



# **Psychosocial Factors at Work**

## **Self-Scoring Guide**

**Copenhagen Psychosocial Questionnaire for assessment  
of the psychosocial work environment**

**Based on the COPSOQ III CORE (Beta Version)  
with additions**

**2016**

**COPSOQ**  
International Network

## The questionnaire

This questionnaire based on development work done by the National Centre for the Working Environment (NRCWE), Copenhagen, Denmark. It was further amended by the COPSOQ International Network into this "beta" draft COPSOQ III (Core) survey. It was developed as a tool for workplace assessment of the psychosocial work environment.

Answer the questions on the accompanying survey and tally up the scores for the paired questions. Next, for each numbered question find the corresponding line on the scoring matrix on the next two pages and circle the number which represents your score for that particular question.

## Interpretation

The colours in the scoring matrix represent how your scores compare to the average score collected from a representative sample of working Canadians in workplace with more than 5 workers:

- **blue**: much better than Canadian average
- **green**: better than Canadian average
- **black on white**: same as Canadian average
- **yellow**: not as good than Canadian average
- **orange**: worse than Canadian average
- **red**: much worse than Canadian average

This comparison is obviously just for your information. Nobody is saying that it is always "good enough" to be slightly better than average, or that you necessarily have a problem because you are worse than average. Only workers can decide whether a given set of results represents a situation which you might consider to be an issue that needs to be addressed.

Ideally this survey should be done on a group basis and the average score for the group compared to the reference population (or against each other using an internal comparison, or better yet, a comparison of the same group at two different points in time). The Mental Injuries Tool Group has assembled a number of tools for workplaces to use to assess and address workplace psychosocial risk factors (visit our website at <http://www.ohcow.on.ca/mental-injury-toolkit.html> ).



If you would like assistance in organizing this survey of your workplace, please contact the Occupational Health Clinics for Ontario Workers at 1-877-817-0336.



Occupational  
Health Clinics  
for Ontario  
Workers

Centre de santé  
des travailleurs  
et travailleuses  
de l'Ontario

## Scoring System

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### Demands

Quantitative work demands (add 1a & 1b)



Tempo, work pace (add 2a & 2b)



Emotional demands (add 3a & 3b)



### Work Organization

Influence at work (add 4a & 4b)



Possibilities for development (add 5a & 5b)



Meaning of work (add 6a & 6b)

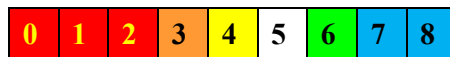


### Relationship

Predictability (add 7a & 7b)



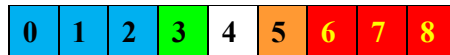
Recognition (add 8a & 8b)



Role clarity (add 9a & 9b)



Role conflict (add 10a & 10b)



Quality of leadership (add 11a & 11b)



Social support from colleagues (12)



Social support from supervisors (add 13a & 13b)



Sense of community at work (14)



### Precarity

Insecurity over employment (add 15a & 15b)



Insecurity over working conditions (16)



### Work Values (Social Capital)

Vertical trust (add 17a & 17b)



Organizational justice (add 18a & 18b)



### Work Environment

Environmental conditions (q. 19) 

1	2	3	4	5
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Safety conditions (q. 20) 

1	2	3	4	5
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Job satisfaction (q. 21) 

0	1	2	3	4
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Work-life conflict (22a+22b+22c) 

0	1	2	3	4	5	6	7	8	9
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### Health and Symptoms

Self-rated health (q. 23) 

0	1	2	3	4
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Burnout (add 24a & 24b) 

0	1	2	3	4	5	6	7	8
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Stress (add 25a & 25b) 

0	1	2	3	4	5	6	7	8
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### Offensive behaviours

Undesired sexual attention (q. 26) 

0	1	2	3	4
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Threats of violence (q. 27) 

0	1	2	3	4
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Physical violence (q. 28) 

0	1	2	3	4
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Bullying (q. 29) 

0	1	2	3	4
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