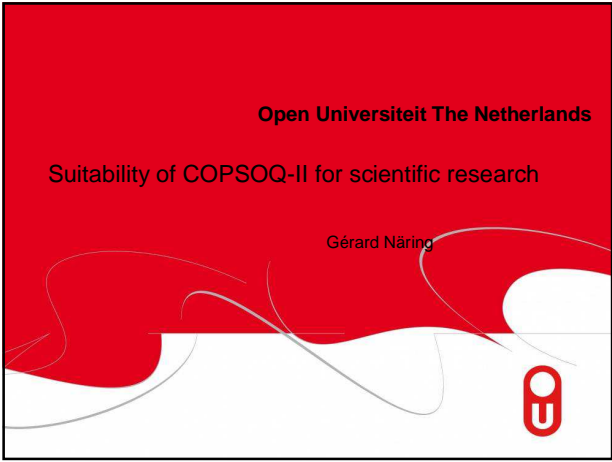





Open Universiteit The Netherlands

Suitability of COPSOQ-II for scientific research


Gérard Näring

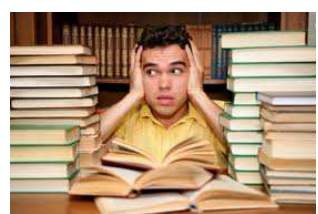
emotional labor

emotional demands




My students




Research questions within various theoretical frameworks

Operationalization of concepts with COPSOQ?



comparison of

Concepts in COPSOQ ↔ Concepts in mainstream theories



Expert advice

Dollard, M., Skinner, N., Tuckey, M.R. & T. Bailey, T. (2007). National surveillance of psychosocial risk factors in the workplace: An international overview. *Work & Stress*, 21(1), 1-129

Report of a Round Table held at the 2nd International Commission on Occupational Health (ICOH) Japan

Experts giving their opinion about surveillance system



Expert advice

Core job characteristics common to 7 major theories of job stress

1. Job Characteristics Model
2. Michigan Organization Stress Model
3. Job Demands-Control Model
4. Sociotechnical Approach
5. Action-Theoretical Approach
6. Effort/Reward Imbalance Model
7. Vitamin Model

» Kompiers, 2003.



Expert advice

Core job characteristics

1. autonomy
2. skill/task variety
3. job demands
4. social support
5. feedback
6. task identity/meaning
7. job security
8. pay/remuneration



Expert advice

Core job characteristics

1. autonomy
 - Influence
 - Freedom *disappeared in version II?*
2. skill/task variety ✓
3. job demands ✓
 - Quantitative job demands
 - Cognitive work demands
 - Emotional demands
4. social support ✓



Expert advice

Core job characteristics

5. feedback ✓
 - recognition
6. task identity/meaning ✓
7. job security ✓
8. pay/remuneration ✓



Expert advice

Conclusion

- Concepts like Freedom - Control – Autonomy might be reintroduced
- Feedback might be introduced



New theories after the overview by Kompiers?

DISC model

Not only stressors, but more emphasis on resources



New developments

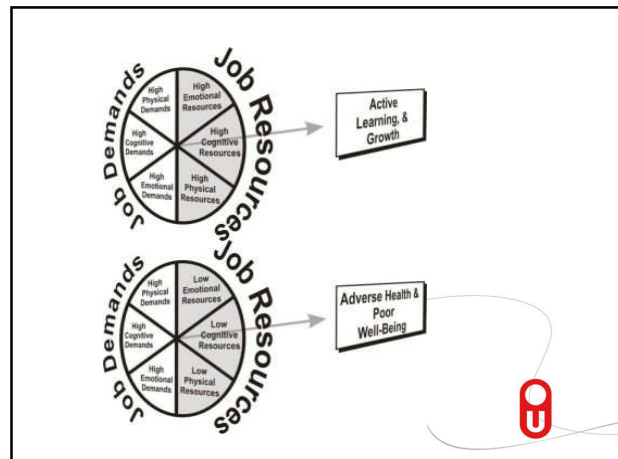
Jan de Jonge (the Netherlands)
Christian Dormann (Germany)

DISC model
Demand Induced Strain Compensation Model

- 3 demand concepts: emotional-cognitive-physical

COPSOQ

- emotional and cognitive demands measured
- physical demands not



Moderators / Resources in the DISC model

DISC model: influence of certain demands can be moderated by matching resources.

- emotional demands should be matched by emotional resources = is social support from colleagues or supervisors.

Both measured by COPSOQ

- The COPSOQ measures cognitive demands, but not **cognitive resources**.



Moderators in the DISC model

cognitive resources

- Examples (from the DISQ questionnaire)
- able to take a break when tasks require a lot of concentration
- alternating complex tasks with simple tasks.
- get information from colleagues for complex tasks.
- have the opportunity to determine own work method



Additional wish from colleagues:

Improve operationalization of **bullying**
more items

- excluded from work-related social gatherings?
- Been given the "silent treatment"?
- Not been given the praise for which you felt entitled?
- Been treated in a rude or disrespectful manner?
- Had others refuse your requests for assistance?
- Had others fail to deny false rumors about you?
- Been given little or no feedback about your performance?
- Been yelled at or shouted at in a hostile manner?

Examples from Workplace Bullying Quiz



My suggestions:

Include measures that moderate the effect of stress

- Control
- Cognitive Resources

Include

- Feedback

Improve the measurement of

- Bullying

