

2. EDITION 2003

Copenhagen Psychosocial Questionnaire (COPSOQ)

A questionnaire on psychosocial working conditions,
health and well-being in three versions

- A long version for research use
- A medium size version for use by work environment professionals
- A short version to be used by the workplaces

The three versions of the Copenhagen Psychosocial Questionnaire (COPSOQ) have been developed by the Psychosocial Department, National Institute of Occupational Health, Copenhagen, Denmark. The questionnaires can be used free of charge. Researchers who plan to use (parts of) COPSOQ are asked to contact the Department in order to coordinate research efforts and facilitate validation research.

The individual questions of the questionnaires are not intended to be printed in the same order as shown in this paper. Normally it is recommended that the questions are “mixed” in order to prevent respondents from using a stereotyped response pattern.

The scales of the COPSOQ are formed by adding the points of the individual questions of the scales by giving equal weights to each question. In most cases the questions have five response options. In these cases the weights are: 0, 25, 50, 75, and 100. The scale value is calculated as the simple average. Thus, all scales go from 0 to 100. Respondent who answer less than half of the questions in a scale are regarded as missing. If a person has answered at least half of the questions, the scale value is calculated as the average of the questions answered.

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Copenhagen Psychosocial Questionnaire

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	
Possibilities for development	7	4	2	
Degree 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 (English version)

Scale	Questionnaire		
	Long	Medium	Short
QUANTITATIVE DEMANDS:			
a. Do you have to work very fast? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	X
b. Is your workload unevenly distributed so it piles up? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	X
c. How often do you not have time to complete all your work tasks? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	X
d. Do you get behind with your work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		
e. How often can you take it easy and still do your work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		
f. Do you have enough time for your work tasks? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		
g. Do you have to do overtime? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	
h. Do you have too little to do at work? (Always, Often, Sometimes, Seldom, Never/hardly ever)			
<p>Later analyses have shown theoretical and practical problems with this scale (Differential Item Function). We now propose a new scale (items b, d, e, f) for the long as well as the medium version. Work pace could be measured with item a. Overtime should be measured independently and not be part of a scale.</p>			
COGNITIVE DEMANDS:			
Do you have to keep your eyes on lots of things while you work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	
Does your work require that you remember a lot of things? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	

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Does your work demand that you are good at coming up with new ideas?
(Always, Often, Sometimes, Seldom, Never/hardly ever)

X

X

Does your work require you to make quick decisions?
(Always, Often, Sometimes, Seldom, Never/hardly ever)

X

Does your work require you to make difficult decisions?
(Always, Often, Sometimes, Seldom, Never/hardly ever)

X

X

Do you have to make decisions of great importance to your place of work?
(Always, Often, Sometimes, Seldom, Never/hardly ever)

X

Do you have a responsible job?
(Always, Often, Sometimes, Seldom, Never/hardly ever)

X

Does your work require a wide knowledge?
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

X

How often do you have to deal with difficult problems in your work?
(Always, Often, Sometimes, Seldom, Never/hardly ever)

EMOTIONAL DEMANDS:

Does your work put you in emotionally disturbing situations?
(Always, Often, Sometimes, Seldom, Never/hardly ever)

X

X

X

Is your work emotionally demanding?
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

X

X

Do you get emotionally involved in your work?
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

X

X

X

Does your work require that you get personally involved?
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

DEMANDS FOR HIDING EMOTIONS:

Does your work require that you do not state your opinion?
(Always, Often, Sometimes, Seldom, Never/hardly ever)

X

X

Does your work require that you hide your feelings?
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

X

X

X

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SENSORIAL DEMANDS:

Does your work demand a great deal of concentration? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		
Does your work require that you have very clear and precise eyesight? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	
Does your work require that you have to control your movements, e.g. your arms and hands consciously? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	
Does your work demand your constant attention? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	
Does your work require a high level of precision? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	
Does your work require that you listen carefully to noises from a machine, a process, or a conversation? (Always, Often, Sometimes, Seldom, Never/hardly ever)			

DEMANDS FOR RESPONSIBILITY AT WORK

Could it injure other people if you make mistakes in your work? (Always, Often, Sometimes, Seldom, Never/hardly ever)			
Could it cause financial losses if you make mistakes in your work? (Always, Often, Sometimes, Seldom, Never/hardly ever)			
Does your work affect the well-being of others? (Always, Often, Sometimes, Seldom, Never/hardly ever)			

INFLUENCE AT WORK

Do other people make decisions concerning your work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		
Do you have a large degree of influence concerning your work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	X
Can you influence how quickly you work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		

Do you have a say in choosing who you work with? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	
Can you influence the amount of work assigned to you? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	X
Do you have any influence on when you work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		
Do you have any influence on HOW you do your work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		
Do you have any influence on WHAT you do at work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	X
Do you have any influence on your work environment? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		
Can you influence the quality of your work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		

POSSIBILITIES FOR DEVELOPMENT

Is your work varied? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	
Does your work demand a high level of skill or expertise? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		
Do you have to do the same thing over and over again? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X		
Does your work require you to take the initiative? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	X
Do you have the possibility of learning new things through your work? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	X
Can you use your skills or expertise in your work? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	

Does your work give you the opportunity to develop your skills? X
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

DEGREE OF FREEDOM AT WORK

Can you decide when to take a break? X X X
(Always, Often, Sometimes, Seldom, Never/hardly ever)

Can you take holidays more or less when you wish? X X
(Always, Often, Sometimes, Seldom, Never/hardly ever)

Can you leave your work to have a chat with a colleague? X X
(Always, Often, Sometimes, Seldom, Never/hardly ever)

If you have some private business, is it possible for you to leave your place of work for half an hour without special permission? X X
(Always, Often, Sometimes, Seldom, Never/hardly ever)

MEANING OF WORK

Is your work meaningful? X X X
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

Do you feel that the work you do is important? X X X
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

Do you feel motivated and involved in your work? X X
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

Is your work useful to the recipients? X
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

Is your work part of a larger whole? X
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

COMMITMENT TO THE WORKPLACE

Would you like to stay at your current place of work for the rest of your working life? X X X
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

Do you enjoy telling others about your place of work? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	
Do you feel that the problems at your place of work are yours too? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	
Do you feel that your place of work is of great personal importance to you? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	X

PREDICTABILITY

At your place of work, are you informed well in advance concerning for example important decisions, changes, or plans for the future? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	X
Do you receive all the information you need in order to do your work well? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	X
Do you often receive contradictory information at work? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)			

ROLE-CLARITY

Do you know exactly how much say you have at work? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	
Does your work have clear objectives? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	
Do you know exactly which areas are your responsibility? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	
Do you know exactly what is expected of you at work? (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)	X	X	

ROLE-CONFLICTS

Do you do things at work, which are accepted by some people but not by others? X X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

Are contradictory demands placed on you at work? X X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

Do you sometimes have to do things, which ought to have been done in a different way? X X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

Do you sometimes have to do things, which seem to you to be unnecessary? X X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

QUALITY OF LEADERSHIP

To what extent would you say that your immediate superior....

- appreciates the staff and shows consideration for the individual? X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

- makes sure that the individual member of staff has good development opportunities? X X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

- gives high priority to further training and personnel planning? X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

- gives high priority to job satisfaction? X X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

- is good at work planning? X X X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

- is good at allocating the work? X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

- is good at solving conflicts? X X X

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

- is good at communicating with the staff? X
 (To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

SOCIAL SUPPORT

How often do you get help and support from your colleagues? X X X
 (Always, Often, Sometimes, Seldom, Never/hardly ever)

How often are your colleagues willing to listen to your work related problems? X X
 (Always, Often, Sometimes, Seldom, Never/hardly ever)

How often do you get help and support from your immediate superior? X X X
 (Always, Often, Sometimes, Seldom, Never/hardly ever)

How often is your immediate superior willing to listen to your work related problems? X X
 (Always, Often, Sometimes, Seldom, Never/hardly ever)

FEEDBACK AT WORK

How often does your superior talk with you about how well you carry out your work? X X X
 (Always, Often, Sometimes, Seldom, Never/hardly ever)

How often do your colleagues talk with you about how well you carry out your work? X X X
 (Always, Often, Sometimes, Seldom, Never/hardly ever)

SOCIAL RELATIONS

Do you work isolated from your colleagues? X X
 (Always, Often, Sometimes, Seldom, Never/hardly ever)

Is it possible for you to talk to your colleagues while you are working? X X
 (Always, Often, Sometimes, Seldom, Never/hardly ever)

How many at your place of work can you talk to about something personal, which is important to you?
 (Number of persons _____)

Are you part of a group in your work?
 (Always, Often, Sometimes, Seldom, Never/hardly ever)

SENSE OF COMMUNITY

Is there a good atmosphere between you and your colleagues? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	
Is there good co-operation between the colleagues at work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	X
Do you feel part of a community at your place of work? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X	X

INSECURITY AT WORK

Are you worried about.....

- becoming unemployed? (yes, no)	X	X	X
- new technology making you redundant? (yes, no)	X	X	X
- it being difficult for you to find another job if you became unemployed? (yes, no)	X	X	X
- being transferred to another job against your will? (yes, no)	X	X	X
- having to give up your job for health reasons? (yes, no)			

JOB SATISFACTION

Regarding your work in general. How pleased are you with...

- your work prospects? (Very satisfied, Satisfied, Unsatisfied, Highly unsatisfied, Not relevant)	X	X	X
- the people you work with? (Very satisfied, Satisfied, Unsatisfied, Highly unsatisfied, Not relevant)	X		
- the physical working conditions? (Very satisfied, Satisfied, Unsatisfied, Highly unsatisfied, Not relevant)	X	X	X
- the way your department is run? (Very satisfied, Satisfied, Unsatisfied, Highly unsatisfied, Not relevant)	X		

<p>- the way your abilities are used? (Very satisfied, Satisfied, Unsatisfied, Highly unsatisfied, Not relevant)</p>	X	X	X
<p>- the interest and skills involved in your job? (Very satisfied, Satisfied, Unsatisfied, Highly unsatisfied, Not relevant)</p>	X		
<p>- your job as a whole, everything taken into consideration? (Very satisfied, Satisfied, Unsatisfied, Highly unsatisfied, Not relevant)</p>	X	X	X
<p>- your usual take home pay? (Very satisfied, Satisfied, Unsatisfied, Highly unsatisfied, Not relevant)</p>			

GENERAL HEALTH

<p>In general, would you say your health is: (Excellent, Very good, Good, Fair, Poor)</p>	X	X	X
<p>How TRUE or FALSE is <u>each</u> of the following statements for you?</p>			
<p>I seem to get sick a little easier than other people. (Definitely true, Mostly true, Don't know, Mostly false, Definitely false)</p>	X	X	
<p>I am as healthy as anybody I know. (Definitely true, Mostly true, Don't know, Mostly false, Definitely false)</p>	X	X	
<p>I expect my health to get worse. (Definitely true, Mostly true, Don't know, Mostly false, Definitely false)</p>	X	X	
<p>My health is excellent. (Definitely true, Mostly true, Don't know, Mostly false, Definitely false)</p>	X	X	

MENTAL HEALTH

These questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please give the one answer that comes closest to the way you have been feeling. How much of the time during the past 4 weeks -

<p>- have you been a very nervous person? (All of the time, Most of the time, A good bit of the time, Some of the time, A little of the time, None of the time)</p>	X	X	X
<p>- have you felt so down in the dumps that nothing could cheer you up? (All of the time, Most of the time, A good bit of the time, Some of the time, A little of the time, None of the time)</p>	X	X	X

<p>- have you felt calm and peaceful? (All of the time, Most of the time, A good bit of the time, Some of the time, A little of the time, None of the time)</p>	X	X	X
<p>- have you felt downhearted and blue? (All of the time, Most of the time, A good bit of the time, Some of the time, A little of the time, None of the time)</p>	X	X	X
<p>- have you been a happy person? (All of the time, Most of the time, A good bit of the time, Some of the time, A little of the time, None of the time)</p>	X	X	X

VITALITY

These questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please give the one answer that comes closest to the way you have been feeling. How much of the time during the past 4 weeks -

<p>- did you feel full of pep? (All of the time, Most of the time, A good bit of the time, Some of the time, A little of the time, None of the time)</p>	X	X	X
<p>- did you have a lot of energy? (All of the time, Most of the time, A good bit of the time, Some of the time, A little of the time, None of the time)</p>	X	X	X
<p>- did you feel worn out? (All of the time, Most of the time, A good bit of the time, Some of the time, A little of the time, None of the time)</p>	X	X	X
<p>- did you feel tired? (All of the time, Most of the time, A good bit of the time, Some of the time, A little of the time, None of the time)</p>	X	X	X

BEHAVIOURAL STRESS

Please consider each of the following statements and indicate how well the descriptions fit your situation during the past 4 weeks!

<p>I have not wanted to speak with anyone/have been withdrawn. (Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)</p>	X		
<p>I have not been able to stand dealing with other people. (Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)</p>	X	X	
<p>I have not had the time to relax or enjoy myself. (Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)</p>	X	X	
<p>I have found it difficult to be happy. (Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)</p>	X		

I have eaten for comfort. (Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)	X	
I have been a bit touchy. (Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)	X	X
I have lacked initiative. (Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)	X	X
I have felt harassed. (Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)	X	

SOMATIC STRESS

How much of the time during the past 4 weeks have you -

- had stomach ache or stomach problems? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X
- had a tight chest or chest pains? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X
- had palpitations? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	
- been short of breath? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	
- been dizzy? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X
- had tension in various muscles? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X
- had a tendency to sweat? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	

COGNITIVE STRESS

How much of the time during the past 4 weeks have you -

- had problems concentrating? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X
- had difficulty in taking decisions? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X
- had difficulty with remembering? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X
- found it difficult to think clearly? (Always, Often, Sometimes, Seldom, Never/hardly ever)	X	X

SENSE OF COHERENCE

(How do you see yourself?)

I believe I can cope with most situations in life. X

(Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)

So far, I have not had any clear direction or purpose in life. X

(Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)

I do not feel that I am able to influence my future to any great extent. X

(Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)

I feel that what I do in my daily life is meaningful. X

(Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)

Often things happen around me that I do not understand. X

(Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)

I feel that I have a great deal to live for. X

(Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)

I know what I ought to do in my life, but I do not believe that I am able to do it. X

(Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)

It is difficult for me to see how different pieces in my life are connected. X

(Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)

I feel I understand most of what is going on in my everyday life. X

(Correct, Almost correct, Somewhat correct, Only slightly correct, Incorrect)

PROBLEM FOCUSED COPING

What do you usually do when problems arise at work?

- Do you try to find out what you can do to solve the problem?
(Always, Often, Sometimes, Seldom, Never/hardly ever) X
- Do you do anything to solve the problem?
(Always, Often, Sometimes, Seldom, Never/hardly ever) X
- Do you refer to a person you think can solve the problem?
(Always, Often, Sometimes, Seldom, Never/hardly ever)
- Do you speak with one of your colleagues about your feelings?
(Always, Often, Sometimes, Seldom, Never/hardly ever)

SELECTIVE COPING

What do you usually do when problems arise at work?

- Do you try to think of something else or do something you like?
(Always, Often, Sometimes, Seldom, Never/hardly ever) X
- Do you concentrate on aspects of your work where there are no problems?
(Always, Often, Sometimes, Seldom, Never/hardly ever) X
- Do you tell yourself that it could be much worse?
(Always, Often, Sometimes, Seldom, Never/hardly ever)
- Do you try to see the funny side of the situation?
(Always, Often, Sometimes, Seldom, Never/hardly ever)

RESIGNING COPING

What do you usually do when problems arise at work?

- Do you accept the situation because there is nothing to do about it anyway?
(Always, Often, Sometimes, Seldom, Never/hardly ever) X
- Do you carry on working and pretend the problem doesn't exist?
(Always, Often, Sometimes, Seldom, Never/hardly ever) X

Questions that were not used in the final questionnaire:

Are the objectives of your place of work clear and well known?
(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

Do you have the facilities, methods, and "tools" you need in your daily work?

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

Do you think that the technology and other "tools of the trade" operate satisfactorily?

(To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent)

How often do you get support from your union representative?

(Always, Often, Sometimes, Seldom, Never/hardly ever)

What best describes your relationship to the management at your place of work?

1. The management and I have a joint interest in the running of the business
2. The management and I have a joint interests to a certain extent
3. The management and I have no joint interests
4. No management

How often do difficult problems arise in your work?

(Always, Often, Sometimes, Seldom, Never/hardly ever)

Are there enough employees at your place at work to get the job done?

1. Much too many employees
2. Slightly too many employees
3. Just right
4. Slightly too few employees
5. Much too few employees

Comments, June 2004:

The 2. edition of this document is different from the first in the following ways:

1. We now recommend a different way of constructing the scales on *quantitative demands*. This is due to the fact that the questions on intensity (question a) and on overtime (extensity, question g) show Differential Item Function compared with the other questions. We recommend that intensity and extensity be separated in future measures of quantitative demands. A paper on this is submitted for the time being. (See comments at page 3).

2. One of the two “standard” *response options* has been changed in accordance with the Danish version.

Version 1.

Changed to:

To a large extent

To a very large extent

To some extent

To a large extent

Somewhat

Somewhat

Not very much

To a small extent

To a very small extent

To a very small extent

Actually, this was a poor translation all the time. We have not been able to find the explanation for this mistake. Our only comfort is that even Microsoft makes mistakes.

3. Regarding quality of leadership, the sub-question should be on “immediate superior” and not “immediate superiors”. (page 9).

4. Regarding the following dimensions (scales) the response options in the previous paper were wrong:

Social support

Feedback at work

Social relations

Sense of community

(pages 10-11).

For all these four dimensions the response options should be “Always”, “Often”, “Sometimes”, “Seldom” and “Never/hardly ever” and not as in the first edition (“To a large extent”.... Etc).

In the present edition this has been corrected.

5. Please also observe that the *Sense of Coherence* questions (page 15) have been modified compared with the earliest versions of edition 1. The changes are due to the fact that we originally chose to use Setterlind’s own English version of the scale. This translation was, however, not in accordance with the original Swedish (and Danish) versions. The present translation is in accordance with the original Swedish questions and also with the content of the three dimensions of the Sense of Coherence concept (Meaningfulness, Comprehensibility, and Manageability).

Plans for the future:

We plan to develop an up to date version of the COPSOQ in 2004. The collection of data from a representative sample of more than 4,000 employees will start in September, 2004. A number of changes will be made in this new version of COPSOQ.

Perhaps a number of *new dimensions* will be added. Some of the good candidates for new dimensions are:

Rewards at work

Family work conflict

Sleep quality

Three company values:

Fairness and justice

Trust

Diversity

On the other hand, some of the present dimensions may disappear. Some candidates are:

Sensorial demands

Degree of freedom at work

Social relations

Sense of coherence

The coping dimensions

For the time being no final decisions have been taken on dimensions.

Some of the *questions* will also be changed.

The two questions on feedback will be “reversed” into: “How often does your superior talk with you about how well you carry out your work?” and “How often do your colleagues talk with you about how well you carry out your work?”. These questions seem more “natural” than the present ones. (In this second version of COPSOQ we already have changed these questions).

The question “Would you like to stay at your current place of work for the rest of your working life?” will not be reused. Old people liked it – young people did not understand it or they thought that it was a (bad) joke.

We will stick to the three versions but we may develop net-versions this time.

We are interested in receiving criticism and other suggestions for change during 2003 and 2004 from our colleagues in Denmark and abroad.