



COPSOQ as a productivity predictor

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Bundesanstalt für Arbeitsschutz und Arbeitsmedizin

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

Method, population

Year	Respon dents	Respon se rate	Work 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	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.*

Results

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	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
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.*

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Discussion

- Psychosocial work environment ↔ productivity depend on year
 - Change in business cycle
 - Productivity measurement dependent on year
- Causality can go in either direction



Thank you for your attention ...



Thank you for your attention ...

