

RESEARCH BRIEF

Rasch Analysis and Differential Item Functioning of Work-Related Flow Inventory (WOLF): A Study on the Hotel Industry in Sarawak

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This study has examined the psychometric properties of Work-Related Flow Inventory (WOLF) that examines the flow experience at work by measuring employees' absorption, enjoyment, and intrinsic motivation (Bakker, 2005, 2008). Absorption is defined as a state of total concentration while immersed in the work. As for enjoyment, it is referred to as a positive judgment on the matter of the quality of work. Lastly, intrinsic motivation is defined as the willingness to exhibit certain behaviors that stemmed from inherent satisfactions rather than separable consequences (Ryan & Deci, 2000). The term *flow* was introduced by Csikszentmihalyi (1990) who defined it as "the state in which people are very intensely immersed in an activity that nothing else seems to matter; the experience itself is so enjoyable whereby people will do it even at a great cost, for the sheer sake of doing it" (Csikszentmihalyi, 2003, p. 4). It was recognized that the notion of flow has a positive relationship with the productivity of an organization. The notion of flow is attributed to the willingness to seek constant optimal experiences that could lead to more willingness to invest time and effort in a task voluntarily (Seligman, Csikszentmihalyi, Fredrikson, Wateman, & Emmons, 2011).

This study focuses on the hotel industry due to its competitiveness and stressful nature attributed to frequent strenuous labors such as long and irregular

working hours, midnight shift, and working nature during holiday seasons (Kasa & Hassan, 2015). To overcome issues pertaining to work stressors, studies revealed that an organization could cultivate and boost productivity through the experience of flow (Csikszentmihalyi, 2003). The statement supported the point that the working environment in which the flow can be experienced by the employees has the possibility to encourage their development and heighten productivity, as well as increasing organizational productivity.

There is no published study found on WOLF validation that utilizes homogenous samples. The use of homogenous samples can eliminate unwanted variability due to the influence of sociodemographic factors. Noises associated with nuisance sociodemographic factors can hinder correct judgment about the population of interest (Bornstein, Jager, & Putnick, 2013). According to Bakker (2008), WOLF validation studies derived its data from various occupational groups and companies in the Netherlands, which includes TV stations, temporary work agencies, self-employed trainers, insurance companies, businesses, as well as health providers. There is no specific WOLF validation study conducted in the hotel industry. There is a debate on the use of WOLF in the hotel industry as the existing instrument was the result of validation studies derived from data sources which are not