



FEEDBACK ON A SURVEY CONDUCTED IN SEVERAL EUROPEAN COUNTRIES

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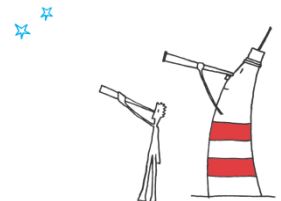


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CONTEXT OF THE EUROPEAN SURVEY

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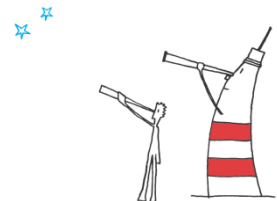
Context of the European survey 1/2

- Worldwide company which parent company is German
 - 5 sites through Europe from different mergers and acquisitions
- At the request of representatives and in a context of Quality of Working Life Policy, France site (222 employees) launched a survey in April 2014
 - They chose Preventis to guide them
- In 2015, decision from parent company to extend assessment to other sites:
 - Italy, 64 employees
 - UK, 146 employees
 - Germany, 1097 employees
 - And Luxembourg, 45 employees
- France HR realised the management of the European Psychosocial Risk Assessment project
- German site was guided by “historical” provider as he has already worked with other branch



Context of the European survey 2/2

- No active COPSQ network (known) in Italy and UK
- No « validated version », no benchmark
- In partnership with a research Institute “Opinion Way”, creation of a representative panel on Italy and UK (1000 persons for each countries) from French version of the COPSQ
- French panel: from Preventis clients and COPSQ network
 - About 17 000 employees in 2014/2015



French COPSOQ



STANDARD SHORT VERSION COPSOQ II

- Workload (2 items)
- Work pace (2 items)
- Work/family conflict (2 items)
- Influence at work (2 items)
- Possibilities for development (2 items)
- Meaning of work (2 items)
- Predictability (2 items)
- Role clarity (2 items)
- Quality of leadership (2 items)
- Social support from supervisor (2 items)
- Rewards/recognition (2 items)
- Trust regarding management (2 items)
- Justice and respect (2 items)
- Job satisfaction (1 item)
- Self-rated health (1 item)
- Burnout (2 items)
- Stress (2 items)
- Emotional demands (2 items)
 - Does your work put you in emotionally disturbing situations?



ADDITIONAL QUESTIONS TAKEN FROM MEDIUM AND LONG VERSIONS


- Social support from colleagues
 - How often do you get help or support from your colleagues?
 - How often are your colleagues willing to listen to your problems at work ?
- Mutual trust between colleagues
 - Is there good cooperation between the colleagues at work?
 - Do the employees in general trust each other?
- Values conflicts
 - Are contradictory demands placed on you at work?
 - Do you sometimes have to do things, which ought to have been done in a different way?
- Cognitive demands
 - Do you have to keep your eyes on lots of things while you work?
 - Does your work require that you remember a lot of things?
- Job insecurity
 - Are you worried about becoming unemployed?
 - Are you worried about being transferred to another job against your will?






Items analysed in COPSQ questionnaire

PSYCHOSOCIAL ENVIRONMENT




QUANTITATIVE DEMANDS ⁽¹⁾

-  [Workload
Work pace
Cognitive demands




AUTONOMY

-  [Influence at work
-  Possibilities for development
-  Degree of freedom at work

RELATIONSHIPS BETWEEN COLLEAGUES



-   Social support from colleagues ⁽²⁾
-  Mutual trust between colleagues ⁽³⁾

ORGANISATION AND LEADERSHIP




-  [Predictability
Role clarity
Organizational justice ⁽⁴⁾
Values conflicts
Quality of leadership
Social support from supervisor ⁽²⁾
Trust between employees and management ⁽⁴⁾
-  [Feedback
Social relations (quantity)
Sense of community ⁽³⁾
-  Rewards



CONSEQUENCES

PROFESSIONAL EXPERIENCE

-  [Commitment to the workplace
Satisfaction at work
Meaning of work
-  [Intention to leave
Presenteeism / Overcommitment

HEALTH AND WELL-BEING

-  [Self-rated health / General Health
Emotional demands
Burnout
-  [Stress / Cognitive stress
Work / life conflicts
Job insecurity
-  [Demands for hiding emotions
Satisfaction with life
Mobbing

-  Assessed in German / COPSQ I questionnaire
-  Assessed in French / COPSQ II questionnaire

⁽¹⁾ Questions are different and only one dimension in GC

⁽²⁾ Social Support in GC has divided into two dimensions in FC: social support from colleagues and social support from supervisor

⁽³⁾ One question in common Mutual trust between colleagues FC and Sens of community GC

⁽⁴⁾ Trust and Justice in GC divided into two dimensions in FC: Organisational justice and Trust between employees and management

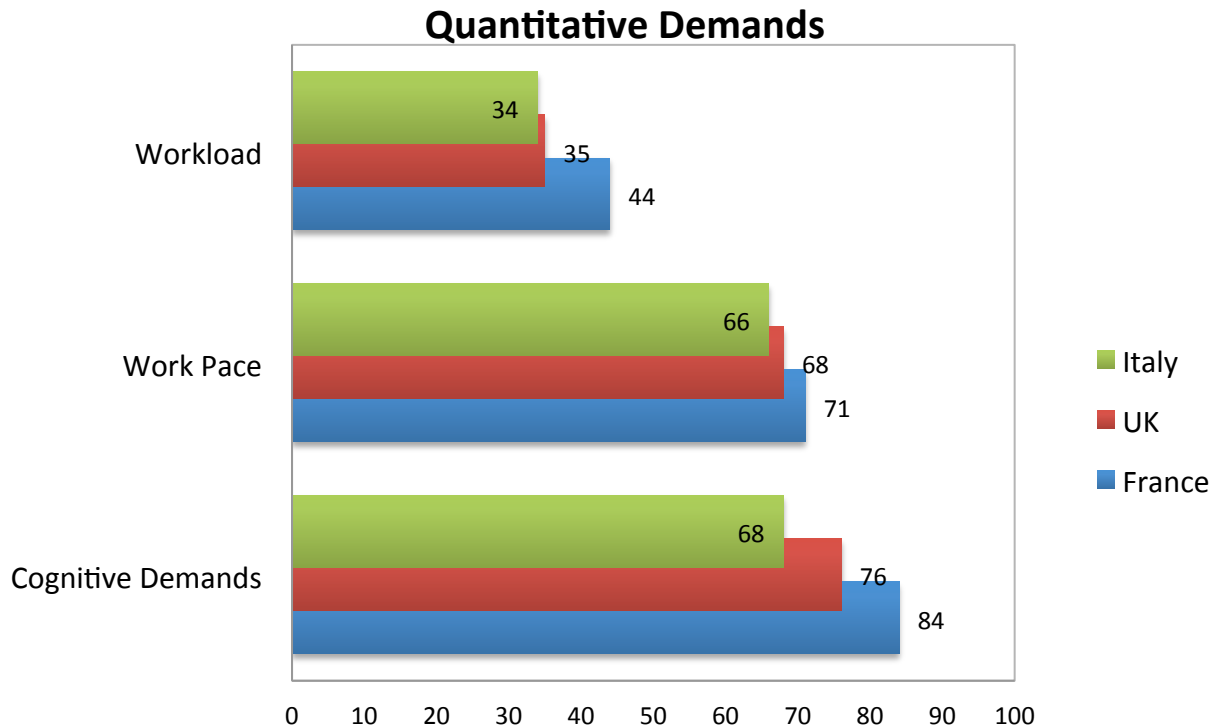


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EXTRACT OF RESULTS : QUANTITATIVE DEMANDS



Results per country on quantitative demands

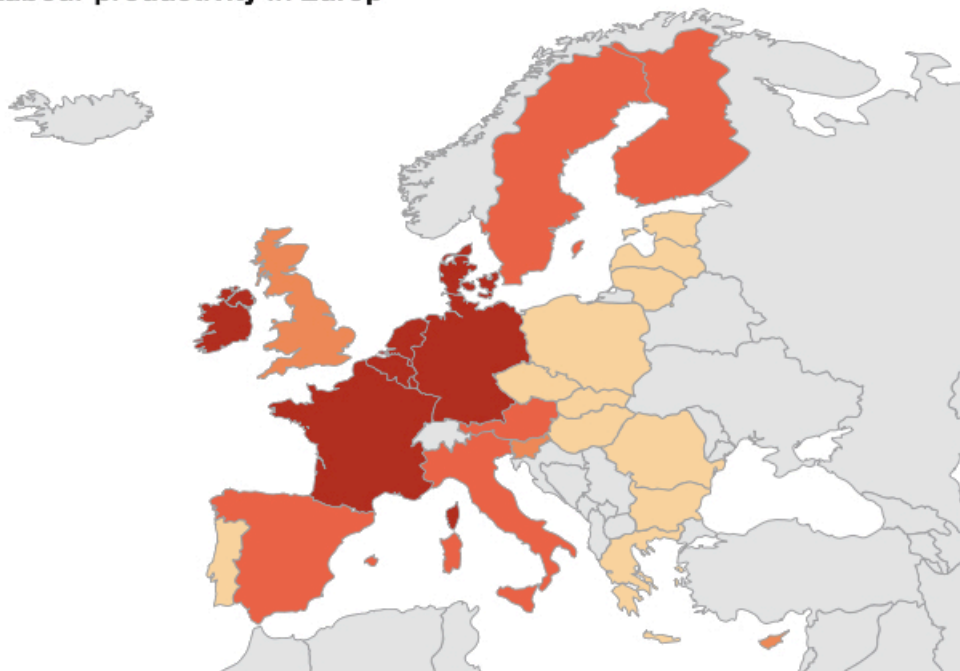


➔ Statistically relevant average differences between groups: France distinguishes itself from others with higher quantitative demands

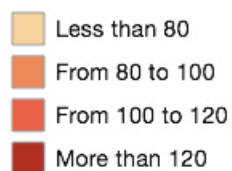


Comparison of labour productivity in Europe

Labour productivity in Europ

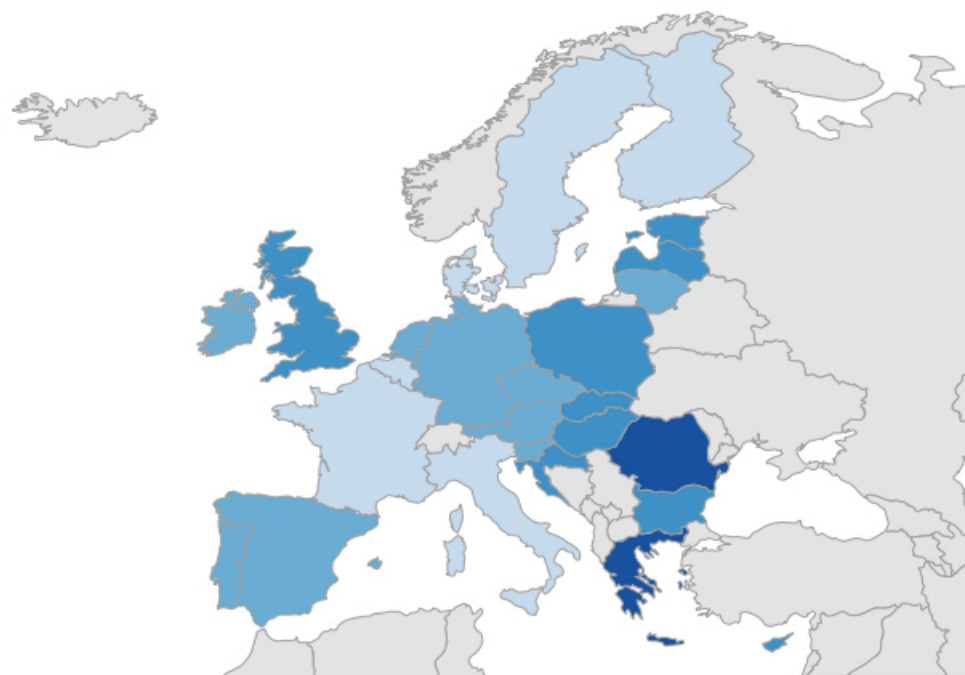


Hourly Productivity (Mean UE = 100)

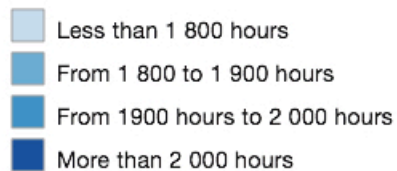


Comparison of annual working hours in Europe

European working time for full-time employees

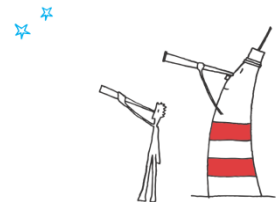


Annual Working time in 2013



Analysis

- COPSQ results would confirm results from other European studies on quantitative demands domain
- High results on quantitative demands of French employees could be part of explanation on why they have a good productivity rate despite lower duration of work

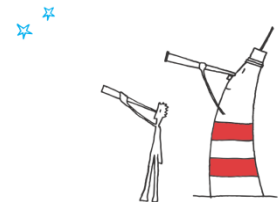
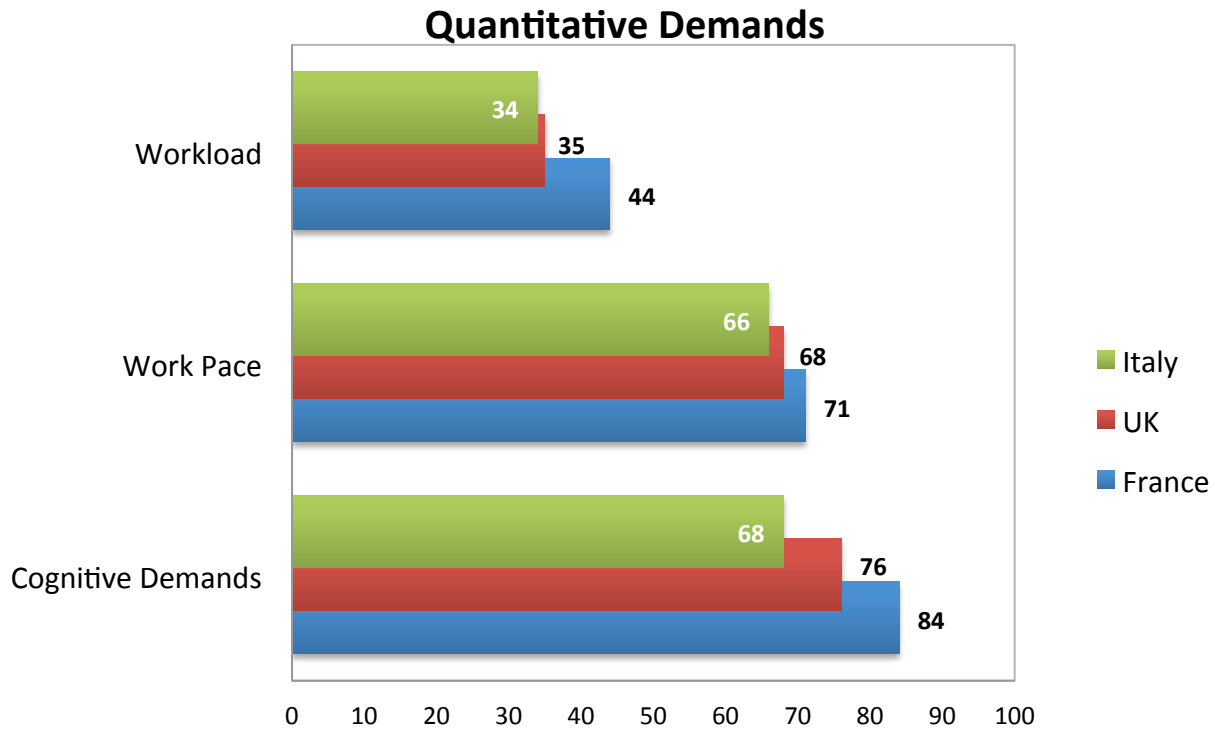


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BONUS QUESTION: HOW TO PRESENT RESULTS?

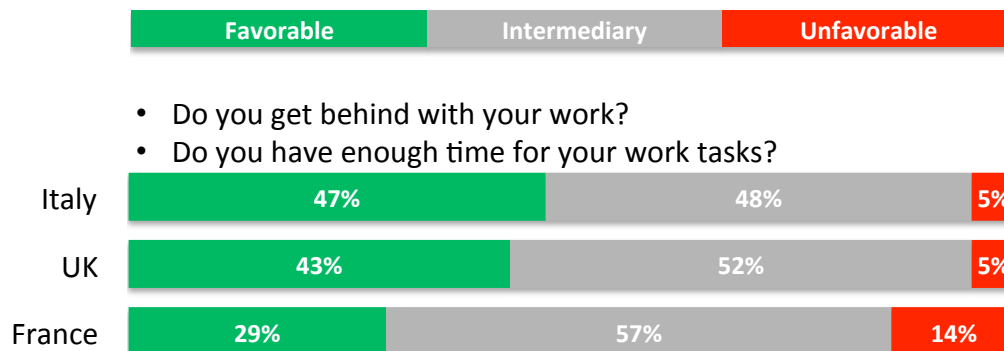


Presentation of results : by average...

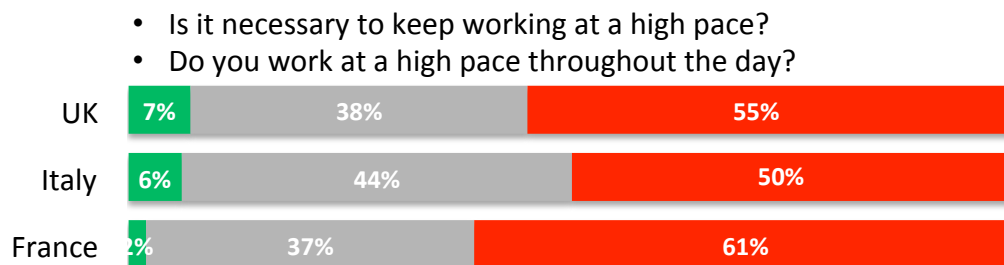


Presentation of results: ... or by cut-off?

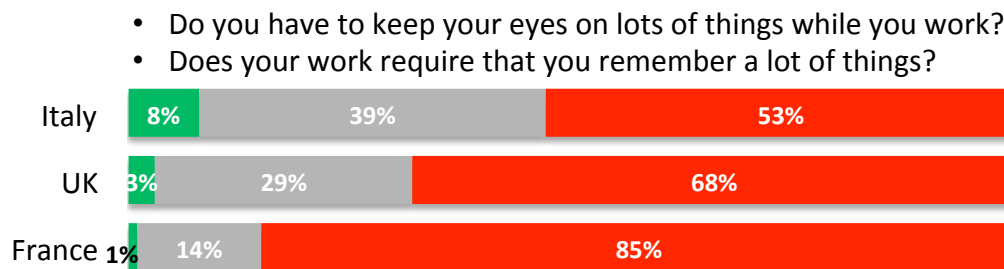
Workload



Work Pace



Cognitive demands



Presentation by average or by cut-off?

- Average are better for statistics

But

- Cut-off are easier to understand for client

➔ Are international thresholds possible?

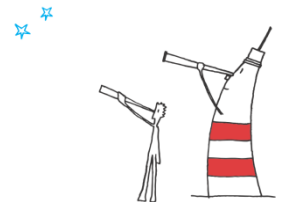


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PERSPECTIVES

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CONFIDENTIAL



Feedback on this European experience

- Difficulties for our client to understand that COPSQQ is an international questionnaire when comparisons are awkward
- Work on a common base for COPSQQ III?
- Share our local Benchmark?

