



COPSOQ as a productivity predictor

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COPSOQ as a productivity predictor

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The association between psychosocial working environment and productivity in a financial institution

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Introduction

Psychosocial work environment→productivity?

- Productivity measured through key performance indicators (KPIs) is a management tool in organisations
 - KPI (Productivity) data available in many organisations



Method, population

Year	Respon	Respon	Work
	dents	se rate	sites
2005	505	86%	39
2007			
2010			



Method, population

Year	Respon	Respon	Work
	dents	se rate	sites
2005	505	86%	39
2007	564	88%	40
2010	494	87%	37



Method, variables

- Work site level dependent variable
 - Productivity (KPI)
 - 2005: KPI measured sales
 - 2010: KPI measured profit

Method, variables

- Individual employee level
 - Leadership quality (mean of predictability, recognition, role clarity, social support from superior)
 - Horizontal social capital (mean of social support from colleagues, social community, horizontal trust)
 - Vertical social capital (mean of vertical trust, justice)
 - Wellbeing (Commitment to the workplace, job satisfaction)



Analysis

- Cross-sectional linear regression
 - Stratified by year controlled for sales
 - Work site level analyses weighted by number of respondents

Univariate associations in order to avoid colinearity



Results

	Year	Productivity index		
		Beta*	P	\mathbb{R}^2
2005	Leadership	0,600	0,000	0,245
	Vertical social capital	N/A	N/A	N/A
	Horizontal social capital	N/A	N/A	N/A
	Wellbeing at work	0,177	0,008	0,171

*Change in Beta if respondents moved 1 step up in response category of all items of the scale. e.g from sometimes to often.



Results

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2007	Leadership	0,359	0,000	0,364
	Vertical social capital	0,281	0,000	0,313
	Horizontal social capital	0,184	0,000	0,289
	Wellbeing at work	0,211	0,000	0,297

*Change in Beta if respondents moved 1 step up in response category of all items of the scale. e.g from sometimes to often.



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	Horizontal social capital	0,184	0,000	0,289
	Wellbeing at work	0,211	0,000	0,297
2010	Leadership	0,568	0,000	0,329
	Vertical social capital	0,628	0,000	0,361
	Horizontal social capital	0,804	0,000	0,420
	Wellbeing at work	0,904	0,000	0,440

*Change in Beta if respondents moved 1 step up in response category of all items of the scale. e.g from sometimes to often.



Discussion

- Psychosocial work environment productivity depend on year
 - Change in business cycle
 - Productivity measurement dependent on year

Caúsality can go in either direction







