) about my workplace concerns.
4. My (mentor/supervisor/coworker) understands and validates my feelings when I am faced with upsetting or disturbing events at work.
5. My (mentor/supervisor/coworker) acknowledges and respects my feeling when I am upset with things that happen at work.
6. My (mentor/supervisor/coworker) respects and validates my feelings and reactions to upsetting or disturbing workplace events.
7. My (mentor/supervisor/coworker) helps me make sense of confusing or upsetting things that happen at work.
8. My (mentor/supervisor/coworker) enables me and gives me new perspectives on disturbing or confusing things that happen at work.
9. My (mentor/supervisor/coworker) helps me understand the “big picture” when I am faced with confusing or stressful experiences at work.

This instrument was measured using a seven-point Likert scale with responses ranging from 1 = strongly disagree to 7 = strongly agree.

量表出处

Ragins, B. R., Ehrhardt, K., Lyness, K. S., Murphy, D. D., & Capman, J. F. (2016). Anchoring relationships at work: High-quality mentors and other supportive work relationships as buffers to ambient racial discrimination. *Personnel Psychology*. 70(1): 211-256.

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