

Appendix

Appendix: Scales of the COPSOQ II questionnaire

The response option for questions in COPSOQ II is given below:

- (a) Always; Often; Sometimes; Seldom; Never/hardly ever
- (b) Always; Often; Sometimes; Seldom; Never/hardly ever (reversed scoring)
- (c) To a very large extent; To a large extent; Somewhat; To a small extent; To a very small extent
- (d) Always; Often; Sometimes; Seldom; Never/hardly ever; Not relevant
- (e) Very satisfied; Satisfied; Unsatisfied; Very unsatisfied; Not relevant
- (f) Yes, often; Yes, sometimes; Rarely; No, never
- (g) Yes, certainly; Yes, to a certain degree; Yes, but only very little; No, not at all
- (h) To a very large extent; To a large extent; Somewhat; To a small extent; To a very small extent (reversed scoring)
- (i) Excellent; Very good; Good; Fair; Poor
- (j) All the time; A large part of the time; Part of the time; A small part of the time; Not at all
- (k) Fits perfectly; Fits quite well; Fits a little bit; Does not fit
- (l) Yes, daily; Yes, weekly; Yes, monthly; Yes, a few times; No
 - If yes, with whom? (You may tick off more than one); Colleagues; Manager/superior; Subordinates; Clients/customers/patients
- (m) Yes, daily; Yes, weekly; Yes, monthly; Yes, a few times; No
 - If yes, from whom? (You may tick off more than one); Colleagues; Manager/superior; Subordinates; Clients/customers/patients

Demands at work

Scale	Item #	Item	Response option
Quantitative demands	QD1	Is your workload unevenly distributed so it piles up?	a
	QD2	How often do you not have time to complete all your work tasks?	a
	QD3	Do you get behind with your work?	a
	QD4	Do you have enough time for your work tasks?	b
Work pace	WP1	Do you have to work very fast?	a
	WP2	Do you work at a high pace throughout the day?	c
	WP3	Is it necessary to keep working at a high pace?	c
Cognitive demands	CD1	Do you have to keep your eyes on lots of things while you work?	a
	CD2	Does your work require that you remember a lot of things?	a
	CD3	Does your work demand that you are good at coming up with new ideas?	a
	CD4	Does your work require you to make difficult decisions?	a
Emotional demands	ED1	Does your work put you in emotionally disturbing situations?	a
	ED2	Do you have to relate to other people's personal problems as part of your work?	a
	ED3	Is your work emotionally demanding?	c
	ED4	Do you get emotionally involved in your work?	c
Demands for hiding emotions	HE1	Are you required to treat everyone equally, even if you do not feel like it?	a
	HE2	Does your work require that you hide your feelings?	c
	HE3	Are you required to be kind and open towards everyone – regardless of how they behave towards you?	c

Work organization and job contents

Scale	Item#	Item	Response option
Influence	IN1	Do you have a large degree of influence concerning your work?	a
	IN2	Do you have a say in choosing who you work with?	a
	IN3	Can you influence the amount of work assigned to you?	a
	IN4	Do you have any influence on what you do at work?	a
Possibilities for development (skill discretion)	PD1	Does your work require you to take the initiative?	c
	PD2	Do you have the possibility of learning new things through your work?	c
	PD3	Can you use your skills or expertise in your work?	c
	PD4	Does your work give you the opportunity to develop your skills?	c
Variation	VA1	Is your work varied?	a
	VA2	Do you have to do the same thing over and over again?	b
Meaning of work	MW1	Is your work meaningful?	c
	MW2	Do you feel that the work you do is important?	c
	MW3	Do you feel motivated and involved in your work?	c
Commitment to the workplace	CW1	Do you enjoy telling others about your place of work?	c
	CW2	Do you feel that your place of work is of great importance to you?	c
	CW3	Would you recommend a good friend to apply for a position at your workplace?	c
	CW4	How often do you consider looking for work elsewhere?	b

Interpersonal relations and leadership

Scale	Item #	Item	Response option
Predictability	PR1	At your place of work, are you informed well in advance concerning for example important decisions, changes, or plans for the future?	c
Recognition	PR2	Do you receive all the information you need in order to do your work well?	c
	RE1	Is your work recognised and appreciated by the management?	c
	RE2	Does the management at your workplace respect you?	c
	RE3	Are you treated fairly at your workplace?	c
Role clarity	CL1	Does your work have clear objectives?	c
	CL2	Do you know exactly which areas are your responsibility?	c
	CL3	Do you know exactly what is expected of you at work?	c
Role conflicts	CO1	Do you do things at work, which are accepted by some people but not by others?	c
	CO2	Are contradictory demands placed on you at work?	c
	CO3	Do you sometimes have to do things which ought to have been done in a different way?	c
	CO4	Do you sometimes have to do things which seem to be unnecessary?	c
Quality of leadership	QL1	To what extent would you say that your immediate superior: – makes sure that the individual member of staff has good development opportunities?	c
	QL2	– gives high priority to job satisfaction?	c
	QL3	– is good at work planning?	c
	QL4	– is good at solving conflicts?	c
Social support from colleagues	SC1	How often do you get help and support from your colleagues?	d
	SC2	How often are your colleagues willing to listen to your problems at work?	d
	SC3	How often do your colleagues talk with you about how well you carry out your work?	d
Social support from supervisors*	SS1	How often is your nearest superior willing to listen to your problems at work?	a
	SS2	How often do you get help and support from your nearest superior?	a
	SS3	How often does your nearest superior talk with you about how well you carry out your work?	a
Social community at work	SW1	Is there a good atmosphere between you and your colleagues?	a
	SW2	Is there good co-operation between the colleagues at work?	a
	SW3	Do you feel part of a community at your place of work?	a

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

Work-individual interface

Scale	Item #	Item	Response option
Job insecurity	J11	Are you worried about becoming unemployed?	c
	J12	Are you worried about new technology making you redundant?	c
	J13	Are you worried about it being difficult for you to find another job if you became unemployed?	c
	J14	Are you worried about being transferred to another job against your will?	c
Job satisfaction	Regarding your work in general. How pleased are you with:		
	JS1	– your work prospects?	e
	JS2	– the physical working conditions?	e
	JS3	– the way your abilities are used?	e
Work–family conflict	JS4	– your job as a whole, everything taken into consideration?	e
	WF1	Do you often feel a conflict between your work and your private life, making you want to be in both places at the same time?	f
	WF2	The next three questions concern the ways in which your work affects your private life: Do you feel that your work drains so much of your <i>energy</i> that it has a negative effect on your private life?	g
	WF3	Do you feel that your work takes so much of your <i>time</i> that it has a negative effect on your private life?	g
Family–work conflict	WF4	Do your friends or family tell you that you work too much?	g
	The next two questions concern the ways in which <i>your private life</i> affects your work:		
	FW1	Do you feel that your private life takes so much of your <i>energy</i> that it has a negative effect on your work?	g
	FW2	Do you feel that your private life takes so much of your <i>time</i> that it has a negative effect on your work?	g

Values at the workplace

The next questions are not about your own job but about the workplace as a whole

Scale	Item #	Item	Response option
Mutual trust between employees	TE1	Do the employees withhold information from each other?	h
	TE2	Do the employees withhold information from the management?	h
	TE3	Do the employees in general trust each other?	c
Trust regarding management	TM1	Does the management trust the employees to do their work well?	c
	TM2	Can you trust the information that comes from the management?	c
	TM3	Does the management withhold important information from the employees?	h
	TM4	Are the employees able to express their views and feelings?	c
Justice	JU1	Are conflicts resolved in a fair way?	c
	JU2	Are employees appreciated when they have done a good job?	c
	JU3	Are all suggestions from employees treated seriously by the management?	c
	JU4	Is the work distributed fairly?	c
Social inclusiveness	SI1	Are men and women treated equally at your workplace?	c
	SI2	Is there space for employees of a different race and religion?	c
	SI3	Is there space for elderly employees?	c
	SI4	Is there space for employees with various illnesses or disabilities?	c

Health and well-being

Scale	Item #	Item	Response option
General health perception	GH1	In general, would you say your health is: (Excellent, Very good, Good, Fair, Poor) These questions are about how you have been during <i>the last 4 weeks</i> .	i
Sleeping troubles	SL1	How often have you slept badly and restlessly?	j
	SL2	How often have you found it hard to go to sleep?	j
	SL3	How often have you woken up too early and not been able to get back to sleep?	j
	SL4	How often have you woken up several times and found it difficult to get back to sleep?	j
Burnout	BO1	How often have you felt worn out?	j
	BO2	How often have you been physically exhausted?	j
	BO3	How often have you been emotionally exhausted?	j
	BO4	How often have you felt tired?	j
Stress	ST1	How often have you had problems relaxing?	j
	ST2	How often have you been irritable?	j
	ST3	How often have you been tense?	j
	ST4	How often have you been stressed?	j
Depressive symptoms	DS1	How often have you felt sad?	j
	DS2	How often have you lacked self-confidence?	j
	DS3	How often have you had a bad conscience or felt guilty?	j
	DS4	How often have you lacked interest in everyday things?	j
Somatic stress	SO1	How often have you had stomach ache?	j
	SO2	How often have you had a headache?	j
	SO3	How often have you had palpitations?	j
	SO4	How often have you had tension in various muscles?	j
Cognitive stress	CS1	How often have you had problems concentrating?	j
	CS2	How often have you found it difficult to think clearly?	j
	CS3	How often have you had difficulty in taking decisions?	j
	CS4	How often have you had difficulty with remembering?	j
Self-efficacy		How well do these descriptions fit you as a person?	
	SE1	I am always able to solve difficult problems, if I try hard enough.	k
	SE2	If people work against me, I find a way of achieving what I want.	k
	SE3	It is easy for me to stick to my plans and reach my objectives.	k
	SE4	I feel confident that I can handle unexpected events.	k
	SE5	When I have a problem, I can usually find several ways of solving it.	k
	SE6	Regardless of what happens, I usually manage.	k

Offensive behaviour

Scale	Item #	Item	Response option
Sexual harassment	SH	Have you been exposed to undesired sexual attention at your workplace during the last 12 months?	l
Threats of violence	TV	Have you been exposed to threats of violence at your workplace during the last 12 months?	l
Physical violence	PV	Have you been exposed to physical violence at your workplace during the last 12 months?	l
Bullying	BU	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.	
		Have you been exposed to bullying at your workplace during the last 12 months?	l
Unpleasant teasing	UT	Have you been exposed to unpleasant teasing at your workplace during the last 12 months?	l
Conflicts and quarrels	CQ	Have you been involved in quarrels or conflicts at your workplace during the last 12 months?	l
Gossip and slander	GS	Have you been exposed to gossip and slander at your workplace during the last 12 months?	m