

An Example of an Instrument for International Comparisons: The Copenhagen Psychosocial Questionnaire (COPSOQ)

Psychosocial Factors at Work
August 23-26, 2005
Okayama

Tage S. Kristensen
NIOH, Copenhagen, Denmark

International comparisons of the psychosocial work environment:
What are the instrument requirements?

1. High quality (the usual criteria)
2. Social and cultural sensitivity and specificity.
(Not only a question of backward translations!)
3. A rather detailed description of the work environment including the following main fields:
 - Demands at work
 - Interpersonal relations at work and leadership
 - The organisation of work
 - Job content, meaning and quality
 - Job satisfaction

What about theory?

Kompier's list of important psychosocial models.

1. The Job Characteristics Model
2. The Michigan Model
3. The Demand-Control-Support Model
4. The Sociotechnical Approach
5. The Action Theoretical Approach
6. The Effort-Reward Imbalance Model
7. The Vitamin Model

Kompier. Job design and wellbeing. Shabracq et al., eds. The handbook of work and health psychology, 2003

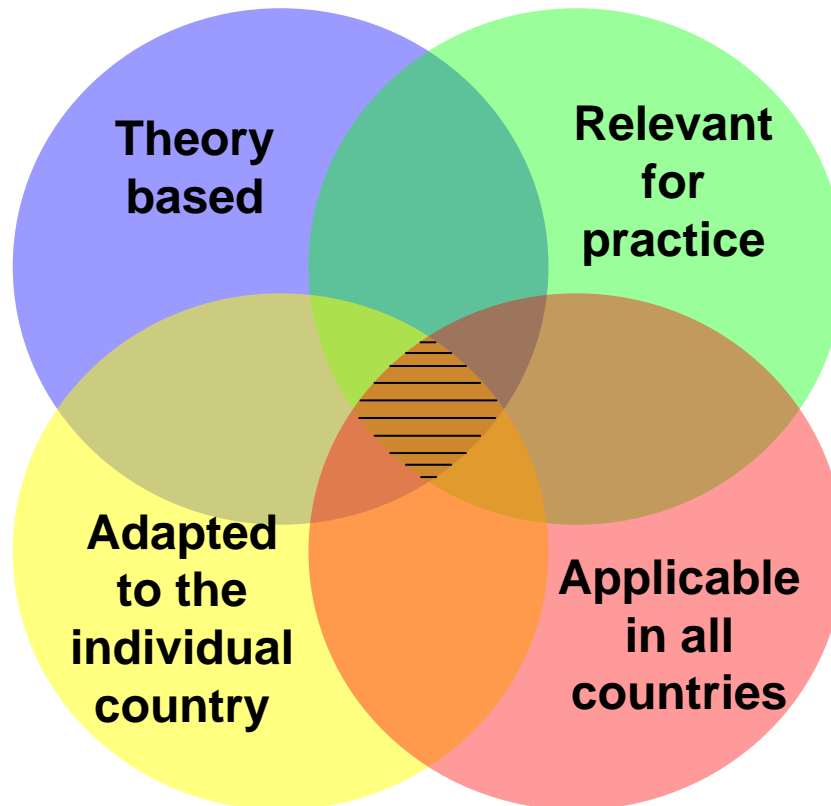
Factors that are part of several models

- Skill variety
- Autonomy
- Demands
- Social support
- Feedback
- Job insecurity
- Task identity

These factors play a part in 3-6 of the 7 models.

Characteristics of a good tool

The challenge is to combine:



The 3-level concept



COPSOQ

The three levels

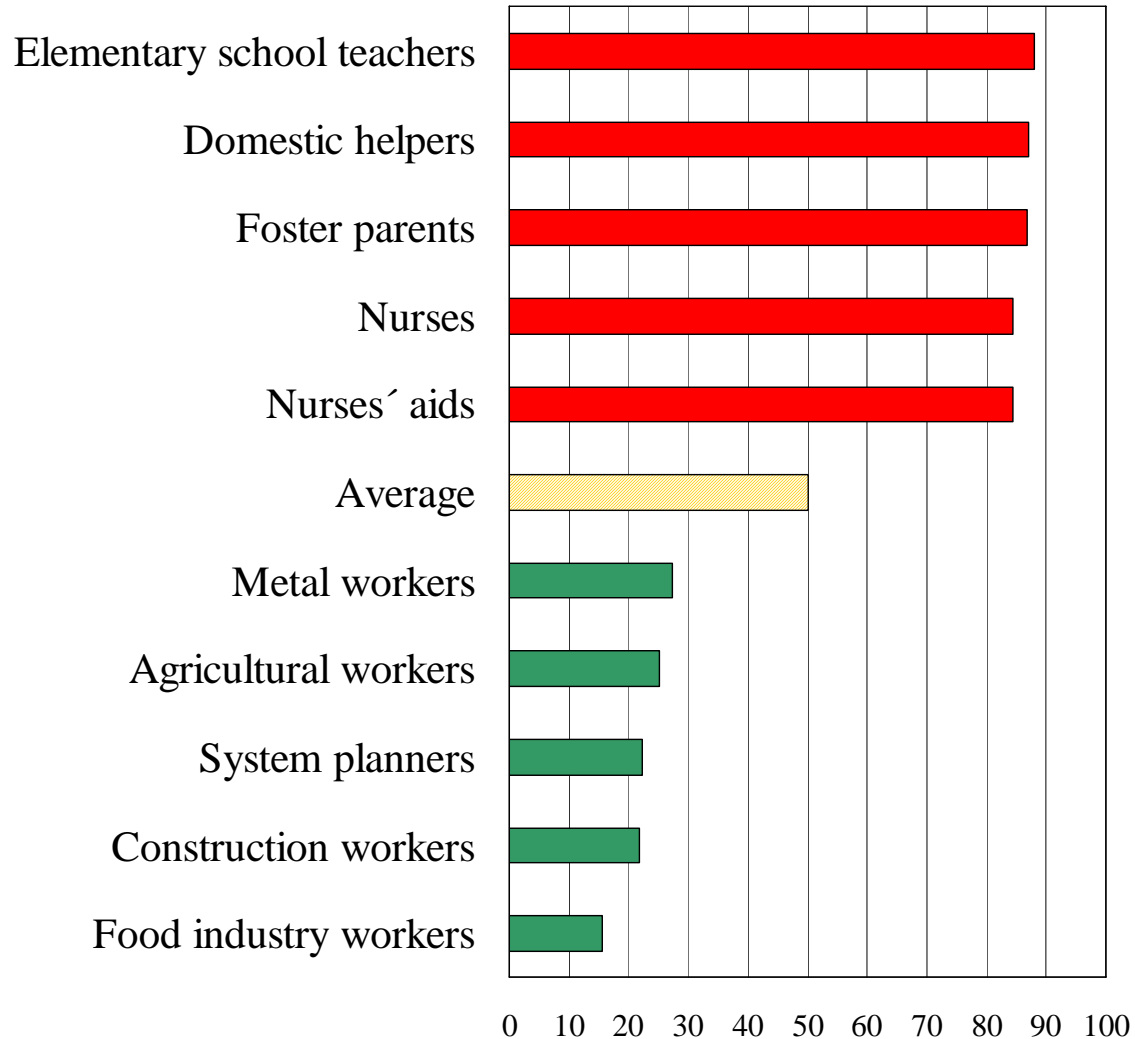
- Research questionnaire: 141 questions
30 dimensions
- Questionnaire for work environment professionals: 95 questions
26 dimensions
- Questionnaire for workplaces: 44 questions
8 dimensions

Scales and number of questions at all three levels

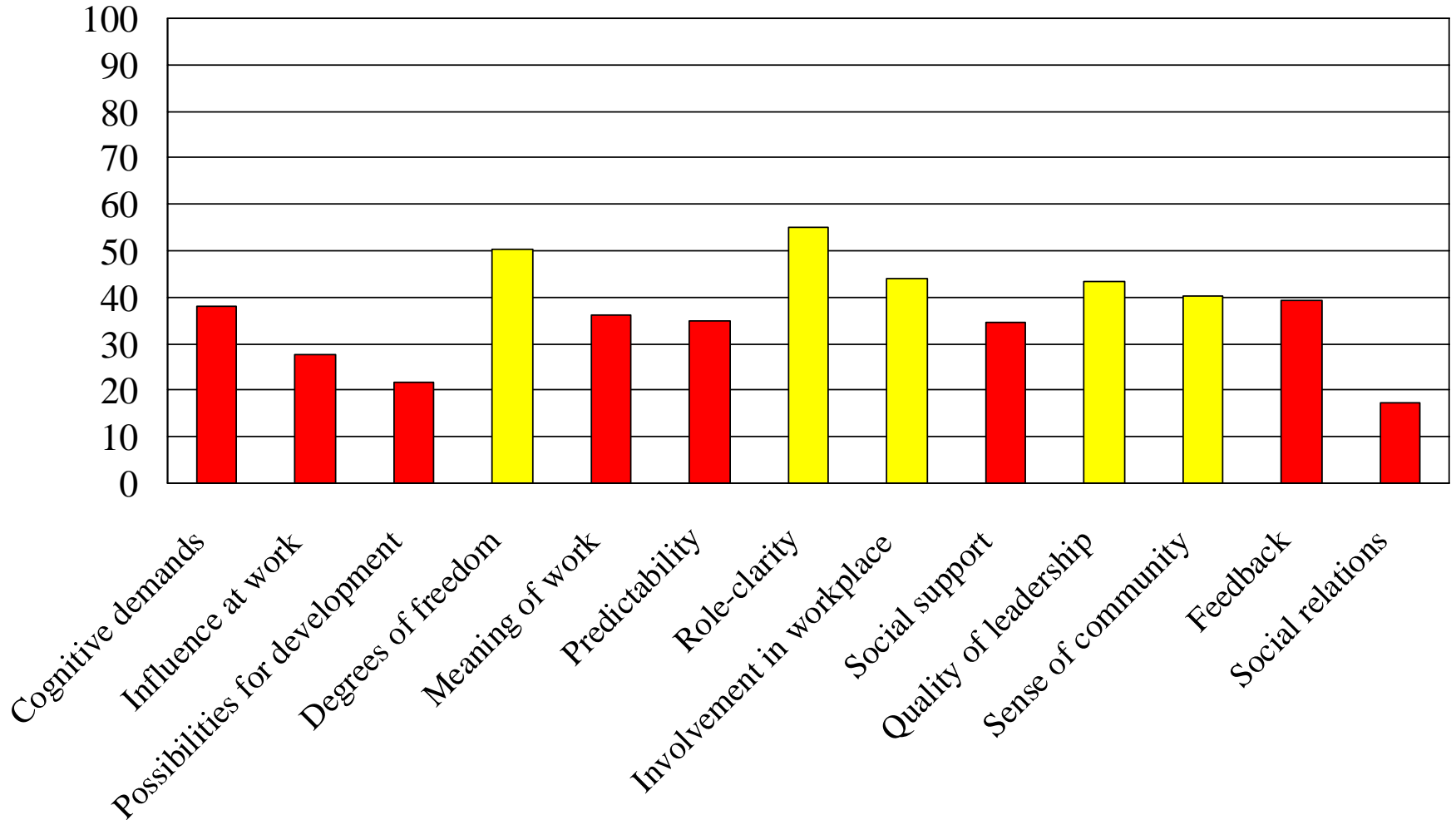
Scale	Number of questions:			
	Research questionnaire	Middle questionnaire	Short questionnaire	
Quantitative demands	7	4	3	} 6
Cognitive demands	8	4		
Emotional demands	3	3	2	
Demands for hiding emotions	2	2	1	
Sensorial demands	5	4		
Influence at work	10	4	3	} 10
Possibilities for development	7	4	2	
Degrees of freedom at work	4	4	1	
Meaning of work	3	3	2	
Commitment to the workplace	4	4	2	
Predictability	2	2	2	} 10
Role-clarity	4	4		
Role-conflicts	4	4		
Quality of leadership	8	4	2	
Social support	4	4	2	
Feedback at work	2	2	2	
Social relations	2	2		
Sense of community	3	3	2	
Insecurity at work	4	4		4
Job satisfaction	7	4		4
General health	5	5		1
Mental health	5	5		5
Vitality	4	4		4
Behavioural stress	8	4		
Somatic stress	7	4		
Cognitive stress	4	4		
Sense of coherence	9			
Problem focused coping	2			
Selective coping	2			
Resigning coping	2			
Number of questions	141	95		44
Number of scales	30	26		8

Copenhagen Psychosocial Questionnaire

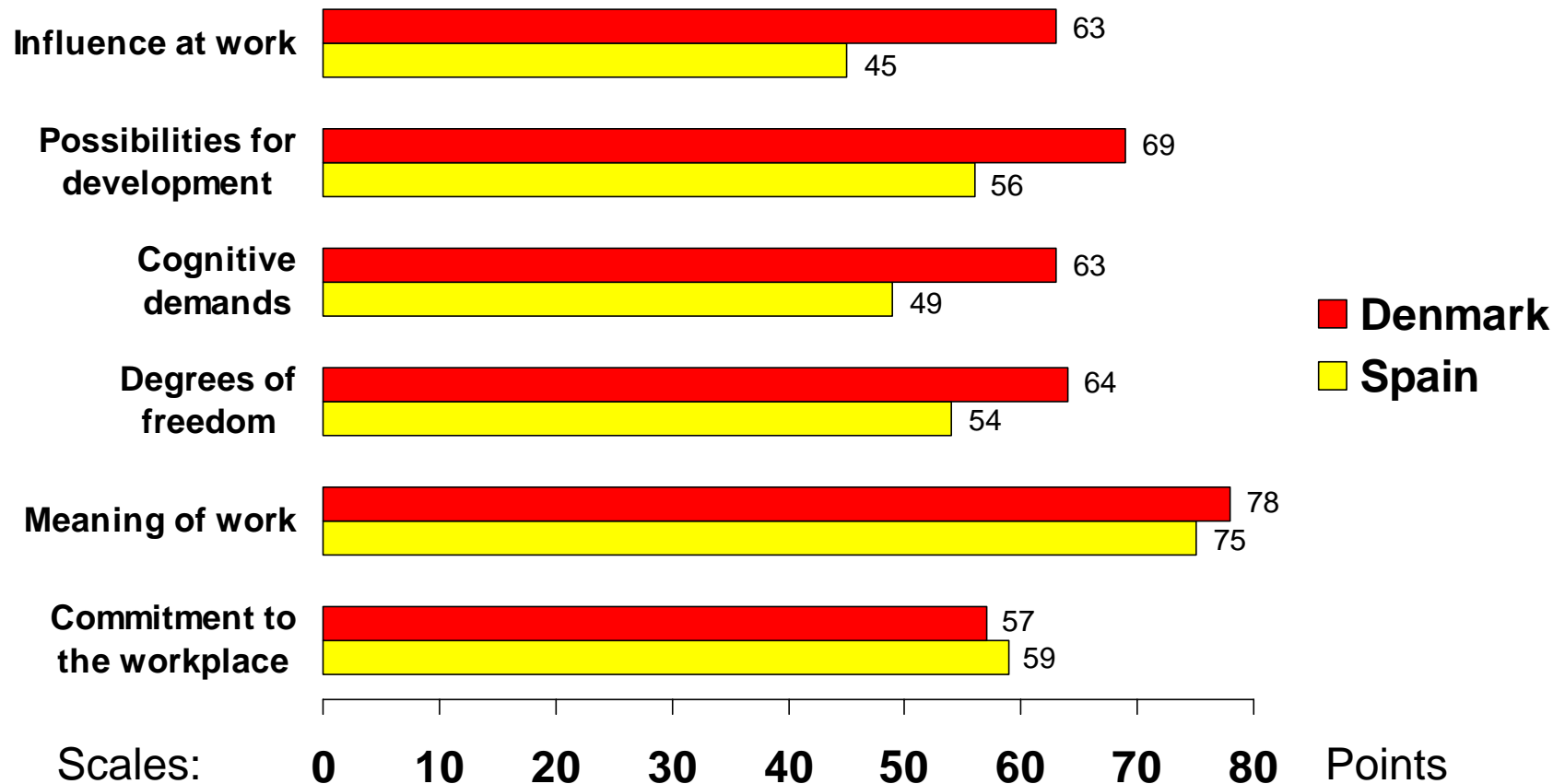
Copenhagen Psychosocial Questionnaire – Emotional demands



Copenhagen Psychosocial Questionnaire – Drivers

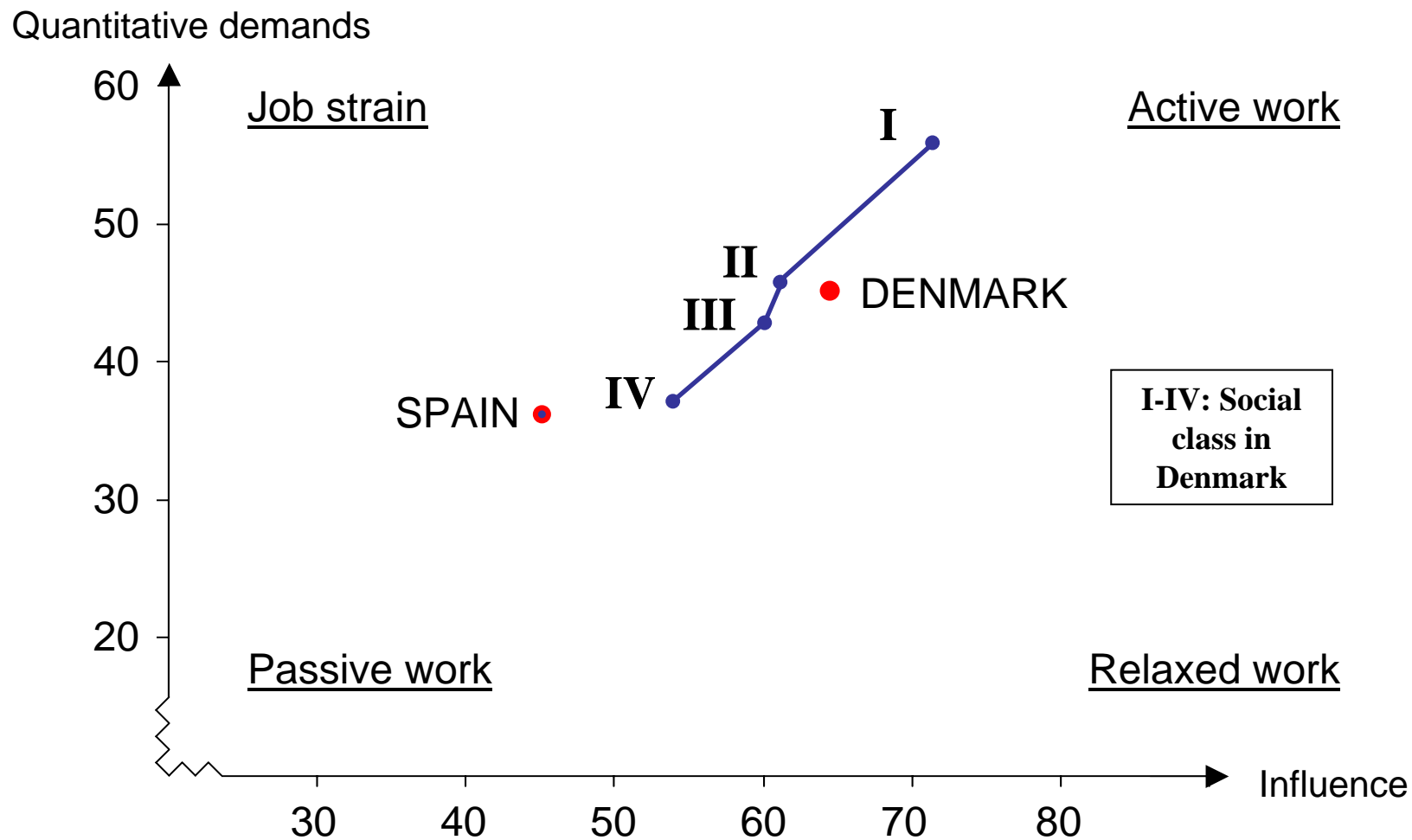


Work organization & content

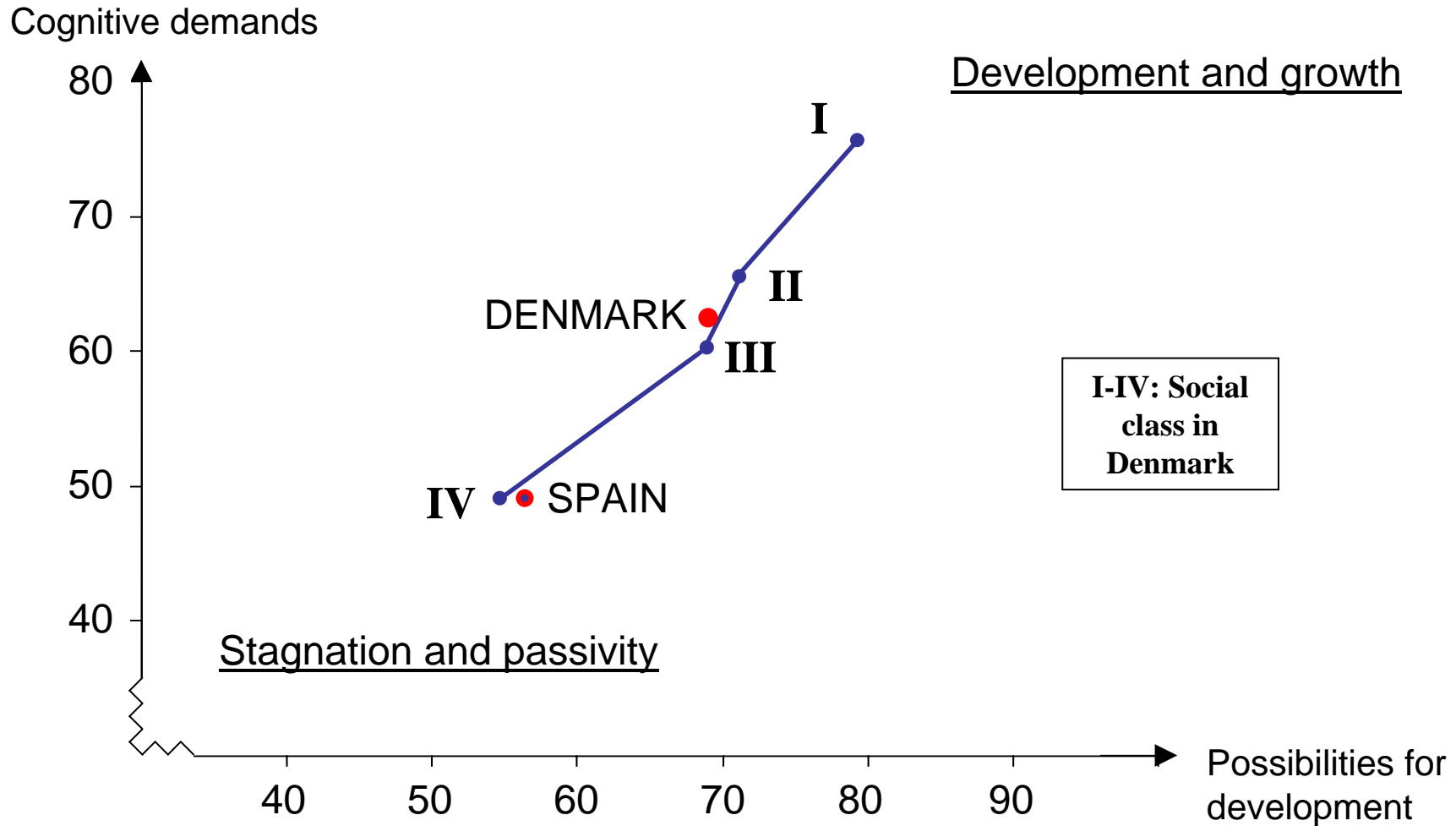


General conclusion: Work is much more active, developmental and challenging in Denmark than in Spain.

Job strain in Denmark and Spain



Developmental work in Denmark and Spain



Translations of COPSOQ

Translations are available in:

- Danish
- Norwegian
- Swedish
- English
- German
- Spanish
- Portuguese (Brazil)
- Flemish



The End

This presentation (and many others) can be found on
www.ami.dk/presentations