

# Step by step

## Using COPSOQ in the workplace

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**Prevalence of risk states in workplaces (WP) according to economic activity.  
Chile. 2018. SUSESO/ISTAS21 (COPSOQ 1) (short version)**

Economic activity *	Low risk state		Medium risk state		High risk state		Total WP		Employees by economic activity
	n	%	n	%	n	%	n	%	
Agriculture, livestock, forestry and fishing	344	83.5	67	16.3	1	0.2	412	100.0	11,467
Mining	52	86.7	8	13.3	0	0.0	60	100.0	7,121
Manufacturing	583	77.0	159	21.0	15	2.0	757	100.0	44,841
Electricity, gas, steam and air cond	61	73.5	22	26.5	0	0.0	83	100.0	6,976
Water supply: sewerage. waste manag	60	87.0	9	13.0	0	0.0	69	100.0	2,236
Construction	1,063	81.3	236	18.0	9	0.7	1,308	100.0	51,449
Wholesale retail trade	1,634	69.8	673	28.7	35	1.5	2,342	100.0	72,371
Transportation and storage	529	76.7	151	21.9	10	1.5	690	100.0	19,915
Accomodation and food service	390	78.2	103	20.6	6	1.2	499	100.0	17,562
Information and comunication	182	71.9	69	27.3	2	0.8	253	100.0	9,686
Financial and insurance	495	70.5	199	28.4	8	1.1	702	100.0	22,822
Real estate activities	50	83.3	10	16.7	0	0.0	60	100.0	2,380
Professional, scientific and techn	297	73.0	102	25.1	8	2.0	407	100.0	11,940
Administrative support serv	545	81.1	117	17.4	10	1.5	672	100.0	32,683
Public administration and defence	332	53.4	259	41.6	31	5.0	622	100.0	31,327
Education	1,313	67.1	587	30.0	58	3.0	1,958	100.0	49,369
Human health and social work	218	56.5	150	38.9	18	4.7	386	100.0	26,008
Arts, entertainment and recreation	29	65.9	15	34.1	0	0.0	44	100.0	2,356
Other services activities	123	76.9	37	23.1	0	0.0	160	100.0	1,010
No code	10	83.3	2	16.7	0	0.0	12	100.0	177
<b>Total</b>	<b>8,311</b>	<b>72.4</b>	<b>2,975</b>	<b>25.9</b>	<b>211</b>	<b>1.8</b>	<b>11,497</b>	<b>100.0</b>	<b>539,619</b>

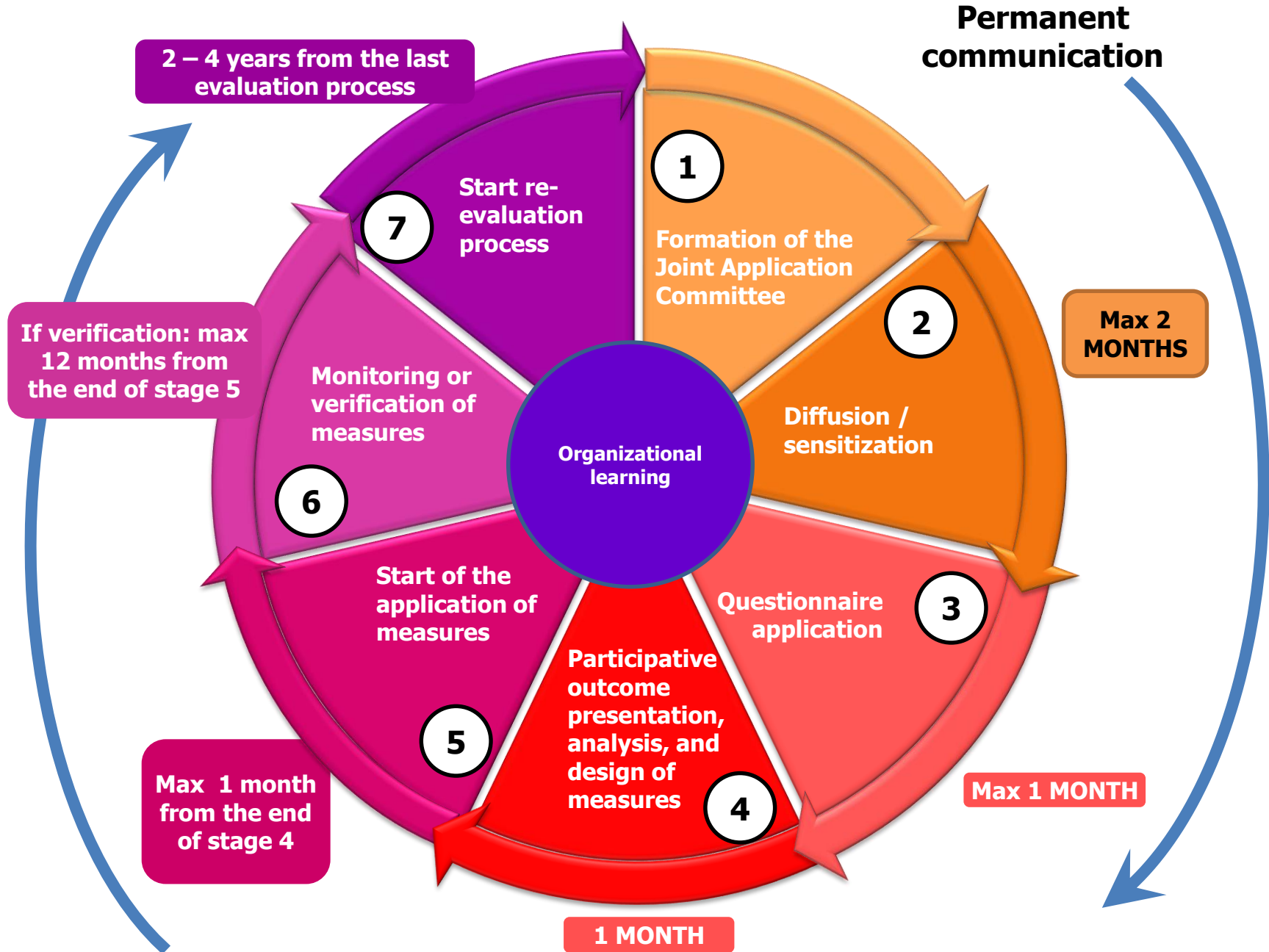
\*: Economic activities defined by CIU4CL 2012 (ISIC rev.4)

Source: Questionnaire SUSESO/ISTAS21 SV

# Milestones in the method

- Methodology is essentially participatory and joint (employees - employers)
- **Everything** is defined by the Application Committee (joint, participatory, no more than 12 persons)
  - How to assure confidentiality and anonymity)
  - Which internal units of analysis will be considered
  - What to do with small units (adding to others?)
  - How to divide large WP
  - How to perform an information and sensitisation campaign
- Commitment of top management required (if not, risk failure)
- Commitment of workers is equally required (also risk failure)
- Answering is voluntary BUT valid measurement: over 60% of worker participation (mean: 74%)

# Methodology SUSESO/ISTAS21 (COPSOQ 1)



# Examples of interventions

- Dimension Esteem; improve esteem
- State health primary care centre, complaint book review, also contains congratulations to officials
- Action: Highlight in the mural newspaper and the intranet the congratulations that always appear in the public's claim book (because it's not just claims that people write)
- Cost: zero

# Examples of interventions

- Dimension Work – Family conflict
- Metropolitan Park, concern and workload for family feeding
- Action: use of institutional cafeterias to prepare and carry rations at cost

# What do these interventions have in common?

- All interventions began with risk measurement through the questionnaire
- Reliable baseline from where to start the process
- All proposals resulted from the analysis and participation of workers and employers
- The rationale is that there should be a two-way influence between measurement (technical process) and experience (social dialogue process)

# After... spreading the measures

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### Measure #1

To analyse  
and describe  
positions

During the month of May, the job profile description process began, with a series of interviews with the Institution supervisors and teams, which will allow the identification and mapping of the job profiles of the entire institution, and then determine the functions of each position



**Medida #1**

**SUSESO/ISTAS 21**

**Levantar perfiles y descripción de cargos**

**Durante el mes de mayo se dio inició al proceso de levantamiento de perfil de cargos, con una serie de entrevistas a jefaturas y equipos de la Superintendencia de Seguridad Social, lo que permitirá identificar y realizar un mapeo de perfiles de cargo de toda la institución, para luego levantar las funciones asociadas a cada cargo.**

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