



A participative risk assessment process for COPSOQ questionnaire

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Why a risk assessment process...

- COPSOQ is intended to be a tool for the improvement of the working conditions
- COPSOQ is intended to be more than a research instrument (3 versions)
- COPSOQ is a valid and relevant instrument for the assessment of psychosocial factors at workplaces in many countries in order to achieve
 - Preventive purpose
 - Participation
- “Feasibility is just as important as etiology”, **the how is just as important as the what**, therefore:
 - To develop intervention process steps have sense
 - Studying facilitating factors as well as barriers

Kristensen T.S. Intervention studies in occupational epidemiology. *Occup Environ Med* 2005; 62: 205-210.

Kristensen T.S. A questionnaire is more than a questionnaire. *Scandinavian Journal of Public Health*, 2010; 38 (suppl 3): 149-155.



Why a risk assessment process...

- There would be a need to **develop COPSOQ implementation steps which could be shared by users at the workplace** because we are looking for an intervention that we would like to be carried out as intended to with a prevention purpose and in a participatory way (usage license)
- Goal: to establish a process to ensure the effectiveness of psychosocial participative risk prevention at the source



COPSOQ-ISTAS21 / psqcat21 case



Make psychosocial risks management difficult...

- Focus on individuals & injuries rather than working conditions (social agents and OHS institutions)
- Myths & false beliefs on psychosocial factors
- Outsourcing OH&S prevention, commercial exploitation, bureaucratic and technocratic approach
- Spanish labour market key characteristics:
 - “Hands” country
 - Main competitive strategy: lowering costs, not adding value
 - Main labour management practices: high availability demands regarding contracts and working time, low salaries, labour process fragmentation and standardization
 - High unemployment & precariousness
- Difficult to negotiate about work organization issues, authoritarian tradition
- Labour reforms since 80’s: empower employers, weaken workers and their representatives



Facilitating factors...

- ☺ Spanish Work Health Act (1996):
 - Work organization as an origin of risks
 - Requires employers to keep working conditions healthy, to assess risk exposures and to prevent them at their origin.
 - Empowers worker representatives

- ☺ Big number of health and safety activists



Main drivers

Spain is the country where the fulfilment of legal obligations is the main reason why managers address psychosocial risks (ESENER 2009)

Table 13: Major reasons for addressing psychosocial risks, by country (% establishments)

	Fulfilment of legal obligations	Requests from employees or their representatives	Requirements from clients or concern about organisation's reputation	A decline in productivity or in the quality of outputs	Pressure from the labour inspectorate	High absenteeism rates
EU-27	63	36	26	17	15	11
ES	85	37	30	18	16	14

EENER 2009



OH&S Workers' reps: more preventive activities

Preventive activities according to the existence of OH&S Workers' reps. VI ENCT 2007

Workplaces WITH OH&S W's reps

Workplaces WITHOUT OH&S W's reps

Tabla 42. ACTIVIDADES PREVENTIVAS REALIZADAS EN LOS CENTROS DE TRABAJO CON O SIN DELEGADO DE PREVENCIÓN

Datos en %	Centros de trabajo CON delegado de prevención	Centros de trabajo SIN delegado de prevención
Reconocimientos médicos en el último año	92,8	74,0
Evaluación de riesgos*	93,5	70,4
Elaboración del Plan de prevención	82,9	54,8
Información de riesgos laborales y de las medidas adoptadas	73,5	51,8
Formación en materia de seguridad y salud en el trabajo	70,0	50,6
Planificación actividad preventiva	77,2	47,0
Definición de las medidas de emergencia	63,3	45,2
Establecimiento de prioridades y controles eficacia de las actividades preventivas	60,6	36,3
Asignación a los responsables jerárquicos de la obligación de incluir la prevención en todas las decisiones de adoptar	50,5	27,4
Investigación de accidentes de trabajo	47,3	26,3
Elaboración de un plan de autoprotección	44,5	24,1
Prácticas derivadas del plan de emergencia (simulacros de evacuación...)	42,5	20,4

Base: Total de centros de trabajo de los sectores Agrario, Industria y Servicios (N= 4.408)



COPSOQ in Spain

- Based on the most participative and democratic view of the general stress theory
- Epidemiological method, combines quantitative (standardized questionnaire for workers) with qualitative (focus groups if necessary) techniques, triangulated results (quantitative and working team analysis)
- For all work posts, occupations, and company sizes.
- Three questionnaire versions: short (small companies), medium (mid and large companies), long (research) with known and good validity and reliability
- Intervention process, not just a questionnaire!
 - Working team (workers & employer representatives advised by OH professionals) leads all the process
- High sensitivity to detect social inequalities
- Action oriented towards changing working conditions, prevention at the origin
- Friendly use (free, web site, e-mail for assistance, manuals, software, ...)



Preliminary step

1. Agreement between employer' and workers' representatives on:

- preventive aim and commitment to take action if indicated
- use of COPSOQ (istas21, psqcat21) methodology
- assessment scope
- designation of a joint working team advised by health and safety professionals to lead the intervention process.



Field work preparation

- Adaptation of the questionnaire to the company: modify questions related to work posts, departments, contractual relationship, working days...
- Design of awareness process (information contents, channels...)
- Design of distribution, answer and collection of questionnaires
- Put field work into practice

Goals to achieve by working team: inequalities visualisation and accurate exposures localization; anonymity preservation; workers participation (high response rate).



Processing data and report

Done by OHP but analysis and descriptive report are **standardized** and **automatized!**

Dimension definition, possible origin

Exposure prevalence

Items answer distribution

Cross results

2) Exigencias psicológicas cuantitativas

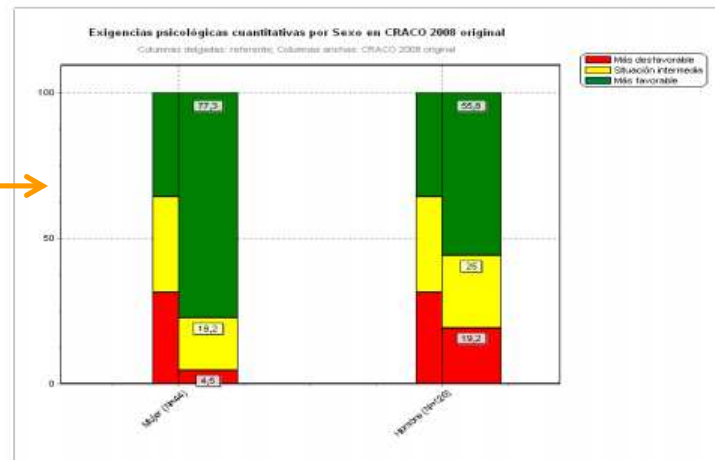
Se definen como la relación entre la cantidad de trabajo y el tiempo disponible para realizarlo. Son altas cuando tenemos más trabajo del que podemos realizar en el tiempo asignado.

Tienen que ver principalmente con la falta de personal, la incorrecta medición de los tiempos o la mala planificación, aunque también pueden relacionarse con la estructura salarial (por ejemplo, cuando la parte variable de un salario bajo es alta y obliga a aumentar el ritmo) o con la inadecuación de las herramientas, materiales o procesos de trabajo (obligando a hacer más tareas para suplir las deficiencias). Las altas exigencias cuantitativas pueden suponer un alargamiento de la jornada laboral.

Un 61,59% de trabajadores/as de CRACO 2008 original está expuesto a la situación más desfavorable para la salud respecto a las Exigencias psicológicas cuantitativas.

Tabla 25: Exigencias psicológicas cuantitativas. Distribución de frecuencias.

	Siempre + Muchas veces	Algunas veces	Sólo alguna vez + Nunca	No contesta
	%	%	%	%
¿Tienes que trabajar muy rápido?	72,5 [N=124]	21,8 [N=37]	5,8 [N=10]	0,8 [N=1]
¿La distribución de tareas es irregular y provoca que se te acumule el trabajo?	45,2 [N=76]	25,0 [N=42]	29,8 [N=50]	2,3 [N=4]
¿Tienes tiempo de llevar al día tu trabajo?	18,0 [N=27]	23,7 [N=40]	60,4 [N=102]	1,7 [N=3]
¿Tienes tiempo suficiente para hacer tu trabajo?	33,7 [N=57]	30,8 [N=52]	35,5 [N=60]	1,7 [N=3]





Processing data and report

- Common language
- Output easy to understand for social agents at company level

Psychosocial dimensions

Exigencias cuantitativas Ritmo trabajo Exigencias emocionales Exigencias de esconder emociones Doble presencia Influencia Posibilidades de desarrollo Sentido del trabajo Claridad de rol Conflicto de rol

Analysis units

Puesto 1
Puesto 2
Puesto 3
Puesto 4
.../...
Departamento 1
Departamento 2
.../...
Mujeres
Hombres

	Red	Red	Yellow	Yellow	Red	Red	Red	Green	Green
	Red	Red	Green	Green	Green	Green	Green	Green	Green
	Red	Yellow	Red	Yellow	Red	Yellow	Green	Yellow	Yellow
	Red	Red	Green	Yellow	Red	Red	Red	Red	Green
	Red	Yellow	Red	Red	Yellow	Green	Yellow	Yellow	Yellow
	Red	Red	Green	Yellow	Red	Red	Red	Red	Green
	Red	Red	Yellow	Red	Red	Red	Red	Green	Green
	Red	Yellow	Green	Yellow	Yellow	Red	Red	Red	Green

Exposure situation





Results analysis to agree on preventive measures

- Results Interpretation: understand results and look for working conditions at the origin of exposures
- Agree on preventive measures at the origin
- Design information process for workers and grouped participation if necessary

Goals to achieve by WT: identify changeable work organization features to reduce or eliminate exposures; agreement; management and workers' awareness and involvement





Intervention planning

- Priorization agreement: easy interventions: action!
Difficult interventions: workers and management involvement on its design to make it possible (prevention circles)
- Scheduling and resources needed
- Follow-up of preventive measures implementation
- Evaluation: process and results

Goals to achieve by WT: design at origin solutions, actual preventive measures implementation



It works but more has to be done on implementation

Participatory key data (in percentages) in the risk assessment processes using COPSOQ (ISTAS21, PSQCAT21).

In the in-company working group	Never or seldom	Sometimes	Always or many times
Managers participate	30.8	30.7	38.5
OH professionals participate	13.1	13.1	73.9
Workers' reps participate	13	19.6	67.5
Exposures' origin is discussed	14.7	24.2	61.1
Exposures' origin is agreed	25.4	33.2	41.3
Preventive measures are discussed	13.7	24.9	61.4
Preventive measures are agreed	24.2	35.4	40.4
Preventive measures are addressed to exposures' origin	13.7	27.3	58.9
Preventive measures are implemented	26.9	35.7	37.4

Source: COPSOQ (ISTAS21, PSQCAT21) users' survey (2008).



A participative risk assessment process for COPSQQ

An invitation to going beyond the COPSQQ's
usage license to a “core” COPSQQ implementation
procedure to adapt to each country

Thanks!!! Clara
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