The motivational role of psychosocial questionnaires in legal authorities

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IPSO-Justiz Study

Integration of PsychoSocial factors in health and safety protection and organisational development in courts and public prosecutor's offices in North-rhine Westphalia (NRW).

Duration: 07/2007 - 12/2010
Lead: Bergische Universität Wuppertal
Funded by: Unfallkasse NRW
1. Background

2. Research questions – design - instruments

3. Preliminary results

4. Preliminary conclusions
Inspection / survey 2005 in legal authorities: Unfallkasse NRW, department of prevention

Overview of the current situation in health and safety protection, including psychosocial factors

- 77% of the interviewed authorities have not considered psychosocial factors in the workplace risk analysis

- 60% of the interviewed authorities had not considered psychosocial factors in their work and safety executive group
Obtained impression of the authority: Is the relevance of „psychosocial factors“ understood and considered?

- 51% yes
- 20% no
- 29% partly

Background: initial situation
Inspection / survey 2005 in legal authorities: Unfallkasse NRW, department of prevention

Summary

• They have a lot to catch up in appropriately proceedings in dealing with psychosocial factors,
• Deficits in necessary basic organisation structurs
• Relevance of the topic for the health and safety protection is not recognized
Additional problematic factors of (legal) authorities:

- High number of persons in sick leave
- Change / modernisation / reforms („new public management“)
- Reduction in staff
- Older staff (50 % of staff are 45 years +)
- Conservative hierarchical structure
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How can legal authorities be brought to deal with psychosocial factors (and to integrate them in health and safety protection and organisational development)?

• Which strategy is the most efficient to integrate psychosocial aspects in legal authorities?

  A Staff questionnaire assessments AND result feedback for each authority
  B NO questionnaire assessments BUT general information about psychosocial profile in legal authorities
  C NO information / NO intervention
<table>
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<tr>
<th>35 authorities</th>
<th>08-09/08</th>
<th>09-12/08</th>
<th>02-03/09</th>
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CHANGE ???
Telephone interviews

• Status quo of activities in legal foundations in the health and safety protection / psychosocial factors
• Attitudes, valuations, knowledge, motivation regarded to psychosocial factors / hazard analysis
• Expectance

COPSOQ I / II (combined): group A

• Work environment factors (e. g. demands), person work interface factors (e. g. satisfaction), individual factors (e. g. health, burnout)
• and additional job related questions
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<td>In group A, feedback averaged on group A</td>
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IPSO-Justiz Study

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Preliminary results (subjective)

Subjective impressions of project team after COPSOQ on site feedback presentations in 24 legal authorities (group A + B)

Participants: key persons of institution (management, employee representatives, representative body for disabled employees, health and safety officer)

Group A
Individual COPSOQ-Feedback

Group B
„Averaged“ COPSOQ-Feedback (group A)

Group C
No feedback
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- Written report for each authority
- Written report for staff
- Written report for each authority („averaged“ results from group A)
Example of COPSOQ feedback

social support of supervisor

scores

ANONYMISED DATA

legal authorities
Example of COPSOQ feedback

social support of supervisor

scores

judge/prosecutor
justicial officer
service units
constable
bailiff
parole officer

occupational group
Individual COPSOQ feedback in 12 authorities

• Often feasible explanations and discussions (also for „bad“ results)

• Substantial differences in institutional and professional benchmarking implicate potential for improvement

• Individual results reflected own situation

• Showed high interest and motivation

High sensitisation
Preliminary results: group B

„averaged“ COPSOQ feedback in 12 authorities

• reaction towards results did depend on organisational culture / openness / interest of key persons

• Certain helplessness (those with low experience / reflection)

  „How should we know, where our particular strength and weakness are? What kind of action is needed?“

• Request for a COPSOQ survey (some)

Activator and motivator for further debates
Additional preliminary results

- High expectation to COPSOQ / psychosocial questionnaires
- Institutional helplessness with respect to process of implementation of measures
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Preliminary study conclusion

• Psychosocial instruments / COPSOQ seems to be a helpful instrument for starting discussion and reflection in (legal) authorities

• BUT is it also a motivator for action?
in dealing with psychosocial assessments in (legal) authorities

• Emphasize prior to assessment: (screening) instruments can not provide concrete solutions, BUT give starting points for intervention

• Support in the interpretation of results is necessary and useful (personal on site presentations)

• Support in the process of action and implementation (structure and content) is usually necessary
Further conclusions

in dealing with psychosocial assessments in (legal) authorities

• Successful solutions of other institutions cannot or only rarely be transferred, because each authority has its own specific social / working profile / culture

• Create awareness and change attitudes: the experts (for causes, solutions) are the institution and the employees themselves

• The art of work and health management is to mobilise this internal expertise
Thanks for your attention!

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