



Occupational Health
Clinics for Ontario
Workers Inc.



COPSOQ
International Network

Psychosocial factors at work

**based on the COPSOQ II (Short) and COPSOQ III (Core)
with additions from the Mental Injury Tool (MIT) Group
2023 edition**

Results for:

RSI Day 2024 (Feb 22, 2024)

Please Note: The survey results should be seen as a tool for dialogue and development – not as a “report card”.

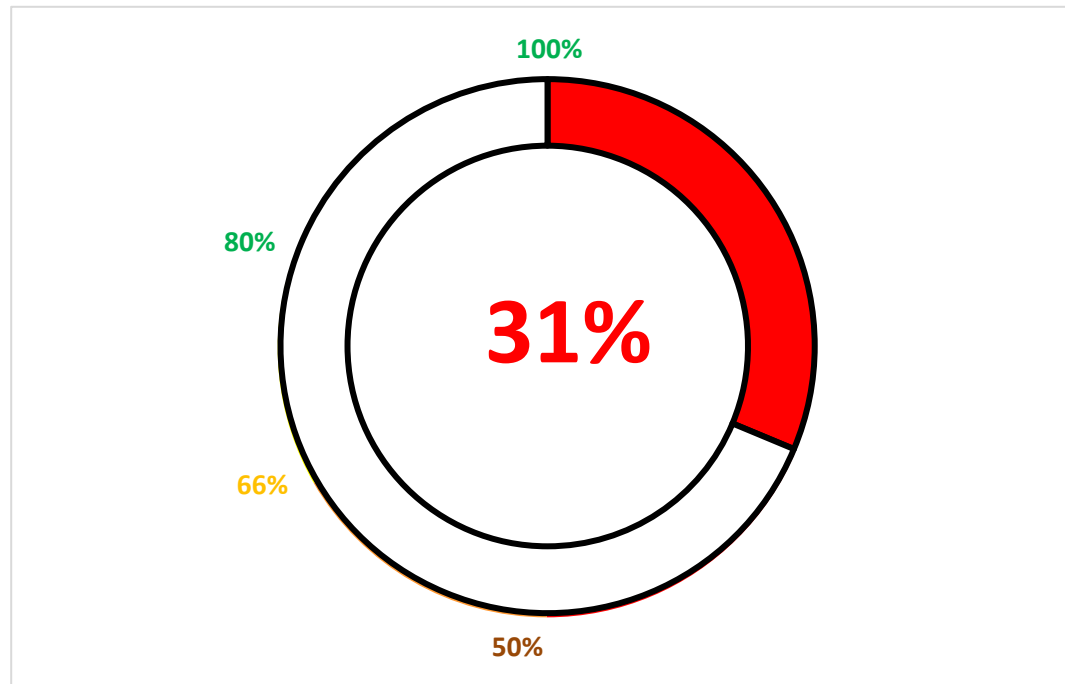
Response Rate:

StressAssess accesses: **516**

number completed: **313**

number available to fill out survey: **1,000**

response rate: 31%



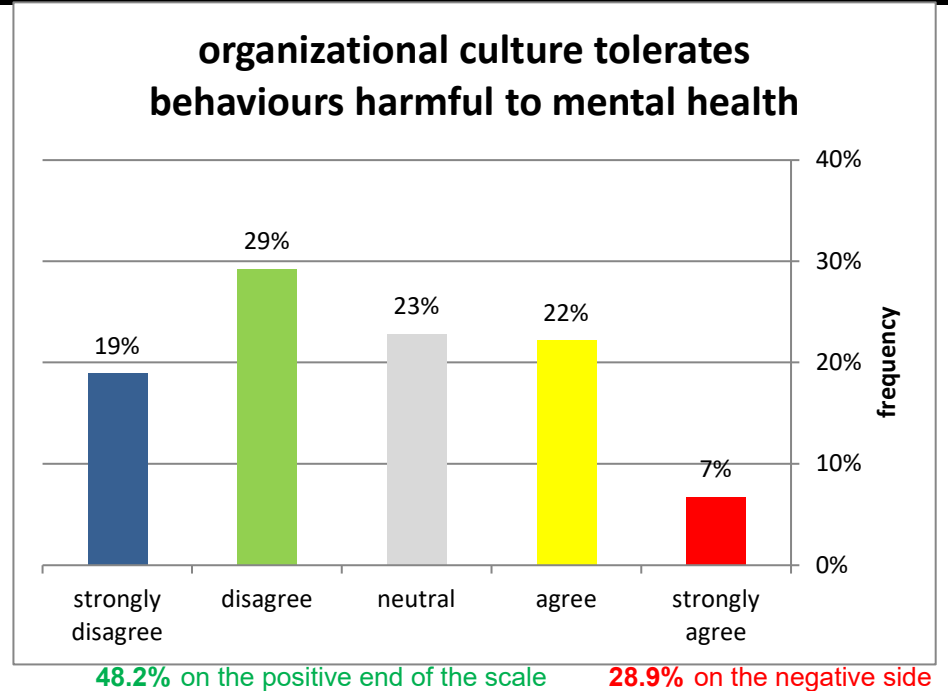
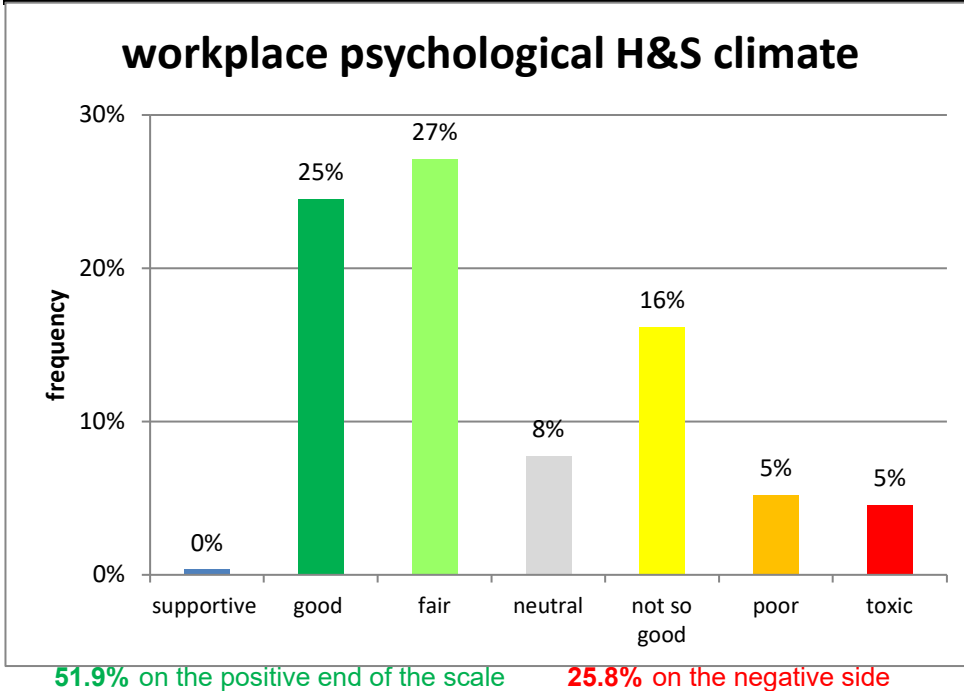
A response rate of less than 50% means that either the administration of the survey was not done properly or that a large proportion of the group being surveyed did not have confidence in the process. Any results of the survey can only be considered as reflecting those who participated, not the group as a whole. This can present a serious problem in interpreting the results, however, solving the problems identified from an unrepresentative minority will probably also help those who didn't respond.

Comparison with Canadian Reference Population:

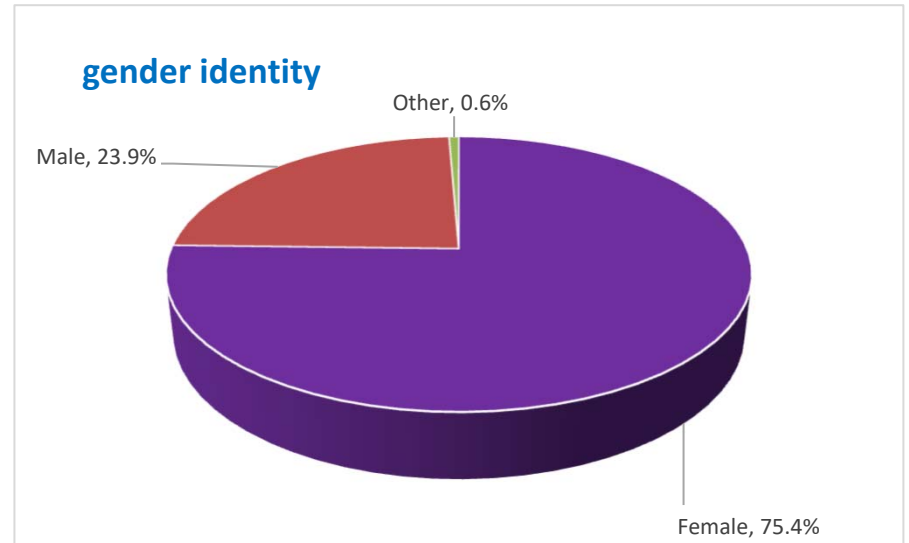
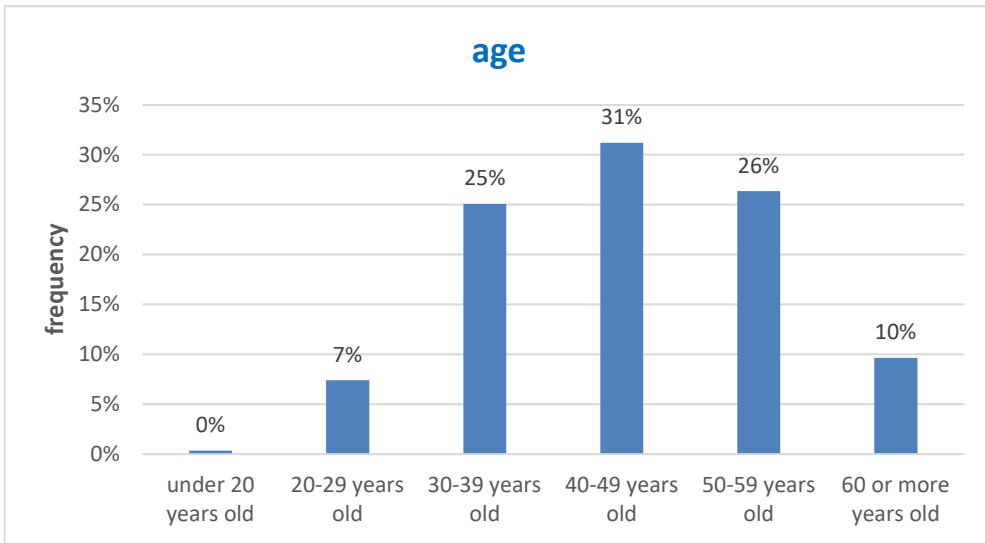
The comparison data used are based on the RSI Day 2018 survey of 152 respondents, conducted February 26-28, 2018.



Overall Ratings:



Demographics & Working Situation:



How long have you worked here?

Less than 6 months	2.2%
From 6 to 12 months	7.7%
From 1 to 3 years	25.6%
From 3 to 5 years	11.8%
From 5 to 10 years	12.8%
From 10 to 20 years	23.3%
From 20 to 30 years	13.7%
More than 30 years	2.9%

Which of the following best describes the hours you usually work at your job?

Regular daytime schedule or shift	91.4%
Regular evening shift	0.0%
Regular night shift	0.3%
Rotating shift (change from days to evenings to nights)	0.7%
Split shift	0.3%
On call	0.3%
Irregular schedule	6.9%
Other	0.0%

Are you considered to be part of the management at your workplace?

yes	42.4%
no	57.6%
other	0.0%

Language:

English	98.7%
French	1.3%

On average, ...

how many hours per week do you get paid for?

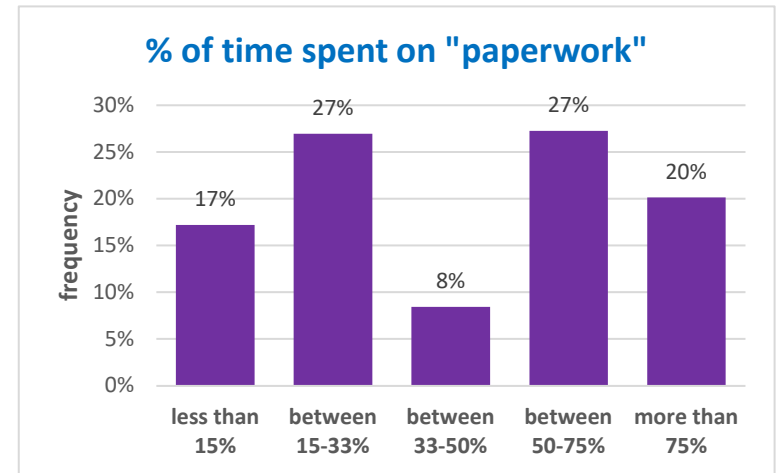
37.0 hrs/wk

how many extra hours without pay do you work?

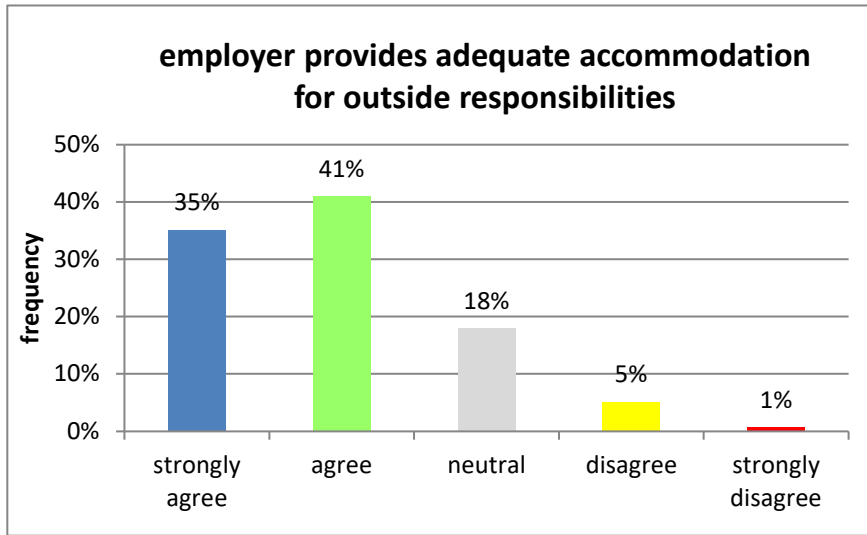
3.5 hrs/wk

how many minutes of your paid breaktime do you work?

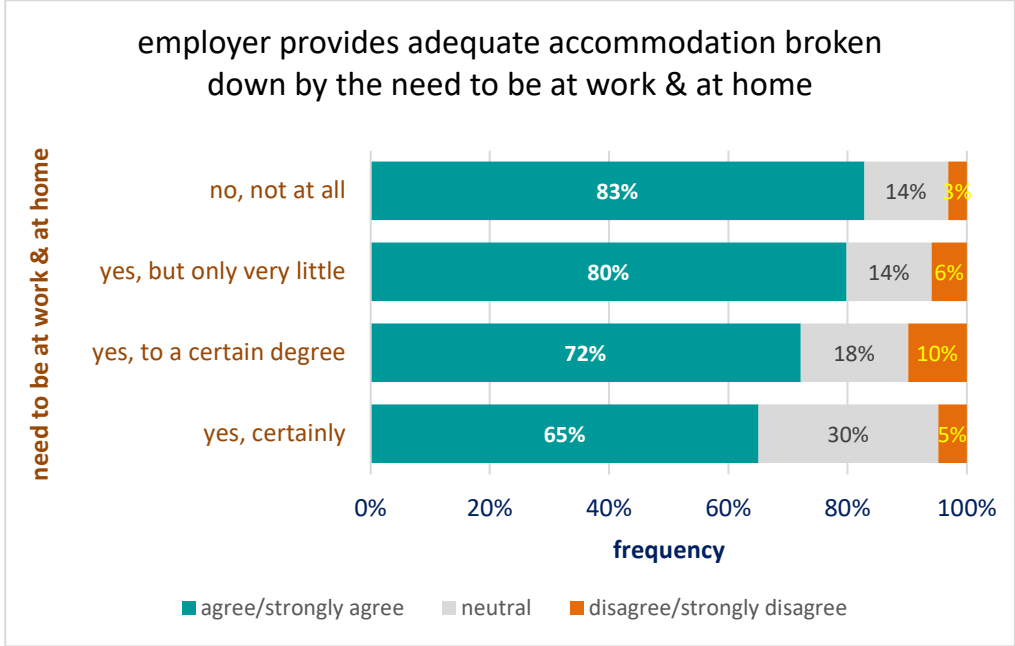
24 min/day



Working Conditions:



76.1% on the positive end of the scale 5.8% on the negative side



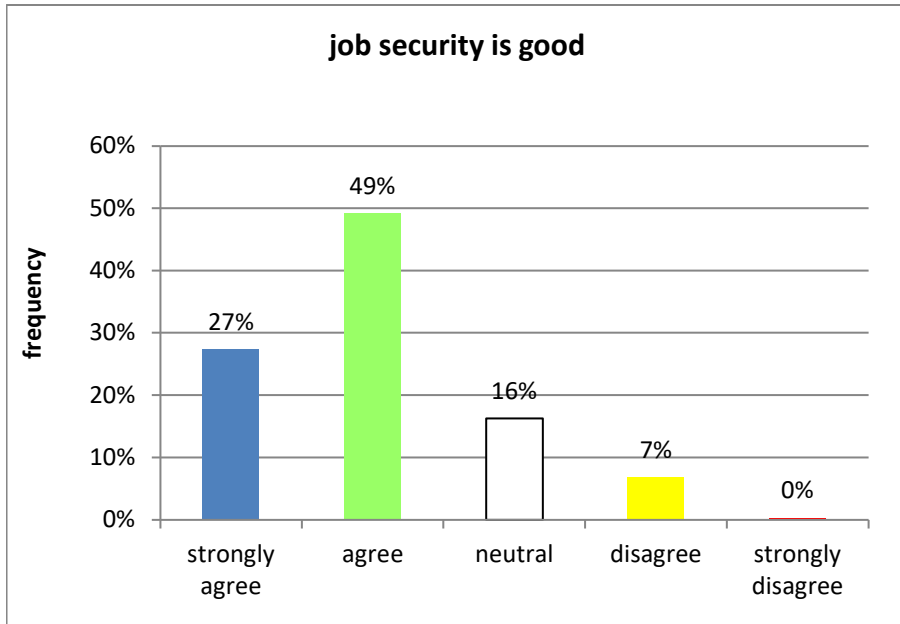
number of people in workplace:

1-10	8.8%
11-50	10.1%
51-100	8.1%
101-250	15.5%
251-500	10.1%
501-1000	12.2%
1000-5000	20.9%
5000+	14.2%

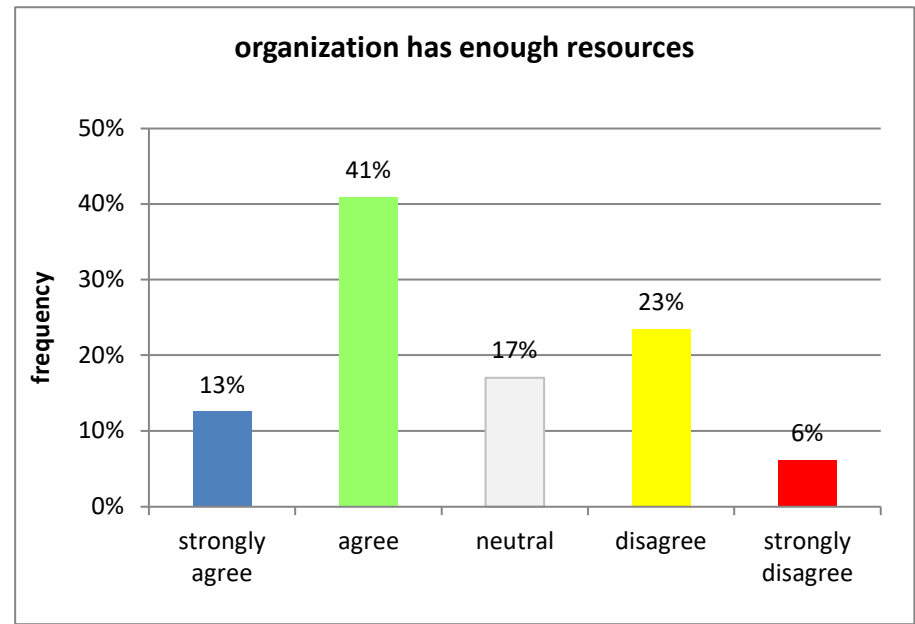
Economic Sectors:

Health care and social assistance	26.4%
Professional, scientific and technical services	15.4%
Manufacturing	11.9%
Public administration	10.3%
Educational services	9.3%
unable to find the right classification	6.1%
Mining, quarrying, and oil and gas extraction	4.5%
Construction	2.6%
Retail trade	2.6%
Transportation and warehousing	2.6%
Utilities	1.9%
Administrative and support, waste management and remediation services	1.9%
Other services (except public administration)	1.9%
Management of companies and enterprises	0.6%
Real estate and rental and leasing	0.6%
Finance and insurance	0.6%
Agriculture, forestry, fishing and hunting	0.6%
Accommodation and food services	0.0%
Information and cultural industries	0.0%
Arts, entertainment and recreation	0.0%
Wholesale trade	0.0%

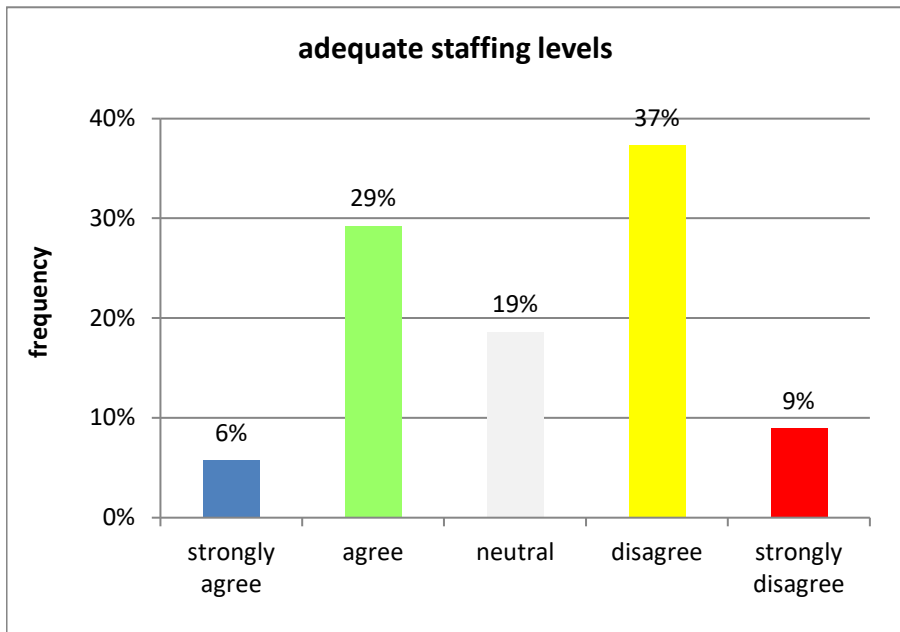
Working Conditions (continued):



76.5% on the positive end of the scale 7.2% on the negative side



53.4% on the positive end of the scale 29.6% on the negative side



35.0% on the positive end of the scale 46.3% on the negative side

What best describes your position at work? (check all that apply)

full time	90.1%
part time	3.1%
casual	0.9%
contract	5.0%
seasonal	0.0%
work for a temp agency	0.0%
Other	0.9%

What is the highest level of education you have completed?

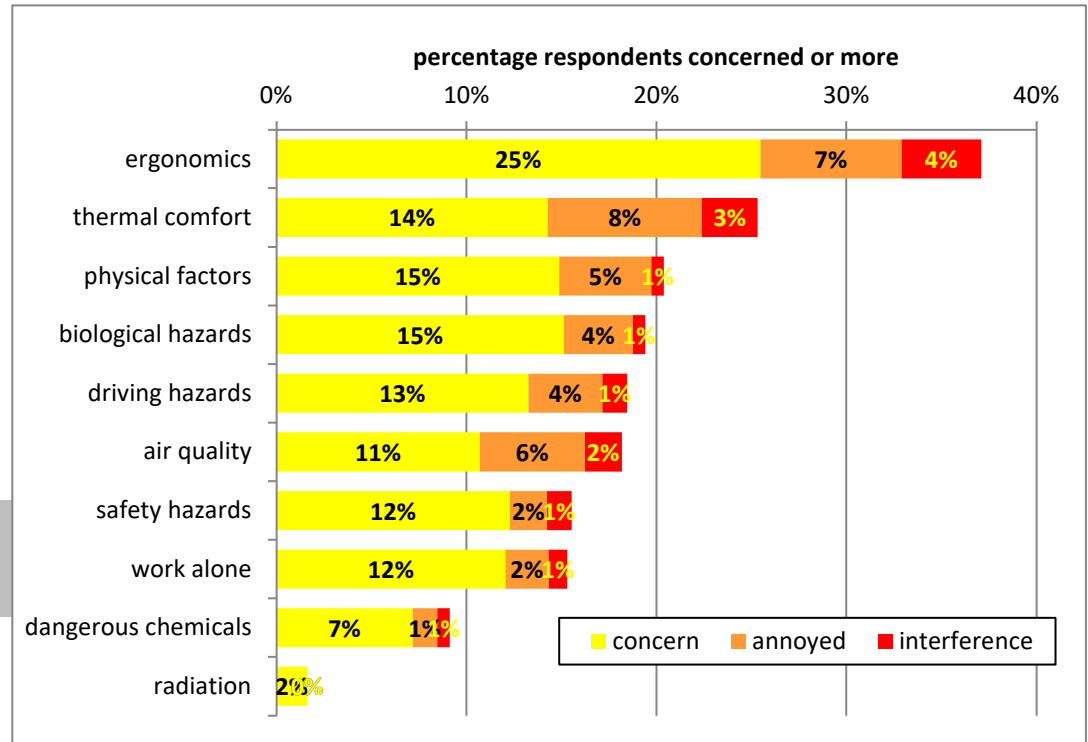
some high school or vocational course	0.0%
high school graduate	3.6%
trade diploma from a vocational school or apprenticeship training	2.3%
community college graduate	10.3%
university certificate below bachelor's level	6.0%
university bachelor's degree	49.3%
university graduate Masters degree	24.2%
university graduate PhD degree	4.3%
Other	3.6%

Concerns about Workplace Safety Hazards/Environmental Conditions:

workplace concerns	% rating 3 or more	2018 RSI Day	RR
ergonomics	37.1%	39.5%	0.9
thermal comfort	25.3%	30.9%	0.8
physical (noise, light)	20.4%	27.6%	0.7
biological hazards	19.4%	23.2%	0.8
driving hazards	18.4%	15.9%	1.2
air quality	18.2%	26.5%	0.7
safety hazards	15.5%	5.9%	2.6
working alone	15.3%	8.6%	1.8
dangerous chemicals	9.1%	4.6%	2.0
radiation	1.6%	4.6%	0.3

rating scale

5	exposures interfere with ability to get the job done
4	exposures cause annoyance
3	exposures cause concern
2	present but not usually an issue/concern
1	well designed/controlled
0	not applicable



Comments (from ChatGPT summaries):

ergonomics

- management decisions prioritize cost over employee comfort and safety
- musculoskeletal/repetitive strain injuries due to poorly designed workstations
- absence of dedicated resources, trained personnel, and proactive measures
- frustration with the process of obtaining ergonomic equipment
- inadequacies in their home office setups
- proactive ergonomic programs/preventive measures rather than reactive responses

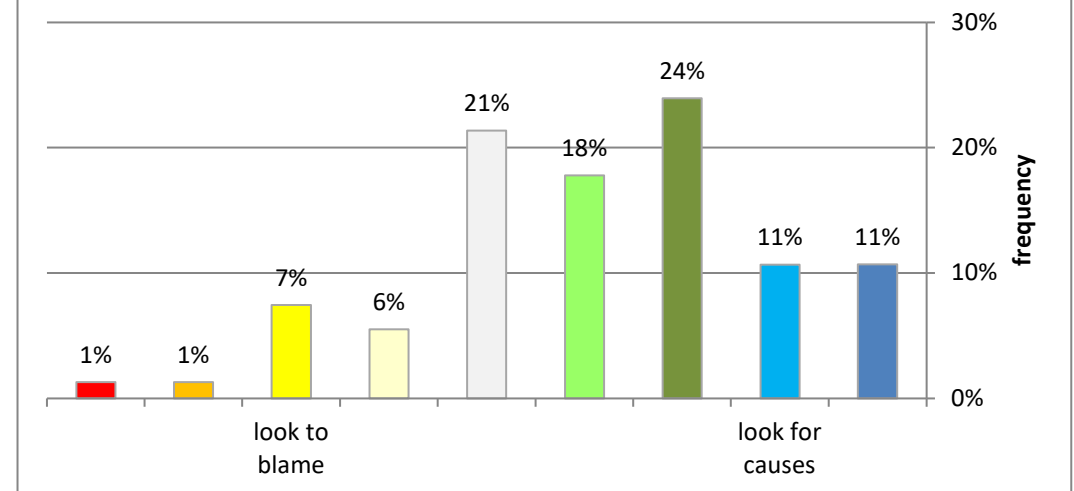
thermal comfort

- outdated HVAC systems, poor insulation, and ineffective heating and cooling
- using personal heaters, fans, blankets, or space heaters to regulate temperatures
- thermal discomfort impacts H&S, leading to headaches, illness, and safety risks
- frustration with delays in addressing issues and insufficient communication

physical (noise, light)

- harsh fluorescent lights, glare from overhead lights, and inadequate natural light
- special attention to individuals with visual impairments; call for inclusive design
- concerns about noise interference with concentration and productivity
- using noise-canceling headphones, playing music to mask noise

approach to accident investigation

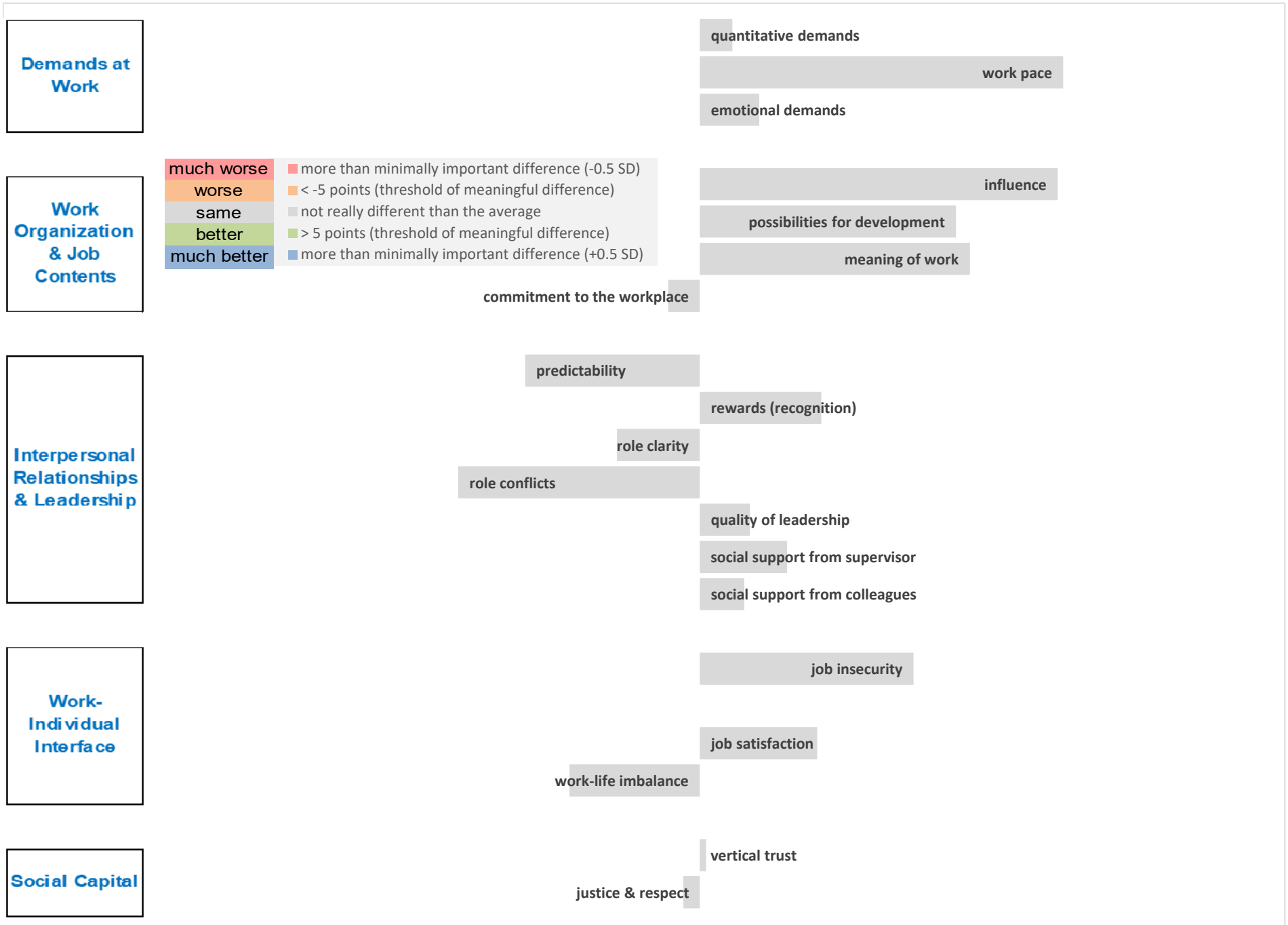


15.5% on the negative side

63.1% on the positive end of the scale

Comparison with Canadian Reference Population:

The comparison data used are based on the RSI Day 2018 survey of 152 respondents, conducted February 26-28, 2018.



Commitment to the Workplace (Workplace Engagement)

Commitment to the workplace is also referred to as engagement. An engaged workforce is a valuable asset to an organization.

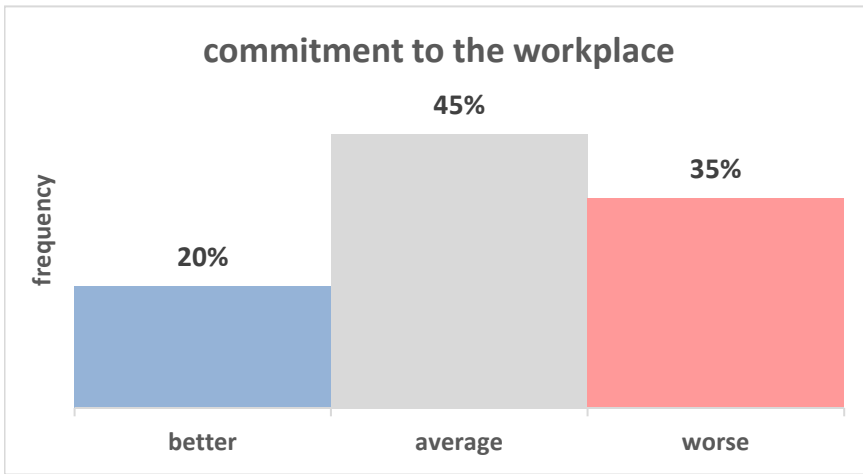
Scale Questions:

CW2 Do you feel that your place of work is of great importance to you?

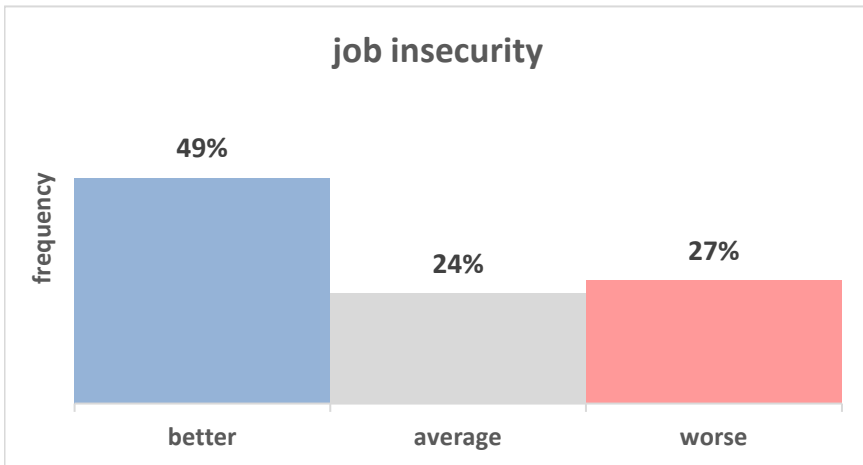
CWX3 Would you recommend other people to apply for a position at your workplace?

Ideas for fostering commitment to the workplace:

- Communicate the overall purpose of the organization simply and effectively
- Ensure that every worker knows their contributions are valued and appreciated
- Involve workers in teams and ensure teams maintain a positive working climate
- Foster an inclusive environment when it comes to decision making, problem solving and goal setting
- Choose workers with the appropriate interest and skill level for the job
- Avoid creating jobs dominated by simple, repetitive or monotonous tasks. Divide those tasks among different jobs if they cannot be eliminated.
- Ensure that working conditions are clean, healthy and safe



average score: 64
 RSI Day 2018 ave.: 64
difference: -0.4
 t-test probability (p=) 0.859



average score: 26
 RSI Day 2018 ave.: 28
difference: -2.6
 t-test probability (p=) 0.234

Job Insecurity

Job insecurity is know to be a major life stressor - while some may be due to the organization's external context, there are many things that can be done internally to alleviate job insecurity.

Scale Questions:

J11 Are you worried about becoming unemployed?

J13 Are you worried about it being difficult for you to find another job if you became unemployed?

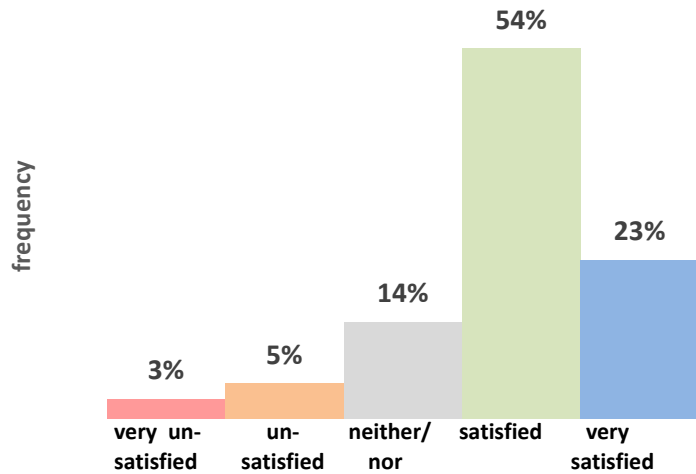
IW1 Are you worried about being transferred to another job against your will?

Ideas for increasing job security:

- Increase the possibility of stable employment with adequate wages and benefits
- Emphasize and demonstrate the partnership and commitment between workers and the organization
- Reduce or eliminate temporary employment positions
- Provide flexibility and accommodations for workers to deal with outside responsibilities
- Ensure workers are aware of their legal rights and protections and that these are respected
- Provide a fair and transparent procedure for dealing with workload changes

Job Satisfaction & Work-Life Balance

Job Satisfaction



Job Satisfaction

Job Satisfaction is measured on a simple scale of very satisfied, satisfied, neither/nor, unsatisfied and very unsatisfied. Job satisfaction is strongly related to the success of the whole organization.

Question:

JS4 Regarding your work in general. How pleased are you with your job as a whole, everything taken into consideration?

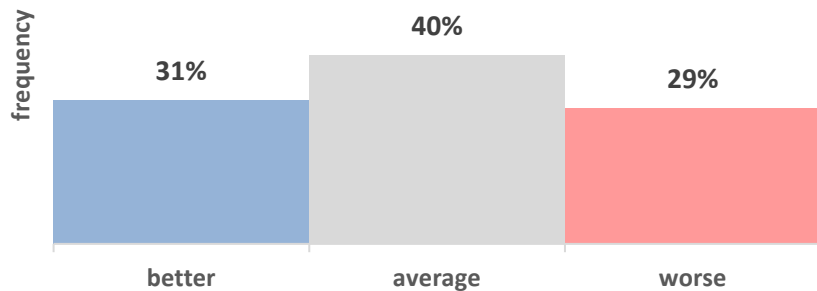
average score: 72

RSI Day 2018 ave.: 71

difference: 1.6

t-test probability (p=) 0.499

work-life imbalance



average score: 45

RSI Day 2018 ave.: 43

difference: +1.9

t-test probability 0.473

Work-Life Imbalance

Work demands which interfere with the amount of time and energy you have left for social interactions outside the workplace are strongly related to workplace burnout.

Scale Questions:

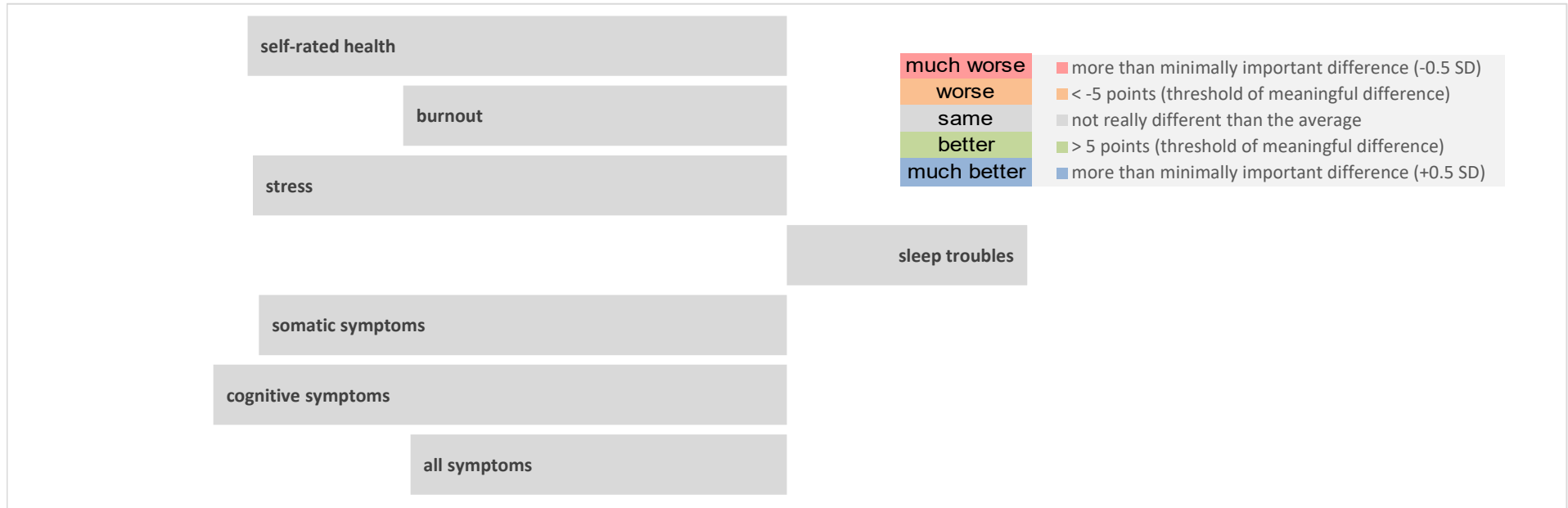
WF2 Do you feel that your work drains so much of your energy that it has a negative effect on your private life?

WF3 Do you feel that your work takes so much of your time that it has a negative effect on your private life?

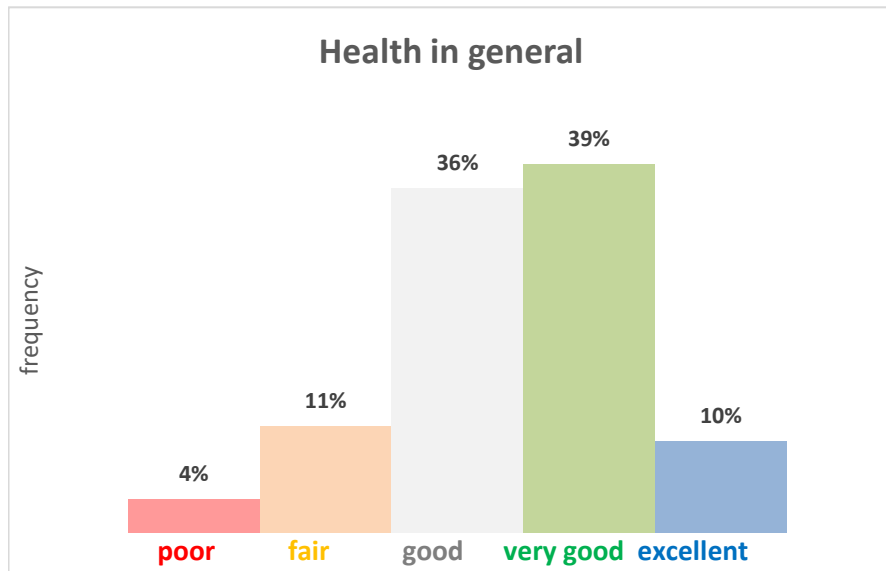
WFX1 Are there times when you need to be at work and at home at the same time?

Comparison with Canadian Reference Population:

The comparison data used are based on the RSI Day 2018 survey of 152 respondents, conducted February 26-28, 2018.



Health and Well-being:

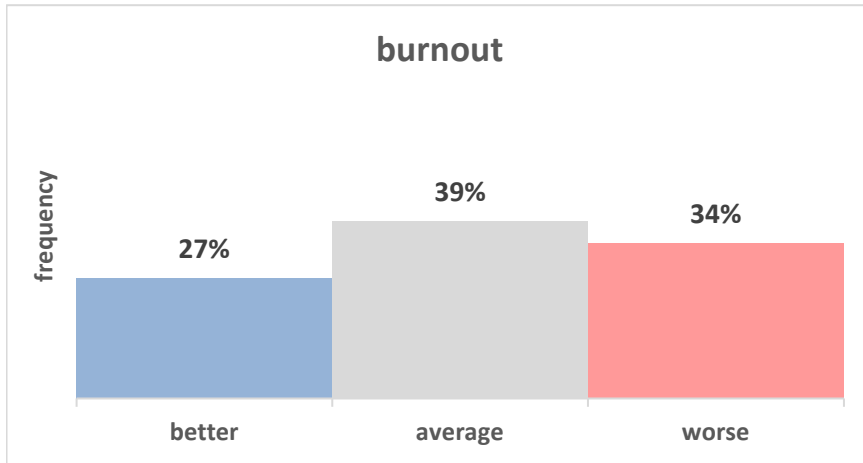


over all self-reported health

GH1 In general, would you say your health is: poor
fair
good
very good
excellent

average score: 60
RSI Day 2018 ave.: 64
difference: -3.9
t-test probability 0.078

Health and Well-being (continued):



average score: 55
RSI Day 2018 ave.: 52
difference: +2.8
t-test probability 0.199

Burnout

Burnout is often related to excessive work demands, but can be aggravated by poor relationships within an organization.

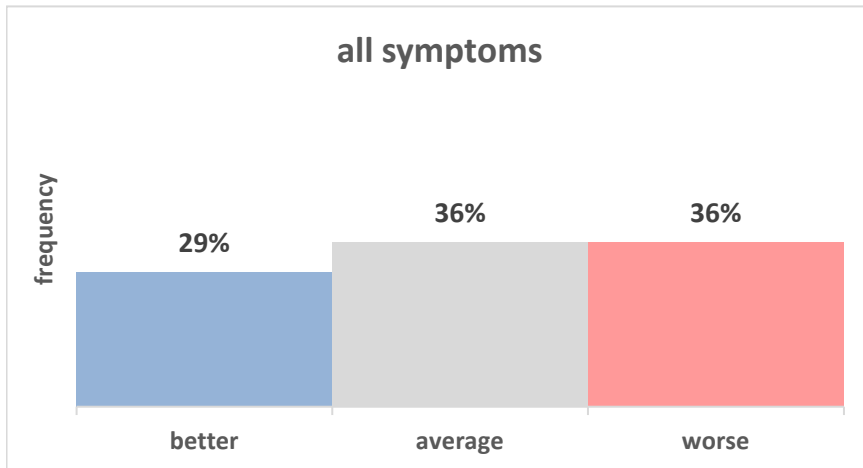
Scale Questions:

BO1 How often have you felt worn out?

BO3 How often have you been emotionally exhausted?

BO2 How often have you been physically exhausted?

BO4 How often have you felt tired?



average score: 43
RSI Day 2018 ave.: 41
difference: +2.2
t-test probability 0.234

All Symptoms

This is the sum of all 20 symptom questions which include burnout, sleep troubles, stress, cognitive and somatic symptoms, as compared to the reference population.

Comments:

56 or 17.9% respondents provided additional comments at the end of the survey

The proportion of respondents who comment may be an indication of the intensity of the comments the respondents have about the psychosocial conditions in the workplace. However, the proportion may also be influenced by the trust the respondents have for the confidentiality of the survey. During our survey of the Canadian reference population in 2019, 31% of the respondents included comments at the end of the survey.

ChatGPT Summary of Survey Comments:

1. Workload and Work-Life Balance:

Many respondents express concerns about workload, feeling overworked, and struggling to maintain a healthy work-life balance. Issues related to stress often stem from workload, long hours, and difficulty managing personal and professional responsibilities.

2. Support and Accommodations:

Employees value employer support, including accommodations for health issues, access to mental health services, and adherence to workplace safety regulations.

Unionized employees cite collective agreements and legal protections as valuable resources for securing accommodations and addressing workplace issues.

3. Management and Employee Relations:

Challenges with management-employee relations include dissatisfaction with communication, perceived favoritism, and conflicts over rule enforcement.

Some respondents highlight tensions between management expectations and employee needs, particularly in enforcing policies and managing workload.

4. Health Concerns and Accommodations:

Chronic health issues, stress-related conditions, and personal factors outside of work contribute to overall well-being and productivity.

Accommodations for health issues, ergonomic concerns, and mental health support are essential for maintaining employee health and performance.

5. Cultural and Organizational Challenges:

Workplace culture impacts stress levels and job satisfaction, with some respondents experiencing toxicity, bullying, and inadequate support for well-being initiatives.

Organizational changes, such as restructuring and cultural transformation programs, can influence working conditions and employee morale.

6. Personal and Professional Development:

Respondents discuss personal growth, career aspirations, and the importance of professional fulfillment.

Despite challenges, some individuals find satisfaction in their work, value supportive colleagues and supervisors, and prioritize self-care strategies.

7. Environmental and Operational Factors:

External factors, such as travel requirements, physical work environments, and operational inefficiencies, contribute to stress and affect job performance.

Issues related to transparency, information sharing, and teamwork impact collaboration and productivity.

8. Survey Feedback and Methodology:

Some respondents provide feedback on survey design, relevance of questions, and concerns about bias or leading prompts.

Clarifications on the appropriateness of the survey for sole practitioners and suggestions for improvement are noted.

Comments (continued):

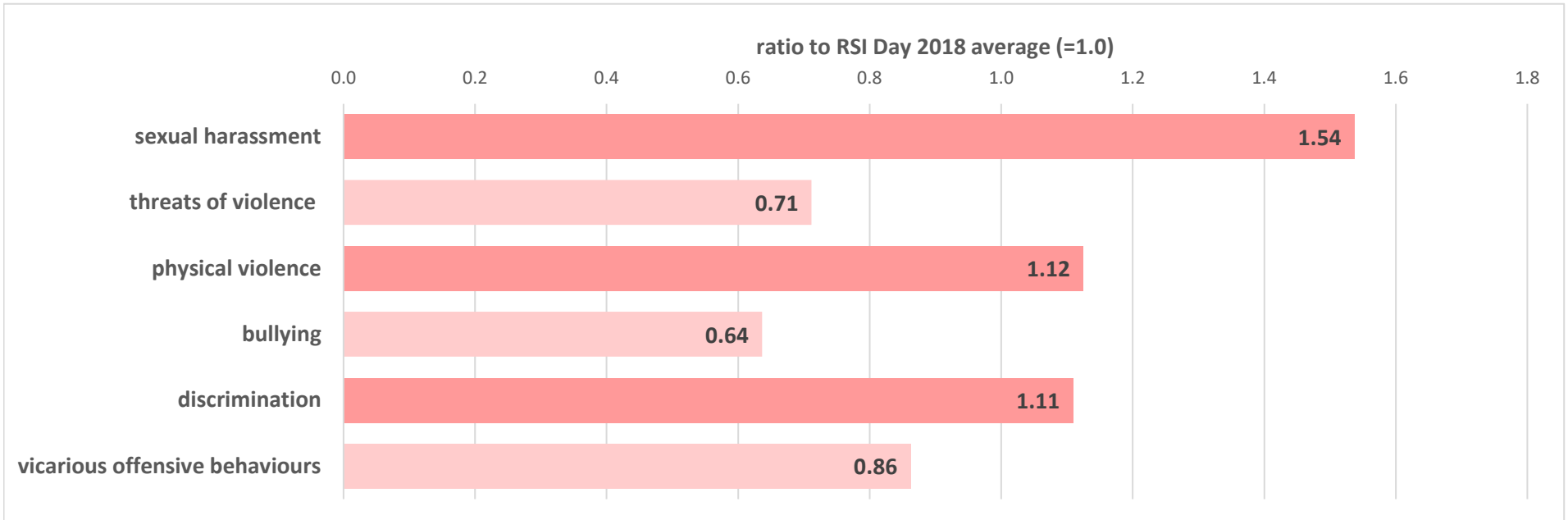
Word Cloud provided by StressAssess web-app:

COMMENTS



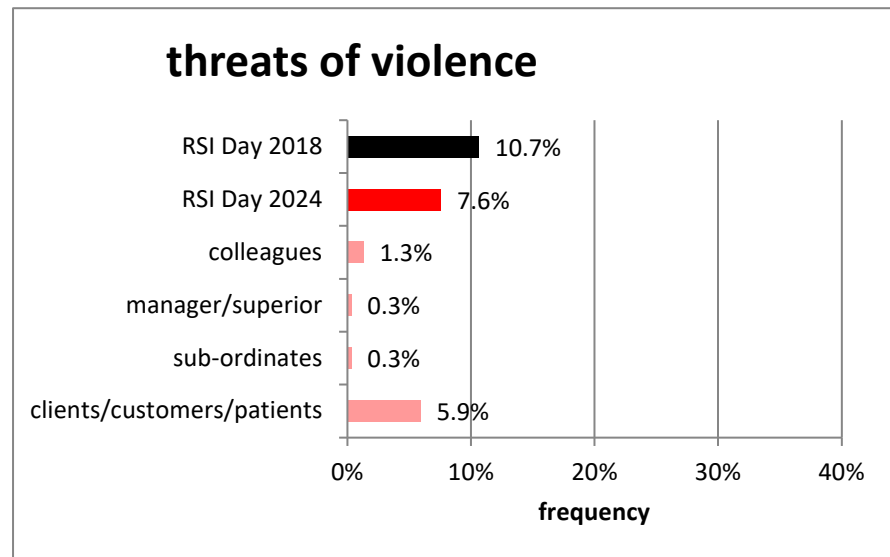
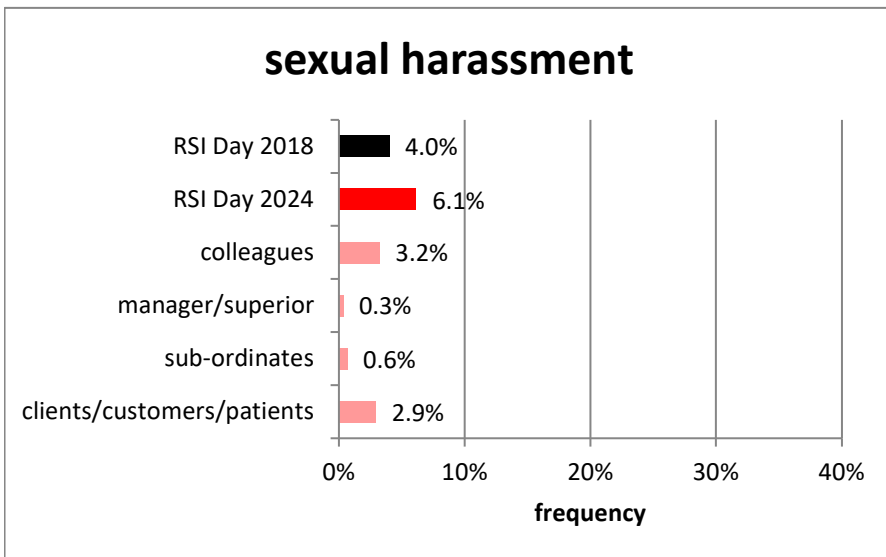
Comparison of COPSOQ Offensive Behaviours with Previous (2018) RSI Day Survey:

The comparison data used are based on the RSI Day 2018 survey of 152 respondents, conducted February 26-28, 2018.



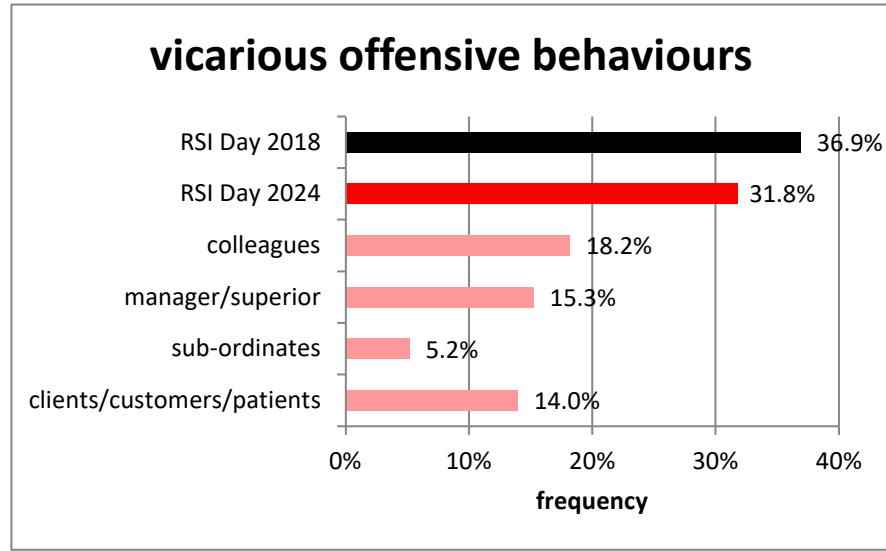
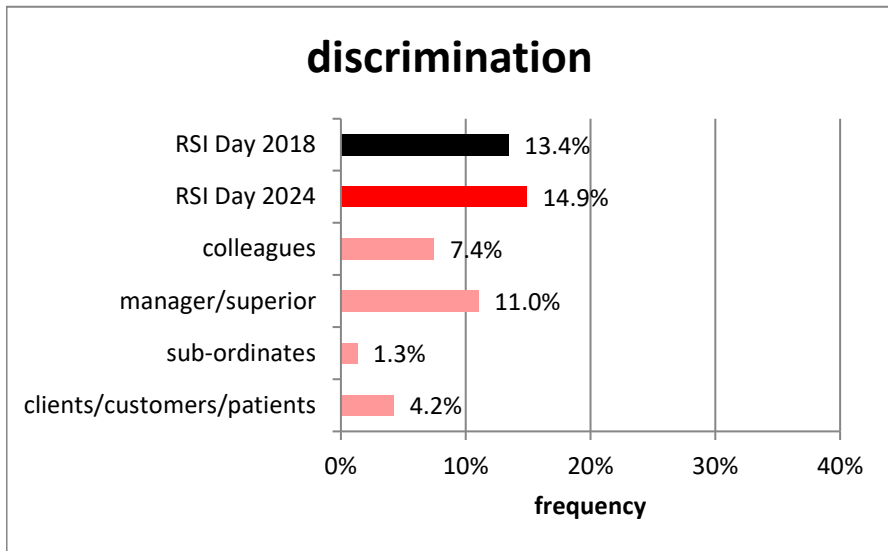
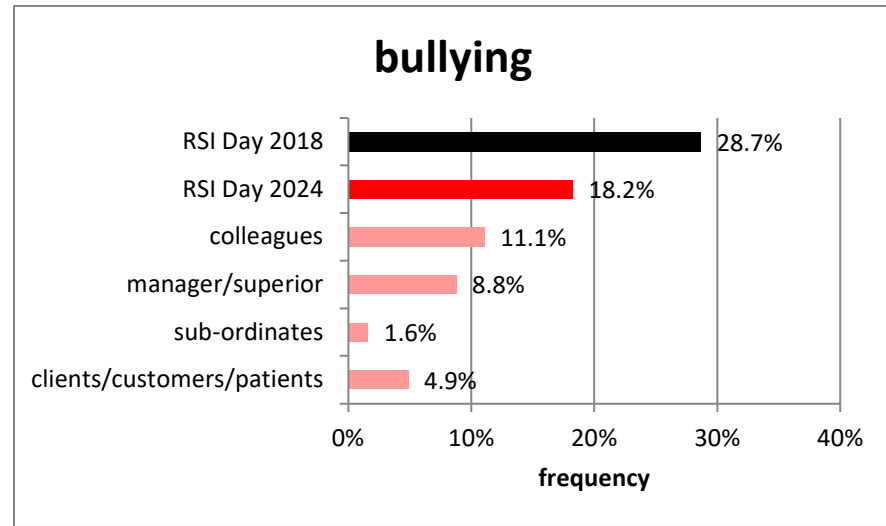
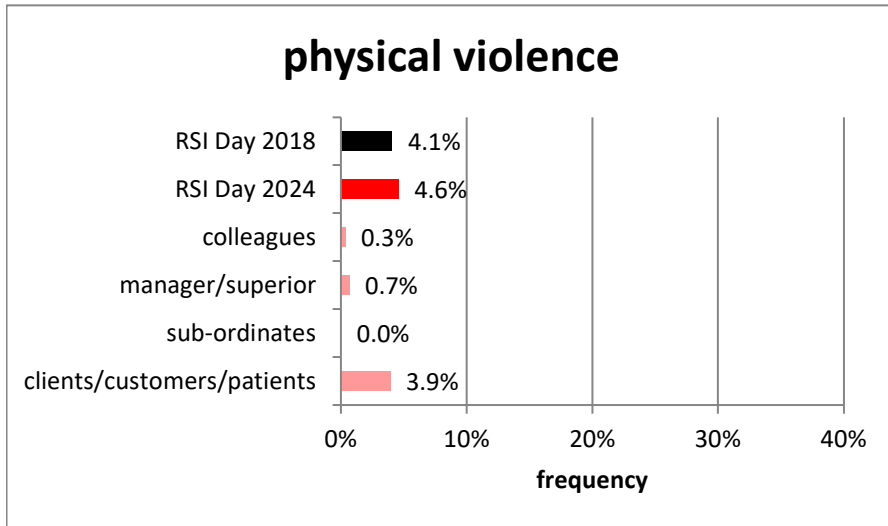
Offensive Behaviours:

Have you been exposed to *[offensive behaviour]* at your workplace during the last 12 months? If yes, from **whom?**



Offensive Behaviours (continued):

Bullying means that a person repeatedly is exposed to unpleasant or degrading treatment, and that the person finds it difficult to defend himself or herself against it.



types of discrimination: inequalities, favouritism
 race
 gender identification
 age
 disability

Vicarious: witnessed but not experienced as a victim during the last 12 months

types of vicarious offensive behaviours: sexual harassment 17.3%
 threats of violence 31.6%
 physical violence 15.3%
 bullying 74.5%
 discrimination 52.0%

any offensive behaviour: 43.6%

Risk Factor/Symptom Associations:

The following table provides the total symptoms scores for those respondents who experience offensive behaviours from a specified source in the past year. These are presented in contrast with the total symptoms scores for those who did NOT experience such offensive behaviours. The higher the number in the cell the higher the symptoms score.

	no experience (past year)	colleagues	manager/ superior	sub-ordinates	clients/ customers/ patients	all sources
sexual harassment	42	58	n/a	n/a	43	49
threats of violence	42	58	n/a	n/a	53	57
physical violence	42	n/a	n/a	none	48	51
bullying	40	56	57	48	54	56
discrimination	41	57	53	37	52	54
vicarious offensive behaviours	40	50	54	45	46	49

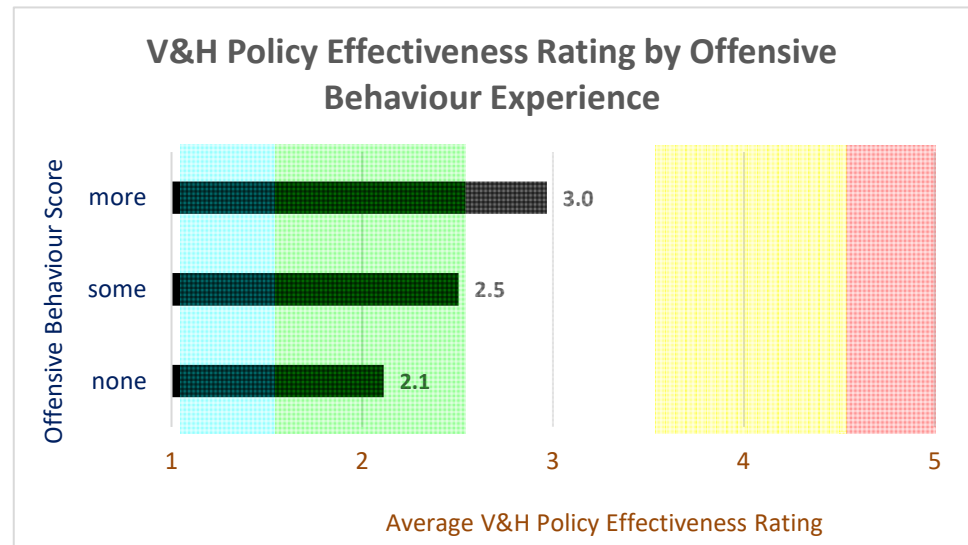
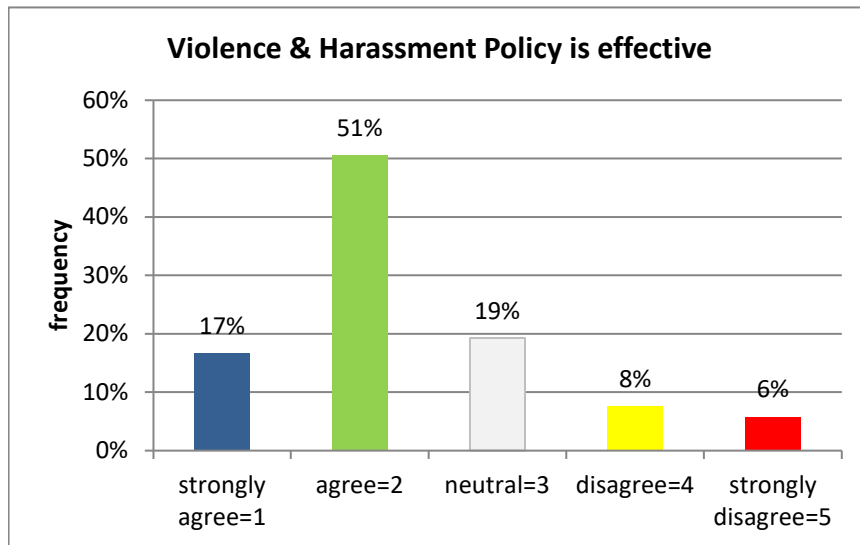
legend

- none = no behaviours reported
- < 5 points higher than no experience
- 5-10 points higher
- 10-15 points higher
- 15+ points higher

n/a = less than 3 occurrences, therefore censored

does your workplace have a violence & harassment policy?

yes 92.9%
no 3.5%
not sure 3.5%



67.3% on the positive end of the scale 13.5% on the negative side

Risk Factor/Symptom Associations:

The following table shows the strength of association between the psychosocial risk factor dimensions and the responses to the symptom questions based on a matrix of Spearman rho (ρ) correlations. The darker the colour the stronger the association (values can range from -1.00 to +1.00). A positive ("+") sign means a positive association (the more the exposure the more the outcome) and a negative ("-") sign means an inverse association (the more the exposure the less the outcome). A Spearman rho value of zero (0.00) means no association. The further the value is from zero (in either positive or negative directions) the stronger the association. It should be noted that these associations are evaluated in pairs (one psychosocial risk factor with one symptom variable) in isolation from the influence of all the other variables. This may skew the results since some combinations of multiple variables are undoubtedly subject to interactions. Furthermore, there are the problems of sample sizes (see sample limitation notes below the table) and making multiple comparisons; both issues may lead to "spurious" associations due to chance alone. Thus, one needs to look at the overall pattern (squint your eyes) rather than focus on any single association.

	number of respondents included in analysis:	272	burnout	stress	sleep troubles	somatic symptoms	cognitive symptoms	all symptoms	engage-ment	job satisfaction	work-life imbalance	psychological HS climate
demands at work	quantitative demands	+0.32	+0.32	+0.26	+0.19	+0.21	+0.30	-0.19	-0.23	+0.51	-0.30	
	work pace	+0.33	+0.36	+0.25	+0.28	+0.23	+0.34	-0.11	-0.14	+0.50	-0.23	
	emotional demands	+0.32	+0.34	+0.25	+0.25	+0.21	+0.33	-0.19	-0.20	+0.49	-0.32	
work organization & job contents	influence	-0.27	-0.28	-0.22	-0.25	-0.22	-0.31	+0.40	+0.44	-0.34	+0.42	
	possibilities for development	-0.15	-0.16	-0.17	-0.13	-0.11	-0.19	+0.41	+0.43	-0.14	+0.29	
	meaning of work	-0.20	-0.20	-0.15	-0.15	-0.17	-0.20	+0.58	+0.56	-0.21	+0.28	
interpersonal relationships & leadership	predictability	-0.32	-0.35	-0.29	-0.25	-0.28	-0.36	+0.60	+0.57	-0.31	+0.52	
	rewards (recognition)	-0.32	-0.35	-0.31	-0.27	-0.26	-0.37	+0.57	+0.58	-0.35	+0.57	
	role clarity	-0.29	-0.34	-0.22	-0.22	-0.35	-0.35	+0.52	+0.51	-0.24	+0.44	
	role conflicts	+0.40	+0.45	+0.34	+0.34	+0.35	+0.46	-0.36	-0.43	+0.41	-0.52	
	quality of leadership	-0.28	-0.32	-0.29	-0.28	-0.25	-0.34	+0.53	+0.57	-0.37	+0.53	
	social support from supervisor	-0.27	-0.30	-0.32	-0.29	-0.21	-0.34	+0.35	+0.41	-0.37	+0.41	
	social support from colleagues	-0.20	-0.27	-0.25	-0.26	-0.15	-0.28	+0.30	+0.38	-0.21	+0.32	
job insecurity	+0.31	+0.33	+0.34	+0.29	+0.29	+0.39	-0.23	-0.36	+0.22	-0.35		
social capital	vertical trust	-0.39	-0.36	-0.25	-0.29	-0.29	-0.40	+0.51	+0.48	-0.25	+0.60	
	justice & respect	-0.37	-0.38	-0.28	-0.34	-0.28	-0.41	+0.49	+0.51	-0.34	+0.56	

With more than 50 responses we can be confident that each correlation can be evaluated, although, one in 20 associations could still be due to chance.

Ideas for Addressing Major Issues Related to Total Symptom Score:

role conflicts

Ideas for avoiding role conflicts:

- Encourage a collaborative, accountable and open work environment as opposed to a competitive workplace climate
- Emphasize management's commitment to promptly resolving role conflicts
- Avoid complexity when possible
- Regularly review task descriptions and responsibilities to identify possible conflicts
- Ensure workers have sufficient resources to do their work in compliance with professional, ethical, and quality standards
- Identify and eliminate inefficient and redundant tasks
- Ask workers for their input on how to make their tasks more efficient and productive

justice & respect

Ideas for improving justice and respect:

- Establish policies that prohibit discrimination in the workplace, and promote workplace equity and fair treatment in the allocation of jobs, duties, promotion, benefits and other terms or conditions of employment. In particular, employment-related distinctions on the basis of age, race, sex, disability, national origin or religion must be prohibited. Actions in breach of the equity policy should be reported as soon as they are discovered and addressed promptly.
- Communicate these policies and procedures to all managers, supervisors and workers
- Incorporate procedures for maintaining privacy and trust during cases of discrimination without hampering or delaying corrective actions being undertaken
- Identify someone whom workers can trust to report incidents about unequal or unfair treatment, and ensure that each case is dealt with promptly and fairly
- Ensure the fair distribution of work tasks
- Take responsibility for mistakes, especially when unfair treatment or discrimination has occurred on the part of management
- Take suggestions about fair treatment and complaints about discrimination from workers seriously and deal with them promptly

vertical trust

Ideas for improving trust of management:

- Practice accountability and transparency
- Be honest and ethical in principle and in actions
- Admit mistakes quickly and accept responsibility
- Listen actively and communicate clearly and succinctly
- Demonstrate a high regard for ethical behaviour
- Depersonalize problems and focus on solutions

Detailed Information

Background Information:

The Mental Injuries Tool group was established out of a stakeholder sub-committee of worker representatives and the Occupational Health Clinics for Ontario Workers who were charged with “supporting worker representatives in taking action on prevention and workers’ compensation”. In February 2011 members of the working group and other interested people attended a workshop which reviewed the theory behind common psychosocial measurement tools. Participants were walked through the content of a number of surveys, filled them out, and reviewed the scored results. Based on many contacts and deliberations, the group decided to pilot test the COPSQ survey at upcoming union events. We contacted Tage Kristensen, the author of the COPSQ survey and received permission to use instrument (all the materials associated with the survey are freely available online at: <http://www.arbeetdsmitetoforskning.dk/en/publikationer/spoergeskemaer/psykisk-arbeetdsmitetoe>). No changes were made to the English language version of the COPSQ questions.

Based on these successful pilot administrations of the survey, the feed-back we received from the pilot respondents, and discussions within the MIT group it was decided to adopt the COPSQ survey as the basis for our assessment tool. For the symptoms however, we included extra questions from a longer version of the survey. Five symptom categories were included (burnout, stress, sleep troubles, cognitive and somatic symptoms). With respect to the questions about offensive behaviours, two questions concerning discrimination and vicarious offensive behaviours were added. We did not include any questions regarding an individuals' history of mental illness or depressive symptoms since we were concerned the worker representatives using the survey might be able to trace an individual's responses and “label” or “diagnose” the person (even though the surveys are anonymous).

In response to the feedback received during the union conferences and discussions during MIT meetings/calls, questions were considered about exposures to other health and safety workplace hazards. These questions address issues similar to the “Supportive Physical Environment”, which was added as a 13th Workplace Factor in the CSA Z1003 national standard on “Psychological Health and Safety in the Workplace”. Furthermore, various preliminary and demographic questions (often customized to the union or workplace) were also added. The decision to include the exposure questions was made by the MIT group whereas the decision to include various demographic and other questions (e.g. shift work), was left to the discretion of the parties using the survey for their particular workplace. Any additional questions (like the shift question) were usually taken from established sources (such as the Canadian Community Health Survey) so that the results will be comparable to published data/studies. The questions regarding behaviour based safety programs were taken from the Nordic Occupational Safety Climate Questionnaire (NOSACQ-50)

methodology

To test for possible associations between psychosocial risk factors and symptoms, a correlation matrix was constructed to identify those risk variables that have statistically significant associations with symptoms. From this matrix we select the top risk factors associated with the sum of all the symptoms (as measured by the square of the Spearman's rho). These top risk factors are then presented as the main issues for the H&S reps to work on. The correlation matrix is also a part of the spreadsheet analysis tool. This list of risk factors for further attention is based on an internal comparison of only the respondents' data and thus, does not rely on the comparison with the Danish reference data for this selection.

For large data sets we have performed additional multi-level regression analyses to check the performance of the spreadsheet in identifying the top three issues. So far the performance of the spreadsheet tool has been reasonable but not perfect. There are interactions between risk factors which are not accounted for by the bivariate statistical calculations in the spreadsheet which the more sophisticated multi-level regression analysis is able to detect and account for.

Risk Factor/Symptom Associations:

	burnout	stress	sleep troubles	somatic symptoms	cognitive symptoms	sum of symptoms
radiation	+0.00	-0.04	+0.00	-0.06	-0.01	-0.03
driving hazards	+0.11	+0.07	+0.08	+0.04	+0.08	+0.09
biological hazards	+0.19	+0.16	+0.12	+0.13	+0.09	+0.17
dangerous chemicals	+0.03	+0.01	-0.03	-0.01	-0.02	-0.02
ergonomics	+0.13	+0.15	+0.10	+0.13	+0.12	+0.14
physical factors	+0.20	+0.21	+0.13	+0.17	+0.11	+0.18
thermal comfort	+0.18	+0.19	+0.11	+0.17	+0.12	+0.18
air quality	+0.16	+0.18	+0.14	+0.16	+0.12	+0.18
safety hazards	+0.10	+0.19	+0.07	+0.14	+0.09	+0.13
work alone	+0.13	+0.19	+0.12	+0.10	+0.13	+0.16

Major correlations with Commitment to the Workplace (Engagement)

- predictability
- meaning of work
- rewards (recognition)
- quality of leadership
- role clarity

Major correlations with rating of psychological H&S

- vertical trust
- violence & harassment policy effectiveness
- rewards (recognition)
- justice & respect
- workplace has enough resources

	burnout	stress	sleep troubles	somatic symptoms	cognitive symptoms	all symptoms
work demands	-0.17	+0.40	+0.42	+0.31	+0.29	+0.28
work organization	+0.32	-0.31	-0.31	-0.21	-0.23	-0.24
work relationships	+0.34	-0.40	-0.45	-0.39	-0.36	-0.34
social capital (work values)	+0.29	-0.40	-0.39	-0.28	-0.34	-0.30
work hazard sum	-0.26	+0.23	+0.22	+0.13	+0.16	+0.14
offensive behaviors score	-0.10	+0.30	+0.32	+0.26	+0.26	+0.24
job insecurity	-0.28	+0.31	+0.33	+0.34	+0.29	+0.29

Major correlations with Job Satisfaction Score

- rewards (recognition)
- quality of leadership
- predictability
- meaning of work
- justice & respect

Major correlations with Burnout

- role conflicts
- vertical trust
- justice & respect
- workplace has enough resources
- adequate staffing levels

Major correlations with Stress

- role conflicts
- justice & respect
- vertical trust
- work pace
- predictability

Major correlations with Sleep Troubles

- job insecurity
- role conflicts
- accommodations for outside responsibilities
- social support from supervisor
- rewards (recognition)

Major correlations with Somatic Symptoms

- justice & respect
- role conflicts
- vertical trust
- job insecurity
- social support from supervisor

Major correlations with Cognitive Symptoms

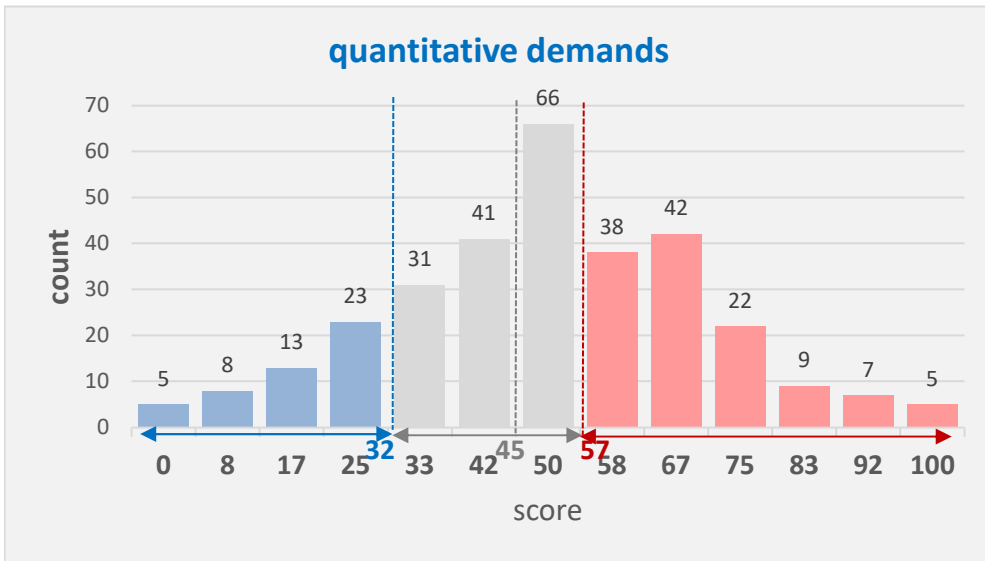
- role clarity
- role conflicts
- job insecurity
- vertical trust
- predictability

Major correlations with total Symptom Score

- role conflicts
- justice & respect
- vertical trust
- job insecurity
- rewards (recognition)

Details of the Analyses: categories in comparison with the reference data

For those who are interested in how the statistical calculations work we have provided the following explanation. Below you will see a histogram of all the responses to the “quantitative demands” scale. There are 13 possible scores based on the combination of three questions. The number of persons whose scores equal exactly each of those 13 possibilities is tallied in the histogram. Based on the 2019 survey by EKOS of over 4000 Canadian workers, the average score on the quantitative demands scale was 45. We have used 1/2 of a standard deviation (SD/2) on each side of the average to define the boundary of when we consider the scores to be better or worse than the Canadian average. Within 1/2 a standard deviation on either side of the average, we have defined this range as being “no different than the Canadian average”. So, we have three categories: better, worse, or, no different than the Canadian average. The frequencies of the responses falling into each of these three categories is presented as percentages in the second graph on this page.



RSI Day 2018 RSI Day 2024 (Feb 22, 2024)

no different: average (ave) = 50 50
 standard deviation (SD) = 22.8 20.5

better: ave - (SD/2) = 39
 worse: ave + (SD/2) = 62

n= 150 n= 310

	count	%
better	49	15.8%
no different	138	44.5%
worse	123	39.7%
total=	310	

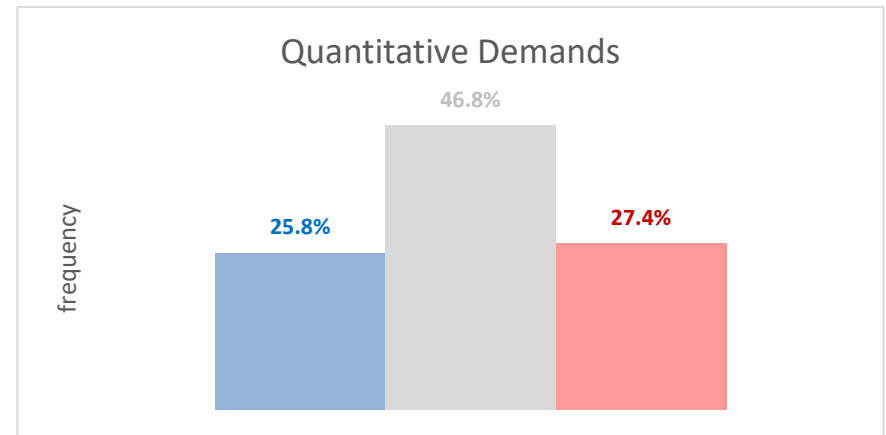
RSI Day 2018 RSI Day 2024 (Feb 22, 2024)

average (ave) = 50 50 -0.4 *

std deviation (SD) = 22.8 20.5 difference between averages

n = 150 310

t-test probability = 0.850298252 * fill colour scheme described in legend in gray box below

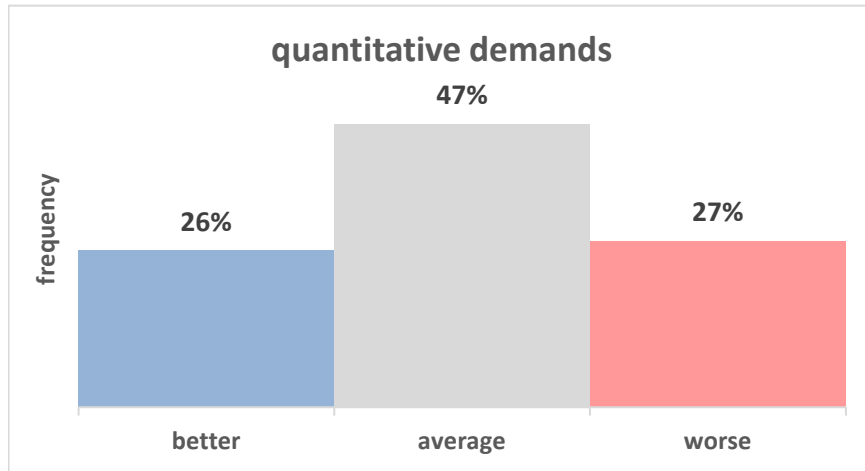


better than the Canadian average
 no different than the Canadian average
 worse than the Canadian average

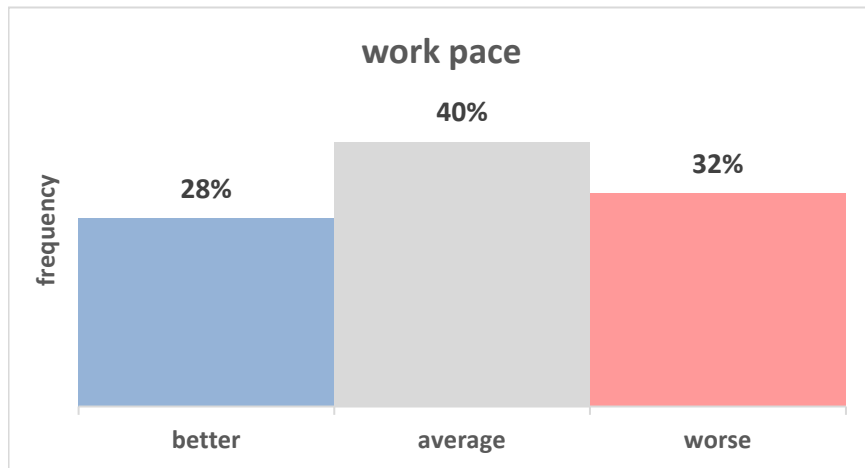
legend*	
##	more than minimally important difference (+0.5 SD)
##	< 5 points (threshold of meaningful difference)
##	not really different than the average
##	> -5 points (threshold of meaningful difference)
##	more than minimally important difference (-0.5 SD)

Another way of comparing your results with the Canadian average is to perform a t-test. The t-test calculates the probability that the average of your results is different from the average of the EKOS survey. It should be noted that the statistical power of the t-test is very dependent on sample size. For instance, for a group of 15 responses, a difference of 10 points on the scale from 0-100 is not statistically significant (p>0.05), however, such a 10-point difference is statistically significant for a group of 30 or more responses. The COPSOQ international network uses a difference of 5 points on the 0-100 scale, as the threshold for a meaningful difference. The sample size you need for a 5-point difference to become statistically significant (i.e., <0.05 probability) is a minimum of 117 responses.

Demands at Work:



average score: 50
RSI Day 2018 ave.: 50
difference: -0.4
t-test probability 0.850



average score: 56
RSI Day 2018 ave.: 60
difference: -4.4
t-test probability 0.041

Quantitative Demands

Another word for quantitative demands is workload - how much work you have to do within the time that is allotted. Excessive workloads are an obvious form of stress.

Scale Questions:

QD3 Do you get behind with your work?

2. Do you have enough time for your work tasks? (reverse scored)

QD2 How often do you not have time to complete all your work tasks?

Ideas for reducing workload demands:

- Set clear guidelines that balance the quantity and quality of work
- Distribute tasks in relation to their difficulty and time demands
- Clearly prioritize tasks, and include the possibility of postponing some tasks
- Get workers' input on the planning, prioritization and performance of their work
- Co-ordinate between teams to increase effectiveness
- Reduce or eliminate unproductive tasks such as control operations, writing reports, filling in forms or administration
- Reduce interruptions that break worker concentration and interfere with tasks

Work Pace

Working at a high pace is a cause of stress. Think of the Charlie Chaplin movie, "Modern Times", when the assembly line speeds up.

Scale Questions:

WP1 Do you have to work very fast?

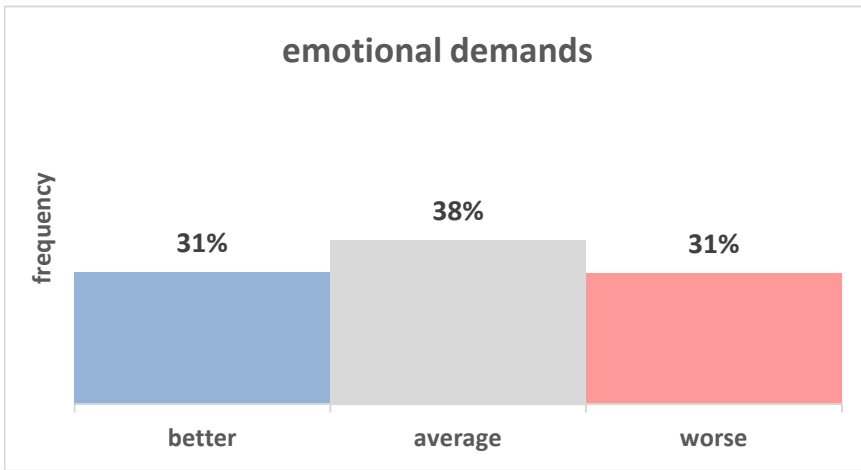
WP2 Do you work at a high pace throughout the day?

Ideas for managing the pace of work:

- Jointly define reasonable workloads and set adequate staffing levels at all times
- Schedule work to avoid deadlines which are too short or grouped together
- Include a buffer of time between tasks in a fast-paced work environment
- Ensure breaks are taken, and encourage workers to leave the building at lunch
- Establish clear expectations for responsibilities and performance goals
- Set clear guidelines that balance the quantity and quality of work
- Clearly prioritize tasks, and include the possibility of postponing some tasks

Emotional Demands

First responders, healthcare workers and those dealing with people bureaucratically can involve emotional demands, intense at times. However, supporting or commiserating with fellow workers can also be an emotional burden.



average score: 50
 RSI Day 2018 ave.: 51
 difference: -0.8
 t-test probability 0.736

Scale Questions:

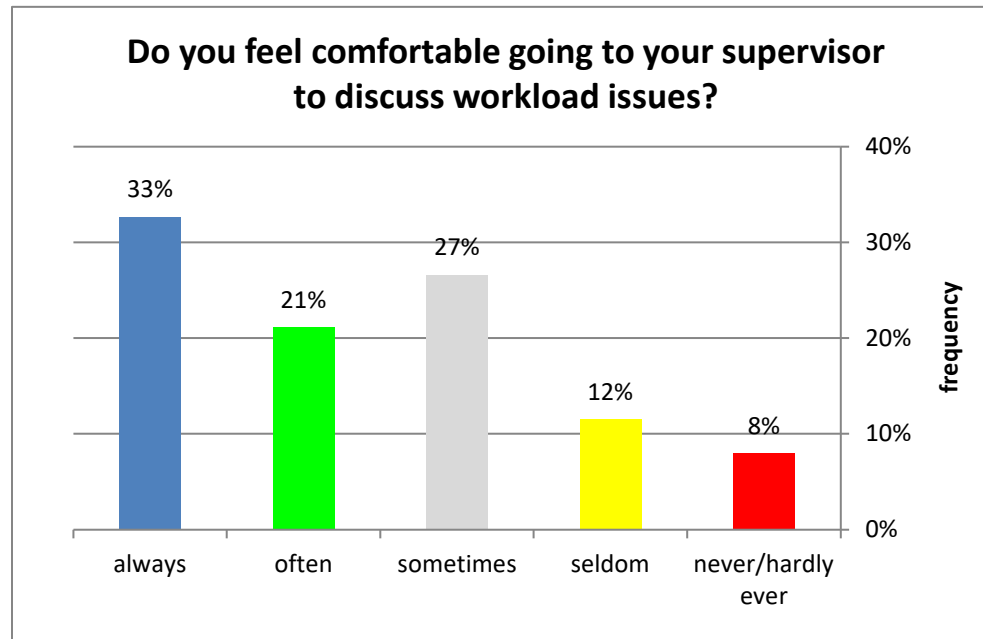
ED1 Does your work put you in emotionally disturbing situations?

EDX2 Do you have to deal with other people's personal problems as part of your work?

ED3 Is your work emotionally demanding?

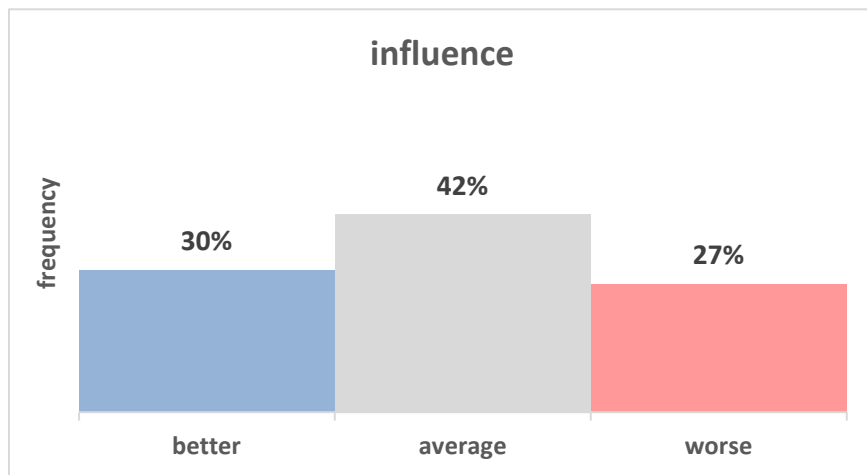
Ideas for managing emotionally challenging work:

- Set specific work objectives and outcome goals that defines success and when work is considered good enough
- Encourage feedback, discussions, and support from peers and supervisors
- Consider having a place for privacy and withdrawal after intense emotional encounters
- Provide education and training appropriate for servicing customers, patients, and clients with special needs
- Ensure breaks are taken, and encourage workers to leave the building at lunch
- Establish critical response and debriefing procedures
- Establish communication procedures between shifts and between persons with responsibility for the same customer, patient, or client

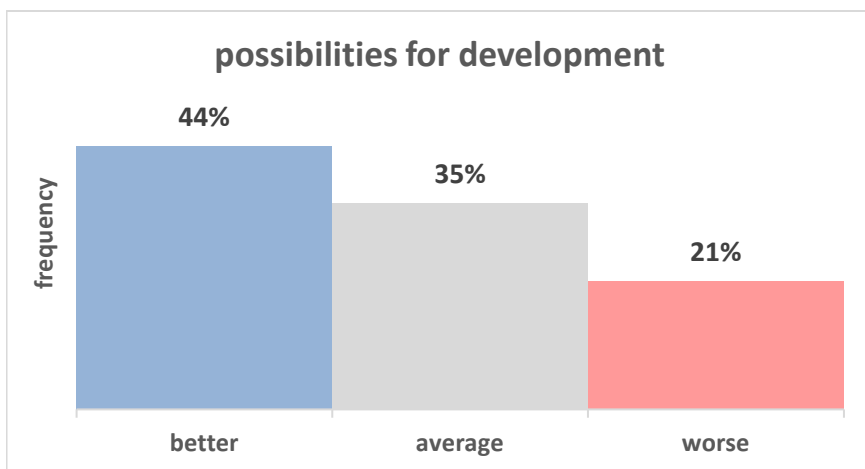


53.8% on the positive end of the scale 19.6% on the negative side

Work Organization and Job Contents:



average score: 56
 RSI Day 2018 ave.: 51
difference: +4.7
 t-test probability 0.045



average score: 75
 RSI Day 2018 ave.: 72
difference: +2.6
 t-test probability 0.152

Influence

Influence over working conditions or job latitude has been shown to reduce workplace stress. Having control over the amount of work you have to do and the way it is to be done is a positive psychosocial work factor.

Scale Questions:

INX1 Do you have a large degree of influence concerning your work?

IN3 Can you influence the amount of work assigned to you?

Ideas for increasing worker influence (control):

- Ensure workers are able to have input in how the work gets done
- Gather and consider worker input prior to introducing new procedures and technologies
- Provide outcome goals and allow worker input on how to achieve them
- Support strong team interactions and problem-solving
- Avoid micro-management
- Provide and respect direct communication links between all levels of the organization
- Ensure worker representation on boards and committees responsible for making strategic decisions

Possibilities for Development

The opportunities to learn new things and take initiative provides possibilities of developing new skills which makes work stimulating.

Scale Questions:

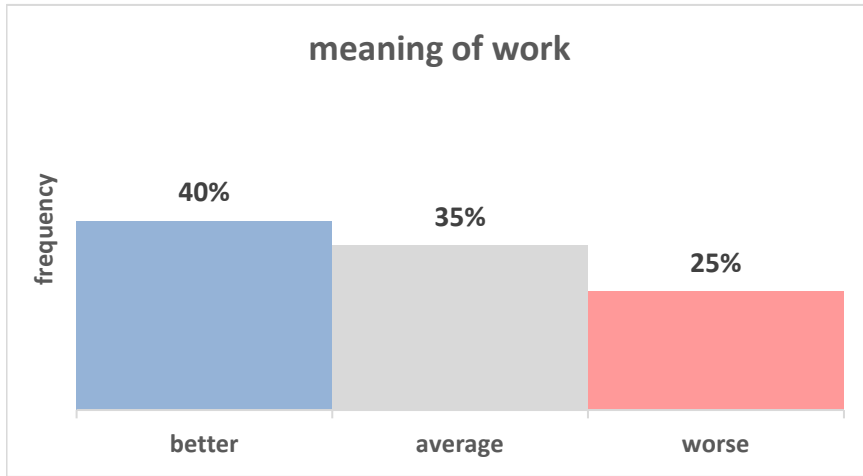
PD2 Do you have the possibility of learning new things through your work?

PD3 Can you use your skills or expertise in your work?

PD1* Does your work require you to take the initiative?

Ideas for improving development opportunities:

- Acknowledge workers with skills and education over and above the requirements of the job
- Develop skill and certification development plans and provide the means to accomplish them
- Encourage workers returning from training to share their insights and knowledge
- Foster a life-long learning culture in the workplace
- Develop succession strategies to ensure that vital knowledge is retained when experienced workers retire or leave the organization
- Ensure workers who require certifications have access to sufficient continuing education opportunities to maintain/improve their certification status



average score: 77
 RSI Day 2018 ave.: 74
difference: +3.3
 t-test probability 0.128

Meaning of Work

Seeing your work as an important contribution to society provides for work engagement and motivation

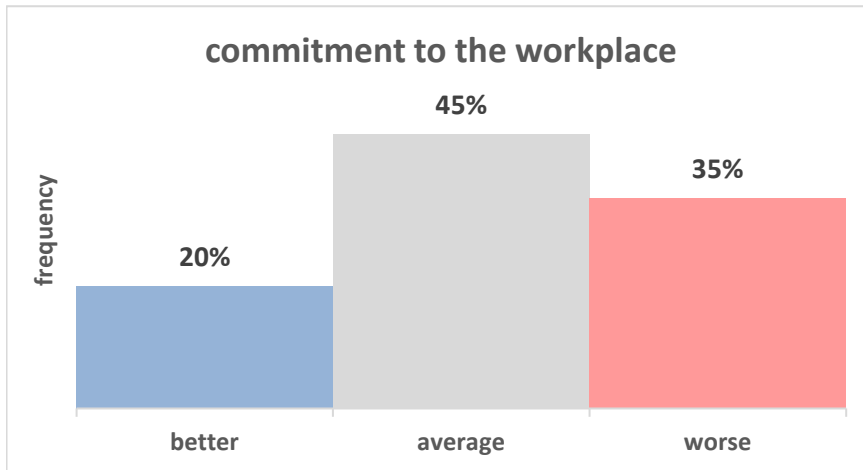
Scale Questions:

MW1 Is your work meaningful?

MW2 Do you feel that the work you do is important?

Ideas for improving workers' sense of meaning at work:

- Communicate how each person's work fits into the overall purpose of the organization
- Respect and value everyone's contributions, including those performing tasks considered administrative or routine
- Involve workers in teams and ensure teams maintain a positive working climate
- Foster an inclusive environment when it comes to decision making, problem solving and goal setting
- Choose workers with the appropriate interest and skill level for the job
- Avoid creating jobs dominated by simple, repetitive or monotonous tasks. Divide those tasks among different jobs if they cannot be eliminated.



average score: 64
 RSI Day 2018 ave.: 64
difference: -0.4
 t-test probability 0.859

Commitment to the Workplace (Workplace Engagement)

Commitment to the workplace is also referred to as engagement. An engaged workforce is a valuable asset to an organization.

Scale Questions:

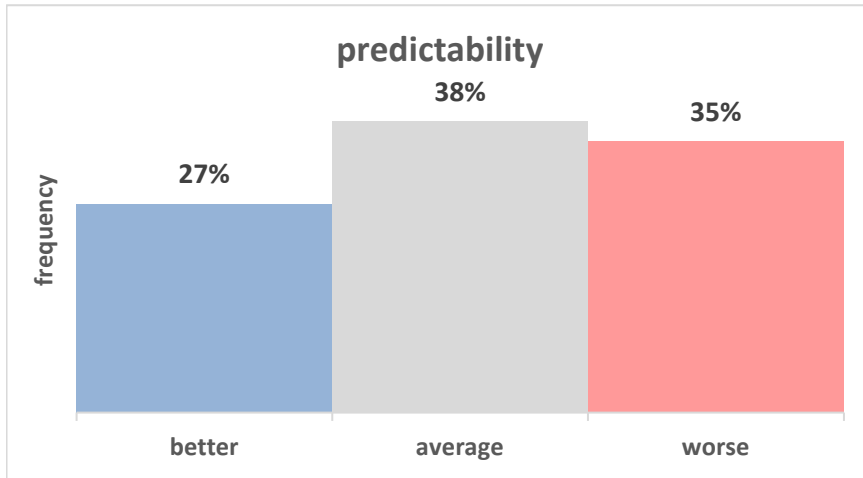
CW2 Do you feel that your place of work is of great importance to you?

CWX3 Would you recommend other people to apply for a position at your workplace?

Ideas for fostering commitment to the workplace:

- Communicate the overall purpose of the organization simply and effectively
- Ensure that every worker knows their contributions are valued and appreciated
- Involve workers in teams and ensure teams maintain a positive working climate
- Foster an inclusive environment when it comes to decision making, problem solving and goal setting
- Choose workers with the appropriate interest and skill level for the job
- Avoid creating jobs dominated by simple, repetitive or monotonous tasks. Divide those tasks among different jobs if they cannot be eliminated.
- Ensure that working conditions are clean, healthy and safe

Interpersonal Relations and Leadership:



average score: 52
RSI Day 2018 ave.: 54
difference: -2.1
t-test probability 0.341

Predictability

Predictability is all about being "in the loop", having the information you need to do your work and feeling "included" in the running of the organization.

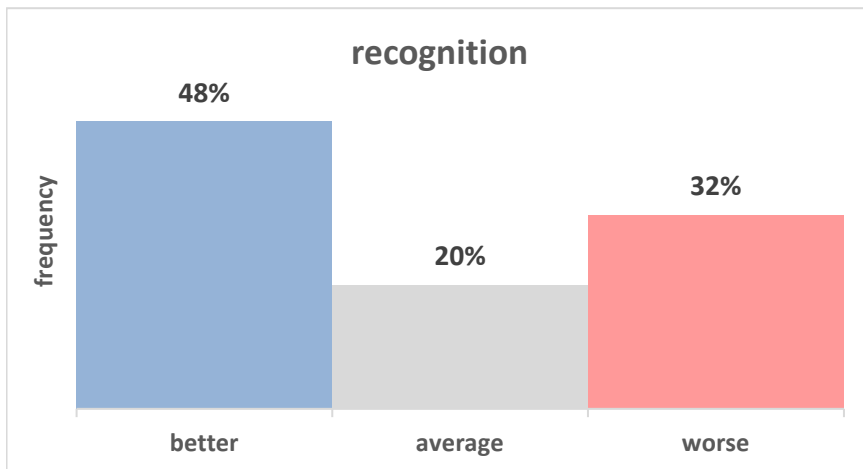
Scale Questions:

PR1 At your place of work, are you informed well in advance concerning, for example, important decisions, changes, or plans for the future?

PR2 Do you receive all the information you need in order to do your work well?

Ideas to improve the effective transfer of information (predictability):

- Choose a form of communication that suits the information and the audience
- When communicating essential information, speak face-to-face and use written documents to reinforce the message. Provide opportunities for questions and further explanation
- When communicating important information, use written documents, along with signboards and posters for reinforcement
- When communicating optional information, use electronic formats, handbooks, and pamphlets
- Reduce uncertainty and speculation by keeping workers updated on when decisions will be made
- Avoid overloading workers with information
- Use clear language that avoids irony, sarcasm and any form of 'double meaning'



average score: 65
RSI Day 2018 ave.: 63
difference: +1.6
t-test probability 0.506

Recognition

Rewards are often not only about wages, being appropriately recognized for doing a good job and having honest constructive feed-back improves work performance and satisfaction.

Scale Questions:

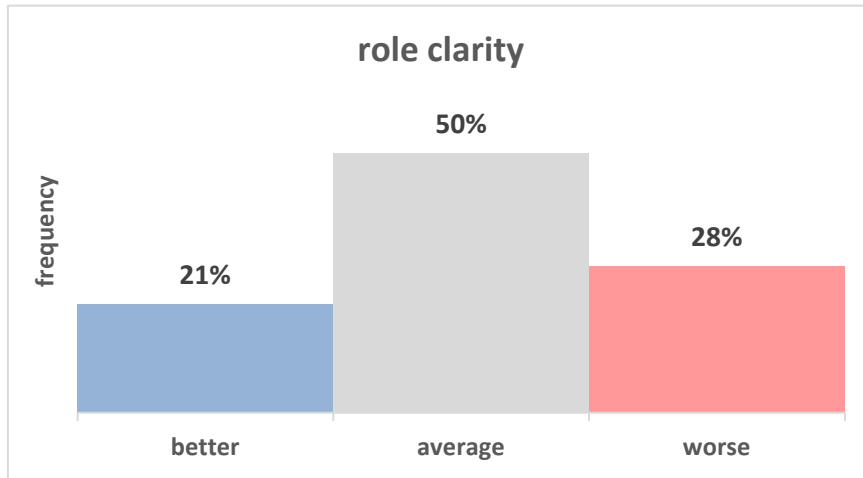
RE1 Is your work recognized and appreciated by the management?

RE3 Are you treated fairly at your workplace?

Ideas to improve recognition and respect:

- Encourage a workplace climate of appreciation, respect and inclusivity
- Celebrate successes. Acknowledge all contributions and share rewards equitably
- Treat failures as opportunities to learn and improve rather than focusing on blame
- Reward innovation and creativity even if ideas don't get fully developed or implemented
- Ensure workers are informed regularly of the value of their efforts
- Clearly communicate expectations and deadlines
- Balance team and individual recognition to encourage top performers to build team capacities

Interpersonal Relations and Leadership (continued):



average score: 66
RSI Day 2018 ave.: 67
difference: -1.0
t-test probability 0.641

Role Clarity

Knowing exactly what is expected of you reduces uncertainty and the anxiety that often goes accompanies a lack of role clarity.

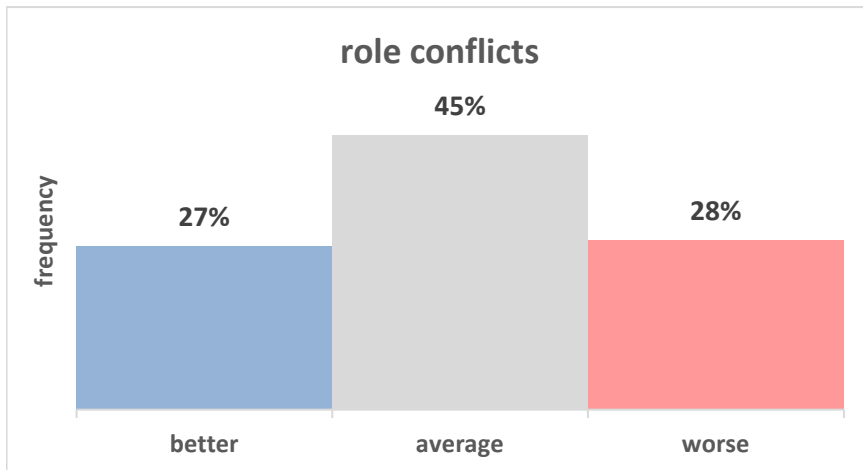
Scale Questions:

CL1 Does your work have clear objectives?

CL3 Do you know exactly what is expected of you at work?

Ideas for improving role clarity (expectations):

- Make sure that work descriptions clearly define tasks, responsibilities, effort required and goals to be achieved. They should also specify the immediate supervisor, supports available to the worker, and working conditions (schedule, travel, etc.).
- Pay particular attention to task conflicts (e.g. quality vs. quantity).
- Review task descriptions and responsibilities regularly, especially when working conditions change
- Customize workers' training to support their specific tasks and responsibilities
- Ensure that work descriptions also deal with the relationships with co-workers and encourage teamwork
- Allow for some flexibility in work descriptions to accommodate for changes in work methods or organization



average score: 43
RSI Day 2018 ave.: 40
difference: +3.0
t-test probability 0.170

Role Conflicts

Sometimes you may be asked to do things which conflict with other work priorities, or things are done inefficiently/incorrectly causing frustration - this is what we mean by role conflicts.

Scale Questions:

CO2 Are contradictory demands placed on you at work?

CO3 Do you sometimes have to do things which ought to have been done in a different way?

IT1 Do you sometimes have to do things which seem to be unnecessary?

Ideas for avoiding role conflicts:

- Encourage a collaborative, accountable and open work environment as opposed to a competitive workplace climate
- Emphasize management's commitment to promptly resolving role conflicts
- Avoid complexity when possible
- Regularly review task descriptions and responsibilities to identify possible conflicts
- Ensure workers have sufficient resources to do their work in compliance with professional, ethical, and quality standards
- Identify and eliminate inefficient and redundant tasks
- Ask workers for their input on how to make their tasks more efficient and productive

Quality of Leadership

Able support from a competent supervisor is strongly related to positive social capital (having workers engaged and wanting to make a productive contribution to the organization).

Scale Questions:

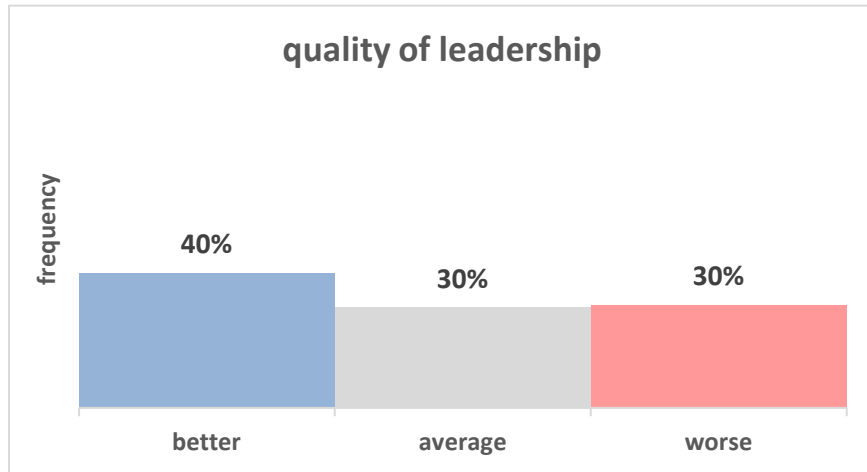
QL2 To what extent would you say that your immediate superior gives high priority to job satisfaction?

QL3 To what extent would you say that your immediate superior is good at work planning?

QL4 To what extent would you say that your immediate superior is good at solving conflicts?

Ideas for improving the quality of leadership:

- Make it clear that management is committed to improving workplace conditions and reducing unnecessary stress
- Listen to worker concerns and always make the effort to take the necessary measures to resolve issues. Workers are often in the best position to suggest possible solutions.
- Encourage workers to cooperate with managers in identifying and solving workplace issues
- Remove communication barriers in the workplace. Set up an open-door policy that allows for workers and management to talk to each other.
- Encourage workers, supervisors and managers to regularly check in on each other, and to better understand the individual support needs of workers while respecting an individual's preference for privacy
- Provide practical support to workers and teams when they face problems which are difficult to solve through their own individual efforts
- Provide support if possible and when appropriate if a worker needs help. Evaluate the efficacy of the support and turn to external sources of support if necessary.



average score: 59
 RSI Day 2018 ave.: 58
difference: +0.7
 t-test probability 0.783

Social Support from Supervisor

Supervisors with strong emotional intelligence can support workers going through challenges both outside and inside the workplace.

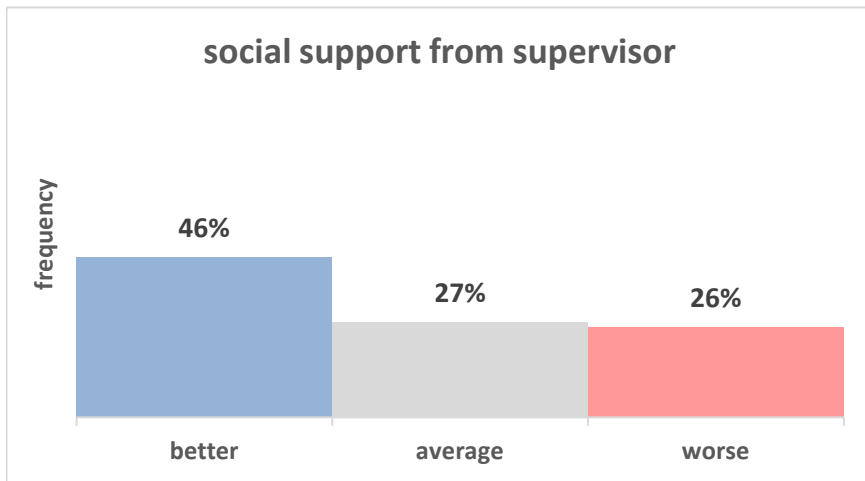
Scale Questions:

SSX1 How often is your nearest superior willing to listen to your problems at work, if needed?

SSX2 How often do you get help and support from your nearest superior, if needed?

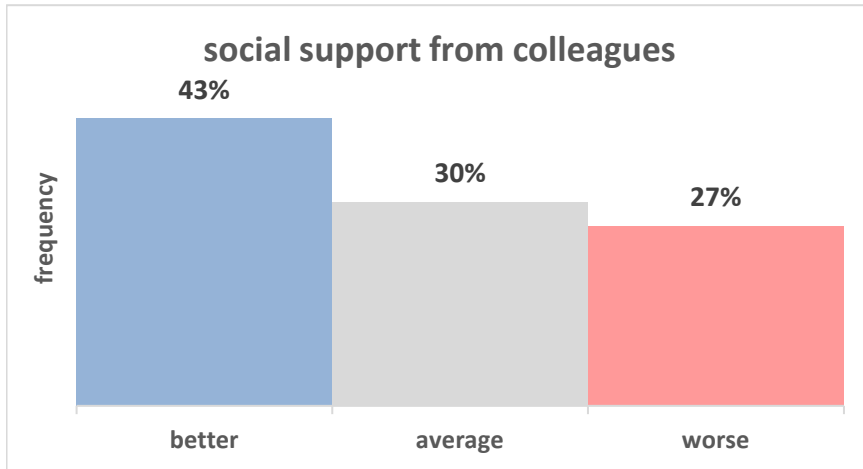
Ideas for improving social support from supervisors:

- Make it clear that supervisors are committed to improving workplace conditions and reducing stress
- Listen to worker concerns and always make the effort to take the necessary measures to resolve issues. Recognize that workers are often in the best position to identify problems and suggest possible solutions.
- Remove communication barriers in the workplace. Set up an open-door policy that allows for workers and supervisors to talk to each other.
- Celebrate successes, share the burden of challenges and difficulties, and allow workers to make mistakes and learn from them
- Encourage workers, supervisors and managers to regularly check in on each other, and to better understand the individual support needs of workers, while respecting each individual's unique need for privacy.
- Provide practical support to workers and teams when they face problems which are difficult to solve through their own individual efforts, without micro-managing or solving it for them.
- Evaluate the efficacy of support and provide access to external support if needed.



average score: 73
 RSI Day 2018 ave.: 72
difference: +1.2
 t-test probability 0.634

Interpersonal Relations and Leadership (continued):



average score: 77
 RSI Day 2018 ave.: 76
 difference: +0.5
 t-test probability 0.807

Social Support from Colleagues

Research has shown that workers are more resilient to workplace stress if they receive support from their coworkers.

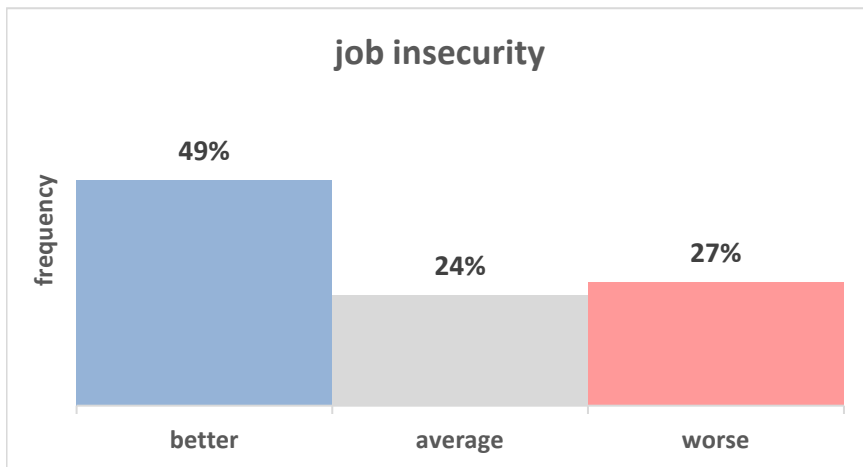
Scale Questions:

SCX1 How often could you get help and support from your colleagues, if needed?

SW1 Is there a good atmosphere between you and your colleagues?

Ideas for encouraging social support among colleagues:

- Encourage collaboration and team work instead of rewarding competitive behaviours
- Assign advisors or mentors for workers with new responsibilities
- Encourage workers to take breaks and meals together rather than working through them
- Recognize special days and events in the lives of colleagues, celebrate diversity
- Address anti-social and negative behaviour promptly and effectively
- Organize group activities and special events outside working hours



average score: 26
 RSI Day 2018 ave.: 28
 difference: -2.6
 t-test probability 0.234

Job Insecurity

Job insecurity is known to be a major life stressor - while some may be due to the organization's external context, there are many things that can be done internally to alleviate job insecurity.

Scale Questions:

J11 Are you worried about becoming unemployed?

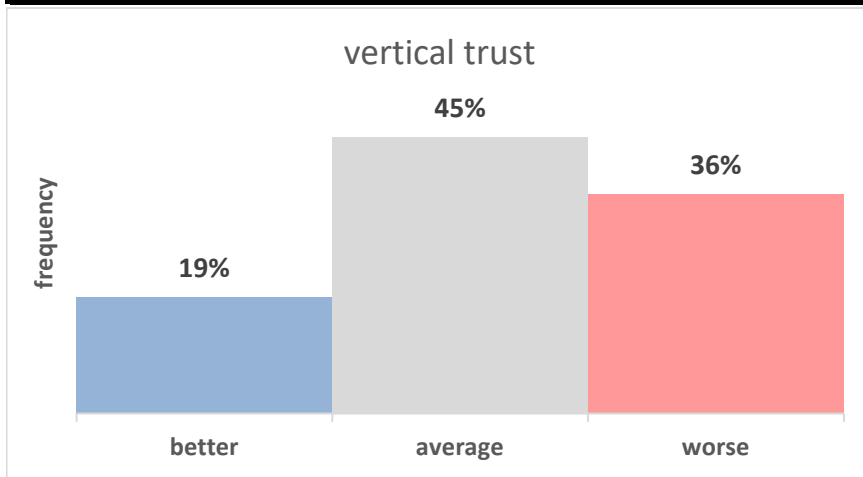
J13 Are you worried about it being difficult for you to find another job if you became unemployed?

IW1 Are you worried about being transferred to another job against your will?

Ideas for increasing job security:

- Increase the possibility of stable employment with adequate wages and benefits
- Emphasize and demonstrate the partnership and commitment between workers and the organization
- Reduce or eliminate temporary employment positions
- Provide flexibility and accommodations for workers to deal with outside responsibilities
- Ensure workers are aware of their legal rights and protections and that these are respected
- Provide a fair and transparent procedure for dealing with workload changes

Social Capital (Workplace Values):



average score: 63
 RSI Day 2018 ave.: 63
difference: +0.1
 t-test probability 0.972

Vertical Trust

"Vertical trust" is the basis for relationships within the workplace - without trust, communications fail and the efforts of the organization can be frustrated.

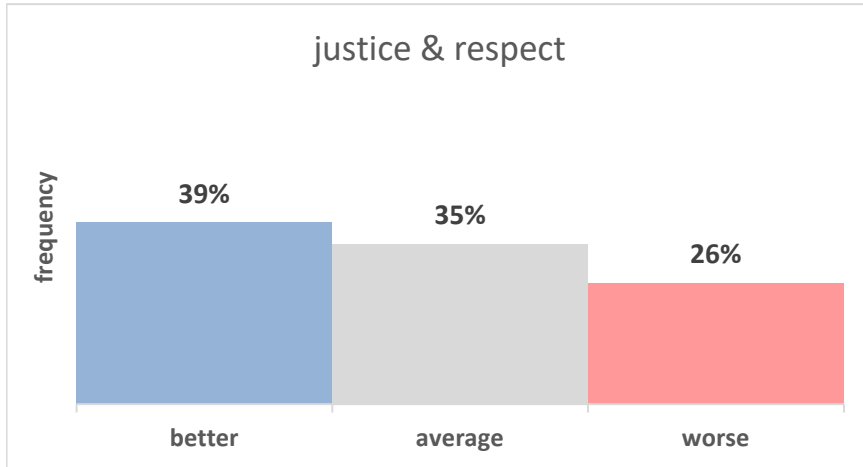
Scale Questions:

TM2 Can the employees trust the information that comes from the management?

TM1 Does the management trust the employees to do their work well?

Ideas for improving trust of management:

- Practice accountability and transparency
- Be honest and ethical in principle and in actions
- Admit mistakes quickly and accept responsibility
- Listen actively and communicate clearly and succinctly
- Demonstrate a high regard for ethical behaviour
- Depersonalize problems and focus on solutions



average score: 57
 RSI Day 2018 ave.: 58
difference: -0.2
 t-test probability 0.926

Justice and Respect

Procedural and relational justice has been shown to be directly associated with workplace wellbeing

Scale Questions:

JU1 Are conflicts resolved in a fair way?

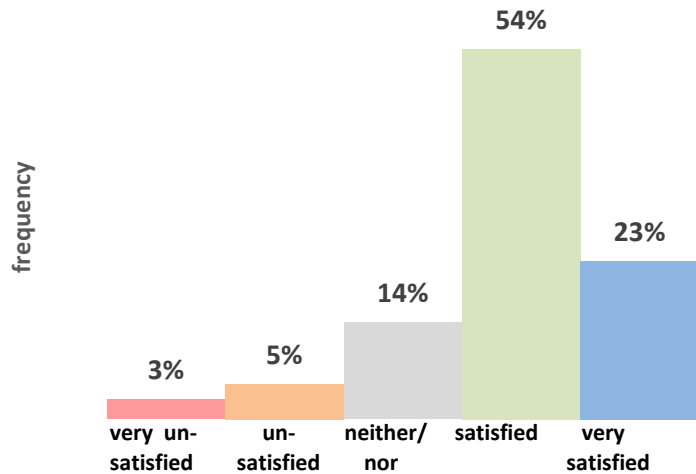
JU4 Is the work distributed fairly?

Ideas for improving justice and respect:

- Establish policies that prohibit discrimination in the workplace, and promote workplace equity and fair treatment in the allocation of jobs, duties, promotion, benefits and other terms or conditions of employment. In particular, employment-related distinctions on the basis of age, race, sex, disability, national origin or religion must be prohibited. Actions in breach of the equity policy should be reported as soon as they are discovered and addressed promptly.
- Communicate these policies and procedures to all managers, supervisors and workers
- Incorporate procedures for maintaining privacy and trust during cases of discrimination without hampering or delaying corrective actions being undertaken
- Identify someone whom workers can trust to report incidents about unequal or unfair treatment, and ensure that each case is dealt with promptly and fairly
- Ensure the fair distribution of work tasks

Job Satisfaction & Work-Life Balance

Job Satisfaction



Job Satisfaction

Job Satisfaction is measured on a simple scale of very satisfied, satisfied, neither/nor, unsatisfied and very unsatisfied. Job satisfaction is strongly related to the success of the whole organization.

Question:

JS4 Regarding your work in general. How pleased are you with your job as a whole, everything taken into consideration?

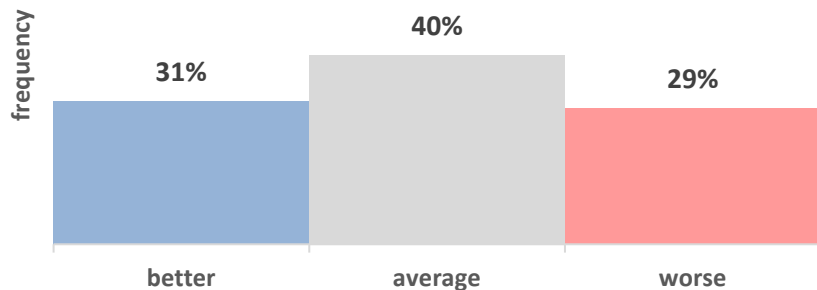
average score: 72

RSI Day 2018 ave.: 71

difference: +1.6

t-test probability 0.499

work-life imbalance



Work-Life Imbalance

Work demands which interfere with the amount of time and energy you have left for social interactions outside the workplace are strongly related to workplace burnout.

Scale Questions:

WF2 Do you feel that your work drains so much of your energy that it has a negative effect on your private life?

WF3 Do you feel that your work takes so much of your time that it has a negative effect on your private life?

WFX1 Are there times when you need to be at work and at home at the same time?

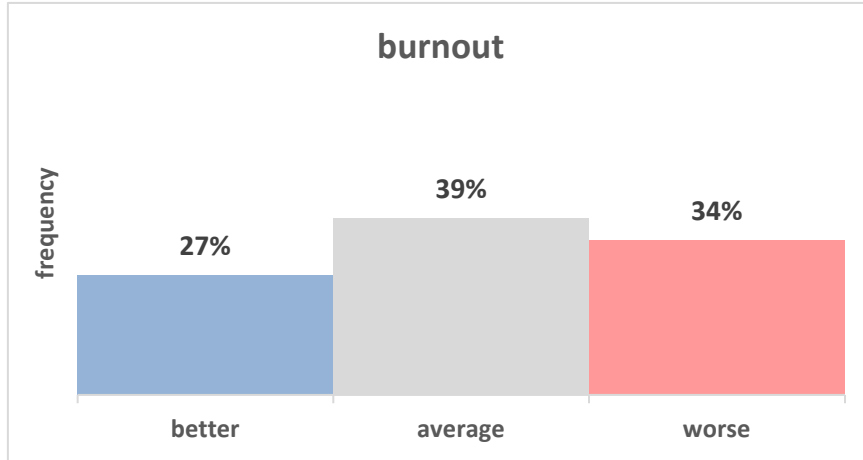
average score: 45

RSI Day 2018 ave.: 43

difference: +1.9

t-test probability 0.473

Health and Well-being:



Burnout

Burnout is often related to excessive work demands, but can be aggravated by poor relationships within an organization.

Scale Questions:

BO1 How often have you felt worn out?

BO3 How often have you been emotionally exhausted?

BO2 How often have you been physically exhausted?

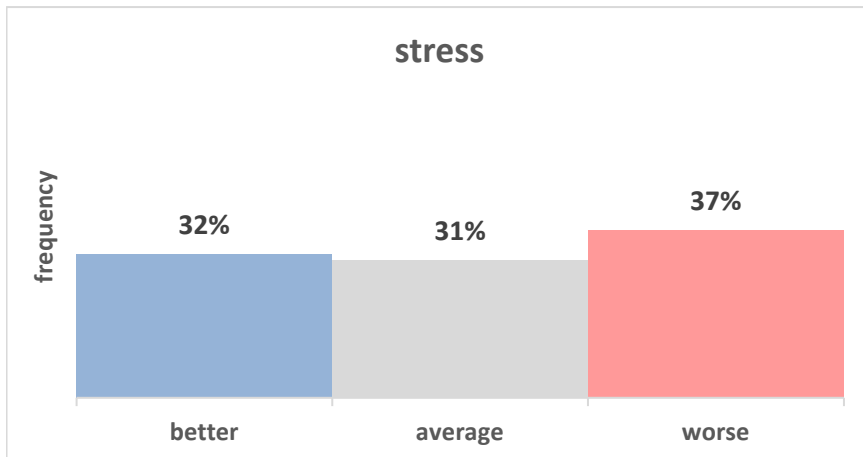
BO4 How often have you felt tired?

average score: 55

RSI Day 2018 ave.: 52

difference: +2.8

t-test probability 0.199



Stress Symptoms

Stress is a vague term which is difficult to define formally, but everyone seems to understand what it means and the symptoms that go with it.

Scale Questions:

ST1 How often have you had problems relaxing?

ST2 How often have you been irritable?

ST3 How often have you been tense?

ST4* How often have you been stressed?

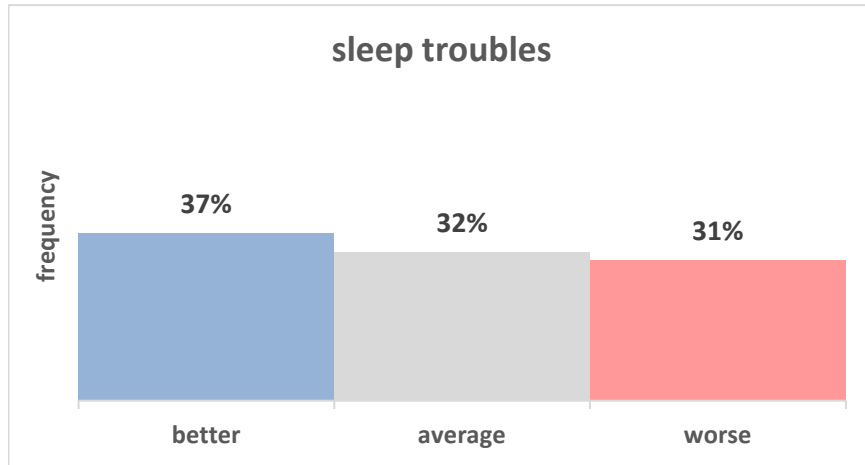
average score: 48

RSI Day 2018 ave.: 44

difference: +3.6

t-test probability 0.083

Health and Well-being (continued):



Sleep Troubles

The effects of stress are often described as "the things that keep you awake at night", however, age also plays a part.

Scale Questions:

SL1 How often have you slept badly and restlessly?

SL2 How often have you found it hard to go to sleep?

SL3 How often have you woken up too early and not been able to get back to sleep?

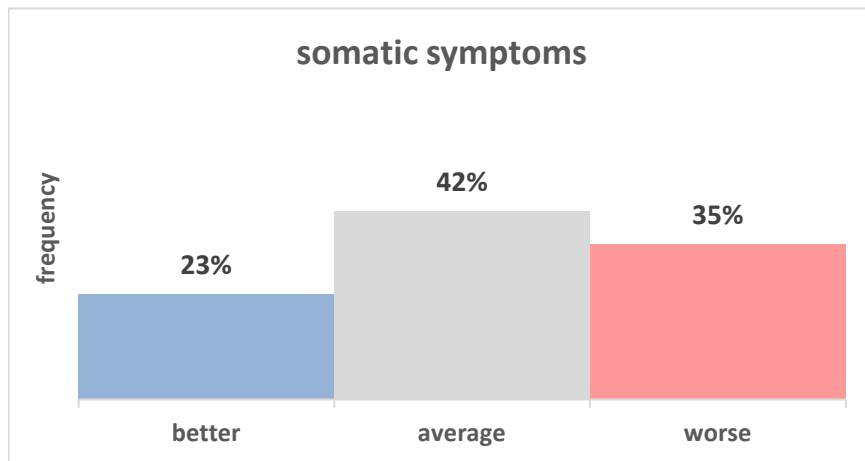
SL4 How often have you woken up several times and found it difficult to get back to sleep?

average score: 41

RSI Day 2018 ave.: 43

difference: -1.9

t-test probability 0.427



Somatic Symptoms

Somatic symptoms are also called psychosomatic symptoms and include typical body reactions to stress and anxiety.

Scale Questions:

SO1 How often have you had a stomach ache?

SO2 How often have you had a headache?

SO3 How often have you had palpitations?

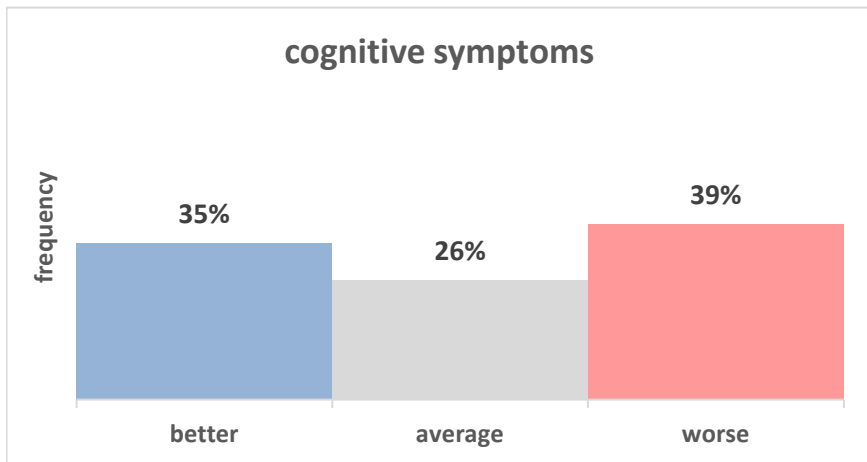
SO4 How often have you had tension in various muscles?

average score: 30

RSI Day 2018 ave.: 27

difference: +2.9

t-test probability 0.090



Cognitive Symptoms

A stressed mind does not function as efficiently as a positively engaged mind - resulting in the "boggling down" of thinking tasks.

Scale Questions:

CS1 How often have you had problems concentrating?

CS2 How often have you found it difficult to think clearly?

CS3 How often have you had difficulty in making decisions?

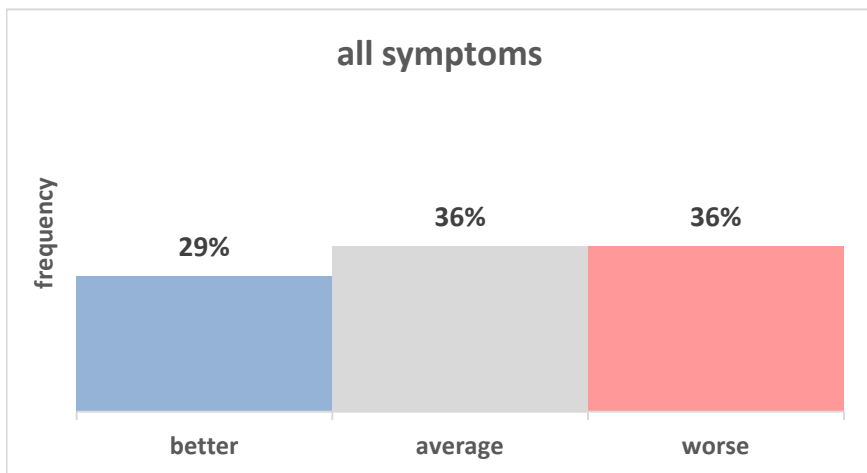
CS4 How often have you had difficulty with remembering?

average score: 40

RSI Day 2018 ave.: 36

difference: +4.0

t-test probability 0.062



All Symptoms

This is the sum of all 20 symptom questions which include burnout, sleep troubles, stress, cognitive and somatic symptoms, as compared to the reference population.

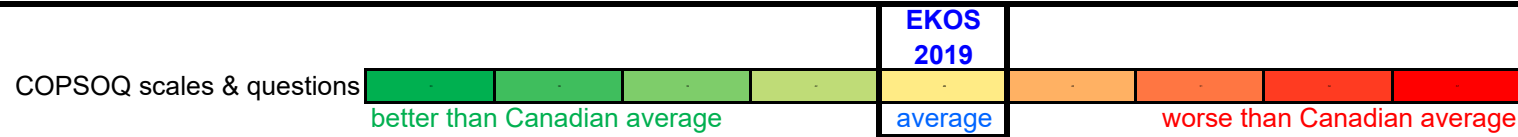
average score: 43

RSI Day 2018 ave.: 41

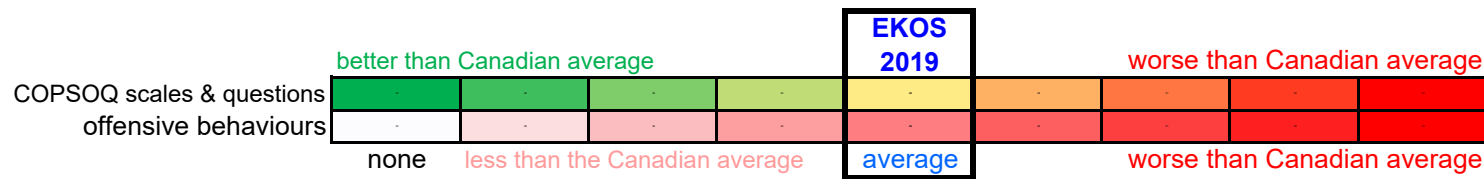
difference: +2.2

t-test probability 0.234

Comparisons:



EKOS 2019	factors	RSI Day 2024	RSI Day 2018		female gender identity	male gender identity		20-29 years old	30-39 years old	40-49 years old	50-59 years old	60 or more years old	
													n=
45	Demands at Work	quantitative demands	50	50	-0.4	51	46	+5.2	39	47	53	52	51
61		work pace	56	60	-4.4	57	52	+4.5	54	57	57	55	51
46		emotional demands	50	51	-0.8	51	48	+2.7	49	48	52	53	50
49	Work Organization and Job Content	influence	56	51	+4.7	56	57	-1.2	53	55	53	60	57
70		possibilities for development	75	72	+2.6	75	72	+3.2	73	76	73	77	71
70		meaning of work	77	74	+3.3	78	75	+3.0	72	76	78	77	79
61		commitment to the workplace	64	64	-0.4	63	65	-1.9	63	63	63	64	65
54	Interpersonal Relations and Leadership	predictability	52	54	-2.1	51	56	-4.9	53	51	48	57	55
62		rewards (recognition)	65	63	+1.6	65	64	+0.8	68	65	63	65	64
71		role clarity	66	67	-1.0	66	67	-1.2	69	63	65	71	66
48		role conflicts	43	40	+3.0	43	43	+0.3	41	46	44	39	40
56		quality of leadership	59	58	+0.7	59	57	+2.5	64	60	56	59	56
67		social support from supervisor	73	72	+1.2	74	71	+3.6	79	75	73	73	63
74		social support	77	76	+0.5	77	76	+0.4	84	79	75	76	74
32	Work-Individual Interface	job insecurity	26	28	-2.6	25	29	-4.8	22	21	30	27	26
69		job satisfaction	72	71	+1.6	73	72	+1.3	74	71	74	75	65
45		work-life conflict	45	43	+1.9	45	43	+1.6	35	39	50	44	51
66	Social Capital	vertical trust	63	63	+0.1	64	62	+2.0	66	60	62	66	66
59		justice & respect	57	58	-0.2	58	57	+1.3	60	56	56	60	59
62	Health and Well-being	self-rated health	60	64	-3.9	59	62	-2.7	65	62	58	61	58
52		burnout	55	52	+2.8	57	49	+7.5	56	56	59	51	52
46		stress	48	44	+3.6	50	41	+8.7	48	48	50	44	49
45		sleep troubles	41	43	-1.9	43	35	+7.4	35	36	44	43	47
31		somatic symptoms	30	27	+2.9	32	23	+9.1	33	27	33	27	31
36		cognitive symptoms	40	36	+4.0	42	33	+9.1	43	42	41	35	40



**EKOS
2019**

EKOS 2019	factors	RSI Day			gender identity		age groups					
		2024	2018		female	male	20-29	30-39	40-49	50-59	60 or more	
4008	n=	313	152		233	74	23	78	97	82	30	
12.9%	sexual harassment	6.1%	4.0%	+2.1%	6.9%	2.8%	+4.1%	17.4%	9.0%	3.2%	4.9%	3.6%
16.9%	threats of violence	7.6%	10.7%	-3.1%	7.5%	8.6%	-1.1%	0.0%	6.7%	5.4%	11.0%	14.3%
12.2%	physical violence	4.6%	4.1%	+0.5%	4.8%	4.2%	+0.6%	0.0%	5.1%	5.3%	6.2%	0.0%
28.7%	bullying	18.2%	28.7%	-10.4%	18.7%	15.5%	+3.2%	8.7%	15.4%	23.2%	16.0%	25.0%
18.2%	discrimination	14.9%	13.4%	+1.5%	12.6%	22.2%	-9.7%	8.7%	14.1%	14.7%	17.1%	17.9%
37.5%	vicarious offensive behaviours	31.8%	36.9%	-5.1%	31.2%	35.2%	-4.0%	26.1%	32.5%	28.4%	36.6%	35.7%
2.4	enough resources	2.7	2.7	-0.0	2.7	2.7	-0.0	2.3	2.9	2.8	2.6	2.4
2.2	job security	2.0	2.2	-0.2	2.0	2.0	-0.0	1.8	2.0	2.1	2.0	2.1
2.8	staffing levels	3.1	3.3	-0.1	3.1	3.1	+0.0	2.8	3.1	3.3	3.1	3.0
2.3	accommodations for outside responsibilities	2.0	2.0	-0.0	1.9	2.0	-0.1	1.9	2.0	1.9	2.0	2.0
5.1	approach to accident investigation	4.9	4.9	-0.0	4.9	4.8	+0.1	4.8	4.8	5.1	4.7	5.2
2.2	VH Effectiveness	2.4	2.4	-0.1	2.4	2.3	+0.0	2.1	2.3	2.5	2.2	2.5
2.8	psych HS climate	3.2	3.1	+0.1	3.2	3.1	+0.1	2.7	3.2	3.3	3.2	3.1
3.2	culture that tolerates harmful behaviour	3.3	3.1	+0.3	3.3	3.4	-0.1	3.8	3.3	3.2	3.2	3.3
0.8	radiation	0.8	1.0	-0.2	0.7	0.9	-0.2	0.8	0.7	0.8	0.7	0.8
1.4	driving hazards	1.5	1.5	+0.1	1.5	1.6	-0.1	2.0	1.6	1.5	1.5	1.4
1.6	biological hazards	1.6	1.8	-0.2	1.6	1.6	-0.0	1.5	1.7	1.6	1.6	1.3
1.0	dangerous chemicals	1.1	1.0	+0.1	1.1	1.1	-0.1	1.5	1.1	1.1	1.1	0.7
2.1	ergonomics	2.1	2.2	-0.1	2.1	2.3	-0.2	2.2	2.2	2.0	2.2	2.0
2.0	physical factors	1.7	2.1	-0.3	1.7	1.8	-0.1	1.4	1.8	1.7	1.7	1.7
2.2	thermal comfort	1.9	2.2	-0.3	1.9	1.8	+0.1	1.7	1.9	1.9	2.0	1.9
2.0	air quality	1.7	1.9	-0.3	1.7	1.7	-0.0	1.4	1.8	1.6	1.8	1.6
1.5	safety hazards	1.6	1.4	+0.2	1.5	1.8	-0.3	1.4	1.6	1.5	1.7	1.5
1.4	work alone	1.6	1.3	+0.3	1.6	1.6	-0.0	1.7	1.6	1.6	1.4	1.6

Comparisons:

**EKOS
2019**

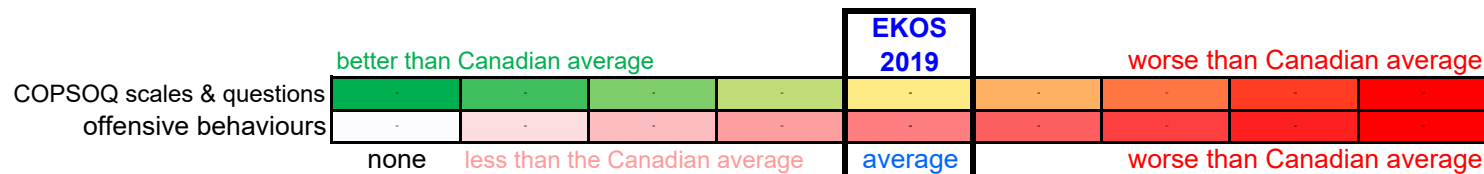
COPSOQ scales & questions

better than Canadian average

average

worse than Canadian average

EKOS 2019	factors	Health care and social assistance	Professional, scientific and technical services	Manufacturing	Public administration	Educational services	unable to find the right classification	Mining, quarrying, and oil and gas extraction	considered part of mgmt	not considered part of mgmt		
												n=
4008		82	48	37	32	29	19	14	132	179		
45	Demands at Work	quantitative demands	51	48	52	51	47	46	43	51	49	+2.8
61		work pace	58	51	57	54	58	49	52	59	53	+5.6
46		emotional demands	59	39	46	53	50	45	46	51	50	+0.8
49	Work Organization and Job Content	influence	55	68	60	47	53	48	52	61	52	+9.2
70		possibilities for development	72	79	83	74	77	64	66	79	71	+8.2
70		meaning of work	75	84	84	77	80	69	75	80	75	+5.6
61		commitment to the workplace	66	73	61	62	61	58	59	69	60	+8.6
54	Interpersonal Relations and Leadership	predictability	53	64	50	46	53	43	48	58	47	+10.5
62		rewards (recognition)	63	75	68	62	64	58	58	71	60	+10.3
71		role clarity	67	78	68	57	66	63	61	69	65	+4.5
48		role conflicts	46	31	42	50	41	34	55	40	45	-4.3
56		quality of leadership	61	70	58	54	60	53	60	61	57	+4.2
67		social support from supervisor	75	80	75	71	79	61	73	72	73	-1.1
74		social support	77	82	78	77	71	72	73	77	76	+0.9
32	Work-Individual Interface	job insecurity	27	15	24	34	30	25	27	23	28	-4.1
69		job satisfaction	73	82	73	65	70	68	79	77	70	+6.9
45		work-life conflict	46	38	45	46	40	47	48	45	44	+1.3
66	Social Capital	vertical trust	64	73	61	57	64	64	61	68	60	+8.8
59		justice & respect	55	69	60	51	58	53	51	63	53	+9.6
62	Health and Well-being	self-rated health	60	63	61	59	61	53	73	63	58	+5.5
52		burnout	55	50	56	59	52	56	52	53	57	-4.1
46		stress	48	41	44	56	45	48	42	47	48	-1.6
45		sleep troubles	40	36	34	43	42	42	47	39	43	-4.1
31		somatic symptoms	31	25	22	32	30	35	27	28	31	-3.2
36		cognitive symptoms	38	33	39	48	40	42	42	38	42	-3.6



EKOS 2019	factors	n=	Health care and social assistance	Professional, scientific and technical services	Manufacturing	Public administration	Educational services	unable to find the right classification	Mining, quarrying, and oil and gas extraction	considered part of mgmt	not considered part of mgmt	
4008			82	48	37	32	29	19	14	132	179	
12.9%	Offensive Behaviours	sexual harassment	7.5%	0.0%	5.4%	6.5%	6.9%	0.0%	7.7%	6.2%	6.2%	-0.1%
16.9%		threats of violence	11.4%	4.3%	0.0%	6.5%	14.8%	10.5%	0.0%	4.7%	9.2%	-4.5%
12.2%		physical violence	6.3%	0.0%	0.0%	3.3%	13.8%	5.3%	0.0%	2.3%	6.3%	-3.9%
28.7%		bullying	21.3%	6.4%	18.9%	26.7%	13.8%	15.8%	7.7%	14.6%	20.6%	-6.0%
18.2%		discrimination	15.0%	6.3%	10.8%	25.8%	13.8%	5.3%	7.7%	10.8%	17.5%	-6.7%
37.5%		vicarious offensive behaviours	38.8%	12.8%	48.6%	22.6%	24.1%	26.3%	38.5%	34.6%	29.5%	+5.1%
2.4	Working Conditions	enough resources	2.7	2.4	2.7	3.0	2.8	2.8	2.6	2.6	2.8	-0.2
2.2		job security	2.0	1.9	2.0	1.8	2.3	1.9	2.6	2.0	2.0	+0.0
2.8		staffing levels	3.3	2.6	3.1	3.3	3.1	2.9	3.4	3.0	3.2	-0.2
2.3		accommodations for outside responsibilities	1.9	1.7	1.8	1.9	2.2	1.9	2.3	1.7	2.1	-0.4
5.1	Workplace Culture	approach to accident investigation	5.0	3.9	5.3	5.1	5.2	4.6	5.4	4.7	5.0	-0.3
2.2		VH Effectiveness	2.5	1.9	2.3	2.6	2.2	2.2	2.5	2.2	2.5	-0.2
2.8		psych HS climate	3.4	2.4	3.4	3.5	3.3	2.7	3.2	3.1	3.3	-0.2
3.2		culture that tolerates harmful behaviour	3.3	3.8	3.2	2.9	3.3	3.3	3.5	3.4	3.2	+0.2
0.8	H&S and Work Environment	radiation	0.9	0.6	1.0	0.6	0.7	0.5	1.2	0.7	0.8	-0.1
1.4		driving hazards	1.6	1.3	1.7	1.6	1.2	1.6	1.9	1.5	1.5	+0.0
1.6		biological hazards	1.6	1.1	1.8	1.5	1.6	1.3	1.6	1.5	1.6	-0.1
1.0		dangerous chemicals	1.2	0.6	1.5	0.8	0.9	0.7	1.6	1.2	1.0	+0.2
2.1		ergonomics	2.3	1.5	2.4	2.0	2.1	2.1	2.7	2.1	2.1	-0.0
2.0		physical factors	1.7	1.3	2.0	1.8	1.8	1.6	1.8	1.7	1.7	-0.0
2.2		thermal comfort	2.1	1.3	2.3	2.1	2.0	1.7	1.6	2.0	1.9	+0.1
2.0		air quality	1.8	1.3	2.1	1.8	1.9	1.4	1.6	1.7	1.7	+0.1
1.5		safety hazards	1.7	1.1	1.8	1.7	1.6	1.2	1.1	1.6	1.6	+0.0
1.4		work alone	1.7	1.4	1.4	1.8	1.2	1.4	1.7	1.5	1.6	-0.1

Comparisons:

**EKOS
2019**

COPSOQ scales & questions

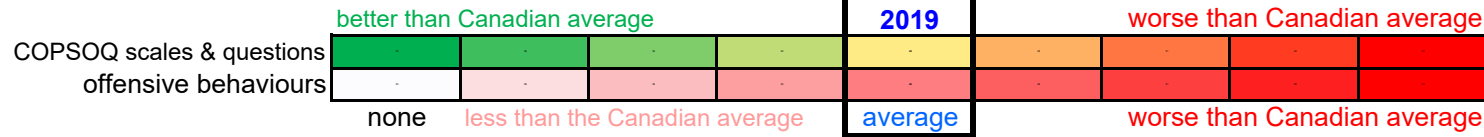
better than Canadian average

average

worse than Canadian average

EKOS 2019	factors	n=	EKOS 2019						Canadian Average					
			mgmt & 0 extra hrs	non-mgmt & 0 extra hrs	mgmt & 1-5 extra hrs	non-mgmt & 1-5 extra hrs	mgmt & 6+ extra hrs	non-mgmt & 6+ extra hrs	0 min of break time worked	1-15 min of break time worked	16-30 min of break time worked	31-45 min of break time worked	46-60 min of break time worked	61+ min of break time worked
4008			39	91	49	60	41	23	85	55	95	11	34	5
45	Demands at Work	quantitative demands	40	44	55	52	57	58	43	53	54	50	51	65
61		work pace	54	46	63	56	59	71	47	55	61	58	65	55
46		emotional demands	45	45	55	53	52	67	44	52	52	60	56	53
49	Work Organization and Job Content	influence	75	55	55	49	57	49	60	50	58	43	56	50
70		possibilities for development	87	69	78	75	74	72	76	74	76	66	76	67
70		meaning of work	87	71	77	79	78	80	78	79	77	74	75	73
61		commitment to the workplace	76	60	65	63	66	56	64	66	65	49	64	69
54	Interpersonal Relations and Leadership	predictability	66	50	54	47	56	43	55	48	51	48	50	60
62		rewards (recognition)	80	60	68	66	67	47	70	61	65	55	59	60
71		role clarity	77	64	66	66	65	62	69	68	65	55	66	65
48		role conflicts	32	42	44	46	43	53	39	44	44	52	48	32
56		quality of leadership	64	59	56	58	64	46	66	62	55	49	53	54
67		social support from supervisor	76	76	72	73	70	62	82	71	72	69	64	80
74		social support	82	76	76	77	74	73	80	76	74	77	73	83
32	Work-Individual Interface	job insecurity	17	26	29	28	22	31	25	27	27	21	26	28
69		job satisfaction	84	70	72	74	75	61	74	71	74	70	73	80
45		work-life conflict	38	35	49	49	49	70	33	51	50	55	54	51
66	Social Capital	vertical trust	72	61	66	62	67	50	66	66	61	51	61	65
59		justice & respect	69	56	58	56	63	39	63	56	56	45	54	47
62	Health and Well-being	self-rated health	71	57	57	61	63	55	65	59	57	57	61	45
52		burnout	46	55	58	57	53	69	49	59	59	63	57	65
46		stress	42	46	49	48	47	60	42	51	52	54	49	50
45		sleep troubles	33	38	41	45	41	58	36	43	44	45	44	49
31		somatic symptoms	27	29	30	30	25	40	26	35	30	29	34	31
36		cognitive symptoms	34	39	39	43	39	49	37	43	43	46	38	34

**EKOS
2019**



EKOS 2019	factors	n=	mgmt & 0 extra hrs	non-mgmt & 0 extra hrs	mgmt & 1-5 extra hrs	non-mgmt & 1-5 extra hrs	mgmt & 6+ extra hrs	non-mgmt & 6+ extra hrs	0 min of break time worked	1-15 min of break time worked	16-30 min of break time worked	31-45 min of break time worked	46-60 min of break time worked	61+ min of break time worked
4008			39	91	49	60	41	23	85	55	95	11	34	5
12.9%	sexual harassment		12.8%	2.2%	4.3%	8.3%	2.4%	13.0%	6.0%	5.5%	3.2%	18.2%	9.1%	20.0%
16.9%	threats of violence		2.6%	4.5%	2.1%	11.9%	10.5%	21.7%	2.5%	11.1%	8.6%	18.2%	9.4%	20.0%
12.2%	physical violence		2.6%	5.6%	2.2%	5.1%	2.4%	13.0%	3.6%	9.3%	3.2%	9.1%	6.1%	0.0%
28.7%	bullying		15.4%	15.7%	19.1%	16.9%	7.3%	43.5%	7.2%	27.3%	19.1%	36.4%	12.5%	0.0%
18.2%	discrimination		10.3%	13.3%	4.3%	15.0%	17.1%	34.8%	13.1%	14.5%	12.8%	18.2%	18.2%	20.0%
37.5%	vicarious offensive behaviours		33.3%	23.6%	44.7%	30.0%	22.0%	47.8%	26.5%	41.8%	31.9%	45.5%	18.2%	20.0%
2.4	enough resources		2.2	2.6	2.8	2.8	2.8	3.4	2.5	2.7	2.7	2.9	2.8	2.8
2.2	job security		1.8	1.9	2.1	2.2	2.1	2.2	1.9	2.0	2.0	2.3	2.1	1.8
2.8	staffing levels		2.5	3.0	3.2	3.4	3.3	3.8	2.9	3.2	3.2	3.7	3.1	3.4
2.3	accommodations for outside responsibilities		1.5	2.0	1.8	2.0	1.9	2.7	1.8	1.8	1.9	2.7	2.2	2.6
5.1	approach to accident investigation		4.2	4.8	4.9	4.9	4.9	5.9	4.5	4.9	5.0	5.5	5.0	4.4
2.2	VH Effectiveness		2.0	2.4	2.4	2.3	2.1	3.1	2.2	2.4	2.4	2.7	2.3	2.0
2.8	psych HS climate		2.7	3.3	3.3	2.9	3.1	4.2	2.9	3.2	3.4	4.2	3.1	3.0
3.2	culture that tolerates harmful behaviour		3.9	3.3	3.3	3.4	3.0	2.6	3.5	3.3	3.2	2.6	3.4	3.6
0.8	radiation		0.6	0.8	0.8	0.7	0.8	1.0	0.7	0.8	0.9	0.6	0.6	0.4
1.4	driving hazards		1.6	1.5	1.6	1.5	1.4	1.8	1.4	1.5	1.4	1.2	1.9	2.4
1.6	biological hazards		1.5	1.6	1.6	1.5	1.5	2.0	1.5	1.5	1.7	1.6	1.5	2.0
1.0	dangerous chemicals		1.1	1.2	1.4	0.7	1.0	0.8	1.1	0.9	1.2	1.3	1.2	0.8
2.1	ergonomics		2.1	2.1	2.1	2.0	2.1	2.4	2.0	2.2	2.0	3.1	2.1	2.4
2.0	physical factors		1.6	1.7	1.9	1.7	1.6	2.0	1.7	1.6	1.6	1.9	2.0	2.6
2.2	thermal comfort		1.7	1.8	2.3	1.8	1.8	2.2	1.6	2.0	2.0	2.0	2.0	3.0
2.0	air quality		1.7	1.7	2.0	1.5	1.4	2.0	1.6	1.7	1.6	1.7	2.1	2.2
1.5	safety hazards		1.4	1.6	1.7	1.4	1.6	1.7	1.5	1.4	1.5	2.1	1.6	2.6
1.4	work alone		1.4	1.7	1.6	1.5	1.6	1.6	1.6	1.4	1.7	1.5	1.5	1.4

Comparisons:

**EKOS
2019**

COPSOQ scales & questions

better than Canadian average

average

worse than Canadian average

EKOS 2019	factors	Sample Size									Paperwork Time				
		n=	1-10	11-50	51-100	101-250	251-500	501-1000	1000-5000	5000+	less than 15% time spent on paperwork	between 15-32% time spent on paperwork	between 33-49% time spent on paperwork	between 50-74% time spent on paperwork	75% or more time spent on paperwork
4008		n=	26	30	24	46	30	36	62	42	63	70	76	48	47
45	Demands at Work	quantitative demands	46	48	44	48	55	55	50	51	47	52	49	52	49
61		work pace	49	56	50	55	58	60	57	56	49	60	56	56	58
46		emotional demands	48	48	41	49	55	58	50	50	40	54	49	56	57
49	Work Organization and Job Content	influence	72	56	64	61	50	50	52	54	56	58	56	55	52
70		possibilities for development	77	74	78	78	73	74	74	75	73	78	74	76	73
70		meaning of work	82	74	80	77	83	76	74	78	75	80	78	76	76
61		commitment to the workplace	67	65	69	62	60	66	60	66	63	68	61	64	59
54	Interpersonal Relations and Leadership	predictability	66	54	58	54	47	47	48	51	53	56	52	50	47
62		rewards (recognition)	73	66	77	60	61	61	64	66	65	72	61	62	61
71		role clarity	76	68	70	68	63	65	67	62	68	67	66	66	64
48		role conflicts	28	43	32	41	50	50	43	45	37	40	43	47	51
56		quality of leadership	64	57	64	55	50	60	57	64	60	65	53	61	55
67		social support from supervisor	77	66	77	68	68	80	72	78	75	79	69	77	66
74		social support	80	70	75	79	68	73	82	79	78	82	75	73	72
32	Work-Individual Interface	job insecurity	18	26	21	24	25	29	27	30	26	21	28	26	28
69		job satisfaction	81	71	80	71	68	74	68	74	70	80	71	73	68
45		work-life conflict	45	45	38	44	50	49	42	45	39	47	45	47	48
66	Social Capital	vertical trust	82	65	69	65	53	58	62	63	70	67	60	59	59
59		justice & respect	72	55	65	64	53	49	56	54	61	65	55	52	52
62	Health and Well-being	self-rated health	64	60	58	54	53	58	65	63	58	65	58	58	61
52		burnout	45	57	51	56	65	61	51	55	52	55	54	57	60
46		stress	42	48	42	49	54	51	47	45	44	45	48	52	53
45		sleep troubles	39	35	42	44	46	45	40	37	38	39	38	47	47
31		somatic symptoms	20	28	30	33	30	32	29	28	28	26	28	32	37
36		cognitive symptoms	33	33	38	43	45	41	40	42	36	40	38	45	43

**EKOS
2019**

COPSOQ scales & questions
offensive behaviours

better than Canadian average
none less than the Canadian average average worse than Canadian average

EKOS 2019	factors	n=	EKOS 2019							Time Spent on Paperwork					
			1-10	11-50	51-100	101-250	251-500	501-1000	1000-5000	5000+	less than 15% time spent on paperwork	between 15-32% time spent on paperwork	between 33-49% time spent on paperwork	between 50-74% time spent on paperwork	75% or more time spent on paperwork
4008			26	30	24	46	30	36	62	42	63	70	76	48	47
12.9%	Offensive Behaviours	sexual harassment	0.0%	6.9%	13.0%	6.7%	3.3%	5.6%	9.8%	2.4%	0.0%	5.9%	9.2%	6.3%	8.7%
16.9%		threats of violence	3.8%	7.1%	4.5%	4.4%	10.0%	14.3%	10.2%	7.3%	8.2%	6.1%	6.7%	4.3%	15.6%
12.2%		physical violence	7.7%	7.1%	4.3%	4.4%	3.3%	11.1%	1.6%	2.4%	4.8%	9.0%	1.3%	2.1%	6.5%
28.7%		bullying	8.0%	20.7%	8.7%	15.6%	16.7%	27.8%	14.8%	21.4%	17.7%	16.4%	13.2%	21.3%	23.9%
18.2%		discrimination	11.5%	10.3%	17.4%	11.1%	16.7%	19.4%	14.8%	14.3%	11.3%	11.8%	13.2%	12.5%	28.3%
37.5%		vicarious offensive behaviours	0.0%	31.0%	9.1%	35.6%	50.0%	38.9%	36.1%	38.1%	21.3%	30.9%	28.9%	41.7%	39.1%
2.4	Working Conditions	enough resources	2.1	2.9	2.3	2.5	3.0	2.8	2.8	2.8	2.8	2.5	2.7	2.7	2.7
2.2		job security	2.0	2.0	1.8	2.2	2.2	2.1	2.0	2.0	2.1	1.9	2.1	2.1	2.0
2.8		staffing levels	2.6	2.9	3.0	2.8	3.7	3.5	3.2	3.3	3.1	2.9	3.1	3.3	3.3
2.3		personal needs accommodations	1.8	1.9	1.6	1.9	2.4	2.0	2.0	1.8	1.9	1.8	2.0	1.9	2.0
5.1	Workplace Culture	approach to accident investigation	4.2	4.9	4.3	4.7	5.0	5.3	5.0	4.8	4.7	4.7	5.0	5.0	5.1
2.2		VH Effectiveness	1.7	2.6	2.0	2.1	2.4	2.6	2.5	2.3	2.6	2.2	2.2	2.3	2.5
2.8		psych HS climate	2.1	3.2	2.4	3.1	4.0	3.6	3.2	3.1	3.2	2.9	3.2	3.4	3.6
3.2		culture tolerates harmful behaviour	3.9	3.4	3.8	3.6	2.9	3.1	3.2	3.1	3.4	3.5	3.4	3.3	2.9
0.8	H&S and Work Environment	radiation	0.3	0.7	0.6	0.6	0.8	0.9	1.0	1.0	0.6	0.9	0.8	0.8	0.9
1.4		driving hazards	1.0	1.8	1.6	1.3	1.3	1.8	1.6	1.7	1.8	1.5	1.5	1.5	1.3
1.6		biological hazards	1.0	1.7	1.5	1.5	1.5	1.6	1.7	1.8	1.6	1.5	1.6	1.6	1.6
1.0		dangerous chemicals	0.5	0.9	0.7	1.0	1.0	1.5	1.1	1.5	1.1	1.1	1.0	1.1	1.2
2.1		ergonomics	1.4	2.3	1.8	2.0	2.1	2.4	2.3	2.2	2.0	1.9	2.3	2.3	2.1
2.0		physical factors	1.2	2.1	1.7	1.8	1.7	1.9	1.7	1.6	1.7	1.7	1.8	1.6	1.9
2.2		thermal comfort	1.1	2.2	1.8	2.0	1.8	2.2	1.9	2.0	1.8	1.7	2.1	1.8	2.0
2.0		air quality	1.2	2.0	1.7	1.7	1.7	1.9	1.6	1.6	1.7	1.5	1.7	1.7	1.9
1.5		safety hazards	1.0	1.7	1.4	1.7	1.6	1.7	1.5	1.8	1.7	1.4	1.6	1.5	1.6
1.4		work alone	1.3	1.7	1.5	1.5	1.9	1.7	1.5	1.6	1.6	1.5	1.6	1.6	1.7