

COPSOQ II

The scales of the SHORT COPSOQ II questionnaire.

The purpose of this paper is to describe the scales of the short questionnaire of the Copenhagen Psychosocial Questionnaire – COPSOQ. This questionnaire has been developed as a tool for surveys of the psychosocial work environment to be used by the companies and workplaces themselves without support by professional consultants.

The results presented below (average values and standard deviations) are based on a survey of a representative sample of 3,517 Danish employees aged 20-59 years. (A total of 4,732 responded of whom 3,517 were employees). The response rate was 60.4% and 52% of the respondents were women. The long questionnaire, which was used in this national study is called the “test questionnaire”.

As a rule we aimed at scales with 1-2 items in the short questionnaire in order to keep the questionnaire as short as possible.

New items and scales, which were not part of the first version of COPSOQ (COPSOQ I), are in *italics*. The question numbers correspond to consecutive numbers in the test-questionnaire.

Most of the questions in COPSOQ II have *five response options*. These are:

1. Always, Often, Sometimes, Seldom, Never/hardly ever. (Called (*Always ...*) in this paper).
2. To a very large extent, To a large extent, Somewhat, To a small extent, To a very small extent. (Called (*To a very large ...*) in this paper).

Scoring of the scales in the short questionnaire

In the short questionnaire a very simple scoring system is applied. This scoring can be seen directly in the short questionnaire where each response option has a score under the box in which the respondent puts the X. For each of the two-item scales the two scores are simply added. For questions with five response options the scores are 0, 1, 2, 3, 4. This means that the person may have a score from 0 to 8 when the two scores are added. The average values for Danish employees (based on the survey of 3,517 employees) can be seen below.

The simple scoring system is used in order to make it possible to use the short questionnaire at all types of workplaces. In small workplaces the average scores for 10-20 employees can be calculated without any technical help in a few minutes.

In connection with the short questionnaire a “Guide and instruction” pamphlet was issued. In this pamphlet the average values are shown, and the different dimensions are explained briefly. There are also a few directions for action in this pamphlet.

Work environment factors:**Quantitative demands:**

32.14 Do you get behind with your work? (*Always...*)

32.23 Do you have enough time for your work tasks? (*Always...*)

Scale characteristics: Average: 3.3 points. (Range: 0-8). SD: 1.8.

Tempo, work pace:

35.35 Do you work at a high pace throughout the day? (*To a very large...*)

35.2 Is it necessary to keep working at a high pace? (*To a very large...*)

Scale characteristics: Average: 4.7 points. (Range: 0-8). SD: 1.6.

Emotional demands:

32.3 Does your work put you in emotionally disturbing situations? (*Always...*)

32.8 Do you have to relate to other people's personal problems as part of your work? (*Always...*)

Scale characteristics: Average: 3.3 points. (Range: 0-8). SD: 2.1.

Influence at work (Decision authority):

32.4 Do you have a large degree of influence concerning your work? (*Always...*)

32.24 Can you influence the amount of work assigned to you? (*Always...*)

Scale characteristics: Average: 4.1 points. (Range: 0-8). SD: 1.8.

Possibilities for development (Skill discretion):

35.4 Does your work require you to take the initiative? (*To a very large...*)

35.31 Do you have the possibility of learning new things through your work? (*To a very large...*)

Scale characteristics: Average: 5.2 points. (Range: 0-8). SD: 1.5.

Meaning of work:

35.5 Is your work meaningful? (*To a very large...*)

35.13 Do you feel that the work you do is important? (*To a very large...*)

Scale characteristics: Average: 6.0 points. (Range: 0-8). SD: 1.3.

Commitment to the workplace:

35.37 Do you feel that your place of work is of great importance to you? *(To a very large...)*

35.14 Would you recommend a good friend to apply for a position at your workplace? *(To a very large...)*

Scale characteristics: Average: 4.8 points. (Range: 0-8). SD: 1.8.

Predictability:

35.6 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...)*

35.22 Do you receive all the information you need in order to do your work well? *(To a very large...)*

Scale characteristics: Average: 4.6 points. (Range: 0-8). SD: 1.7.

Rewards, (Recognition):

35.10 Is your work recognised and appreciated by the management? *(To a very large...)*

35.25 Are you treated fairly at your workplace? *(To a very large...)*

Scale characteristics: Average: 5.2 points. (Range: 0-8). SD: 1.6.

Role clarity:

35.7 Does your work have clear objectives? *(To a very large...)*

35.28 Do you know exactly what is expected of you at work? *(To a very large...)*

Scale characteristics: Average: 5.7 points. (Range: 0-8). SD: 1.4.

Quality of leadership:

48.4. To what extent would you say that your immediate superior gives high priority to job satisfaction? *(To a very large...)*

48.5. To what extent would you say that your immediate superior is good at work planning? *(To a very large...)*

Scale characteristics: Average: 4.5 points. (Range: 0-8). SD: 1.8.

Social support from supervisors:

47.1 How often is your nearest superior willing to listen to your problems at work? *(Always ...)*.

47.2 How often do you get help and support from your nearest superior? *(Always ...)*.

Scale characteristics: Average: 5.6 points. (Range: 0-8). SD: 1.9.

Satisfaction with work – job satisfaction:

34.6 Regarding your work in general. How pleased are you with your job as a whole, everything taken into consideration? (*Very satisfied. Satisfied. Unsatisfied. Very unsatisfied.*)

Item characteristics: Average: 2.1 points. (Range: 0-3). SD: 0.6.

Work family conflict:

30. *The next two questions concern the ways in which your work affects your private life and family life.*

30.1 *Do you feel that your work drains so much of your energy that it has a negative effect on your private life? (Yes, certainly. Yes, to a certain degree. Yes, but only very little. No, not at all).*

30.2 *Do you feel that your work takes so much of your time that it has a negative effect on your private life? (Yes, certainly. Yes, to a certain degree. Yes, but only very little. No, not at all).*

Scale characteristics: Average: 2.1 points. (Range: 0-6). SD: 1.7.

Trust:

Top of the page: *The next four questions are not about your own job but about the whole company you work at.*

Scale for "vertical trust" (between management and employees):

36.1 *Does the management trust the employees to do their work well? (To a very large...)*

36.4 *Can you trust the information that comes from the management? (To a very large...)*

Scale characteristics: Average: 5.4 points. (Range: 0-8). SD: 1.5.

Scale for justice and respect:

These items are under the same heading on the top of the page as the items on trust.

36.5 *Are conflicts resolved in a fair way? (To a very large...)*

36.25 *Is the work distributed fairly? (To a very large...)*

Scale characteristics: Average: 4.8 points. (Range: 0-8). SD: 1.5.

Self rated health:

Top of page: These questions are about how you have been during the last 4 weeks.

8. In general, would you say your health is: (*Excellent, Very good, Good, Fair, Poor*)

Item characteristics: Average: 2.6 points. (Range: 0-4). SD: 0.8.

Burnout:

Top of page: These questions are about how you have been during the last 4 weeks.

10.2 How often have you felt worn out? (All the time...)

10.7 How often have you been emotionally exhausted? (All the time...)

Scale characteristics: Average: 2.5 points. (Range: 0-8). SD: 1.6.

Stress:

Top of page: These questions are about how you have been during the last 4 weeks.

10.16 How often have you been irritable? (All the time...)

10.30 How often have you been stressed? (All the time...)

Scale characteristics: Average: 2.3 points. (Range: 0-8). SD: 1.5.

Offensive behaviour:

The short questionnaire also includes questions on *sexual harassment, threats of violence, physical violence, and bullying*.

The full response distributions of the four items may be found in the model questionnaire.

The 12 months' prevalence of these forms of offensive behaviours among Danish employees (2005) are as follows:

Sexual harassment:	2.9%
Threats of violence	7.8%
Physical violence	3.9%
Bullying	8.3%

Overview of scales and number of questions in the three COPSOQ II questionnaires

	Questionnaire		
	Long	Medium	Short
Quantitative demands	4	4	2
Work pace	3	3	2
Cognitive demands	4	-	-
Emotional demands	4	4	2
Demands for hiding emotions	3	-	-
Influence	4	4	2
Possibilities for development	4	4	2
Variation	2	-	-
Meaning of work	3	3	2
Comitment to the workplace	4	4	2
Predictability	2	2	2
Rewards (recognition)	3	3	2
Role clarity	3	3	2
Role conflicts	4	4	-
Quality of leadership	4	4	2
Social support from supervisor	3	3	2
Social support from colleagues	3	3	-
Social community at work	3	3	-
Job insecurity	4	-	-
Job satisfaction	4	4	1
Work-family conflict	4	4	2
Family-work conflict	3	-	-
Trust regarding management	4	4	2
Mutual trust between employees	3	3	-
Justice and respect	4	4	2
Social inclusiveness	4	-	-
Self rated health	1	1	1
Burnout	4	4	2
Stress	4	4	2
Sleeping troubles	4	4	-
Depressive symptoms	4	-	-
Somatic stress symptoms	4	-	-
Cognitive stress symptoms	4	-	-
Self-efficacy	6	-	-
Sexual harassment	1	1	1
Threats of violence	1	1	1
Physical violence	1	1	1
Bullying	1	1	1
Unpleasant teasing	1	-	-

Conflicts and quarrels	1	-	-
Gossip and slander	1	-	-
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Number of dimensions	41	28	23
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Number of questions	128	87	40
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