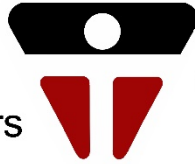
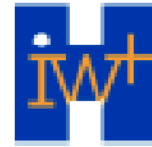


Occupational  
Health Clinics  
for Ontario Workers



Centre de Santé  
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Institute  
for Work &  
Health

Research Excellence  
Advancing Employee  
Health

# A Canada-Wide Survey of Workplace Psychosocial Conditions

**CARWH 2016: Advancing Research to Improve Work and Health**  
**October 18, 2016**  
**Toronto**

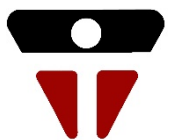


John Oudyk (OHCOW) & Peter Smith (IWH)

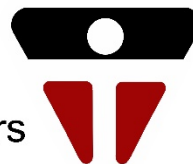
# Context:



- Labour sponsored occupational health clinic funded by provincial government compensation agency (prevention branch)
- Board of Directors are labour union members accountable to Ministry of Labour for governance and budgets
- 7 clinics throughout the province – worker H&S and Compensation representatives are the major stakeholders
- At a stakeholder meeting in 2009 working group established, workplace stress risk assessment tools were recognized as a need
- Mental Injury Tool (MIT) group formed in response
- MIT group reviewed various tools and selected short COPSOQ



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# Theoretical Framework:

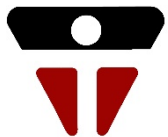


- The Copenhagen Psychosocial Questionnaire (COPSOQ) was first developed in Denmark 1997
- The intent was to create an instrument that measured psychosocial risk factors by covering the important dimensions of the seven theories of workplace stress:
  1. The job characteristics model (JCM)
  2. The Michigan organization stress (MOS) model
  3. The job demands–control model (DC)
  4. The sociotechnical (ST) approach
  5. The action-theoretical (AT) approach
  6. The effort–reward imbalance (ERI) model
  7. The vitamin model (VM)
  8. also absorbed other models such as Organizational Justice, over the yrs
  9. recently demonstrated that elements are also consistent with the Job Demands – Resources (JD-R) model



# MIT Survey Content:

- Short COPSOQ II – 28 questions of 14 risk factors, 4 offensive behaviours, work-life imbalance, job satisfaction
- Symptoms from long COPSOQ II – 20 symptom questions of 5 symptoms and self-rated general health
- 2 additional offensive behaviours – discrimination & vicarious offensive behaviours
- 9 H&S conditions questions (concerned, annoyed, interference)
- Demographics, job conditions (precarity, education, shift, hrs)
- Opinions of working conditions (job security, sufficient resources, accident investigation attitudes, tolerance of offensive behaviours)
- Global rating of psychological H&S climate & culture



# COPSOQ Psychosocial Hazards:

## **Demands**

- Quantitative demands— not having enough time
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## **Work Organization**

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## **Work/Life Balance**

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Kristensen, T. S. et al. 2005. *Scandinavian Journal of Work and Environmental Health* 31(6), 438-49.



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## Methods:

- In conjunction with a recognized Canadian polling organization (EKOS), an online survey was completed between February and March 2016.
- Selection criteria were any employed Canadian working in a workplace with more than 5 employees.
- Survey was made available in English & French
- Originally the sample began with just Ontario but was later expanded to all of Canada
- EKOS provided weighting factors to adjust to the Census



# Population Sample:



- A total of 4,113 participants completed the survey online.
- This included 1,584 workers in Ontario and 2,529 workers in other provinces in Canada.
- All cases completed were pre-recruited panel members among those willing to complete interviews online.
- 2,887 of the cases were from the EKOS Probit Panel.
- In order to augment the number of cases collected with respondents under 35 years of age, another 1,226 were collected from panel members of the Legerweb Panel among the portion of panel assembled using a random digit dial (RDD) selection process.
- 316 of the Ontario cases were collected using the LegerPanel (1,268 using the EKOS Probit Panel); 910 of the cases collected in the rest of Canada were collected using the LegerPanel, (1,619 using the EKOS Probit Panel).
- The data set is weighted according to the most recent Labour Force Survey data (February 2016) from Statistics Canada on age, gender and region.



economic sector	weighted frequency	StatsCan frequency	ratio EKOS to StatsCan
Agriculture, Forestry, Fishing, Hunting	1.8%	3.6%	1.0
Mining	1.8%		
Utilities	4.8%	0.8%	<b>6.3</b>
Construction	4.1%	7.6%	<b>0.5</b>
Manufacturing	7.9%	9.5%	0.8
Wholesale Trade	1.4%	15.2%	<b>0.7</b>
Retail Trade	9.4%		
Transportation and Warehousing	4.4%	5.1%	0.9
Finance and Insurance, Real Estate Rental and Leasing	5.3%	6.1%	0.9
Administrative and Support and Waste Mgmt & Remed Services	1.7%	4.2%	<b>0.4</b>
Educational Services	14.7%	7.1%	<b>2.1</b>
Health Care and Social Assistance	13.4%	12.8%	1.0
Information, Information Technology	6.6%	4.2%	<b>2.3</b>
Arts, Entertainment and Recreation	3.0%		
Accommodation and Food Services	3.9%	6.7%	<b>0.6</b>
Public Administration	11.6%	5.1%	<b>2.3</b>
Professional, Scientific and Technical Services	8.8%	7.6%	1.2
Other Services (Not including Public Administration)	4.6%	4.2%	1.1





Results:



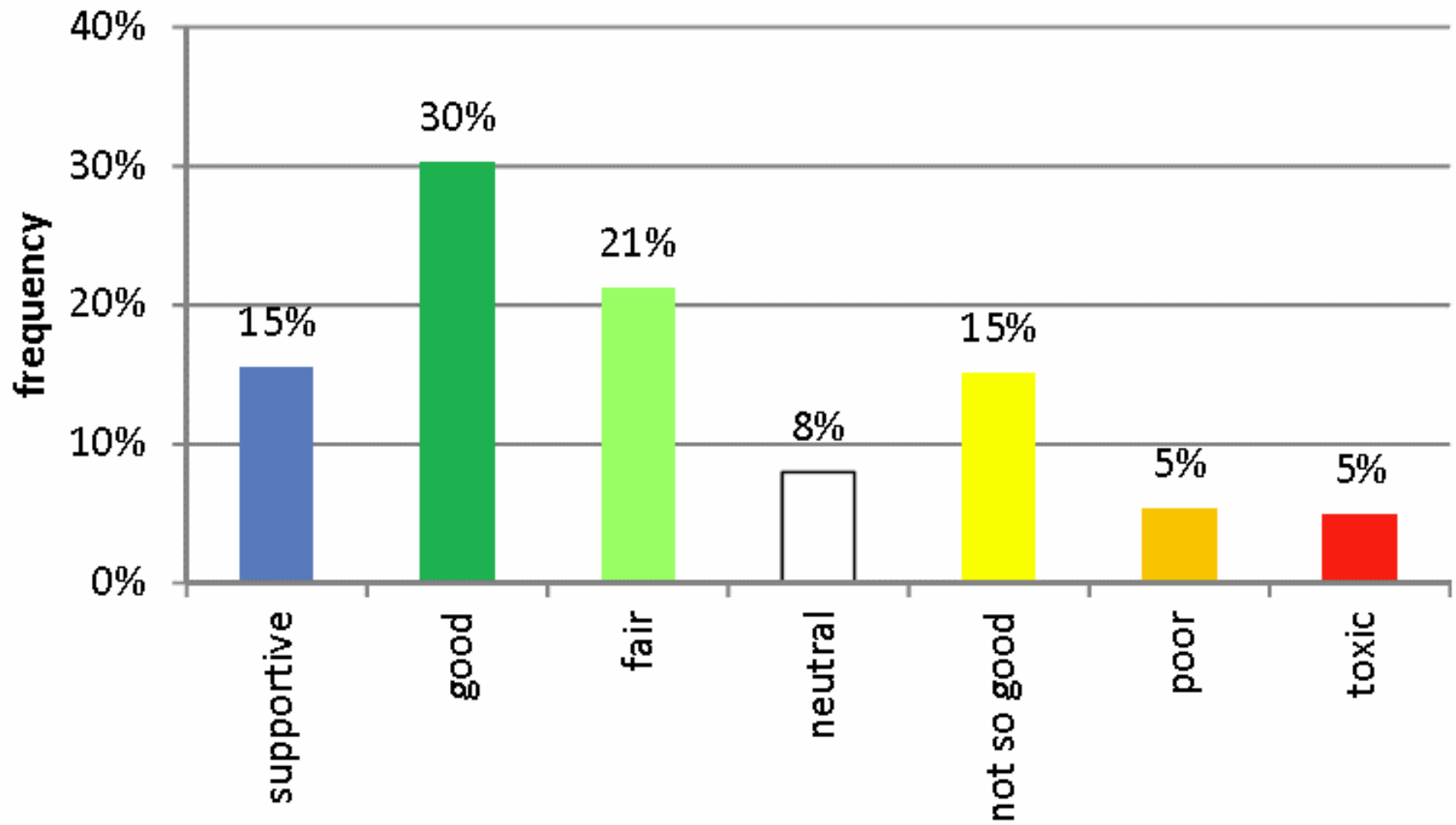
# Psychological H&S climate

How would you rate the **psychological health & safety climate** in your workplace?

- <sub>1</sub> **healthy/supportive**
- <sub>2</sub> **good**
- <sub>3</sub> **fair**
- <sub>4</sub> **neutral**
- <sub>5</sub> **not so good**
- <sub>6</sub> **poor**
- <sub>7</sub> **toxic**

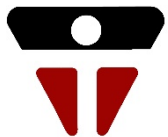


# workplace psychological H&S climate



# Colour scheme:

- Scores for each scale were divided by economic sector
- For each scale the Excel default gradient colouring was used which assigns **green** to sector with the best score and **red** to the sector with the worst score and the median being **yellow**
- Each scale was “coloured” independently of the other scales



economic sector	job (employment) security is good
Agriculture, Forestry, Fishing, Hunting	..
Mining	..
Utilities	..
Construction	..
Manufacturing	..
Wholesale Trade	..
Transportation and Warehousing	..
Information, Information Technology	..
Finance and Insurance, Real Estate Rental and Leasing	..
Administrative Support & Waste Mgmt/Remed Services	..
Educational Services	..
Health Care and Social Assistance	..
Arts, Entertainment and Recreation	..
Accommodation and Food Services	..
Public Administration	..
Retail Trade	..
Professional, Scientific and Technical Services	..
Other Services (Not including Public Administration)	..

economic sector	job (employment) security is good	employment insecurity	job instability	precarity score	workplace has enough resources	staffing levels adequate
Agriculture, Forestry, Fishing, Hunting	..	..	..	..	..	..
Mining	..	..	..	..	..	..
Utilities	..	..	..	..	..	..
Construction	..	..	..	..	..	..
Manufacturing	..	..	..	..	..	..
Wholesale Trade	..	..	..	..	..	..
Transportation and Warehousing	..	..	..	..	..	..
Information, Information Technology	..	..	..	..	..	..
Finance and Insurance, Real Estate Rental and Leasing	..	..	..	..	..	..
Administrative Support & Waste Mgmt/Remed Services	..	..	..	..	..	..
Educational Services	..	..	..	..	..	..
Health Care and Social Assistance	..	..	..	..	..	..
Arts, Entertainment and Recreation	..	..	..	..	..	..
Accommodation and Food Services	..	..	..	..	..	..
Public Administration	..	..	..	..	..	..
Retail Trade	..	..	..	..	..	..
Professional, Scientific and Technical Services	..	..	..	..	..	..
Other Services (Not including Public Administration)	..	..	..	..	..	..

# COPSOQ Psychosocial Hazards:

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## **Work/Life Balance**

- job satisfaction
- Work/life conflict

## **Offensive Behaviours**

- Undesired sexual attention, threats of violence, physical violence, bullying

Kristensen, T. S. et al. 2005. *Scandinavian Journal of Work and Environmental Health* 31(6), 438-49.

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economic sector	quantitative demands	work pace	emotional demands	work demands sum	work life conflict
Agriculture, Forestry, Fishing, Hunting	21	24	23	68	24
Mining	24	26	21	71	26
Utilities	21	24	21	66	24
Construction	22	23	21	66	23
Manufacturing	21	22	21	64	22
Wholesale Trade	24	23	21	68	23
Transportation and Warehousing	21	23	21	65	23
Information, Information Technology	24	22	21	67	22
Finance and Insurance, Real Estate Rental and Leasing	21	24	21	66	24
Administrative Support & Waste Mgmt/Remed Services	21	23	21	65	23
Educational Services	24	23	21	68	24
Health Care and Social Assistance	21	22	24	67	22
Arts, Entertainment and Recreation	22	24	22	68	22
Accommodation and Food Services	21	24	21	66	24
Public Administration	24	23	21	68	24
Retail Trade	22	22	21	65	22
Professional, Scientific and Technical Services	24	24	21	69	24
Other Services (Not including Public Administration)	21	23	21	65	23

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economic sector	influence	possibilities for development	meaning of work	commitment to the workplace	work organization sum
Agriculture, Forestry, Fishing, Hunting	..	..	..	..	...
Mining	..	..	..	..	..
Utilities	..	..	..	..	..
Construction	..	..	..	..	..
Manufacturing	..	..	..	..	..
Wholesale Trade	..	..	..	..	..
Transportation and Warehousing	..	..	..	..	..
Information, Information Technology	..	..	..	..	..
Finance and Insurance, Real Estate Rental and Leasing	..	..	..	..	..
Administrative Support & Waste Mgmt/Remed Services	..	..	..	..	..
Educational Services	..	..	..	..	..
Health Care and Social Assistance	..	..	..	..	..
Arts, Entertainment and Recreation	..	..	..	..	..
Accommodation and Food Services	..	..	..	..	..
Public Administration	..	..	..	..	..
Retail Trade	..	..	..	..	..
Professional, Scientific and Technical Services	..	..	..	..	..
Other Services (Not including Public Administration)	..	..	..	..	..

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economic sector	predictability	rewards/ recognition	role clarity	quality of leadership	social support from supervisor	relationship sum
Agriculture, Forestry, Fishing, Hunting	..	..	..	..	..	...
Mining	..	..	..	..	..	...
Utilities	..	..	..	..	..	...
Construction	..	..	..	..	..	...
Manufacturing	..	..	..	..	..	...
Wholesale Trade	..	..	..	..	..	...
Transportation and Warehousing	..	..	..	..	..	...
Information, Information Technology	..	..	..	..	..	...
Finance and Insurance, Real Estate Rental and Leasing	..	..	..	..	..	...
Administrative Support & Waste Mgmt/Remed Services	..	..	..	..	..	...
Educational Services	..	..	..	..	..	...
Health Care and Social Assistance	..	..	..	..	..	...
Arts, Entertainment and Recreation	..	..	..	..	..	...
Accommodation and Food Services	..	..	..	..	..	...
Public Administration	..	..	..	..	..	...
Retail Trade	..	..	..	..	..	...
Professional, Scientific and Technical Services	..	..	..	..	..	...
Other Services (Not including Public Administration)	..	..	..	..	..	...

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economic sector	trust of mgmt	justice & respect	social support from colleagues	social support from supervisor	good colleague atmosphere	jobs atisfaction
<b>Agriculture, Forestry, Fishing, Hunting</b>	..	..	..	..	..	..
<b>Mining</b>	..	..	..	..	..	..
<b>Utilities</b>	..	..	..	..	..	..
<b>Construction</b>	..	..	..	..	..	..
<b>Manufacturing</b>	..	..	..	..	..	..
<b>Wholesale Trade</b>	..	..	..	..	..	..
<b>Transportation and Warehousing</b>	..	..	..	..	..	..
<b>Information, Information Technology</b>	..	..	..	..	..	..
<b>Finance and Insurance, Real Estate Rental and Leasing</b>	..	..	..	..	..	..
<b>Administrative Support &amp; Waste Mgmt/Remed Services</b>	..	..	..	..	..	..
<b>Educational Services</b>	..	..	..	..	..	..
<b>Health Care and Social Assistance</b>	..	..	..	..	..	..
<b>Arts, Entertainment and Recreation</b>	..	..	..	..	..	..
<b>Accommodation and Food Services</b>	..	..	..	..	..	..
<b>Public Administration</b>	..	..	..	..	..	..
<b>Retail Trade</b>	..	..	..	..	..	..
<b>Professional, Scientific and Technical Services</b>	..	..	..	..	..	..
<b>Other Services (Not including Public Administration)</b>	..	..	..	..	..	..

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economic sector	undesired sexual attention	threats of violence	physical violence	bullying	discrimination	vicarious offensive behaviours	V&H policy effectiveness
Agriculture, Forestry, Fishing, Hunting	8%	8%	6%	21%	22%	27%	..
Mining	12%	17%	11%	46%	21%	47%	..
Utilities	9%	14%	9%	25%	14%	40%	..
Construction	10%	12%	6%	27%	20%	35%	..
Manufacturing	7%	11%	6%	29%	21%	40%	..
Wholesale Trade	15%	14%	13%	32%	21%	47%	..
Transportation and Warehousing	11%	20%	7%	31%	20%	42%	..
Information, Information Technology	16%	14%	8%	27%	20%	32%	..
Finance and Insurance, Real Estate Rental and Leasing	9%	6%	4%	21%	14%	26%	..
Administrative Support & Waste Mgmt/Remed Services	19%	26%	11%	30%	16%	32%	..
Educational Services	8%	17%	15%	33%	20%	47%	..
Health Care and Social Assistance	16%	28%	22%	36%	20%	49%	..
Arts, Entertainment and Recreation	15%	15%	6%	29%	16%	48%	..
Accommodation and Food Services	20%	10%	4%	35%	20%	45%	..
Public Administration	12%	18%	11%	35%	24%	42%	..
Retail Trade	21%	16%	9%	31%	19%	40%	..
Professional, Scientific and Technical Services	8%	6%	2%	26%	12%	33%	..
Other Services (Not including Public Administration)	12%	15%	5%	32%	16%	42%	..
<b>Denmark</b>	<b>2.9%</b>	<b>7.8%</b>	<b>3.9%</b>	<b>8.3%</b>			

# Tolerance of harmful behaviour

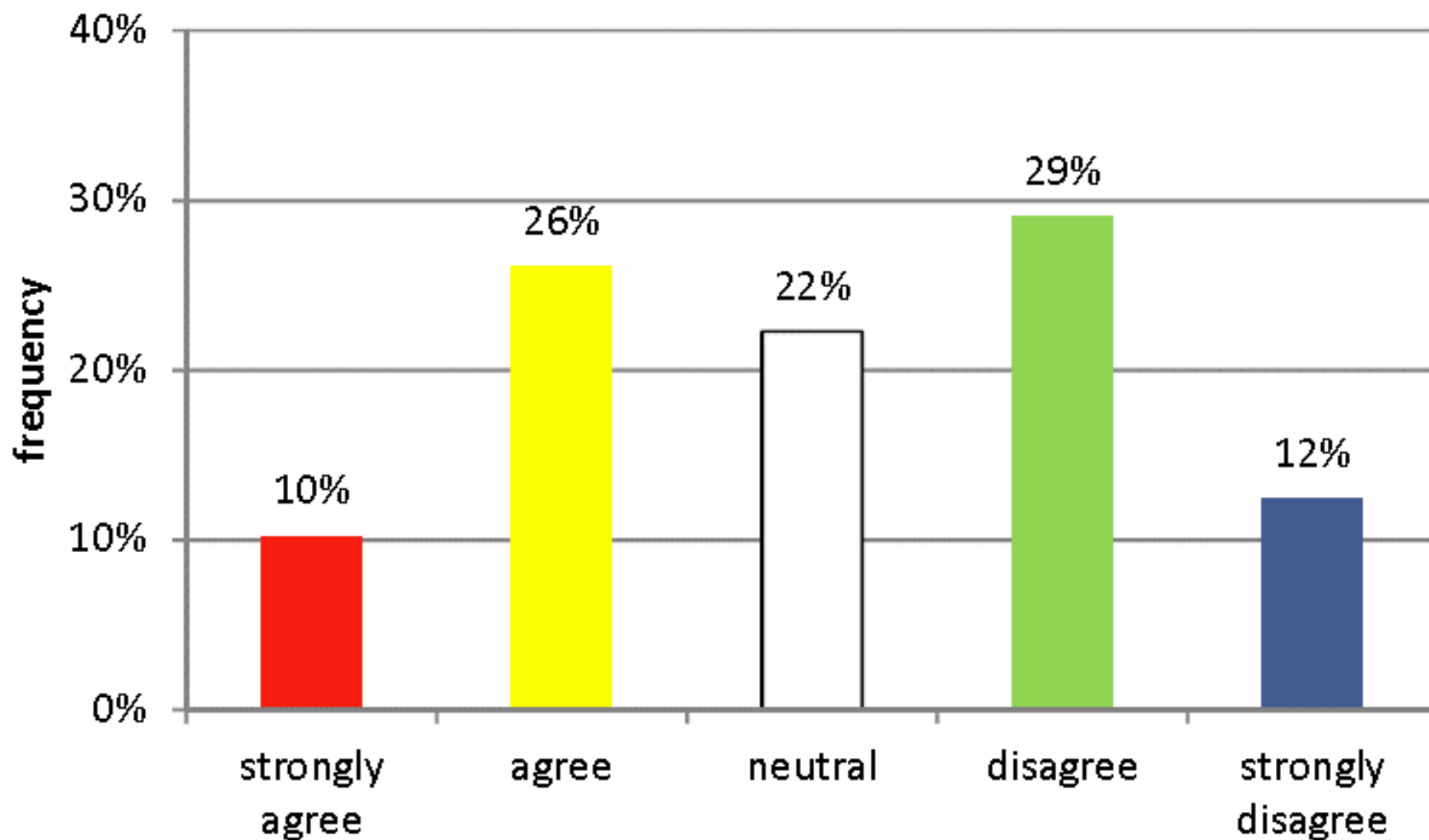
To what extent would you agree that the culture of this organization **tolerates behaviour that harms the mental health** of those who work here?

- <sub>1</sub> **strongly agree**
- <sub>2</sub> **agree**
- <sub>3</sub> **neutral**
- <sub>4</sub> **disagree**
- <sub>5</sub> **strongly disagree**





## organizational culture tolerates behaviours harmful to mental health



# Conclusions:

- This survey gives a unique cross-sectional picture of the state of psychosocial work conditions among Canadian workers that is currently not available from any other sources in Canada.
- The data allows one to target economic sectors for sector-specific interventions addressing high frequency risk factors
- Offensive behaviours are particularly prevalent in Canadian workplaces when compared to the Danish reference population



# Further work ...

- Evaluating the validity and reliability of English and French versions of the survey (test – re-test on sub-set, confirmatory factor analysis - IWH)
- Produce Canadian reference data (English/French?) for use of COPSQ survey in Canadian workplaces
- Examine the relationship between the psychosocial work environment and health outcomes
- Collaborate with International COPSQ Network to publish world-wide COPSQ III experience (2018?)
- Working with Sandra Moll (School of Rehabilitation, McMaster University) and her students to do a qualitative analysis of the survey comments

