

COPSOQ II

The scales of the MEDIUM SIZE COPSOQ II questionnaire.

The purpose of this paper is to describe the scales and items of the medium size questionnaire of the COPSOQ II. The questionnaire was developed on the basis of a survey of a representative sample of adult Danes aged 20-59 years. A total of 4,732 persons responded of whom 3,517 were employees. The response rate was 60.4% and 52% of the respondents were women. The population of 3,517 employees comprise the study base for the analyses described in the following.

As a rule we have been aiming for scales with 3-4 questions (items) per scale. It is our experience that this gives sufficient reliability and precision.

New items and scales, which were not part of COPSOQ I, are in *italics*. The numbers correspond to consecutive numbers in the original 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

All the scales of COPSOQ are scored 0-100 points. (The exception is the short questionnaire in which a very simple scoring system is used). The five response options are scored 100, 75, 50, 25, 0. In case of only four response options the scores are 100, 66.7, 33.3, 0. The total score on a scale for a respondent is the average of the scores on the individual items. A person is considered missing if less than half of the questions in a scale have been answered.

High scores correspond to high values on the respective dimensions. Thus, a high score on burnout means a high burnout level, and a low score on influence means a low level of influence at work. In most cases high levels are “good” or “healthy”. The exceptions are quantitative demands, work pace, emotional demands, role conflicts, work-family conflict, burnout, stress, and sleeping problems.

A few of the questions are scored with “reversed scoring”. This is indicated in the text below at all the relevant places.

Quantitative demands:

- 32.1 Is your workload unevenly distributed so it piles up? (*Always...*)
 32.20 How often do you not have time to complete all your work tasks? (*Always...*)
 32.14 Do you get behind with your work? (*Always...*)
 32.23 Do you have enough time for your work tasks? (*Always...*). (Reversed scoring)

Scale characteristics: Non-response: 77. Average 40.2. SD: 20.5. Cronbach's alpha = 0.82. Item-correlations with total scale: 0.58 – 0.73. Inter-item correlations: 0.45 – 0.65.

Tempo, Work pace:

- 32.6 Do you have to work very fast? (*Always...*)
 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: Nonresponders: 79. Average: 59.5. SD: 19.1. Cronbach's alpha: 0.84. Item correlations with total scale: 0.67 – 0.74. Inter-item correlations: 0.58 – 0.67.

Cognitive demands:

There is no scale on cognitive demands in the medium size questionnaire.

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...*)
 35.3 Is your work emotionally demanding? (*To a very large...*)
 35.19 Do you get emotionally involved in your work? (*To a very large...*)

Scale characteristics: Non responders: 76. Average: 40.7. SD: 24.3. Cronbach's alpha: 0.87. Item-correlations with the total scale: 0.65 – 0.80. Inter-item correlations: 0.54 – 0.70.

Demands for hiding emotions:

There is no scale on demands for hiding emotions in the medium size questionnaire.

Sensory demands.

There is no scale for sensory demands in COPSOQ II.

Influence at work:

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

- 32.9 Do you have a say in choosing who you work with? (*Always...*)
 32.24 Can you influence the amount of work assigned to you? (*Always...*)
 32.13 Do you have any influence on what you do at work? (*Always...*)

Scale characteristics: Non responders: 78. Average: 49.8. SD: 21.2. Cronbach's alpha: 0.73. Item correlations with total scale: 0.43 – 0.59. Inter-item correlations: 0.31 – 0.49.

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...*)
 35.20 Can you use your skills or expertise in your work? (*To a very large...*)
 35.36 Does your work give you the opportunity to develop your skills? (*To a very large...*)

Scale characteristics: Non responders: 91. Average: 65.9. SD: 17.6. Cronbach's alpha: 0.77. Item correlations with the total scale: 0.47 – 0.70. Inter-item correlations: 0.34 – 0.70.

Variation of work:

There is no scale on variation of work in the medium size questionnaire.

Degrees of freedom at work:

There is no scale on degrees of freedom at work in COPSQ II.

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...*)
 35.32 Do you feel motivated and involved in your work? (*To a very large...*)

Scale characteristics: Non responders: 97. Average: 73.8. SD: 15.8. Cronbach's alpha: 0.74. Item correlations with total scale: 0.55 – 0.57. Inter item correlations: 0.48 – 0.49.

Commitment to the workplace:

- 35.21 Do you enjoy telling others about your place of work? (*To a very large...*)
 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...)*
 32.28 *How often do you consider looking for work elsewhere? (Always...)* (Reversed scoring).

Scale characteristics: Non responders: 78. Average: 60.9. SD: 20.4. Cronbach's alpha: 0.77. Item correlations with the total scale: 0.55 – 0.61. Inter item correlationers: 0.38 – 0.51.

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: Non responders: 80. Average: 57.7. SD: 20.9. Cronbach's alpha: 0.74.

Rewards:

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

35.17 *Does the management at your workplace respect you? (To a very large...)*

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

Scale characteristics: Non responders: 98. Average: 66.2. SD: 19.9. Cronbach's alpha: 0.83. Item correlations with the total scale: 0.63 – 0.75. Inter item correlations: 0.54 – 0.70.

Role clarity:

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

35.15 Do you know exactly which areas are your responsibility? (*To a very large...*)

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

Scale characteristics: Non responders: 96. Average: 73.5. SD: 16.4. Cronbach's alpha: 0.78. Item correlations with total scale: 0.55 – 0.67. Inter item correlations: 0.48 – 0.65.

Role conflicts:

35.23 Do you do things at work, which are accepted by some people but not by others? (*To a very large...*)

35.8 Are contradictory demands placed on you at work? (*To a very large...*)

35.29 Do you sometimes have to do things, which ought to have been done in a different way? (*To a very large...*)

35.33 Do you sometimes have to do things, which seem to be unnecessary? (*To a very large...*)

Scale characteristics: Non responders: 93. Average: 42.0. SD: 16.6. Cronbach's alpha: 0.67. Item correlations with total scale: 0.43 – 0.49. Inter item correlations: 0.30 – 0.41.

Quality of leadership:

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

- 2. makes sure that the individual member of staff has good development opportunities? (*To a very large...*)
- 4. gives high priority to job satisfaction? (*To a very large...*)
- 5. is good at work planning? (*To a very large...*)
- 7. is good at solving conflicts? (*To a very large...*)

Scale characteristics: Non responders: 852. Average: 55.3. SD: 21.1. Cronbach's alpha: 0.89. Item correlations with total scale: 0.73 – 0.79. Inter item correlations: 0.60 – 0.71.

Social support:

Scale for social support from colleagues:

- 33.1 How often do you get help and support from your colleagues? (*Always ...*).
- 33.2 How often are your colleagues willing to listen to your problems at work? (*Always ...*).
- 33.3 How often do your colleagues talk with you about how well you carry out your work? (*Always ...*).

(For these items an extra response option: “Not relevant” has been added for those employees who might work alone without contact to colleagues. These respondents were scored as missing on this scale).

Scale characteristics: Non responders: 187. Average: 57.3. SD: 19.7. Cronbach's alpha: 0.70. Item correlations with the total scale: 0.48 – 0.56. Inter item correlations: 0.39 – 0.49.

Scale for 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 ...*).
- 47.3 How often does your nearest superior talk with you about how well you carry out your work? (*Always ...*).

(These questions were only addressed to respondents who were not supervisors themselves and who had a supervisor).

Scale characteristics: Non responders: 852. Average: 61.6. SD: 22.4. Cronbach's alpha: 0.79. Item correlations with total scale: 0.59 – 0.68. Inter item correlations: 0.49 – 0.61.

Correlation between the two scales on social support from colleagues and supervisors, respectively, is 0.46 (rather low).

Feedback:

There is no scale on feedback in COPSOQ II.

Social relations:

There is no scale for social relations in COPSOQ II.

Social community at work:

33.4 Is there a good atmosphere between you and your colleagues? (*Always...*)

33.5 Is there good co-operation between the colleagues at work? (*Always...*)

33.6 Do you feel part of a community at your place of work? (*Always...*)

Scale characteristics: Non responders: 127. Average: 78.7. SD: 18.9. Cronbach's alpha: 0.86. Item correlations with total scale: 0.71 – 0.74. Inter item correlations: 0.65 – 0.68.

Job insecurity:

There is no scale on job insecurity in the medium size questionnaire.

Satisfaction with work – job satisfaction:

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

1. your work prospects? (*Very satisfied. Satisfied. Unsatisfied. Very unsatisfied. Not relevant*)

2. the physical working conditions? (*Very satisfied. Satisfied. Unsatisfied. Very unsatisfied. Not relevant*)

4. the way your abilities are used? (*Very satisfied. Satisfied. Unsatisfied. Very unsatisfied. Not relevant*)

6. your job as a whole, everything taken into consideration? (*Very satisfied. Satisfied. Unsatisfied. Very unsatisfied. Not relevant*)

Scale characteristics: Non responders: 122. Average: 65.3. SD: 18.2. Cronbach's alpha: 0.82. Item correlations with total scale: 0.57 – 0.71. Inter item correlations: 0.46 – 0.62.

Work family conflict:

29. Do you often feel a conflict between your work and your private life, making you want to be in both places at the same time? (*Yes, often. Yes, sometimes. Rarely. No, never*).

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*).

30.3 Do your friends or family tell you that you work too much? (*Yes, certainly. Yes, to a certain degree. Yes, but only very little. No, not at all*).

Scale characteristics: Non responders: 101. Average: 33.5. SD: 24.3. Cronbach's alpha: 0.80. Item correlations with total scale: 0.52 – 0.74. Inter item correlations: 0.39 – 0.69.

Family work conflict

There is no scale on family-work conflict in the medium size questionnaire.

Trust:

Top of the page: *The next questions are not about your own job but about the workplace as a whole.*

Scale for "horizontal trust":

36.10 *Do the employees withhold information from each other? (To a very large...)* (Reversed scoring)

36.11 *Do the employees withhold information from the management? (To a very large...)* (Reversed scoring)

36.15 *Do the employees in general trust each other? (To a very large...)*

Scale characteristics: Non-responders: 113. Average: 68.6. SD: 16.9. Cronbach's alpha: 0.77. Item correlations with total scale: 0.48 – 0.69. Inter item correlations: 0.41 – 0.68.

Scale for "vertical trust":

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...)*

36.7 *Does the management withhold important information from the employees? (To a very large...)* (Reversed scoring).

36.19 *Are the employees able to express their views and feelings? (To a very large...)*

Scale characteristics: Non responders: 87. Average: 67.0. SD: 17.7. Cronbach's alpha = 0.80. Item correlations with the total scale: 0.55 – 0.69. Inter item correlations: 0.40 – 0.56.

The two scales for trust have a correlation of 0.57, which confirms that they do not measure the same thing.

Justice and respect:

These items were 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...)*

36.8 *Are employees appreciated when they have done a good job? (To a very large...)*

36.18 *Are all suggestions from employees treated seriously by the management? (To a very large...)*

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

Scale characteristics: Non responders: 93. Average: 59.2. SD: 17.7. Cronbach's alpha = 0.83. Item correlations with total scale: 0.61 – 0.72. Inter item correlations: 0.48 – 0.66.

Inclusiveness, the social responsibility:

There is no scale on social inclusiveness in the medium size questionnaire.

Self rated health:

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

Characteristics: Non responders: 41. Average: 66.0. SD: 20.9.

Sleeping troubles:

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

10.1 How often have you slept badly and restlessly? (All the time; A large part of the time; Part of the time; A small part of the time; Not at all)

10.3 How often have you found it hard to go to sleep? (All the time...)

10.8 How often have you woken up too early and not been able to get back to sleep? (All the time...)

10.10 How often have you woken up several times and found it difficult to get back to sleep? (All the time...)

Scale characteristics: Non responders: 21. Average: 21.3. SD: 19.0. Cronbach's alpha: 0.86. Item correlations with total scale: 0.62 – 0.79. Inter item correlations 0.48 – 0.74.

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...)

10.4 How often have you been physically exhausted? (All the time...)

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

10.9 How often have you felt tired? (All the time...)

Scale characteristics: Non responders: 22. Average: 34.1. SD: 18.2. Cronbach's alpha: 0.83. Item correlations with total scale: 0.58 – 0.75. Inter item correlations: 0.38 – 0.69.

Stress:

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

10.14 How often have you had problems relaxing? (All the time...)

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

10.24 How often have you been tense? (All the time...)

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

Scale characteristics: Non responders: 22. Average: 26.7. SD: 17.7. Cronbach's alpha: 0.81. Item correlations with total scale: 0.57 – 0.68. Inter item correlations: 0.45 – 0.58.

Depressive symptoms:

There is no scale for depressive symptoms in the medium size questionnaire.

Somatic stress:

There is no scale for somatic stress in the medium size questionnaire.

Cognitive stress:

There is no scale for cognitive stress in the medium size questionnaire.

Self-efficacy:

There is no scale on self-efficacy in the medium size questionnaire.

Offensive behaviour:

The medium size 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
Commitment 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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