Aim of the presentation

Part 1
To present results from using COPSOQ items/scales on trust in a survey on dentists from Sweden and Denmark

Part 2
To present alternative scales measuring aspects of social capital and collegial support in a Human Service context
Material from Good Work study on dentists in Sweden and Denmark

- Crossectional study, November 2008.
- 1835 randomly selected dentists from Sweden and Denmark.
- 68% net response rate

Sweden

627 included in data analyses

- 436 public
- 443 private

Denmark

599 included in data analyses

- 197 public
- 728 private
Overview of the Good Work questionnaire

- Job control
- Management and organisation
- Workrelated background
- Personal background
- Demands
- Perceptions of the work as a dentist
- Social relations at clinic: network, support, trust, community
- Relations with patients
Trust

Coleman 1994: "Foundations of a social theory"

- Horizontal trust
- Vertical trust
COPSOQ II scales on trust

Horizontal trust
1. Do the employees withhold information from each other?
2. Do the employees withhold information from the management?
3. Do the employees in general trust each other?

Vertical trust
1. Does the management trust the employees to do their work well?
2. Can you trust the information that comes from the management?
3. Does the management withhold important information from the employees?
4. Are the employees able to express their views and feelings?
## Horizontal trust

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean</td>
<td>68.6</td>
<td><strong>76.1</strong></td>
</tr>
<tr>
<td>SD</td>
<td>16.9</td>
<td>16.1</td>
</tr>
<tr>
<td>Non-respondents</td>
<td><strong>3.2 %</strong></td>
<td><strong>8.6 %</strong></td>
</tr>
<tr>
<td>Cronbach’s alpha</td>
<td>0.77</td>
<td>0.75</td>
</tr>
<tr>
<td>Item total correlations</td>
<td>0.48-0.69</td>
<td>0.45-0.71</td>
</tr>
<tr>
<td>Inter item correlations</td>
<td>0.41-0.68</td>
<td>0.34-0.68</td>
</tr>
</tbody>
</table>
Vertical trust

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean</td>
<td>67.0</td>
<td>75.2</td>
</tr>
<tr>
<td>SD</td>
<td>17.7</td>
<td>15.9</td>
</tr>
<tr>
<td>Non-respondents</td>
<td>2.5 %</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Cronbach’s alpha</td>
<td>0.80</td>
<td>0.78</td>
</tr>
<tr>
<td>Item total correlations</td>
<td>0.55-0.69</td>
<td>0.55-0.66</td>
</tr>
<tr>
<td>Inter item correlations</td>
<td>0.40-0.56</td>
<td>0.41-0.56</td>
</tr>
</tbody>
</table>
COPSOQ II questions and scales on trust

Alternative scales?

Horizontal trust

1. **Withholding Information**
   - Do the employees withhold information from each other?
2. Do the employees withhold information from the management?
3. Do the employees in general trust each other?

Vertical trust

1. **Trust**
   - Does the management trust the employees to do their work well?
2. Can you trust the information that comes from the management?
3. Does the management withhold important information from the employees?
4. Are the employees able to express their views and feelings?
Principal Component Analysis on data from Good Work study

<table>
<thead>
<tr>
<th>Factor 1</th>
<th>Factor 2</th>
<th>Communality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust (4 items)</td>
<td>0.59</td>
<td>0.49</td>
</tr>
<tr>
<td>Withholding Information (3 items)</td>
<td>0.58</td>
<td>0.57</td>
</tr>
</tbody>
</table>

- **Eigenvalue**: 3.572, 1.084
- **Variance explained**: 51.035, 15.488
- **Cronbach’s alpha**: 0.79, 0.79
Social capital

“Social capital refers to features of social organization such as networks, norms, and social trust that can facilitate coordinated actions [.....] as well as spontaneous cooperation “

Putnam 1993 (p. 167)
Development of items

2001 Pilot-test
2002 survey
2007-8 Interview study
2008 Pilot-test
2008 survey

COPSOQ 2
Measures

Social support (5 items)
- I discuss difficult treatments with colleagues;
- I discuss problems concerning dissatisfied patients with colleagues;
- In case of a complaint proceeding I do have a colleague with whom I could discuss it;
- I talk with colleagues about my wellbeing;
- I have opportunity for practical assistance from a colleague if I need it;

Community (4 items)
- *Is there a good atmosphere between you and your colleagues?*
- *Do you feel part of a community at the clinic?*
- Do you have fun at the clinic?
- To what extent does good interpersonal skills characterize the clinic?

Trusted relationships (5 items)
- *Do the employees in general trust each other?*
- *Does the management trust the employees to do their work well?*
- *Do the employees trust the information that comes from the management?*
- *Are the employees able to express their views and feelings?*
- I have trusted relations with the staff at the clinic
### Results PCA with Varimax Rotation

<table>
<thead>
<tr>
<th>Factor</th>
<th>Trusted community (9 items)</th>
<th>Collegial support (5 items)</th>
<th>Communality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factor 1</td>
<td>0.58-0.78</td>
<td>0.66-0.85</td>
<td>0.46-0.59</td>
</tr>
<tr>
<td>Factor 2</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Communality</td>
<td>0.46-0.59</td>
<td>0.50-0.70</td>
<td>-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Measure</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eigenvalue</td>
<td>5.544</td>
</tr>
<tr>
<td>Variance explained</td>
<td>39.6 %</td>
</tr>
<tr>
<td>Cronbach's alpha</td>
<td>0.88</td>
</tr>
<tr>
<td>Cronbach's alpha</td>
<td>0.84</td>
</tr>
</tbody>
</table>
Mean=79.2
Median=80.6
St.Dev.=13.4
N=1144
Missing= 6.7 %
Scale characteristics Collegial Support

Mean=70.4
Median=75.0
St.Dev.=20.7
N=1199
Missing= 2.2 %
Convergent and divergent validity

Gender, sector, nationality bivariate odds ratios in logistic regression and their 95% confidence interval between scale quartiles and...

<table>
<thead>
<tr>
<th>ODDS RATIO</th>
<th>Trusted Community</th>
<th>Collegial Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-rated good health</td>
<td>1.4 (1.2-1.5)</td>
<td>1.3 (1.2-1.5)</td>
</tr>
<tr>
<td>Positive influence of work on health</td>
<td>1.5 (1.3-1.7)</td>
<td>1.2 (1.1-1.5)</td>
</tr>
<tr>
<td>High work enjoyment</td>
<td>2.2 (1.9-2.6)</td>
<td>1.6 (1.4-1.8)</td>
</tr>
<tr>
<td>Negative influence of work on health</td>
<td>0.7 (0.6-0.8)</td>
<td>0.8 (0.7-0.9)</td>
</tr>
<tr>
<td>Not being involved in quarrels</td>
<td>1.6 (1.4-1.8)</td>
<td>1.0 (0.9-1.2)</td>
</tr>
</tbody>
</table>
Summary

COPSOQ scales

- Vertical trust
- Horizontal trust
- Community

Characteristics of dentistry
- small & homogene

Human Service Organizations

A ”Human Service Organisation” perspective on the content of the existing scales in COPSOQ
The Human Service perspective
A changing culture in health care

Political context

Organisation

Relationships at work

Human Service Workers
Perhaps layers in COPSOQ as in Copenhagen Burnout Index?

Work-related COPSOQ
(3 versions as now)

Client-related COPSOQ
(additional questions for Human Service Workers)
Time for discussion and questions
Thank you for your attention
Understanding social capital

- **Bonding social capital** (horizontal): denotes ties between people in similar circumstances (families, close friends, neighbours).
- **Bridging social capital** (horizontal): includes more distant ties (loose friendships and workmates).
- **Linking social capital** (vertical): connects to unlike people in dissimilar situations, enabling access to a much wider range of resources, external to the community.

Putnam (2000); Woolcock (2001); Lin (2001)