



## **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 <sup>2</sup>
<b>2005</b>	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.*

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<b>2007</b>	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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<b>2010</b>	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 ...

