

QPSNordic
General Questionnaire for
Psychological and Social
Factors at Work

Nordic Council of Ministers
Project 42.50.01.01

Responding to the Questionnaire

On the following pages you will find questions and statements about your work and the organization where you work. The purpose of this questionnaire form is to collect the information needed to develop the work and the work environment.

Take your time in answering. Answers to most of the questions are given by circling the alternative which best describes your opinion.

For example:

		very seldom or <u>never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
1.	Do you have to hurry to get your work done?	1	2	3	4	5

1. PERSONAL BACKGROUND

<p>1. Year of birth _____</p> <p>2. Sex</p> <p> Male 1</p> <p> Female 2</p> <p>3. Formal education (approx.length in years) Choose the appropriate alternative</p> <p> Comprehensive school (1-9 years) 1</p> <p> Secondary school/ vocational school(10-12 years) 2</p> <p> College degree (13-16 years) 3</p> <p> Higher university degree (more than 16 years) 4</p> <p>4. Title of occupation</p> <p>_____</p> <p>5a. How long have you worked for this organization? _____ years</p> <p>5b. In what department / section / unit do you work? _____</p>	<p>6. How long have you worked at your current position? _____ years</p> <p>7. Is your employment contract Permanent at the present company 1</p> <p> Temporary 2</p> <p>8. Are you a contract worker? Yes 1</p> <p>No 2</p> <p>9. Is your job a supervisory position? Yes 1</p> <p>No 2</p> <p>10. How many hours do you usually work per week? _____ hours</p> <p>11. Which of the following best describes your workhour arrangements?</p> <p> Daytime 1</p> <p> Two shift work 2</p> <p> Three shift work 3</p> <p> Regular evening shift 4</p> <p> Regular night shift 5</p> <p> Other schedule, what _____ 6</p>
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2. JOB DEMANDS

	very seldom or <u>never</u>	rather <u>seldom</u>	<u>some-</u> <u>times</u>	rather <u>often</u>	very often or <u>always</u>
12. Is your work load irregular so that the work piles up?	1	2	3	4	5
13. Do you have to work overtime?	1	2	3	4	5
14. Is it necessary to work at a rapid pace?	1	2	3	4	5
15. Do you have too much to do?	1	2	3	4	5
16. Does your work require physical endurance?	1	2	3	4	5
17. Does your work require quick decisions?	1	2	3	4	5
18. Are your work tasks too difficult for you?	1	2	3	4	5
19. Does your work require maximum attention?	1	2	3	4	5
20. Does your work require great precision of movement?	1	2	3	4	5
21. Are there interruptions that disturb your work?	1	2	3	4	5
22. Does your work require complex decisions?.....	1	2	3	4	5
23. Is your work monotonous?	1	2	3	4	5
24. Do you have to repeat the same work procedure at intervals of a few minutes?	1	2	3	4	5
25. Do you perform work tasks for which you need more training?	1	2	3	4	5
26. Are your skills and knowledge useful in your work?	1	2	3	4	5
27. Is your work challenging in a positive way?	1	2	3	4	5
28. Do you consider your work meaningful?.....	1	2	3	4	5
29. Does your job require that you acquire new knowledge and new skills?	1	2	3	4	5

		very seldom or <u>never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
30.	Is it possible to have social contact with co-workers while you are working?	1	2	3	4	5
31.	Have you been exposed to threats or violence at work during the last two years?	1	2	3	4	5
32.	Are errors in your work associated with a risk of personal injury?	1	2	3	4	5
33.	Are errors in your work associated with the risk of economical losses? ..	1	2	3	4	5

34. Does your job include contact with customers or clients?
- No 1
- Yes, mostly indirect contacts (by mail, telefax, e-mail, etc.) 2
- Yes, mostly direct contacts (face to face contact or by phone)? 3
- Yes, equally both direct and indirect contacts 4

If you answered "yes" (2, 3 or 4) please answer the following questions (35 - 37), otherwise, go to question 38.

		very seldom or <u>never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
35.	Does your work involve <u>personal</u> contact with customers or clients?	1	2	3	4	5
36.	Do you have to receive and handle complaints from customers or clients?	1	2	3	4	5
37.	Are you content with your ability to maintain a good relationship with your customers or clients?	1	2	3	4	5

3. ROLE EXPECTATIONS

		very seldom or <u>never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
38.	Have clear, planned goals and objectives been defined for your job?	1	2	3	4	5
39.	Do you know what your responsibilities are?	1	2	3	4	5
40.	Do you know exactly what is expected of you at work?	1	2	3	4	5

		very seldom or <u>never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
41.	Do you have to do things that you feel should be done differently?	1	2	3	4	5
42.	Are you given assignments without adequate resources to complete them?	1	2	3	4	5
43.	Do you receive incompatible requests from two or more people?	1	2	3	4	5
44.	Does your job involve tasks that are in conflict with your personal values?	1	2	3	4	5

4. CONTROL AT WORK

		very seldom or <u>never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
45.	If there are alternative methods for doing your work, can you choose which method to use?	1	2	3	4	5
46.	Can you influence the amount of work assigned to you?	1	2	3	4	5
47.	Can you set your own work pace?	1	2	3	4	5
48.	Can you decide yourself when you are going to take a break?	1	2	3	4	5
49.	Can you decide the length of your break?	1	2	3	4	5
50.	Can you set your own working hours (flexitime)?	1	2	3	4	5
51.	Can you influence decisions concerning the persons you will need to collaborate with?	1	2	3	4	5
52.	Can you decide when to be in contact with clients?	1	2	3	4	5
53.	Can you influence decisions that are important for your work?	1	2	3	4	5

5. PREDICTABILITY AT WORK

	<u>very seldom or never</u>	<u>rather seldom</u>	<u>some- times</u>	<u>rather often</u>	<u>very often or always</u>
54. Do you know in advance what kind of tasks to expect a month from now?	1	2	3	4	5
55. Do you know in advance who will be your co-workers a month from now?	1	2	3	4	5
56. Do you know in advance who will be your superior a month from now? ...	1	2	3	4	5
57. Is it necessary to demonstrate your ability and competence to others in order to be assigned to attractive tasks or projects?	1	2	3	4	5
58. Do you feel that you have someone or an organization which looks after your interest?	1	2	3	4	5
59. Are there rumors concerning changes at your workplace?	1	2	3	4	5
	<u>very little or not at all</u>	<u>rather little</u>	<u>some- what</u>	<u>rather much</u>	<u>very much</u>
60. Do you know what is required in order for you to get a job that you consider attractive in 2 years?	1	2	3	4	5
61. Do you know what has to be learned and which new skills have to be acquired in order for you to maintain a job that you consider attractive in 2 years?	1	2	3	4	5
62. Are you confident that, in 2 years from now, you will have a job that you consider as attractive as your present job?.....	1	2	3	4	5
	<u>very little or not at all</u>	<u>rather little</u>	<u>some- what</u>	<u>rather much</u>	<u>very much</u>
63. Do you prefer the challenge presented by taking on new work tasks often?	1	2	3	4	5
64. Do you prefer the challenge presented by working with new co-workers / colleagues?	1	2	3	4	5
65. Do you prefer the challenge presented by working in different places?	1	2	3	4	5

6. MASTERY OF WORK

	<u>very seldom or never</u>	<u>rather seldom</u>	<u>some- times</u>	<u>rather often</u>	<u>very often or always</u>
66. Are you content with the quality of the work you do?	1	2	3	4	5
67. Are you content with the amount of work that you get done?	1	2	3	4	5
68. Are you content with your ability to solve problems at work?	1	2	3	4	5
69. Are you content with your ability to maintain a good relationship with your co-workers at work?	1	2	3	4	5
70. Do you get information about the quality of the work you do?	1	2	3	4	5
71. Can you yourself immediately assess whether you did your work well?	1	2	3	4	5

7. SOCIAL INTERACTIONS

Social support

	<u>very seldom or never</u>	<u>rather seldom</u>	<u>some- times</u>	<u>rather often</u>	<u>very often or always</u>
72. If needed, can you get support and help with your work from your co-workers?	1	2	3	4	5
73. If needed, can you get support and help with your work from your immediate superior?	1	2	3	4	5
74. If needed, are your co-workers willing to listen to your work-related problems?	1	2	3	4	5
75. If needed, is your immediate superior willing to listen to your work-related problems?	1	2	3	4	5
76. If needed, can you talk with your friends about your work-related problems?	1	2	3	4	5

	very seldom or <u>never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
77. If needed, can you talk with your spouse or any other close person about your work-related problems? ..	1	2	3	4	5
78. Are your work achievements appreciated by your immediate superior?	1	2	3	4	5
79. Have you noticed any disturbing conflicts between co-workers?	1	2	3	4	5
	very little or <u>not at all</u>	rather <u>little</u>	some- <u>what</u>	rather <u>much</u>	very <u>much</u>
80. Do you feel that your friends/family can be relied for support when things get tough at work?	1	2	3	4	5

Bullying and harassment

Bullying (harassment, mental violence, badgering, niggling, offending somebody) is a problem at some work-places and for some workers. To label something bullying the offensive behavior has to occur repeatedly over a period of time, and the person confronted has to experience difficulties defending himself/ herself. The behavior is not bullying if two parties of approximately equal "strength" are in conflict or the incident is an isolated event.

	No	Yes
81. Have you noticed anyone being subjected to harassment or bullying at your workplace during the last six months?	1	2
82. How many people have you seen being bullied or subjected to harassment during the last six months?	Men _____	Women _____
	No	Yes
83. Have you been subjected to bullying or harassment at the workplace during the last six months?	1	2

8. LEADERSHIP

	very seldom <u>or never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
84. Does your immediate superior encourage you to participate in important decisions?	1	2	3	4	5
85. Does your immediate superior encourage you to speak up, when you have different opinions?.....	1	2	3	4	5
86. Does your immediate superior help you develop your skills?	1	2	3	4	5
87. Does your immediate superior tackle problems as soon as they surface?	1	2	3	4	5
	very little or <u>not at all</u>	rather <u>little</u>	some- <u>what</u>	rather <u>much</u>	very <u>much</u>
88. Do you trust the ability of the management to look after the future of the company/ organization?	1	2	3	4	5
	very seldom <u>or never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
89. Does your immediate superior distribute the work fairly and impartially?	1	2	3	4	5
90. Does your immediate superior treat the workers fairly and equally?	1	2	3	4	5
91. Is the relationship between you and your immediate superior a source of stress to you?.....	1	2	3	4	5

9. ORGANIZATIONAL CULTURE

<i>What is the climate like in your work unit?</i>	very little or <u>not at all</u>	rather <u>little</u>	some- <u>what</u>	rather <u>much</u>	very <u>much</u>
92. Competitive	1	2	3	4	5
93. Encouraging and supportive	1	2	3	4	5
94. Distrustful and suspicious	1	2	3	4	5
95. Relaxed and comfortable	1	2	3	4	5
96. Rigid and rule-based	1	2	3	4	5

	very seldom or <u>never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
97. Do workers take initiatives at your workplace?	1	2	3	4	5
98. Are workers encouraged to think of ways to do things better at your workplace?	1	2	3	4	5
99. Is there sufficient communication in your department?	1	2	3	4	5
	very little or <u>not at all</u>	rather <u>little</u>	some- <u>what</u>	rather <u>much</u>	very <u>much</u>
100. Have you noticed any inequalities in how men and women are treated at your workplace?	1	2	3	4	5
101. Have you noticed any inequalities in how older and younger employees are treated at your workplace?	1	2	3	4	5
102. At your organization are you rewarded (money, encouragement) for a job well done?	1	2	3	4	5
103. Are workers well taken care of in your organization?	1	2	3	4	5
104. To what extent is the management of your organization interested in the health and well-being of the personnel?	1	2	3	4	5

10. INTERACTION BETWEEN WORK AND PRIVATE LIFE

	very seldom or <u>never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very often or <u>always</u>
105. Do the demands of your work interfere with your home and family life?	1	2	3	4	5
106. Do the demands of your family or spouse / partner interfere with your work related activities?	1	2	3	4	5

11. WORK CENTRALITY

107. Assign a total of 100 points to indicate how important the following areas are in your life at the present time

a.	Leisure (such as hobbies, sports, recreation, and contact with friends).....	_____
b.	Community (such as voluntary organizations, trade unions and political organization).....	_____
c.	Work.....	_____
d.	Religious activities and beliefs.....	_____
e.	Family.....	_____

100 total

108. How important and significant is working in your life as a whole?

One of the least important things in my life	1	2	3	4	5	6	7	One of the most important things in my life
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12. COMMITMENT TO THE ORGANIZATION

The following statements deal with organizational commitment. Please indicate the extent to which you personally agree or disagree with each of these statements.

		disagree <u>totally</u>	disagree to some <u>extent</u>	indif- <u>ferent</u>	agree to some <u>extent</u>	agree <u>totally</u>
109.	To my friends I praise this organization a great place to work.....	1	2	3	4	5
110.	My values are very similar to the organization's values.....	1	2	3	4	5
111.	This organization really inspires me to give my very best job performance.	1	2	3	4	5

13. GROUP WORK

no yes

112. Do you belong to a permanent working group or team? 1 2

If you answered "yes" please answer the following questions (113 - 116), otherwise, go to question 117.

	very little or <u>not at all</u>	rather <u>little</u>	some- <u>what</u>	rather <u>much</u>	very <u>much</u>
113. Do you appreciate belonging to this group or team?	1	2	3	4	5
	very seldom or <u>never</u>	rather <u>seldom</u>	some- <u>times</u>	rather <u>often</u>	very <u>often</u>
114. Is your group or team work flexible?	1	2	3	4	5
115. Is your group or team successful at problem solving?	1	2	3	4	5
116. How often does your group or team have group or team meetings?	1	2	3	4	5

14. WORK MOTIVES

<i>How important are the following considerations in relation to your ideal job</i>	<u>un- impor- tant</u>	<u>not so impor- tant</u>	<u>rather impor- tant</u>	<u>very impor- tant</u>	<u>abso- lutely neces- sary</u>
117. To develop my own personality	1	2	3	4	5
118. To have good pay and material benefits	1	2	3	4	5
119. To have a peaceful and orderly job .	1	2	3	4	5
120. To get a sense of accomplishing something worthwhile	1	2	3	4	5
121. That the work is secure and provides regular income	1	2	3	4	5
122. To have a safe and healthy physical work environment	1	2	3	4	5
123. To be able to put my imagination and creativity to good use at work ...	1	2	3	4	5

THANK YOU!