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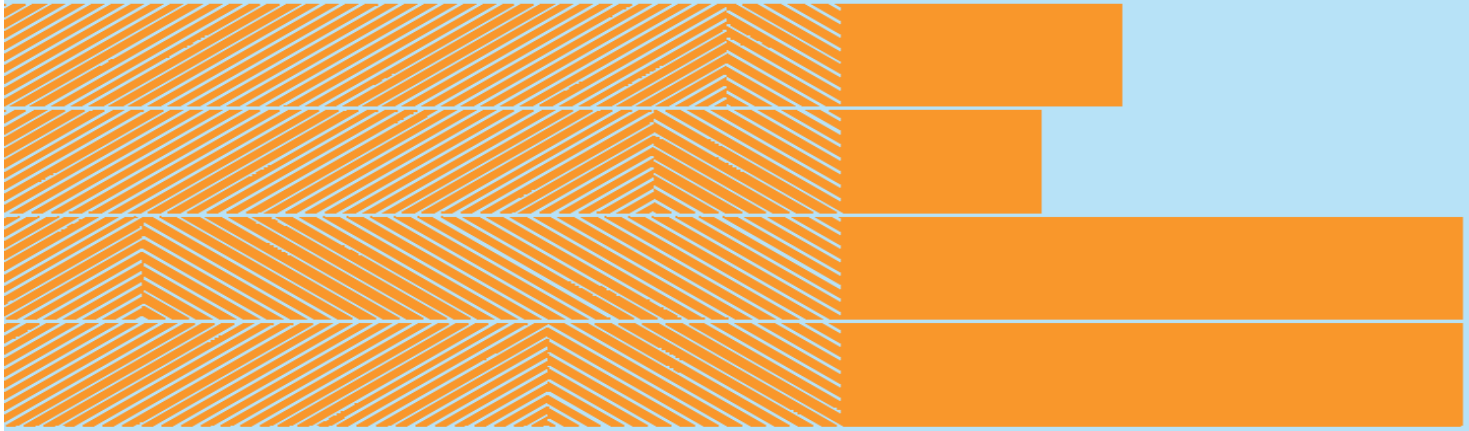
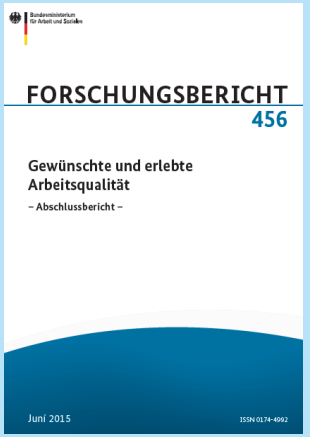
Funded by the Federal ministry of labour and social affairs (BMAS).

Results of a COPSOQ based representative study on the quality of work in Germany





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Acronym	Questionnaire	Reference
ALLBUS	Allgemeine Bevölkerungsumfrage der Sozialwissenschaften 2000	GESIS 2012
Zeitarbeit	Arbeitsqualität in Zeitarbeitsverhältnissen (Entwurf)	RWI/ISG 2013
BIBB/IAB	Erwerb und Verwertung beruflicher Qualifikationen 1998/99	Jansen et al. 2001
CBI	Copenhagen Burnout Inventory	Kristensen et al. 2005
COPSOQ	Copenhagen Psychosocial Questionnaire	Nübling et al. 2005
COPSOQ II	Copenhagen Psychosocial Questionnaire II	Pejtersen et al. 2010
DS	Demographische Standards 2004	Statistisches Bundesamt 2004
WZ	Klassifikation der Wirtschaftszweige 2008	Statistisches Bundesamt 2008
EQ-5D	Gesundheitsbezogene Lebensqualität	EuroQol Group 1990
FFP-Index	FFP-Incex	Schneider et al. 2008
INQA	INQA-Studie „Was ist gute Arbeit?“ 2006	Fuchs 2006
IS	Interessierte Selbstgefährdung	Krause et al. 2012
ISSP	Internat. Social Survey Programme 1997	Zentralarchiv 1997
lidA	leben in der Arbeit 2011	Schröder et al. 2013
Nationale Kohorte	Nationale Kohorte der Helmholtz-Gemeinschaft (Entwurf)	Wichmann et al. 2012
NEXT	Nurses early exit study	Hasselhorn et al. 2003
S-MGA	Mentale Gesundheit bei der Arbeit	IAB o.J.
SOEP	Sozio-oekonomisches Panel 2008	Wagner et al. 2008
WAI	Work Ability Index	Ilmarinen et al. 2004
WeLL	Weiterbildung als Bestandteil lebenslangen Lernens	Bender et al. 2008
WHC	World Health Check	Gadinger et al. 2012

Content of questionnaire and analytical perspectives

Single item perspective
importance vs. satisfaction
(comparablility 2006 study)

people to work with *
job security
attractivity of region
job as a whole *
interest and skills *
work valued by company
physical working conditions *
use of abilities *
adequate workplace
leadership *
work valued by society
work-privacy-balance
work prospects *
freedom to chose hours
income
people to work with *

Multi-item perspective regression-models based on scales

Demands (COPSOQ)
- Quantitative demands (4/4)
- Emotional demands (1/3)
- Hiding emotions(1/2)
- Work-privacy conflict (2/5)

Influence & possibilities for development (COPSOQ)
- Influence at work (3/4)
- Possibilities for development (1/4)
- Degree of freedom (4/4)
- Meaning of work (1/3)
- Commitment to working place (2/4)

Social relations & leadership (COPSOQ)
- Predictability (2/2)
- Role-clearity (0)
- Role-conflicts (0)
- Quality of leadership (3/4)
- Social support (2/4)
- Feedback (2/4)
- Social relations (0)
- Sense of community (2/3)
- Mobbing/bullying (1/1)

Strain (Outcomes)
- Job satisfaction (7/7)
- General health state (1/1)
- Burnout symptoms (6/6)
- Intention to leave (1//1)
- Cognitive stress (0)
- Satisfaction with life(0)
- Work ability in two years (1)

COPSOQ-scales German standard version

Addicional aspects (COPSOQ)
- Insecurity at work (3/4)
- Trust and fairness (4/4)

Structural variables
- Socio-demographic (e.g. age, sex, household, private life)
- Type of job (e.g. position, function, full-time/part-time)
- Work-place characteristics (e.g. company size, workers representatives)

FFP-Index
- Familiy and work-life (10)

Additional constructs
- Technological conditions (2)
- Physical conditions (5)
- Suffering from physical work (1)
- Disturbances at work (1)
- Unsufficient techn. equipment (1)
- Anti-discrimination (1)

* Items of COPSOQ scale job satisfaction

Important aspects 2013 (single items)

Ranking	Importance 2013 (0-100)	Mean
1	job security	93,4
2	long-term employment	92,2
3	people to work with	91,3
4	income	90,6
5	leadership	90,2
6	use of abilities	88,7
7	work-privacy-balance	87,4
8	physical working conditions	87,1
9	interest and skills	86,9
10	work valued by company	86,6
11	job as a whole	85,9
12	adequate workplace	85,4
13	work prospects	81,7
14	freedom to chose hours	79,9
15	work valued by society	78,7
16	attractivity of region	74,6

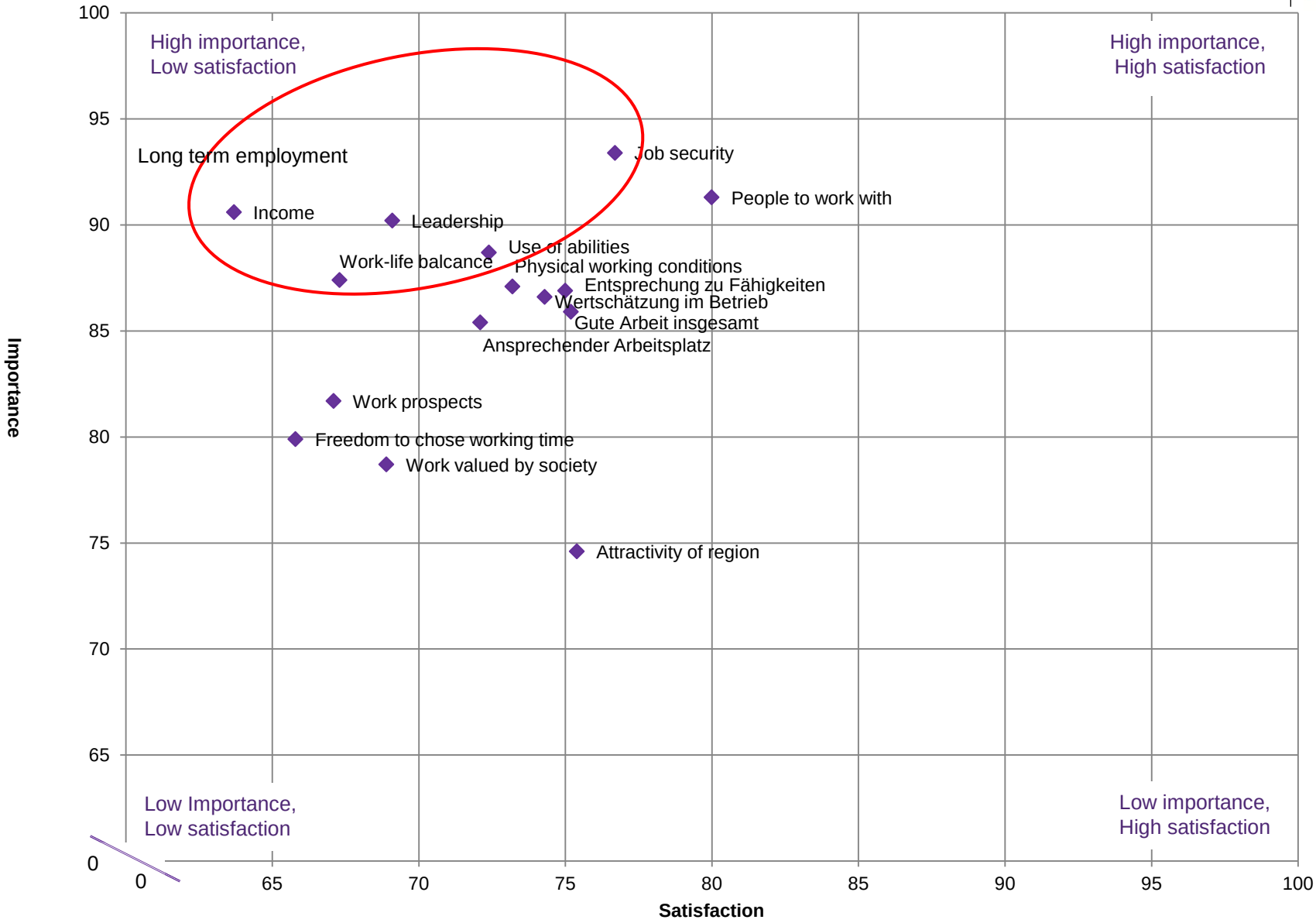
Ceiling effects: many factors more important than 70 pts

Satisfaction 2013 (single items)

Ranking	Satisfaction 2013 (0-100)	Mean
1	people to work with *	80,0
2	job security	76,7
3	attractivity of region	75,4
4	job as a whole *	75,2
5	interest and skills *	75,0
6	work valued by company	74,3
7	physical working conditions *	73,2
8	use of abilities *	72,4
9	adequate workplace	72,1
10	leadership *	69,1
11	work valued by society	68,9
12	work-privacy-balance	67,3
13	work prospects *	67,1
14	freedom to chose hours	65,8
15	income	63,7

* Items of COPSOQ scale job satisfaction

Quality gap: Importance vs. satisfaction (single items)



Regression model on *job satisfaction (BMAS)*

Job satisfaction R^2 (best 5) = 0.58

COPSOQ Database R^2=0.61

Demands (COPSOQ)
- Quantitative demands (4/4)
- Emotional demands (1/3)
- Hiding emotions(1/2)
- Work-privacy conflict (2/5) 4

Influence & possibilities for development (COPSOQ)
- Influence at work (3/4) 5
- Possibilities for development (1/4)
- Degree of freedom (4/4)
- Meaning of work (1/3) 2
- **Commitment to working pla 2/4)** 1

Social relations & leadership (COPSOQ)
- Predictability (2/2)
- Role-clearity (0)
- Role-conflicts (0)
- **Quality of leadership (3** 1 2
- Social support (2/4)
- Feedback (2/4)
- Social relations (0)
- **Sense of community** 3 3
- Mobbing/bullying (1/1)

Addicional aspects (COPSOQ)
- Insecurity at work (3/4)
- **Trust and fairness (4/4)** 5

Strain (Outcomes)
- **Job satisfaction (7/7)**
- General health state (1/1)
- Burnout symptoms (6/6)
- Intention to leave (1//1)
- Cognitive stress (0)
- Satisfaction with life(0)
- Work ability in two years (1)

FFP-Index
- Familiy and work-life (10)

Additional constructs
- Technological conditions (2)
- **Physical conditions (5)** 4
- Physical suffering (1)
- Disturbances at work (1)
- Unsufficient techn. equipment (1)
- Anti-discrimination (1)

Regression model on *burnout symptoms (BMAS)*

Burnout symptoms R^2 (best 5) = 0.35

Demands (COPSOQ)
- Quantitative demands (4/4)
- **Emotional demands (1/3)**
- Hiding emotions(1/2)
- **Work-privacy conflict (2/**

Influence & possibilities for development (COPSOQ)
- Influence at work (3/4)
- **Possibilities for development (1/4)**
- Degree of freedom (4/4)
- Meaning of work (1/3)
- Commitment to working place (2/4)

Social relations & leadership (COPSOQ)
- Predictability (2/2)
- Role-clearity (0)
- Role-conflicts (0)
- Quality of leadership (3/4)
- Social support (2/4)
- Feedback (2/4)
- Social relations (0)
- Sense of community (2/3)
- **Mobbing/bullying (1/**

COPSOQ Database R^2=0.37

Addicional aspects (CO
- **Insecurity at work (3/4)**
- Trust and fairness (4/4)

Strain (Outcomes)
- Job satisfaction (7/7)
- General health state (1/1)
- **Burnout symptoms (6/6)**
- Intention to leave (1/1)
- Cognitive stress (0)
- Satisfaction with life(0)
- Work ability in two years (1)

FFP-Index
- Familiy and work-life (10)

Additional constructs
- Technological conditions (2)
- Physical conditions (5)
- Physical suffering (1)
- Disturbances at work (1)
- Unsufficient techn. equipment (1)
- Anti-discrimination (1)

Other regression models, influence factors

General health state

Variance explained by strongest 5 factors: 12 % (R^2=0,12).

Work ability in two years

Variance explained by strongest 5 factors: 10 % (R^2=0,10).

Intention to leave

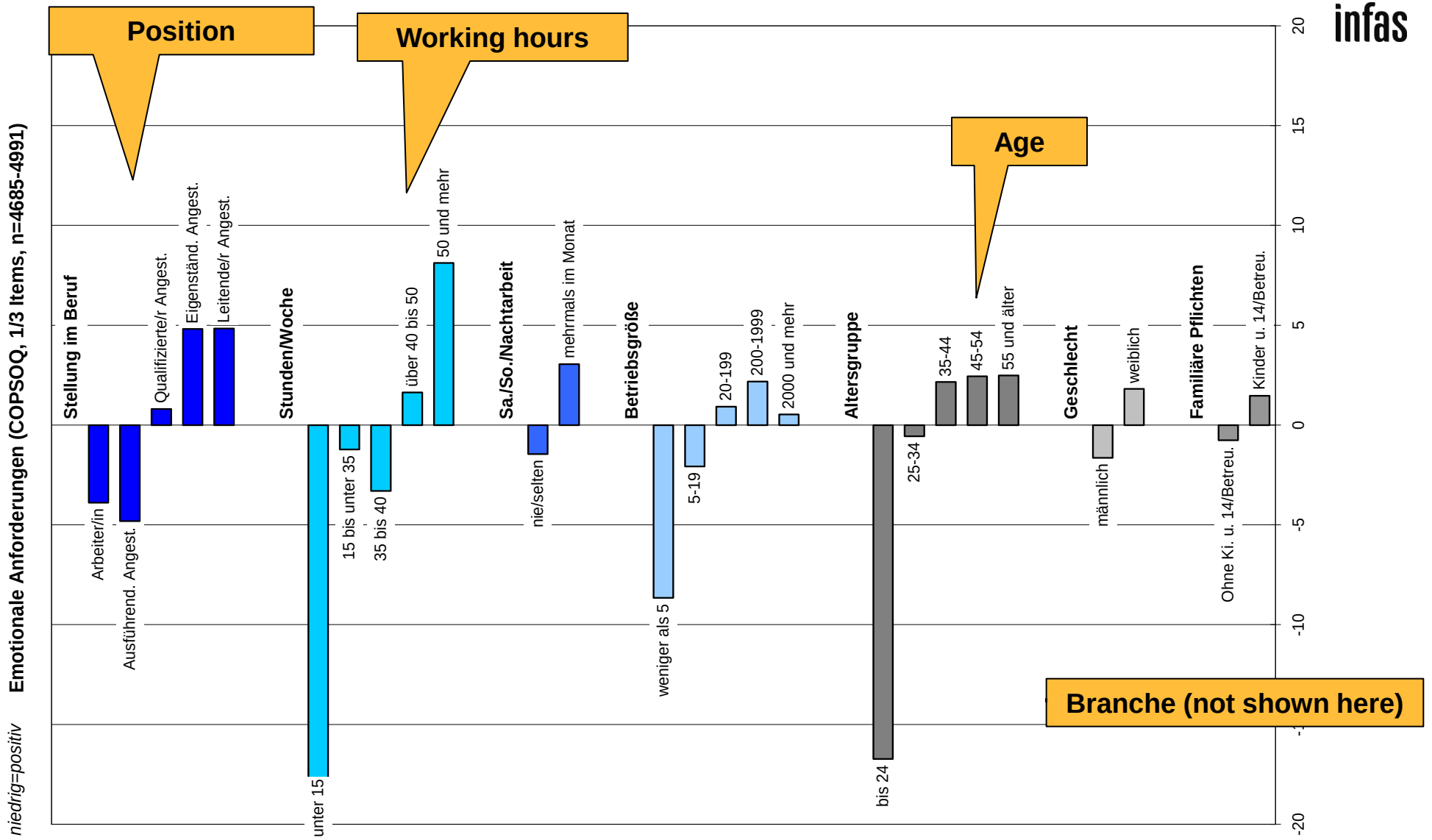
Variance explained by strongest 5 factors: 30 % (R^2=0,30).

Most frequent influence factors

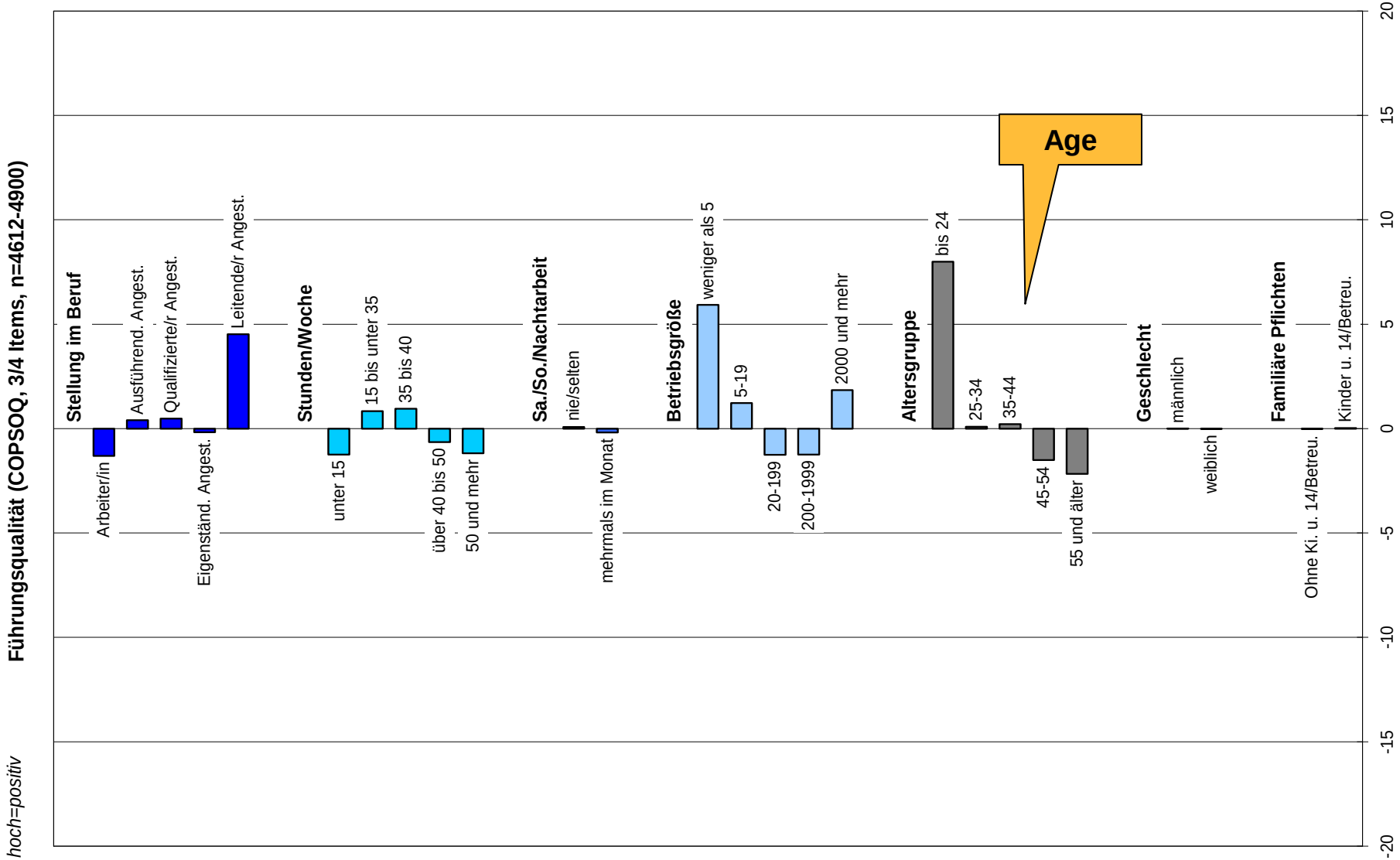
- **Emotional demands (4 x)**
- **Work-Privacy-Conflict (3 x)**
- **Job insecurity (3 x)**
- **Physical demands (3 x)**
- **Possibility for development (2 x)**
- **Committment to the work place (2 x)**
- **Quality of leadership (2 x)**
- **Trust & justice (2 x)**
- **Mobbing/Bullying (2 x)**
- **Feeling of community (1 x)**

- **Satisfaction with income**

Structural analysis (subgroups): Emotional demands

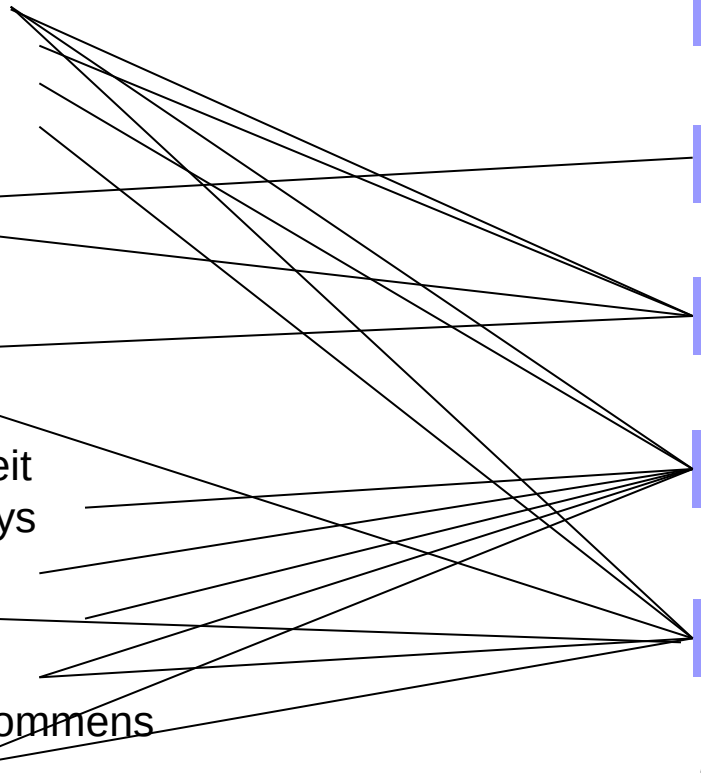


Structural analysis (subgroups): Quality of leadership



Analysis by structural parameters (selection)

- **Position**
- **Working hours**
- **Work time**
- **Company seize**
- **Age**
- **Sex**
- **Private life**
- Branche
- Voll-/Teilzeit
- Haupt-/Nebentätigkeit
- External working days
- Hours external work
- Annual income
- Leadership position
- Variabilität des Einkommens
- School degree
- Dauer der Erwerbstätigkeit
- Lebensform mit/ohne Partner
- Haushaltsgröße



Sense of community

Quality of leadership

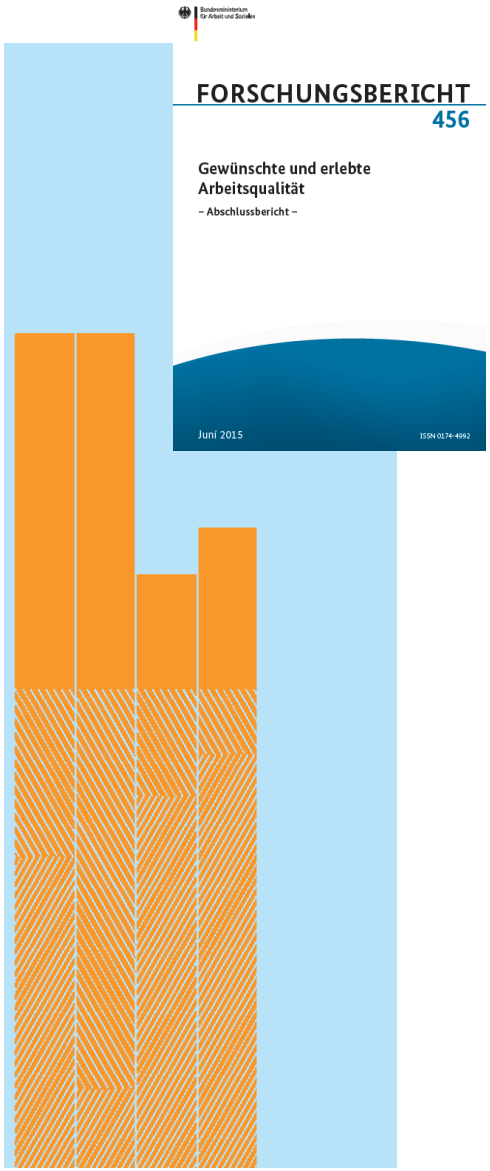
Emotional demands

Possibilities f. development

Physical demands

There are factors that show multiple dependencies and others that seem independent from structural parameters. This matters enormously when you want to develop action plans.

Summary



Progress in methodology reached

- Multivariate analysis
- Use of scales (muliti item)

Results (single item)

- Not surprising: job security and income are most important
- Ceiling effect: many items are ranked high (importance)
- Gap between important aspects and satisfaction with aspects

Results (scales, multiple items)

- Regression models show correspondences between various working factors and outcomes (satisfaction, health) according to theory
- Fields of action in need can be identified
- Subgroup/structural analysis shows variance for some factors influenced by branch, skills etc. (emotional demands, physical demands,…)
- Some variance is to be explaind by individual constellation at the work place/in company (e.g. quality of leadership, sense of community)

Further potential

- Additional analysis due to special interests (science, unions, employers)
- High consent to panel-study by participants (correlation to causality)