A person wearing a high-visibility orange vest and dark clothing is seen from behind, standing in a grassy field. In the background, there is a blue metal structure, possibly a truck or a gate, and a fence. The scene is set during the day with some haze or mist in the air.

New Zealand Psychosocial Survey 2021- Key findings

WORKSAFE

Mahi Haumaru Aotearoa

Dr Trang Khieu, Principal Analyst
Dr Akib Mohammad, Senior Analyst

August 24th 2022- A presentation for the Maritime Hub



Background

-
- The International Labour Organisation (2016): *psychosocial factors as 'interactions between and among work environment, job content, organizational conditions and workers' capacities, needs, culture, personal extra-job considerations that may, through perceptions and experience, influence health, work performance and job satisfaction'*
 - WorkSafe NZ (2019): Work related mental health accounted for 17% of DALY losses from total work-related ill-health and injury



Mental health is one of the key work-related injury and health indicators.

The role of the health and safety system in **addressing psychosocial risks is to ensure workers' health and wellbeing**

- The Copenhagen Psychosocial Questionnaire (COPSOQ) => www.copsoq-network.org

COPSOQ

INTERNATIONAL NETWORK



Welcome to COPSOQ
international network

Aims and activities

Licence, Guidelines &
Questionnaire

Steering Committee

Network Members

8th International COPSOQ
Workshop Canada 2021 (online)

Former Network Conferences

Validation studies

Publications on COPSOQ

Contact

Welcome to the network for scientific research and risk assessment with the Copenhagen Psychosocial Questionnaire (COPSOQ).

International studies show that exposures to psychosocial risks are important characteristics of work. There is clear evidence that aspects and levels of job strain vary between countries, branches and professions. COPSOQ is a well proven instrument to gather valid and reliable information about main risk factors.

The setting, implementation and evaluation of preventive actions at workplace level and also preventive policies in general need systematic collection, recording, analysis and dissemination of key information on the exposures of workers to psychosocial factors. This is a major challenge due to the diversity of labour in our days and the scientific and technical requirements to generate useful information.

COPSOQ III. Guidelines and
questionnaire.

COPSOQ

INTERNATIONAL NETWORK

Quality of Leadership and Workplace Bullying: The Mediating Role of Social Community at Work in a Two-Year Follow-Up Study

Laura Francioli¹ · Paul Maurice Conway¹ · Åse Marie Hansen^{2,3} · Ann-Louise Holten¹ · Matias Brødsgaard Grynderup² · Roger Persson⁴ · Eva Gemzøe Mikkelsen⁴ · Giovanni Costa^{6,7} · Annie Høgh¹



Validation of the Copenhagen Psychosocial Questionnaire Version III and Establishment of Benchmarks for Psychosocial Risk Management in Sweden

Hanne Berthelsen^{1,*}, Hugo Westerlund², Gunnar Bergström^{3,4} and Hermann Burr⁵



Cross-cultural adaptation and psychometric properties of the short version of COPSOQ II-Brazil

Josiane Sotrate Gonçalves¹, Cristiane Shinohara Moriguchi¹, Thaís Cristina Chaves¹, Tatiana de Oliveira Sato¹

RESEARCH ARTICLE



Dissecting the effect of workplace exposures on workers' rating of psychological health and safety

Avinash Ramkissoon MPH^{1,2} | Peter Smith PhD, MPH^{1,2,3} | John Oudyk MSc, CIH, ROH⁴



Contents lists available at ScienceDirect

Safety and Health at Work

journal homepage: www.e-shaw.org



Original Article

The Third Version of the Copenhagen Psychosocial Questionnaire

Hermann Burr^{1,*}, Hanne Berthelsen², Salvador Moncada³, Matthias Nübling⁴, Emilie Dupret⁵, Yucel Demiral⁶, John Oudyk⁷, Tage S. Kristensen⁸, Clara Llorens^{3,9}, Albert Navarro^{9,10}, Hans-Joachim Lincke⁴, Christine Bocéréan^{5,11}, Ceyda Sahan⁶, Peter Smith^{12,13,14}, Anne Pohrt¹⁵, on behalf of the international COPSOQ Network

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- ⁵ Preventis, Paris, France
- ⁶ Department of Public Health, Dokuz Eylül University, Izmir, Turkey
- ⁷ Occupational Health Clinics for Ontario Workers (OHCOW), Hamilton, Canada
- Task-Consult, Gilleleje, Denmark
- Research Group on Psychosocial Risks, Organization of Work and Health (POWAH), Autonomous University of Barcelona, Barcelona, Spain
- ⁸ Biostatistics Unit, Faculty of Medicine, Autonomous University of Barcelona, Barcelona, Spain
- Lorraine University, Nancy, France
- ⁹ Institute for Work and Health (IWH), Toronto, ON, Canada
- ¹⁰ Department of Epidemiology and Preventive Medicine, Monash University, Victoria, Australia
- ¹¹ Dalla Lana School of Public Health, University of Toronto, Toronto, ON, Canada
- ¹² Institut für Medizinische Psychologie, Charité-Universitätsmedizin Berlin, Berlin, Germany



www.copsoq-network.org/publications-on-copsoq/

Methodology

	NZPS 2021
Sample size	3,612 workers
Methods	<p>Online survey</p> <p>Additional respondents were sourced from:</p> <ul style="list-style-type: none"> • street-intercept interviews in high deprivation areas • the New Zealand Electoral Roll (certain occupations were targeted) • a Facebook community for recent migrants, • a Maritime New Zealand database of fishing and shipping operators
Fieldwork period	3 March and 30 May 2021.
Response rate	<ul style="list-style-type: none"> • Online panel interviews: 28% • Face-to-face intercept interviews in high deprivation areas (online self completion survey using tablet): 41% • Electoral roll for forestry and fishing workers (mail out to complete online survey): 11% • Open link to online survey for recent migrants and MNZ database: Unknown, but we achieved 26 people for the sample from the MNZ database
Weighting	The data have been weighted so the overall sample is representative of the population of interest by gender within industry, ethnicity, and age, according to Stats NZ population counts
Aims	The survey uses the Copenhagen Psychosocial Questionnaire (COPSOQ) developed by the Danish National Research Center to measure a range of elements of the psychosocial work environment, including experiences of hostile acts like bullying, harassment, and violence.

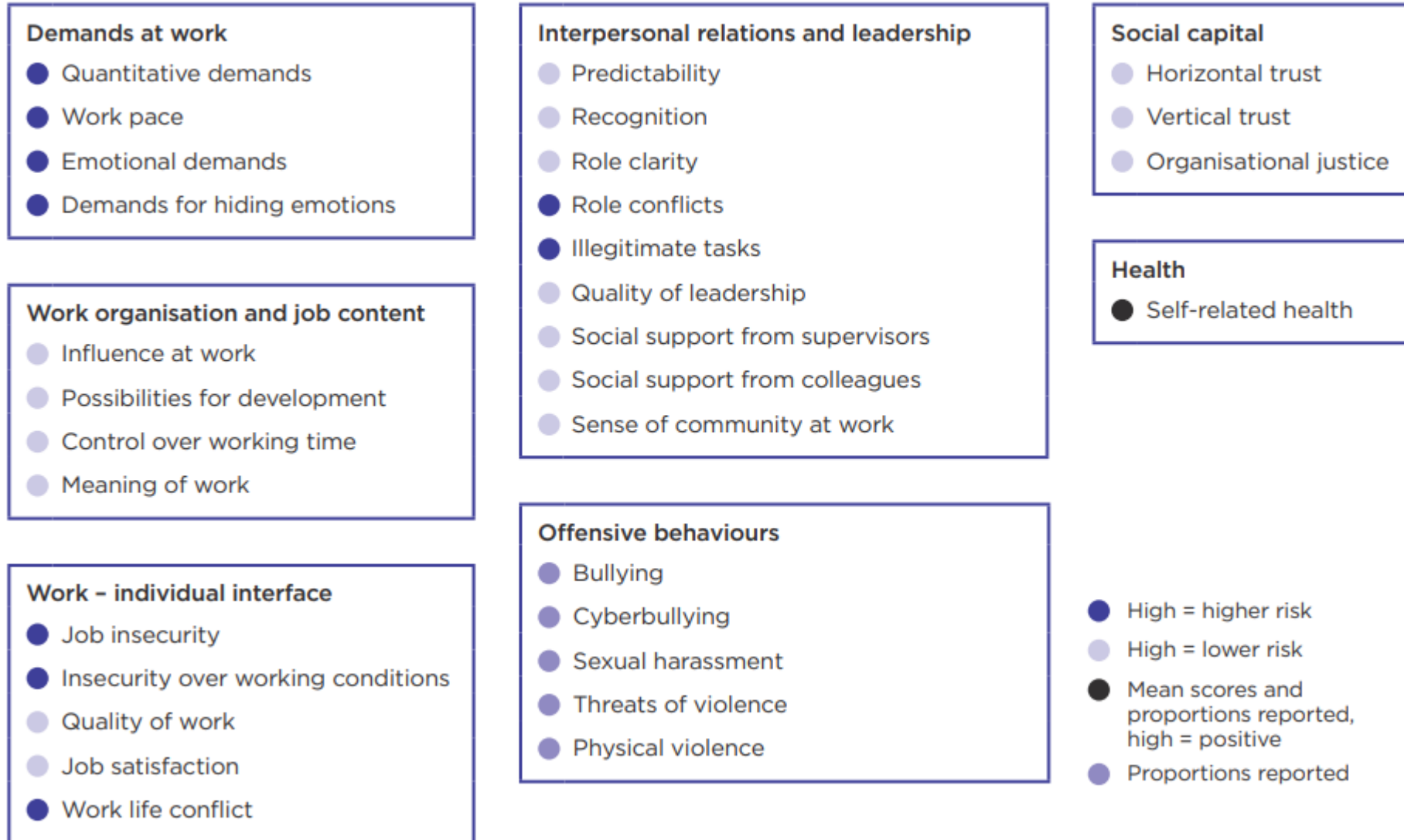
The Copenhagen Psychosocial Questionnaire

New Zealand Psychosocial Survey 2021

OVERVIEW

JUNE 2022

Overview of the survey scales

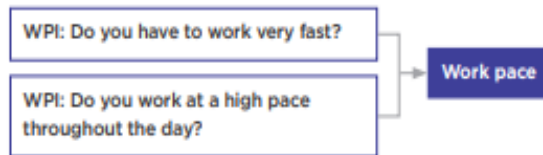


How the COPSOQ works

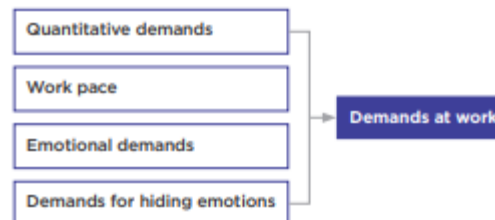
Example of COPSOQ item

WPI: Do you have to work very fast?
Always (100)
Often (75)
Sometimes (50)
Seldom (25)
Never/hardly ever (0)

Example of COPSOQ scale



Example of COPSOQ domain

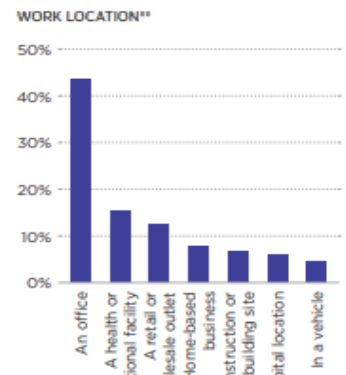
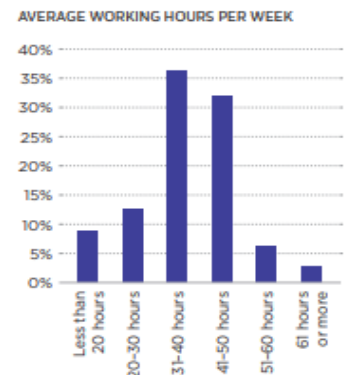
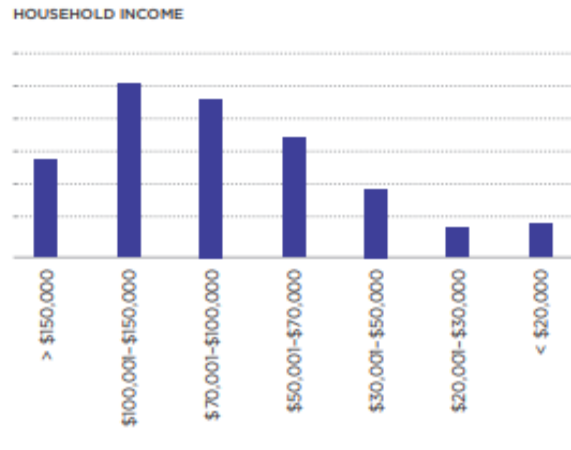
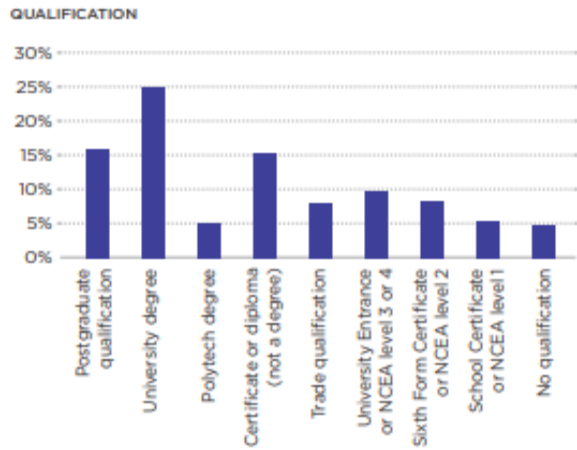
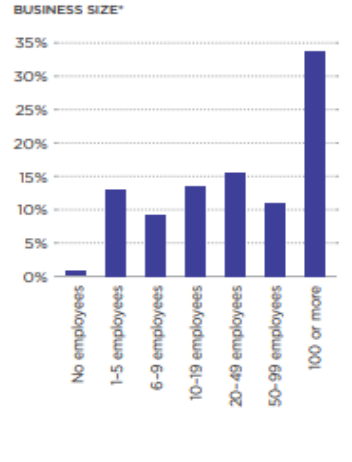
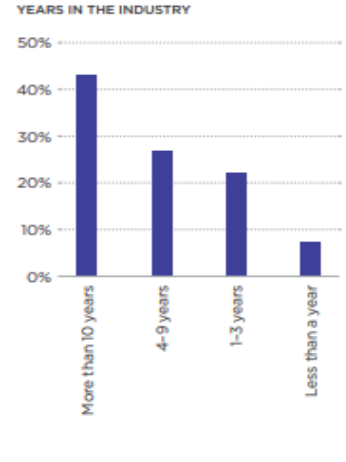
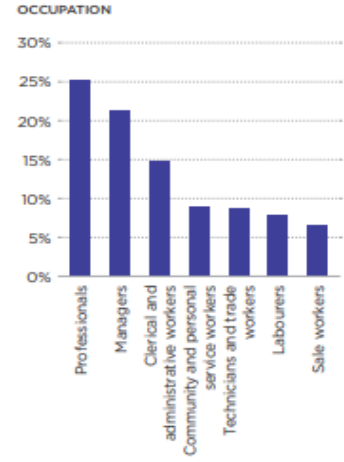
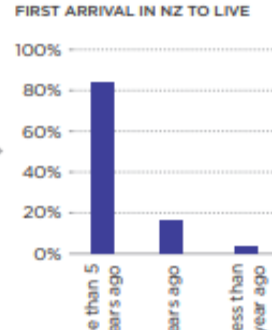
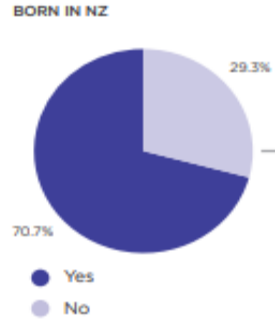
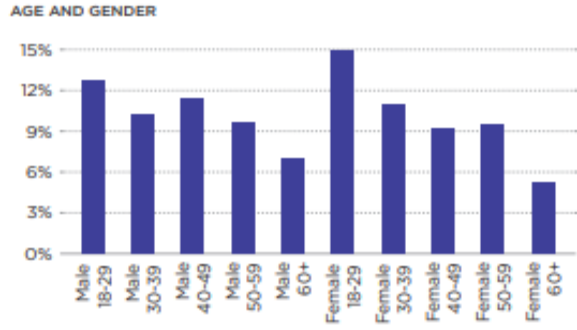
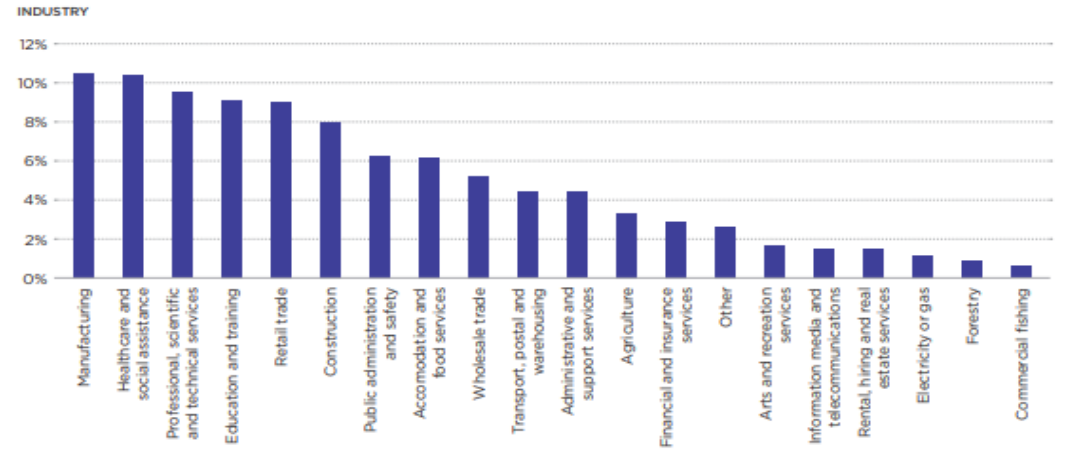
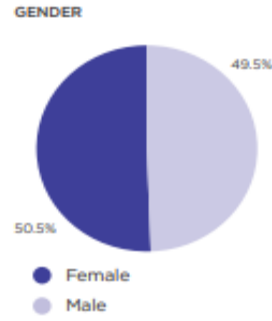
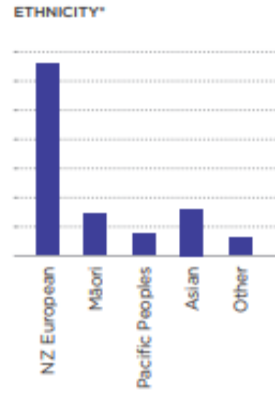
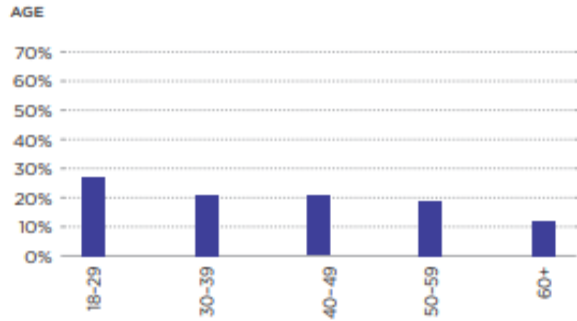


Key findings

New Zealand Psychosocial Survey 2021

OVERVIEW

JUNE 2022



Note: Weighted data
Less than 0.5% of the survey population are gender diverse.

FIGURE 6:
Work-related characteristics of the sample (%)

The most common protective factors supporting the mental wellbeing of New Zealand workers are:

- security over working conditions (security of work hours, work location, and pay),
- Sense of Community at Work (feeling part of the team or community),
- Role Clarity (workers' understanding of their role at work),
- Meaning of Work (understanding of the purpose and context of their work)

Demands at work are the most common psychosocial risk across the New Zealand workforce

Work Pace (speed and intensity of work), Demands for Hiding Emotions (the need to conceal feelings from other people at work), and Quantitative Demands (workload) are the most common sources of psychosocial risk for workers in New Zealand

	BULLYING	CYBERBULLYING	SEXUAL HARASSMENT	THREATS OF VIOLENCE	PHYSICAL VIOLENCE
All workers (n=3,612)	22.6	15.7	11.1	14.0	10.6
Labourers (n=315)	17.9	13.9	9.8	15.5	9.6
Machinery operators and drivers (n=169)	19.7	14.4	11.0	13.5	12.0
Sales workers (n=208)	20.0	13.2	16.1	14.4	10.8
Clerical and administrative workers (n=584)	23.3	12.4	7.4	7.7	5.4
Community and personal service workers (n=298)	22.2	14.8	10.6	23.3	20.3
Technicians and trades workers (n=287)	23.9	12.3	8.4	9.4	5.3
Professionals (n=884)	21.8	12.6	8.6	11.9	7.5
Managers (n=763)	21.5	20.1	12.1	14.0	11.4

Average working hours per week	BULLYING	CYBERBULLYING	SEXUAL HARASSMENT	THREATS OF VIOLENCE	PHYSICAL VIOLENCE
<20 hours (n=311)	15.4	11.1	11.2	10.4	7.1
20-30 hours (n=465)	20.1	14.3	12.7	15.9	14.3
31-40 hours (n=1,309)	22.8	16.3	12.0	12.4	9.9
41-50 hours (n=1,152)	24.3	15.2	9.2	13.6	9.4
51-60 hours (n=237)	25.5	20.4	9.2	18.8	11.7
61 hours + (n=104)	27.3	23.2	15.2	11.7	26.2

Over one third of NZ workers (35%) report being exposed to at least one offensive behaviour in the last 12 months

- Bullying is the most common hostile act reported by workers (23%), followed by cyberbullying (16%), threats of violence (14%), sexual harassment (11%) and physical violence (11%)
- Workers most often report that their colleagues and managers are responsible for bullying and cyberbullying incidents. However, physical violence and threats of violence are most often received by customers or clients
- Workers who work more than 61 hours per week are more likely than all workers to report experiencing bullying, cyberbullying, and threats of violence at work

Māori and Pacific workers face greater risk from certain psychosocial working conditions than other workers, but there are also some positives

Compared to all workers, Māori and Pacific workers report higher Insecurity over Working Conditions and Illegitimate Tasks (threats to professional identity)

Māori workers are more likely than all workers to report exposure to bullying (28%), cyberbullying (21%), sexual harassment (15%), threats of violence (20%), and physical violence (17%) in the past 12 months

However, compared to all workers, Māori and Pacific workers report higher Possibilities for Development, Meaning of Work, Recognition, Role Clarity, Quality of Leadership, Sense of Community at Work, Job Satisfaction, and Organisational Justice (fair treatment at work).

The psychosocial working conditions differ by sociodemographic variables, such as age, gender, and migrant status

- Male workers report higher Quantitative Demands, Work Pace, Role Conflicts, Job Insecurity, Insecurity over Working conditions, and Illegitimate Tasks
- Workers who were not born in New Zealand report higher Role Conflicts, Job Insecurity, Insecurity Over Working Conditions, and Work-life Conflict than those who were born in New Zealand
- Workers aged 60 years and over report higher Predictability, Recognition, Role Clarity, Meaning of Work, Job Satisfaction, Social Support from Supervisors and Organizational Justice at work compared to all other workers

Industry plays a role in shaping workplace psychosocial environments

Healthcare and social assistance (HCSA) workers

- Highest scores of Demands for Hiding Emotions (the need to conceal feelings from other people at work) and Emotional Demands (dealing with other people's feelings or being placed in emotionally tricky situations).
- Most likely to report exposure to bullying (30%) and threats of violence (22%).
- Scores for meaning of work and social support from colleagues appear to be the highest

Forestry workers

- Highest scores of Influence at Work (ability to decide the order of tasks), Predictability (ability to avoid uncertainty by receiving the correct information at the right time) and Job Clarity (workers' understanding of their role at work).
- Score highly on Job Satisfaction and Quality of Work (experience of the immediate output of one's work), Vertical Trust (the trust in communication between management and employees), and Horizontal Trust (the trust built among employees)

Transport, Postal and Warehousing (TPW) workers

- Lowest scores for Quantitative Demands, Emotional Demands, Influence at Work, Role Conflicts and Illegitimate Tasks.
- In the case of offensive behaviour, TPW workers report the lowest exposure to bullying (16%) and cyberbullying (10%)

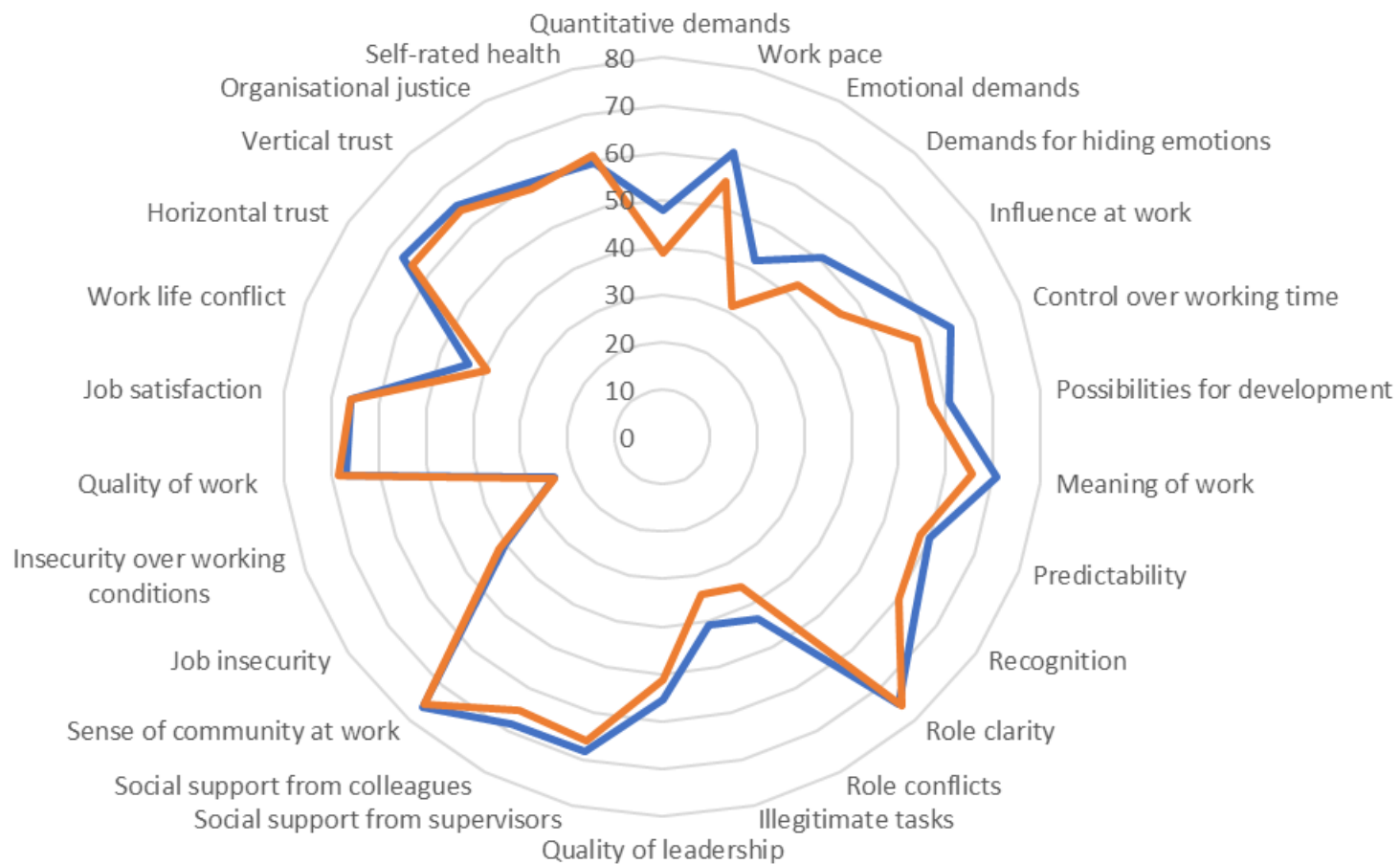
Some findings for the Transport, Postal and Warehousing sector

New Zealand Psychosocial Survey 2021

OVERVIEW

JUNE 2022

— All workers — Transport, postal and warehousing



Offensive behaviours



Thank you for your listening!
Questions?

Getting you home healthy and safe.
That's what we're working for.

WORKSAFE
Mahi Haumarū Aotearoa