

# COPSOQ III. Guidelines and questionnaire.

**COPSOQ**

INTERNATIONAL NETWORK



## **COPSOQ III. GUIDELINES AND QUESTIONNAIRE.**

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# 1. WHAT IS COPSOQ?

**An international instrument designed for the assessment and improvement of psychosocial conditions in workplaces and for research purposes**

COPSOQ is an instrument for research, for the assessment of psychosocial conditions and health promotion at workplaces. It was developed by a group of researchers lead by Tage S Kristensen and Vilhelm Borg at the Danish National Research Centre for the Working Environment (1995-2007). From 2007, its development has been coordinated in a cooperative manner under the principles of action-oriented research by the *International COPSOQ Network* (<http://www.copsoq-network.org>). The international network is responsible for regular updating and adaptation to labour market changes and scientific progress.

COPSOQ appears in hundreds of references in indexed international scientific journals on *Medline*<sup>1</sup>. It is available in more than 25 languages<sup>2</sup> which allows comparison between countries. COPSOQ is one of the most widely used psychosocial risk assessment methods and it is cited as a reference in documents of international organizations such as the World Health Organization<sup>3</sup>, International Labour Organization<sup>4</sup> and it is recognized as an example of good practice by the EU Occupational Safety and Health Agency<sup>5</sup>.

The COPSOQ questionnaire allows for operationalization of the most prominent work environment theories

including most relevant psychosocial domains (e.g. demand-control-social support, effort-rewards, job demands-resources, work-family conflict, social capital, vitamin, socio-technical). The COPSOQ core dimensions (see section 2) cover the most accepted psychosocial dimensions. Given the considerable scientific evidence on their relation with health, these dimensions are needed for risk assessment purposes.

**An assessment instrument for use at workplaces of any size and sector, which provides for comparisons and benchmarking by using reference values**

COPSOQ is designed as a tool for workplace psychosocial risk assessment and for organizational development. It is a generic tool, which can be used for all kind of jobs, in any industry and for workplaces of different sizes (private or public). From an operational perspective, it provides useful information for the prioritization of risk factors and to prompt preventive actions in workplaces.

Another significant aspect is the ability to apply the same psychosocial metric across different occupations and economic sectors. The ultimate goal of addressing psychosocial hazards is to achieve safe and healthy working conditions for all workers regardless of tasks, job, or any other social condition. By using the same measurement tool it is possible to provide the same standard of risk assessment for workers regardless of whether they work in poor working conditions or, in the more privileged occupational sectors.

<sup>1</sup> <http://www.ncbi.nlm.nih.gov/pubmed>

<sup>2</sup> Catalan; Chinese; Danish; Dutch (Belgium; Netherlands); English (Canada; Australia); Euskera; French (France; Belgium, Canada); Farsi; Galician; German; Hungarian; Italian; Polish; Portuguese (Brazil, Portugal); Romanian; Spanish (Argentina, Chile, Peru, Spain); Swedish; Turkish.

<sup>3</sup> Leka S, Jain A. (2010). Health Impact of Psychosocial Hazards at Work: An Overview. Geneva: World Health Organization: [http://www.who.int/occupational\\_health/publications/hazardpsychosocial/en/](http://www.who.int/occupational_health/publications/hazardpsychosocial/en/)

<sup>4</sup> ILO. (2016). Workplace Stress: A collective challenge. Geneva: International Labour Organization:

[http://www.ilo.org/wcmsp5/groups/public/---ed\\_protect/---protrav/---safework/documents/publication/wcms\\_466547.pdf](http://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---safework/documents/publication/wcms_466547.pdf)

<sup>5</sup> Eurofound and EU-OSHA (2014), Psychosocial risks in Europe: Prevalence and strategies for prevention, Publications Office of the European Union, Luxembourg.

<https://osha.europa.eu/en/tools-and-publications/publications/reports/psychosocial-risks-eu-prevalence-strategies-prevention/view>

Since there are no accepted standards for worker exposures to psychosocial risk factors, comparing the COPSOQ results to general population reference values is an appropriate and recognized way to classify the significance of such exposures. This information will help inform the decision of which factors are to be modified in order to improve workers' health and wellbeing. General population reference values may represent a manageable short-term exposure goal for companies. Repeated administrations of the survey will allow a workplace to benchmark their psychosocial risk prevention performance and track their progress.

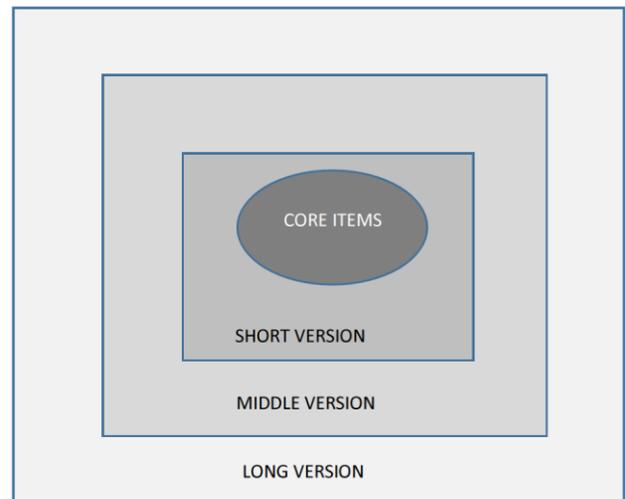
## 2. COPSOQ III QUESTIONNAIRE

### 2.1. International and national versions

In order to guarantee international and longitudinal comparability, *COPSOQ International Network* is responsible for reaching a consensus regarding the definitions, dimensions, items and criteria for the use of COPSOQ. In any case, COPSOQ will be a free and public instrument.

In each country, the Network will recognize a “*national COPSOQ team*” i.e. the team who adapted and validated COPSOQ to the country and language. This team shall be responsible to decide national versions and their actual lengths so that they may vary across countries and languages. However, each version should include the CORE items (see figure 1). These national COPSOQ teams may also decide the specific national criteria and conditions for the use of the short and middle versions for risk assessment and organizational development purposes in workplaces according to the specific context, provided that the guidelines described in point 3 are observed.

**Figure 1. The configuration of COPSOQ III.**



### 2.2. Structure

Short, middle and long versions of COPSOQ III can be established with offset in the suggested international middle and long versions.

International COPSOQ III structure is composed by items labelled as CORE, MIDDLE and LONG (See *Scales and Items in International COPSOQ III* in Annex 1) by the COPSOQ International Network. From this structure, national adapted versions have to be developed by the national COPSOQ teams according to the following criteria.

Inclusion of CORE items is mandatory for all national versions of any length. It will allow comparisons internationally and longitudinally (across time).

CORE items can never stand alone and DO NOT constitute a SHORT version of COPSOQ. They must always be supplemented with additional COPSOQ items labelled MIDDLE and/or LONG.

See table 1 and figure 1 for an overview of how scales and items should be included in SHORT, MIDDLE and LONG versions at national level.

## 2.3 Use

**SHORT and MIDDLE** are COPSOQ versions of different length for risk assessment and organizational development purposes at the workplace. Additionally, both short and middle version can be used for research purposes if desired.

The **LONG** version is mainly intended for research purposes and for providing opportunities for national

COPSOQ needs to be adjusted to the context and specific conditions of different countries, and the questionnaires must be validated. Its application at the workplaces should conform to the terms and conditions of use here exposed. Failure to conform would represent an unsanctioned use of the questionnaire.

**Table 1. Structure of COPSOQ III**

Version	Included scales & items
Short	At least all items labelled CORE combined with items labelled MIDDLE or LONG NOTE: National Short version is decided by the national COPSOQ team
Middle	At least all items labelled CORE and as many items labelled MIDDLE as possible along with any relevant items from the LONG version. NOTE: National Middle version is decided by the national COPSOQ team
Long	At least all items labelled CORE and as many items labelled MIDDLE as possible along with as many items from the LONG version, relevant in the national context. NOTE: National Long version is decided by the national COPSOQ team

*See Scales and items in International COPSOQ III in Annex 1.*

adaptations depending on what is needed in the context. The network emphasizes the importance of validation studies supporting national versions of the instrument. Additionally, it is of great significance to underline the importance of keeping only one national short, middle and long version for each country and language making clear what COPSOQ is in each country.

## 3. AGREED GUIDELINES FOR THE USE OF COPSOQ AS AN INSTRUMENT FOR THE PREVENTION OF PSYCHOSOCIAL RISKS AND A TOOL FOR ORGANIZATIONAL DEVELOPMENT IN WORKPLACES

As an instrument for the assessment and prevention of psychosocial risks and organizational development,

### 3.1. Preventive and health promoting purpose

COPSOQ is an assessment tool designed for the prevention of psychosocial hazards, organizational development and the general promotion of workers' health and well-being. It identifies, locates and measures psychosocial risk factors, factors relating to organizational efficacy and facilitates the design and implementation of measures aiming at improvement of working conditions.

Results of COPSOQ implementation should be regarded as opportunities to improve work organization and development. Risk assessment is the first step to achieve sound and effective risk prevention by changing unhealthy working conditions and address organizational working environment.

*The purpose of the COPSQ questionnaire is to be used as tool to reduce psychosocial risk, improve working conditions, and achieve a healthier work organization.*

### **3.2. Full participation of the workplace parties**

Participation involves both social and technical processes. From this perspective, COPSQ as a tool for risk assessment and organizational development works best when management, workers' representatives and staff work together, with the technical support of competent professionals when needed (i.e. designated workers or OH&S professionals according to the specific national regulations and workplace contexts).

Ideally, COPSQ should only be implemented with the full agreement and participation of managers and workers' representatives. COPSQ implementation involves workplace parties participation throughout all the stages of the process (from preparatory work for psychosocial risk assessment to the proposal, implementation and monitoring of preventive interventions). Workers' active participation is an indispensable condition for success since COPSQ assessment is based on the workers' responses to the questionnaire.

*COPSQ questionnaire for risk assessment and organizational development at workplaces should include the active participation of workers and their representatives in all stages of the process.*

### **3.3. Anonymity and confidentiality**

Anonymity and data confidentiality must be guaranteed for workers' active participation. All data and information accessed by internal or external parties must strictly

comply with all legal and ethical standards intended to guarantee the protection of privacy, data and personal information.

*COPSQ questionnaire for risk assessment at workplaces is to always be used in strict observation of anonymity and data confidentiality.*

### **3.4. Non modification**

Wording, items and definitions of psychosocial dimensions included in COPSQ's questionnaires for risk assessment are decided by the *national COPSQ team* and they will always include CORE dimensions decided by the *international COPSQ network*. All CORE items should be included in the administration of the COPSQ and the integrity of the national validated version of the questionnaire should be respected.

*The content of the COPSQ questionnaire for workplace risk assessment and organizational development as decided by the COPSQ International network and national COPSQ team should be respected.*

### **3.5. Soft guidelines**

1. Never start a psychosocial risk assessment unless there is a clear intention of taking action if indicated.
2. Answering the questionnaire is voluntary; however a response rate below 60% may indicate a lack of worker engagement in the process.
3. All respondents and their responses must be kept anonymous.

4. All the employees have the right to see and discuss the results they have contributed to.
5. Workers, workers' representatives, supervisors and managers should participate actively during the whole process.
6. There are no standard solutions to problems. Solutions should be developed in a participatory, context-specific manner, and integrated with the other processes in the organization.
7. It is important to distinguish between what can, and what cannot be changed. Do not try to change what cannot be changed, and do not accept what should be changed.
8. If interventions are made, it is recommended to repeat the survey after 1-2 years in order to see if the intended improvements have been achieved.
9. The risk assessment results should be seen as a tool for dialogue.
10. Risk assessment should be seen as part of the overall concept of the learning organization and organizational development.

#### 4. AGREED GUIDELINES FOR THE USE OF COPSOQ AS A RESEARCH INSTRUMENT

To the above statement in section 2.1, it should be added that, when using any COPSOQ scale for research purposes, the wording, response categories and scoring system of the specific validated national version should be respected.

Cooperation is expected from COPSOQ-users in the research field. They should cooperate among each other and not establish different versions in the same language and country but rely on the validated version if existent and, provided there is no validated version, cooperate so that it exists.

COPSOQ has no specific rules or guidelines for its use as a research instrument other than the applicable ethical requirements for conducting research involving humans,

such as the European Charter for Researchers, and any specific national legal requirements and professional ethical codes.

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This document was prepared by a working group made of Clara Llorens, Juan Pérez-Franco and John Oudyk after presentation and discussion in the COPSOQ International Network workshops of Paris (2015) and Santiago de Chile (2017) and so it's assumed and signed by the Steering Committee on behalf of the entire network.

#### COPSOQ International Network

Llorens, C., J. Pérez-Franco, J. Oudyk, H. Berthelsen, E. Dupret, M. Nübling, H. Burr and S. Moncada. (2019). "COPSOQ III. Guidelines and questionnaire". Retrieved November, 13<sup>th</sup> 2019, from <https://www.copsoq-network.org/guidelines> and questionnaire/.

November, 13<sup>th</sup> 2019

A collection of handwritten signatures in blue and black ink, arranged in two columns. The signatures are of various styles, including cursive and block letters. Some are clearly legible, while others are more stylized or abstract.

## ANNEX 1. THE COPSOQ III QUESTIONNAIRE

Scale	Dimension name	Item name	Level	Question	Response options*
Quantitative Demands	QD	QD1	MIDDLE	Is your workload unevenly distributed so it piles up?	1
		QD2	CORE	How often do you not have time to complete all your work tasks?	1
		QD3	CORE	Do you get behind with your work?	1
		QD4	LONG	Do you have enough time for your work tasks?	1R
Work Pace	WP	WP1	CORE	Do you have to work very fast?	1
		WP2	CORE	Do you work at a high pace throughout the day?	2
		WP3	LONG	Is it necessary to keep working at a high pace?	2
Cognitive Demands	CD	CD1	LONG	Do you have to keep your eyes on lots of things while you work?	1
		CD2	LONG	Does your work require that you remember a lot of things?	1
		CD3	LONG	Does your work demand that you are good at coming up with new ideas?	1
		CD4	LONG	Does your work require you to make difficult decisions?	1
Emotional Demands	ED	ED1	MIDDLE	Does your work put you in emotionally disturbing situations?	1
		EDX2	CORE	Do you have to deal with other people's personal problems as part of your work?	1
		ED3	CORE	Is your work emotionally demanding?	2
Demands for Hiding Emotions	HE	HE1	LONG	Are you required to treat everyone equally, even if you do not feel like it?	1
		HE2	MIDDLE	Does your work require that you hide your feelings?	2
		HE3	MIDDLE	Are you required to be kind and open towards everyone – regardless of how they behave towards	2
		HE4	MIDDLE	Does your work require that you do not state your opinion?	1
Influence at Work	IN	INX1	CORE	Do you have a large degree of influence on the decisions concerning your work?	1
		IN2	LONG	Do you have a say in choosing who you work with?	1
		IN3	MIDDLE	Can you influence the amount of work assigned to you?	1
		IN4	MIDDLE	Do you have any influence on what you do at work?	1
		IN5	LONG	Can you influence how quickly you work?	1
		IN6	MIDDLE	Do you have any influence on HOW you do your work?	1
Possibilities for Development	PD	PD2	CORE	Do you have the possibility of learning new things through your work?	2

Scale	Dimension name	Item name	Level	Question	Response options*
		PD3	CORE	Can you use your skills or expertise in your work?	2
		PD4	MIDDLE	Does your work give you the opportunity to develop your skills?	2
Variation of Work	VA	VA1	LONG	Is your work varied?	1
		VA2	LONG	Do you have to do the same thing over and over again?	1R
Control over Working time	CT	CT1	MIDDLE	Can you decide when to take a break?	1
		CT2	MIDDLE	Can you take holidays more or less when you wish?	1
		CT3	MIDDLE	Can you leave your work to have a chat with a colleague?	1
		CT4	MIDDLE	If you have some private business is it possible for you to leave your place of work for half an hour without special permission?	1
		CT5	LONG	Do you have to do overtime?	1R
Meaning of Work	MW	MW1	CORE	Is your work meaningful?	2
		MW2	MIDDLE	Do you feel that the work you do is important?	2
Predictability	PR	PR1	CORE	At your place of work, are you informed well in advance concerning for example important decisions, changes or plans for the future?	2
		PR2	CORE	Do you receive all the information you need in order to do your work well?	2
Recognition	RE	RE1	CORE	Is your work recognized and appreciated by the management?	2
		RE2	LONG	Does the management at your workplace respect you?	2
		RE3	LONG	Are you treated fairly at your workplace?	2
Role Clarity	CL	CL1	CORE	Does your work have clear objectives?	2
		CL2	MIDDLE	Do you know exactly which areas are your responsibility?	2
		CL3	MIDDLE	Do you know exactly what is expected of you at work?	2
Role Conflicts	CO	CO2	CORE	Are contradictory demands placed on you at work?	2
		CO3	CORE	Do you sometimes have to do things which ought to have been done in a different way?	2
Illegitimate Tasks	IT	IT1	MIDDLE	Do you sometimes have to do things which seem to be unnecessary?	2
Quality of Leadership	QL	QL_T		To what extent would you say that your immediate superior ...	
		QLX1	MIDDLE	- makes sure that the members of staff have good development opportunities?	2†
		QL2	LONG	- gives high priority to job satisfaction?	2†
		QL3	CORE	- is good at work planning?	2†
		QL4	CORE	- is good at solving conflicts?	2†
Social Support from Supervisor	SS	SSX1	MIDDLE	How often is your immediate superior willing to listen to your problems at work, if needed?	1†
		SSX2	CORE	How often do you get help and support from your immediate superior, if needed?	1†
		SSX3	LONG	How often does your immediate superior talk with you about how well you carry out your work?	1†
Social Support from Colleagues	SC	SCX1	CORE	How often do you get help and support from your colleagues, if needed?	1‡
		SCX2	MIDDLE	How often are your colleagues willing to listen to your problems at work, if needed?	1‡

Scale	Dimension name	Item name	Level	Question	Response options*
Sense of Community at Work	SW	SC3	LONG	How often do your colleagues talk with you about how well you carry out your work?	1‡
		SW1	CORE	Is there a good atmosphere between you and your colleagues?	1‡
		SW2	LONG	Is there good co-operation between the colleagues at work?	1‡
		SW3	MIDDLE	Do you feel part of a community at your place of work?	1‡
Commitment to the Workplace	CW	CW1	LONG	Do you enjoy telling others about your place of work?	2
		CW2	LONG	Do you feel that your place of work is of great importance to you?	2
		CWX3	LONG	Would you recommend other people to apply for a position at your workplace?	2
		CW4	LONG	How often do you consider looking for work elsewhere?	1R
		CW5	LONG	Are you proud of being part of this organization?	2
Work Engagement <sup>¶</sup>	WE	WE_T		How often do you experience the following?	
		WE1	LONG	At my work, I feel bursting with energy.	3
		WE2	LONG	I am enthusiastic about my job.	3
		WE3	LONG	I am immersed in my work.	3
Job Insecurity	JI	JI1	CORE	Are you worried about becoming unemployed?	2
		JI2	LONG	Are you worried about new technology making you redundant?	2
		JI3	CORE	Are you worried about it being difficult for you to find another job if you became unemployed?	2
Insecurity over Working Conditions	IW	IW1	CORE	Are you worried about being transferred to another job against your will?	2
		IW2	LONG	Are you worried about your working tasks being changed against your will?	2
		IW3	MIDDLE	Are you worried about the timetable being changed (shift, weekdays, time to enter and leave ...) against your will?	2
		IW4	MIDDLE	Are you worried about a decrease in your salary (reduction, variable pay being introduced ...)?	2
		IW5	LONG	Are there good prospects in your job?	2R
Quality of Work	QW	QW1	LONG	To what extent do you find it possible to perform your work tasks at a satisfactory quality?	2
		QW2	MIDDLE	Are you satisfied with the quality of the work performed at your workplace?	2
Job Satisfaction	JS	JS_T		Regarding your work in general. How pleased are you with	
		JS1	MIDDLE	- your work prospects?	6
		JS2	LONG	- the physical working conditions?	6
		JS3	LONG	- the way your abilities are used?	6
		JS4	CORE	- your job as a whole, everything taken into consideration?	6
		JS5	MIDDLE	- your salary?	6
Work Life Conflict	WF	WF_T		The next five questions concern the ways in which your work affects your private life:	
		WFX1	LONG	Are there times when you need to be at work and at home at the same time?	1

Scale	Dimension name	Item name	Level	Question	Response options*
		WF2	CORE	Do you feel that your work drains so much of your energy that it has a negative effect on your private life?	2
		WF3	CORE	Do you feel that your work takes so much of your time that it has a negative effect on your private life?	2
		WF5	LONG	The demands of my work interfere with my private and family life?	2
		WF6	LONG	Due to work-related duties, I have to make changes to my plans for private and family activities.	2
(Intro Trust & Justice)				The next questions are not about your own job but about the workplace as a whole.	
Horizontal Trust	TE	TE1	LONG	Do the employees withhold information from each other?	2R
		TE2	LONG	Do the employees withhold information from the management?	2R
		TE3	MIDDLE	Do the employees in general trust each other?	2
Vertical Trust	TM	TM1	CORE	Does the management trust the employees to do their work well?	2
		TMX2	CORE	Can the employees trust the information that comes from the management?	2
		TM3	LONG	Does the management withhold important information from the employees?	2R
		TM4	MIDDLE	Are the employees able to express their views and feelings?	2
Organizational Justice	JU	JU1	CORE	Are conflicts resolved in a fair way?	2
		JU2	LONG	Are employees appreciated when they have done a good job?	2
		JU3	LONG	Are all suggestions from employees treated seriously by the management?	2
		JU4	CORE	Is the work distributed fairly?	2
(Intro Negative Acts)				Conflicts and offensive behaviours	
Gossip and Slander	GS	GS1	LONG	Have you been exposed to gossip and slander at your workplace during the last 12 months?	4
		GS2	LONG	If yes, from whom? (You may tick off more than one)	5M
Conflicts and Quarrels	CQ	CQ1	LONG	Have you been involved in quarrels or conflicts at your workplace during the last 12 months?	4
Unpleasant Teasing	UT	UT1	LONG	Have you been exposed to unpleasant teasing at your workplace during the last 12 months?	4
		UT2	LONG	If yes, from whom? (You may tick off more than one)	5M
Cyber Bullying	HSM	HSM1	LONG	Have you been exposed to work-related harassment on the social media (e.g. Facebook), by e-mail or text messages during the last 12 months?	4
		HSM2	LONG	If yes, from whom? (You may tick off more than one)	5M
Sexual Harassment	SH	SH1	LONG	Have you been exposed to undesired sexual attention at your workplace during the last 12 months?	4
		SH2	LONG	If yes, from whom? (You may tick off more than one)	5M
Threats of Violence	TV	TV1	LONG	Have you been exposed to threats of violence at your workplace during the last 12 months?	4
		TV2	LONG	If yes, from whom? (You may tick off more than one)	5M
Physical Violence	PV	PV1	LONG	Have you been exposed to physical violence at your workplace during the last 12 months?	4
		PV2	LONG	If yes, from whom? (You may tick off more than one)	5M

Bullying	BU	BU1	LONG	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?	4
		BU3	LONG	If yes, from whom? (You may tick off more than one)	5M
		BU2	LONG	How often do you feel unjustly criticized, bullied or shown up in front of others by your colleagues or your superior?	1S
(Intro Health)				The following questions are about your own health and well-being. Please do not try to distinguish between symptoms that are caused by work and symptoms that are due to other causes. The task is to describe how you are in general. The questions are about your health and well-being during the last four weeks:	
Self Rated Health	GH	GH1	CORE	In general, would you say your health is:	7
		GH2	LONG	If you evaluate the best conceivable state of health at 10 points and the worst at 0 points: how many points do you then give your present state of health?	8
Sleeping Troubles	SL	SL_T	LONG	These questions are about how you have been during the last 4 weeks.	
		SL1	LONG	How often have you slept badly and restlessly?	9
		SL2	LONG	How often have you found it hard to go to sleep?	9
		SL3	LONG	How often have you woken up too early and not been able to get back to sleep?	9
		SL4	LONG	How often have you woken up several times and found it difficult to get back to sleep?	9
Burnout	BO	BO_T	LONG	These questions are about how you have been during the last 4 weeks.	
		BO1	LONG	How often have you felt worn out?	9
		BO2	LONG	How often have you been physically exhausted?	9
		BO3	LONG	How often have you been emotionally exhausted?	9
		BO4	LONG	How often have you felt tired?	9
Stress	ST	ST_T	LONG	These questions are about how you have been during the last 4 weeks.	
		ST1	LONG	How often have you had problems relaxing?	9
		ST2	LONG	How often have you been irritable?	9
		ST3	LONG	How often have you been tense?	9
Somatic Stress	SO	SO_T	LONG	These questions are about how you have been during the last 4 weeks.	
		SO1	LONG	How often have you had stomach ache?	9
		SO2	LONG	How often have you had a headache?	9
		SO3	LONG	How often have you had palpitations?	9
		SO4	LONG	How often have you had tension in various muscles?	9
Cognitive Stress	CS	CS_T	LONG	These questions are about how you have been during the last 4 weeks.	
		CS1	LONG	How often have you had problems concentrating?	9
		CS2	LONG	How often have you found it difficult to think clearly?	9
		CS3	LONG	How often have you had difficulty in taking decisions?	9

		CS4	LONG	How often have you had difficulty with remembering?	9
Depressive Symptoms	DS	DS_T	LONG	These questions are about how you have been during the last 4 weeks.	
		DS1	LONG	How often have you felt sad?	9
		DS2	LONG	How often have you lacked self-confidence?	9
		DS3	LONG	How often have you had a bad conscience or felt guilty?	9
		DS4	LONG	How often have you lacked interest in everyday things?	9
Self-Efficacy	SE	SE_T		How well do these descriptions fit on you as a person?	
		SE1	LONG	I am always able to solve difficult problems, if I try hard enough.	10
		SE2	LONG	If people work against me, I find a way of achieving what I want.	10
		SE3	LONG	It is easy for me to stick to my plans and reach my objectives.	10
		SE4	LONG	I feel confident that I can handle unexpected events.	10
		SE5	LONG	When I have a problem, I can usually find several ways of solving it.	10
		SE6	LONG	Regardless of what happens, I usually manage.	10

Note that CORE items are mandatory in all short, middle and long national versions of COPSOQ. Choice of items for national MIDDLE versions can deviate from the international version listed here.

\*Response options explanation (and values for the scale - each scale is scored in the direction indicated by the scale name): 1: Always (100); Often (75); Sometimes (50); Seldom (25); Never/hardly ever (0)

1R: Always (0); Often (25); Sometimes (50); Seldom (75); Never/hardly ever (100) (Reversed scoring)

2: To a very large extent (100); To a large extent (75); Somewhat (50); To a small extent (25); To a very small extent (0)

2R: To a very large extent (0); To a large extent (25); Somewhat (50); To a small extent (25); To a very small extent (100) (Reversed scoring) 3: Never (0), Seldom (25), Sometimes (50), Often (75), Always (100)

4: Yes, daily; Yes, weekly; Yes, monthly; Yes, a few times; No

5M: Colleagues, Manager/superior, Subordinates, Clients/customers/patients (Multiple response options) 6: Very satisfied (100), Satisfied (75), Neither/Nor (50), Unsatisfied (25), Very unsatisfied (0)

7: Excellent (100), Very good (75), Good (50), Fair (25), Poor (0)

8: 0, 1, 2, 4, 5, 6, 7, 8, 9, 10

9: All the time (100); A large part of the time (75); Part of the time (50); A small part of the time (25); Not at all (0) 10: Fits perfectly (100); Fits quite well (67); Fits a little bit (33); Does not fit (0)

† Including the response option, if deemed necessary: 'I do not have a supervisor' (coded as missing).

‡ Including the response option, if deemed necessary: 'I do not have colleagues' (coded as missing).

§ Including the response option, if deemed necessary: 'I do not have a superior / colleagues' (coded as missing).

" Source: Schaufeli WB, Bakker AB, Salanova M. The Measurement of Work Engagement With a Short Questionnaire. Educational and Psychological Measurement. 2006;66:701-16.