The use of the COPSOQ in the Flemish region of Belgium: first experiences and results

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Belgian study population

- start October 2003
- 998 subjects addressed
- public sector
  - municipalities, Province, social sector (incl. nursing homes), schools, police
- East-Flanders region
Data collection

- sent to home address
- returned in pre-stamped envelope to researcher
- reminder after 1 month
- Teleform – scanning
- SPSS
Population characteristics

- 781 subjects (78.3 % participation rate)
- 65.1 % women
- mean age (yrs): 41.7 (range: 19 - 63)
## Scale reliability

<table>
<thead>
<tr>
<th>Demands</th>
<th>no. of items</th>
<th>Cronbach’s $\alpha$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantitative demands</td>
<td>7</td>
<td>0.85</td>
</tr>
<tr>
<td>Emotional demands</td>
<td>3</td>
<td>0.83</td>
</tr>
<tr>
<td>Demands for hiding emotions</td>
<td>2</td>
<td>0.60</td>
</tr>
<tr>
<td>Sensorial demands</td>
<td>5</td>
<td>0.75</td>
</tr>
<tr>
<td>Cognitive demands</td>
<td>8</td>
<td>0.89</td>
</tr>
</tbody>
</table>
## Scale reliability

<table>
<thead>
<tr>
<th>Active and developmental work</th>
<th>no. of items</th>
<th>Cronbach’s α</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influence at work</td>
<td>10</td>
<td>0.79</td>
</tr>
<tr>
<td>Possibilities for development</td>
<td>7</td>
<td>0.84</td>
</tr>
<tr>
<td>Degrees of freedom</td>
<td>4</td>
<td>0.66</td>
</tr>
<tr>
<td>Meaning of work</td>
<td>3</td>
<td>0.80</td>
</tr>
<tr>
<td>Workplace commitment</td>
<td>4</td>
<td>0.62</td>
</tr>
</tbody>
</table>
## Scale reliability

**Interpersonal relations and leadership**

<table>
<thead>
<tr>
<th></th>
<th>no. of items</th>
<th>Cronbach’s α</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social support</td>
<td>4</td>
<td>0.77</td>
</tr>
<tr>
<td>Social relations</td>
<td>2 (3)</td>
<td>0.50 (0.56)</td>
</tr>
<tr>
<td>Role clarity</td>
<td>4</td>
<td>0.76</td>
</tr>
<tr>
<td>Role conflicts</td>
<td>4</td>
<td>0.82</td>
</tr>
<tr>
<td>Predictability</td>
<td>2</td>
<td>0.72</td>
</tr>
<tr>
<td>Feedback</td>
<td>2</td>
<td>0.61</td>
</tr>
<tr>
<td>Sense of community at work</td>
<td>3</td>
<td>0.84</td>
</tr>
<tr>
<td>Quality of leadership</td>
<td>8</td>
<td>0.94</td>
</tr>
</tbody>
</table>

**Job insecurity**

- 4, 0.65
Job profile educator in reformatory institute
Job profile teaching personnel

[Bar chart showing various factors with mean values, but the specific factors and their values are not detailed in the provided image.]
Job profile nursing personnel in nursing homes
Job profile administrative workers
Job profile cleaning personnel
Job profile policemen intervention and detectives

The diagram illustrates various aspects of the job profile for policemen intervention and detectives. The x-axis represents different job-related factors, and the y-axis shows the mean values. The factors include emotional demands, sensorial demands, cognitive demands, influence at work, possibilities for development, meaning of work, workplace commitment, social support, social relations (3 items), role clarity, role conflicts, feedback, sense of community at work, and job insecurity. The bars are color-coded to indicate the mean values across these factors.
Job profile policeman on the beat
Quantitative demands by job

- Library personnel
- Educators reformat. institute
- Social workers
- Auxilliary nurses
- Nurses
- Teachers general education
- Kitchen personnel
- Administrative workers
- Paramedics
- Police intervention
- Teachers technical education
- Geriatric and home helpers
- Technical personnel
- Police on the beat
- Cleaning personnel
- Reception workers
- Museum guides

(mean)
Emotional demands by job

- Educators reform. institute
- Teachers general education
- Social workers
- Nurses
- Teachers technical education
- Auxilliary nurses
- Geriatric and home helpers
- Paramedics
- Police intervention
- Library personnel
- Museum guides
- Administrative workers
- Reception workers
- Police on the beat
- Technical personnel
- Kitchen personnel
- Cleaning personnel

Mean values are shown on the x-axis.
Demands for hiding emotions by job

- reception workers
- police intervention
- educators reformat. institute
- museum guides
- teachers technical education
- teachers general education
- police on the beat
- social workers
- geriatric and home helpers
- auxiliary nurses
- paramedics
- library personnel
- administrative workers
- nurses
- kitchen personnel
- technical personnel
- cleaning personnel
Sensorial demands by job

teachers technical education
nurses
museum guides
teachers general education
educators reformat. institute
library personnel
police intervention
administrative workers
police on the beat
geriatric and home helpers
auxiliary nurses
reception workers
kitchen personnel
technical personnel
paramedics
social workers
cleaning personnel
Cognitive demands by job

- educators reform. institute
- teachers technical education
- teachers general education
- social workers
- nurses
- police intervention
- paramedics
- library personnel
- administrative workers
- museum guides
- geriatric and home helpers
- police on the beat
- auxillary nurses
- kitchen personnel
- technical personnel
- reception workers
- cleaning personnel

(mean)
Influence at work by job

- museum guides
- paramedics
- teachers general education
- police intervention
- teachers technical education
- administrative workers
- educators reformat. institute
- police on the beat
- cleaning personnel
- social workers
- geriatric and home helpers
- technical personnel
- library personnel
- kitchen personnel
- nurses
- reception workers
- auxiliary nurses

mean

0 20 40 60
Possibilities for development by job
Degrees of freedom by job

- Teachers general education
- Teachers technical education
- Kitchen personnel
- Museum guides
- Auxiliary nurses
- Nurses
- Geriatric and home helpers
- Paramedics
- Reception workers
- Educators reformatory institute
- Technical personnel
- Cleaning personnel
- Library personnel
- Social workers
- Police intervention
- Administrative workers
- Police on the beat

(mean scale from 0 to 100)
Workplace commitment by job

- museum guides
- technical personnel
- teachers technical education
- library personnel
- nurses
- geriatric and home helpers
- auxiliary nurses
- administrative workers
- cleaning personnel
- reception workers
- social workers
- paramedics
- police on the beat
- kitchen personnel
- teachers general education
- educators reformat. institute
- police intervention