



User's guide for the QPSNordic-ADW

Nordic Questionnaire for Monitoring the
Age Diverse Workforce

*Krista Pahkin, Christina Björklund, Reidar J. Mykletun,
Trude Furunes, Gunvor Gard and Kari Lindström*

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Nordic Questionnaire for Monitoring the Age Diverse Workforce

TemaNord 2008:504

© Nordic Council of Ministers, Copenhagen 2007

ISBN 978-92-893-1640-8

Print: Ekspresen Tryk & Kopicenter

Printed on environmentally friendly paper

This publication can be ordered on www.norden.org/order. Other Nordic publications are available at www.norden.org/publications

Printed in Denmark

Nordic Council of Ministers

Store Strandstræde 18
DK-1255 Copenhagen K
Phone (+45) 3396 0200
Fax (+45) 3396 0202

Nordic Council

Store Strandstræde 18
DK-1255 Copenhagen K
Phone (+45) 3396 0400
Fax (+45) 3311 1870

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Foreword

The project group which comprised researchers from three Nordic countries (Finland, Norway and Sweden), was given the task of developing a specific questionnaire for monitoring the needs and preferences of ageing employees approaching 60 years of age (55 years and above). The goal was to develop a questionnaire which should be applicable for interventions at various workplaces, as well as for research purposes.

The existing Nordic Questionnaire for Psychological and Social Factors at Work (QPSNordic) was selected to be the ground for the new questionnaire, since considerable effort was focused in 1994-1998 to producing a valid questionnaire for psychological and social factors at work. This method development project was also funded by the Nordic Council of Ministers and Nordic institutes in occupational health. (See Lindström et al. 1995, Lindström et al. 1997, Dallner et al. 2000.)

This User's Guide is a description of the new Nordic Questionnaire for Monitoring the Age Diverse Workforce (QPSNordic-ADW), its development and contents, measurement characteristics and its potential use as a research tool and especially as a survey instrument in a survey feedback process.

In chapter 1, a brief introduction to the relevance of the topic – an age diverse workforce – is given.

Chapter 2 describes the development of the QPSNordic ADW. The QPSNordic-ADW was developed in two stages to validate the questionnaire. The first data testing (from AHA-project, n=42318) was used to study the factor structure of the QPSNordic questionnaire and to reconstruct the scales. The second data collection (teachers from Finland, Norway and Sweden, n=1001) was used to test the construct and validity of the scales of the new QPSNordic-ADW questionnaire. Chapter 3 gives a brief description of the QPSNordic-ADW and its contents. Also the validation procedure of the content is presented.

The chapters 4 to 7, will concentrate to the concrete use of the method, especially as a survey instrument in a survey feedback process. Since the development of the earlier QPSNordic also included the investigation of the respondents' appraisal of survey feedback as part of the validation process, those results are utilized in this guide. Like the earlier QPSNordic, the new QPSNordic-ADW can be applied as a research method or as a survey feedback instrument in organization development. Practical information about when and how to use the method and how to carry out the QPSNordic-ADW survey feedback process is given. Attention is also paid to the ethical issues associated with the QPSNordic-ADW.

The project group is grateful especially to Thomas Lund from Denmark who contributed to the preparation of the questionnaire in Danish, and to Dr. Sigrid Tibaek from Glostrup, Denmark and RPT Jeanette Prestegaard from Copenhagen for their help with the questionnaire also.

Krista Pahkin, Finnish Institute of Occupational Health, Finland

Christina Björklund, Karolinska Institutet, Sweden

Reidar J. Mykletun, University of Stavanger, Norway

Trude Furunes, University of Stavanger, Norway

Gunvor Gard, University of Lund, Sweden

Kari Lindström, Finnish Institute of Occupational Health, Finland

Summary

User's Guide for the QPSNordic-ADW – Nordic Questionnaire for monitoring the Age Diverse Workforce

This User's Guide is a description of the Nordic Questionnaire for monitoring the Age Diverse Workplace (QPSNordic-ADW), its contents, measurement characteristics and its potential use as a research tool, and especially as a survey instrument in a survey organization development.

The QPSNordic-ADW is designed for the assessment of psychological, social, and organizational working conditions:

1. to provide a basis for implementing organizational development and interventions,
2. for documentation of changes in working conditions, and
3. for research into associations between work and health.

The QPSNordic-ADW consists of multiple choice questions relating to the following psychological and social factors at work: job demands and control, role expectations, predictability of work, social interaction with coworkers, leadership, organizational climate, interaction between work and private life, organizational commitment and work motives.

The main difference compared to earlier QPSNordic (Lindström et al. 1995, Lindström et al. 1997, Dallner et al. 2000) is that the new QPSNordic-ADW also includes questions about the future needs and preferences of ageing workers, retirement thoughts and attitudes towards ageing workers in the work places.

The usefulness of the QPSNordic-ADW in participatory interventions for the improvement of the psychological and social work environment has been borne in mind when constructing the method. This will strengthen the participative tradition of work life improvement in the Nordic countries and also elsewhere.

Krista Pahkin, Finnish Institute of Occupational Health, Finland

Christina Björklund, Karolinska Institutet, Sweden

Reidar J. Mykletun, University of Stavanger, Norway

Trude Furunes, University of Stavanger, Norway

Gunvor Gard, University of Lund, Sweden

Kari Lindström, Finnish Institute of Occupational Health, Finland

1. Introduction

The impacts of demographic changes within the Western countries are likely to be major in the coming decades. Probably the most important change will be the marked transition towards a much older population; an ageing society. This trend is already apparent in most Nordic and European countries.

Although the pressures in the labor market differ between nations (i.e. Sweden versus Norway), the inevitable consequences for the labor market are to be found in increasing numbers of senior workers, both in actual numbers and relative to the proportion of younger workforce. Any alternative solution will inevitably lead to rise in unemployment, disability pensions or early retirement of the senior workers, which may have negative impact on social welfare and national economies. The social and economical challenges are great, as the dependency rates between the retired and the working population is now dropping from 1:5 to 1:2 within 30 years in most European countries.

To keep the elderly people longer in work life is the goal of governments and partly also labor market partners in many countries. The challenge is how to develop the skills and employability of older workers, while maintaining the health, motivation and capacities of workers as they age. Actions need to be taken to combat discrimination and negative stereotypes of older workers. Above all, working conditions as well as employment opportunities must be appropriate for an age-diverse workforce. (See [European Foundation for Living and Working Conditions](#))

The ageing workforce has specific needs concerning work organization and content. In order to get elderly people to continue in work life until their normal pension age, their preferences and needs should be taken better into account. Their needs and preferences should be known, so that employers and those responsible for work redesign and personnel resource planning will have proper knowledge on which to base their measures and development activities.

It is important to recognize those psychological and social factors of work, work organization, and the environment that are potential contributors to the health and well-being of individual workers, working groups, and the whole organization. Such factors contribute to work motivation, organizational learning and efficiency.

In 2005, the Nordic Council of Ministers launched a project with the aim developing a specific questionnaire for monitoring the needs and preferences of elderly employees approaching 60 years of age (55 years and above). The goal was to develop a questionnaire which should be

applicable for interventions at various workplaces, as well as for research purposes.

The project group comprised researchers from three Nordic countries (Finland, Norway and Sweden), mainly drawn from their respective occupational health institutes. The multidisciplinary nature of the project group, comprising experts from diverse specialties, influenced the choices of both the method of measurement and the contents of the questionnaire.

2. The development of the QPS Nordic-ADW

The QPSNordic-ADW was developed in two stages to validate the questionnaire.

In first stage, the existing Nordic Questionnaire for Psychological and Social Factors at Work (QPSNordic) was selected to be the ground for the new questionnaire, since considerable effort was focused in 1994–1998 to producing a valid questionnaire for psychological and social factors at work. This method development project was funded by the Nordic Council of Ministers and Nordic institutes in occupational health. QPSNordic also includes many scales which are relevant for the older age groups, and it has been used widely in Norway, Sweden and Finland. The reader is encouraged to study the three basic reports where the details of the development process, the theoretical background of the questionnaire, and the results of the validation process are reported (Lindström et al. 1995, Lindström et al. 1997, Dallner et al. 2000).

The data from AHA-project (Arbete och hälsa inom process och verstdsindustrin) of Karolinska Institute was selected to test the existing QPSNordic. The AHA-data was selected since it covers both the private and the public sector in Sweden and gives a vast data (n=42 318) for testing the QPSNordic questionnaire in various age groups, paying special attention to the age group of 55–64-year-olds.

The AHA-data was collected between 2000 and 2005. A total of 52 088 questionnaires were distributed and the response rate was approximately 81 percent. The majority of the respondents were females, around 73 percent. The age ranged from 19 to 65 years (mean age = 46 years). The participants' level of education ranged from high school to university degree (modal education level = 3 years of upper secondary high school). 25% (10 535) of the participants were 55 years old and above.

The AHA-data is based on samples from three different organizations in Sweden (table 1). The first sample contained data from a study called Work and Health in the Processing and Engineering Industries, the AHA-study (Swedish abbreviation), where four organizations were included (See AHA, 2004). Secondly, questionnaires distributed to two different organizations in the service industry. These two samples were gathered by researchers at the Karolinska Institute. Finally, data collected in the public sector and private sector all over Sweden was done by Karolinska Institute together with afa insurances' program for Work and Health.

Table 1: Number of distributed and completed questionnaires in different types of organizations

Types of organizations	Number of distributed questionnaires	Number of completed questionnaires
2 companies within the process industry 2 companies within the manufacturing industry	4 160	2 894
6 service companies	3539	2758
17 municipalities 8 count councils	44 389	36 666
Total	52 088	42 318

The test data from AHA-project was analyzed by using factor analysis to study the factor structure among different age groups: 1) under 35 years of age; 2) 35–44 years of age; 3) 45–54 years of age; and 4) those 55 years of age and above.

Exploratory factorial analysis using principal component analysis was performed with a varimax rotation method. Each thematic area (task-level, social and organizational level, and work-related individual level) was analyzed separately for the whole study group and for the group 55 years-old and above. The structures of the indexes were quite similar to the first study of QPSNordic (for a review see Dallner et al, 2000).

The main focus was on the group 55 years-old and above, therefore Cronbach alpha was performed for the indexes for this particular group. Cronbach alpha above 70 is quite satisfactory and the majority of the indexes had a Cronbach alpha over 70. Also the relationship between the indexes and the outcome variables were examined in the study for the group 55 years-old and above. Based on these analyses, restructure of the existing QPSNordic scales were done.

In the second stage, the new questionnaire QPSNordic-ADW was tested. For the new version of the questionnaire some questions were added based on literature study done in the project. The new version of the questionnaire included questions on:

- the future needs and preferences of older workers
- work motivation
- self-efficacy
- attitudes towards ageing workers
- retirement thoughts

Scales measuring well-being, job and life satisfaction, feelings of stress, and perceived work ability (WAI) are also presented.

Respondents to the prototype QPSNordic -ADW were members of Teachers' unions from Finland, Norway and Sweden (table 2). Teachers' were selected as a study group since their working life will face strong changes in the future. For example, in Finland changes in the municipality and service structure will effect also to the work of educational institutions

and teachers. In the future probably the most important change will be the marked transition towards a much older population; an ageing society. It is possible that the changes will increase the work load also in teaching.

Table 2: Number of respondents

	Number of distributed questionnaires		Number of completed questionnaires	
	Total	For those 55 or over	Total	Of those 55 or over
Finland	700	400	391	234
Norway	1050	600	409	260
Sweden	903	603	201	129
Total	2653	1603	1001	623

The main focus on the data collection was on the group 55 years-old and above, therefore over 60% of respondents belonged to this group (60 % in Finland, 68% in Sweden and 64% in Norway). Both in Finland and in Norway there were more female than male respondents (76% and 65%), but in Sweden the share was equal.

3. The content of the QPSNordic-ADW

3.1. Content areas and scales

Since the QPSNordic-ADW is mostly based on the QPSNordic, the topics included and the principles in selecting the topics are mainly the same. For the QPSNordic topics selected had relevance and importance for work, health, well-being, and motivation (Lindström et al 1995). In addition, some new topics were included based on literature study done in the project.

The QPSNordic-ADW consists of multiple choice questions pertaining to the following psychological and social factors at work; job demands and control, role expectations, predictability at work, social interaction, leadership, organizational culture and climate, organizational commitment, work motivation, and interaction between work and private life. There are also questions about the future needs and preferences of older workers, retirement thoughts and attitudes towards ageing workers in the work places.

The content areas and scales of the QPSNordic-ADW questionnaire are classified according to their conceptual level in table 3 and 4.

Table 3: Content areas of the QPSNordic-ADW questionnaire classified according to the conceptual level

Task level	Social and organizational level	Individual level
Job demands	Social interactions	Predictability at work
Role expectations	Leadership	Interaction between work and private life
Control at work	Organizational culture and climate	Commitment to organization
	Bullying and harassment	Work motivation
		Attitudes towards ageing workers

On individual level there are also questions on job and life satisfaction, health and well-being and on work and age.

The QPSNordic-ADW includes 97 questions, of which 73 compose the 22 scales. 24 single items measure their own content area. These single items were considered important, although they formed no scales. In addition, 13 questions on personal and organizational background factors. Table 4 summarizes the content areas and scales included in the QPSNordic-ADW. Internal consistency of the scales varied between 0.61 and 0.91 measured by Cronbach's alpha. The items of the various scales are also presented (see also Appendix 6).

The questionnaire is available in English (Appendix 1), Finnish (Appendix 2), Danish (Appendix 3), Norwegian (Appendix 4) and in Swedish (Appendix 5).

Table 4: The organization and content of scales, the internal consistency (Cronbach's alpha) of scales and single items in the questionnaire

Number	CONTENT AREA AND SCALE	Level of measurement ¹	ITEMS ² (see appendix for formulations)	N of items	Alpha in test data 2 ³	Alpha in test data 1 ⁴
2	Job demands					
	2.1 Quantitative demands	T	Q1, Q2, Q3	3	0.698	.804
	2.2 Decision demands	T	Q4, Q5, Q6	3	0.650	.733
	2.3 Learning demands	T	Q7, Q8, Q9	3	0.627	.613
	Single items	T	Q10	1	-	-
3	Role expectations					
	3.1 Role clarity	T	Q11, Q12, Q13	3	0.762	.779
	3.2 Role conflict	T	Q14, Q15, Q16	3	0.750	.712
4	Control at work					
	4.1 Control of work pacing	T	Q17, Q18, Q19, Q20	4	0.768	.805
	4.2 Control of decision	T	Q21, Q22, Q23, Q24	4	0.631	.684
5	Predictability at work					
	5.1 Predictability of next two years	I	Q25, Q26, Q27	3	0.730	.890
	5.2 Preference for challenge	I	Q28, Q29, Q30	3	0.721	-
6	Social interactions					
	6.1 Support from co-workers	SO	Q31, Q32, Q33	3	0.844	.822
	6.2 Support from superior	SO	Q34, Q35, Q36	3	0.909	.847
7	Leadership					
	7.1 Empowering leadership	SO	Q37, Q38, Q39	3	0.874	.859
	7.2 Fair leadership	SO	Q40, Q41	2	0.894	.808
8	Organizational culture and climate					
	8.1 Social climate	SO	Q42, Q43, Q44	3	0.817	.768
	8.2 Innovative climate	SO	Q45, Q46, Q47	3	0.702	.670
	8.3 Human resource primacy	SO	Q48, Q49, Q50	3	0.834	.788
9	Bullying and harassment					
	Single items	SO	Q51, Q52, Q53	3	-	-
10	Interaction between work and private life					
	Single items	I	Q54, Q55	2	-	-
11	Commitment to organization	I	Q56, Q57, Q58	3	0.851	.857
12	Work motivation	I	Q59, Q60, Q61, Q62	4	0.614	-
13	Job and life satisfaction	I	Q63, Q64, Q65	3	0.683	-
14	Health and well-being					
	14.1 Work ability	I	Q66, Q67, Q68, Q69	4	0.804	-
	14.2 Self-efficacy	I	Q72, Q73, Q74, Q75	4	0.798	-
	Single items	I	Q70, Q71	2		
15	Work and age					
	15.2 Attitudes towards ageing workers		Q81, Q82, Q83, Q84, Q85, Q86	6	0.840	-
	15.3 Future needs and preferences of older workers (single items)		Q89 - Q97	9	-	-
	Single items		Q76, Q77, Q78, Q79, Q80, Q87, Q88	7	-	-
	Number of items included in scales			73		
	Number of single items			24		
	Number of personal and organizational background items		A- M	13		
	Total number of items			110		

1) T = task level, SO = social and organizational level, I = individual level

2) q = question

3) Test data 2 = Teachers in Finland, Norway and Sweden, n=1001

4) Test data 1 = Data in AHA-project, n=42 318

3.2. Criterion validity

The validation process used multiple outcomes. All criterion measures were based on self-report scales. Tables 5 to 7 contain the average correlation coefficients over samples between QPSNordic-ADW scales and criterion scales.

Job and life satisfaction, feelings of stress, and work ability

The predictive power of the QPSNordic-ADW scales shows associations with the selected measures of individual well-being produces evidence on the validity of the questionnaire.

Job and life satisfaction correlated with commitment to the organization, empowering leadership, support from superior and social climate at the workplace. It was also negatively connected with role conflict.

Feelings of stress correlated with quantitative demands and role conflict at the workplace. It was also negatively connected with the feelings of self-efficacy.

Perceived work ability correlated with feelings of self-efficacy. It also correlated with commitment to the organization and with support from co-workers. It also reflected role conflict's at the workplace.

Table 5: Correlations of the QPSNordic-ADW scales with selected health and well-being outcomes in the 2nd stage of data collection (n=1001)

Scale name	Job and life satisfaction	Feelings of stress	Work ability
Job demands			
Quantitative demands	-.19**	.39***	-.09**
Decision demands	-.09**	.20***	-.03
Learning demands	-.25***		-.21***
Role expectations			
Role clarity	.25***	-.17***	.16***
Role conflict	-.42***	.34***	-.25***
Control at work			
Control of work pacing	.13***	-.11*	.13***
Control of decision	.35***	-.22***	.20***
Predictability at work			
Predictability of next two years	.35***	-.16***	.25***
Preference for challenge	.17***	-.12***	.19***
Social interactions			
Support from co-workers	.37***	-.21***	.26***
Support from superior	.41***	-.24***	.19***
Leadership			
Empowering leadership	.42***	-.19***	.17***
Fair leadership	.34***	-.22***	.12***
Organizational culture			
Social climate	.40***	-.27***	.23***
Innovative climate	.37***	-.13***	.14***
Human resource primacy	.31***	-.17***	.08*
Commitment to the organization			
Work motivation	.32***	-.06	.18***
Self-efficacy			
	.38***	.37***	.50***

* p<.050, ** p<.010, *** p<.001

Commitment to the organization, work motivation and self-efficacy

Commitment to organization correlated with all the factors related to organizational culture, leadership and social interactions at the workplace.

Work motivation correlated with innovative and social climate at the workplace. It was also connected with support from the co-workers.

Self-efficacy correlated negatively with learning demands. It was also connected with predictability at work and control of decision.

Table 6: Correlations of the QPSNordic-ADW scales with selected motivation and self-efficacy outcomes in the 2nd stage of data collection (n=1001)

Scale name	Commitment to the organization	Work motivation	Self-efficacy
Job demands			
Quantitative demands	-.12***	.14***	-.09**
Decision demands	-.05	.12***	-.05
Learning demands	-.18***	-.00	-.28***
Role expectations			
Role clarity	.31***	.20***	.16***
Role conflict	-.37***	-.05	-.21***
Control at work			
Control of work pacing	-.01	-.04	.12**
Control of decision	.31***	.11***	.22***
Predictability at work			
Predictability of next two years	.27***	.14***	.22***
Preference for challenge	.08*	.17***	.17***
Social interactions			
Support from co-workers	.44***	.20***	.18***
Support from superior	.52***	.14***	.09**
Leadership			
Empowering leadership	.48***	.18***	.09**
Fair leadership	.48***	.13***	.05
Organizational culture			
Social climate	.57***	.21***	.17***
Innovative climate	.54***	.25***	.10***
Human resource primacy	.46***	.20***	.03

* p<.050, ** p<.010, *** p<.001

Attitudes towards ageing workers

Negative attitudes towards ageing workers correlated negatively with all the factors related to leadership, social interactions, and organizational culture at the workplace, but also with commitment to organization.

Table 7: Correlations of the QPSNordic-ADW scales with attitudes towards ageing workers outcome in the 2nd stage of data collection (n=1001)

Scale name	Attitudes towards ageing workers
Job demands	
Quantitative demands	.08*
Decision demands	.06
Learning demands	.13***
Role expectations	
Role clarity	-.19***
Role conflict	.29***
Control at work	
Control of work pacing	-.12**
Control of decision	-.25***
Predictability at work	
Predictability of next two years	-.24***
Preference for challenge	-.09**
Social interactions	
Support from co-workers	-.33***
Support from superior	-.39***
Leadership	
Empowering leadership	-.39***
Fair leadership	-.36***
Organizational culture	
Social climate	-.32***
Innovative climate	-.34***
Human resource primacy	-.31***
Commitment to the organization	-.35***
Work motivation	-.15***
Self-efficacy	-.15***

* p<.050, ** p<.010, *** p<.001

In the surveys done to the Teachers' Unions there were some additional outcome variables: In Norway and Sweden depression and anxiety scales (HADS) were used, and in Finland exhaustion was measured (Copenhagen Burnout Inventory, 1999). With all these outcome variables the trend of the results was similar: when there were a lot of symptoms correlation to all the factors related to leadership, social interactions, organizational culture at the workplace, predictability at work, and with commitment to organization was negative. The correlation with job demands was positive whereas connection to role clarity and control of decision was negative.

4. Use of the QPSNordic-ADW

4.1. When to use the QPSNordic-ADW

The QPSNordic-ADW is a general questionnaire for measuring psychological and social factors at work, including job and organization characteristics, as well as individual work-related attitudes. The main difference compared to the earlier QPSNordic is that QPSNordic-ADW also includes specific questions for monitoring the needs and preferences of ageing workers, retirement thoughts and attitudes towards ageing workers in the workplace. Like the earlier QPSNordic, the new QPSNordic-ADW measures factors that pertain to most types of work and workplaces.

The QPSNordic-ADW can be applied as a research method or as a survey feedback instrument in organization development. The QPSNordic-ADW has been constructed for assessing employees' perceptions of psychological, social, and organizational work conditions with the following goals:

1. to provide a basis for organizational development and interventions,
2. for documentation of changes in working conditions and for the evaluation of organizational interventions and
3. for research into associations between work, health, and productivity.

Monitoring of and interventions in organizations can be carried out to develop various processes and structures of the organization. Improving productivity and management have traditionally been the main aims of organizational interventions, but today the aim is often to develop human resources and facilitate the learning of the organization and its employees simultaneously. The feedback of results can serve several functions. It can legitimate and steer actions, focus attention and vitalize the organization, as well as control and evaluate actions, when re-measurements are done.

4.2. Why to use QPSNordic-ADW as an organizational survey instrument

The selection of appropriate methods for organizational analysis depends on the aim of the study, the intervention project and the target group. There are several advantages of using a questionnaire like the QPSNordic-ADW as an organizational survey instrument:

- The structured form of a questionnaire with specific scales and items provides unified concepts for all participants.
- It is an opportunity for large groups to participate and it contains information about the importance of the questionnaire topics.
- It helps those involved focus their development discussions and concentrate on important questions.
- Influence on and modification of people's mental models actually starts when they fill out the questionnaire.

Both the earlier QPSNordic and the new QPSNordic-ADW have several advantages in comparison to other comprehensive measurement instruments for psychological and social factors at work:

- It focuses simultaneously on task, organization and individual level factors. At the organizational level, it differentiates between the whole organization and the group level, which is currently important in work life, when organizations are becoming flat and flexible. The individual level factors describe work-related attitudes. Hence, the QPSNordic-ADW combines characteristics that have been traditionally measured by job stress and job redesign focused methods, such as the Job Content Questionnaire (JCQ) (Karasek 1985) and the Job Diagnostic Survey (JDS) (Hackman & Oldham 1975).
- It covers aspects of rapidly changing working life, such as predictability and preference for challenge.
- It takes into account the continuous development or change in organizations, including the innovative climate that is one important element of a learning organization.
- It covers age equality issues as well as work-private life interface issues, because they are receiving increasing attention in work life.
- It takes into account the preferences and needs of ageing workers, so employers and those responsible for work redesign and personnel resource planning will have proper knowledge on which to base their measures and development activities.

4.3. Who can use QPSNordic-ADW

Like the earlier QPSNordic, the new QPSNordic-ADW can be used both by practitioners and by scientists in the field of psychological and social factors at work. The QPSNordic-ADW is meant to be used by professionals, consultants, human resource (HR) manager, occupational health (OH) specialists, who are interested in developing the work organization in a participative way or by scientists investigating the relationship of psychological and social factors at work to health and work motivation.

Consultative skills are needed to (1) administer the questionnaire, (2) analyze data on psychological and social factors at work, (3) assess their relationships with health and well-being, and (4) to present the results and (5) interpret them in cooperation with the participants. Basic knowledge of survey methods, of statistical analysis and of organization development is needed. In feeding back the results of the questionnaire survey to the respondents, the skills of managing group work and understanding group dynamics are useful. Ethical considerations (see chapter 6) are important both for research and organization development. The scientist or the person responsible of the development project must secure the confidentiality of all individual participants.

4.4. What to take into consideration when using the QPSNordic-ADW

The measurement of psychological and social factors at work may be used for the assessment and improvement of health and safety, organization climate, learning, quality, as well as of management and leadership. Usually, several change processes are simultaneously going on in organizations. When planning a questionnaire survey, different aims that the same survey could serve should be considered.

The timing of the survey can affect the results. Having the survey just before or after a vacation should be avoided. The season of the year and the changes occurring in the organization should be taken into account. If the investigation is to be repeated after a certain time, it is important to conduct the survey in circumstances similar to those of the first survey. The interval passing between the two surveys depends on the speed of any changes or improvements. Very frequent repetition of questionnaire surveys can frustrate participants. Intervals shorter than one year cannot be cost-effective and may even frustrate participants, lowering the response rate.

One should also consider whether there are conditions, types of work or external factors (e.g. economic problems) that necessitate supplementing the QPSNordic-ADW with other instruments or methods. Information can also be collected by interviews, group discussions, observations, or meetings and conferences etc. Combining methods, e.g. by supplementing the QPSNordic-ADW data with interviews of some of the respondents may strengthen the validity of the information obtained and provide examples and descriptive data which may support the interaction process.

4.5. How to carry out a QPSNordic- ADW survey-feedback procedure

Planning the survey feedback process

For planning and carrying out the survey feedback process, a joint steering group at the workplace level is needed. This is a joint forum consisting of representatives of the employer and employees. Its primary task is to ensure the involvement of all main interest groups and keeping the employees informed during the process.

When the QPSNordic-ADW has been selected for the survey-feedback method, the development of the project plan should focus on the following issues and tasks: a) data collection, analysis and writing of reports, b) organization of the feedback of results to the management and employees, c) planning and implementing the intervention needed, and d) evaluating the process (Figure 1).

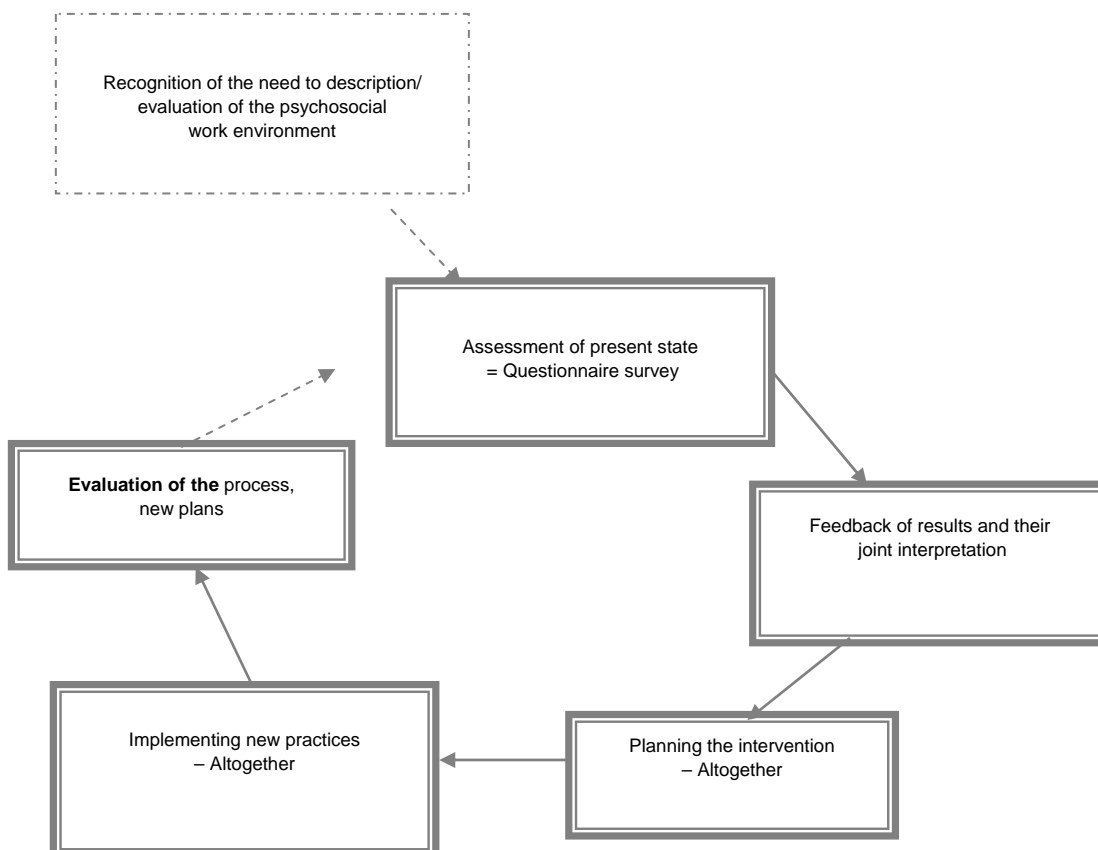


Figure 1: The cyclical phases of the organizational intervention process

Prerequisites for success

A definitive agreement should be made on the details of the whole development process before administering the questionnaire. It should be decided which persons will be responsible for the application of the survey results and the follow-up of actions. Cooperation between top management/line managers and union and other employee representatives is crucial.

The names or identification numbers of respondents to a questionnaire are sometimes necessary for occupational health purposes or research purposes. Joint discussions and agreement between the principal shareholders and interest groups are needed on confidentiality issues in collecting, analyzing and the storing the questionnaire data as well as on reporting the results.

The motivation of the respondents is a key issue in the successful use of any survey instrument. It is easy to distribute the questionnaires to the respondents. However, if they are not motivated and do not understand or accept the purpose of the survey, the response rate will be low. This will endanger the reliability and validity of the study, because conclusions drawn from low response rate data will be unreliable.

To be successful, a survey feedback intervention needs specified goals and subgoals, defined responsibilities, and a well-planned time schedule. From the organizational learning point of view, evaluation is the most important issue. Although the aim and implementation of an intervention can be planned in detail, the final evaluation of the intervention is usually complicated in real life. Several simultaneous changes may well occur in work organizations. Continuous follow-up helps assessing the effects of different changes. Evaluation carried out by employees involved in the intervention is also important.

5. Presenting and implementing the results

5.1. Statistical analysis of the data and result presentation

Statistical analysis of the data

A PC-based system for data entry, statistical analyses and the reporting of results can be created or the standard statistical packages can be used. The main analyses needed are the frequency distributions, means and standard deviations. Item scores as well as scale scores can be used when the data are analyzed and the results presented.

When single-item scores are used, it is common practice to calculate the percentage distributions of the responses of the target group. The extreme response categories 1 and 2 may be combined as well as 4 and 5.

Example						
	Very seldom or never	Rather seldom	Some-times	Rather often	Very often or always	
Do you have too much to do?	1	2	3	4	5	Total
n						
- original scale 1-5%						
- reduced scale 1-3 %	{			}		100

When scale scores are used, the individual values of items belonging to the same scale are added and divided by the number of items. The scales and items belonging to the scales can be found in table 4 or in appendix 6. It is usually convenient to present the results as means and standard deviations or as reduced scale percentages.

In three scales, some items have to be reverted prior to summation or raw scores have to be transformed

- Social climate, item 56, 6 minus entry value = value to be used in summation
- Perceived Work Ability, item 79, recoding prior to summation:
 - 1-6 = 1, 7 = 2, 8 = 3, 9 = 4, 10 = 5
- Work motivation, item 61, 6 minus entry value = value to be used in summation

Group size at the presentation of results

Questionnaires used as research instruments are usually applied to large groups consisting of hundreds of people. Questionnaire results based on small groups need special consideration. First of all, respondents must remain anonymous. Furthermore, the group has to be large enough to yield valid statistical and practical conclusions.

Less than 10 responses

The members of small work units and their line leaders would typically like to see the results of their own work group. In general, questionnaires should not be used or statistically analyzed in groups of less than 10 responses. To protect of respondents' anonymity, qualitative verbal description of the results is a good possibility when a questionnaire study includes such small subgroups. However, if there is 7 to 9 responses means of the scale scores can be used for reporting.

Other methods such as interviews and group discussions are suitable for groups with less than 10 people. When using these alternative methods, it is important to make sure that each individual have an opportunity to express his or her opinion if he or she wants to do that.

10–30 responses

If the group to be analyzed consists from 10 to 30 people, means and standard deviations or reduced percentage distributions are suitable parameters for reporting. The response scales of the QPSNordic-ADW consist of 5 response alternatives, which may be reduced to 3 alternatives by summing up the responses in the extreme alternative categories 1 and 2; 4 and 5 (see example in previous page).

More than 30 responses

Both full and reduced percentage distributions as well as means and standard deviations for scale scores or single items can be used in groups consisting of more than 30 responses.

Form of results

In general, the QPSNordic-ADW is an extensive instrument. Those responsible for the feedback of the results should carefully consider whether to give oral or written feedback. In the feedback procedure on the organization/department level, those results evaluated as most interesting and relevant should be selected for presentation.

The research results obtained by the QPSNordic-ADW can be fed back on the scale level and/or by selecting single items to represent different scales. The percentage distributions of single items present a more concrete picture to the respondents, because they can directly compare them with their own responses. When single items are selected for feed-

back, both the statistical properties and the content of the item should be taken into consideration.

In one feedback meeting, the presentation of results should be limited to those from 20–30 questions or scales. Feedback of more results is difficult to internalize. An excess of information can repress discussion, resulting in poor group discussions and few suggestions for improvements.

The results should be presented and interpreted statistically in a way that is understandable to the respondents irrespective of their basic education. Overhead transparencies presenting histograms (figure 3) or pies of percentage distributions are recommended. Several distributions may be presented in the same figure. Means are more concise for comparing several groups simultaneously (figure 4). The results based on sum scales are more reliable measures for scientific purposes and for constructing models.

Quatitative demands:

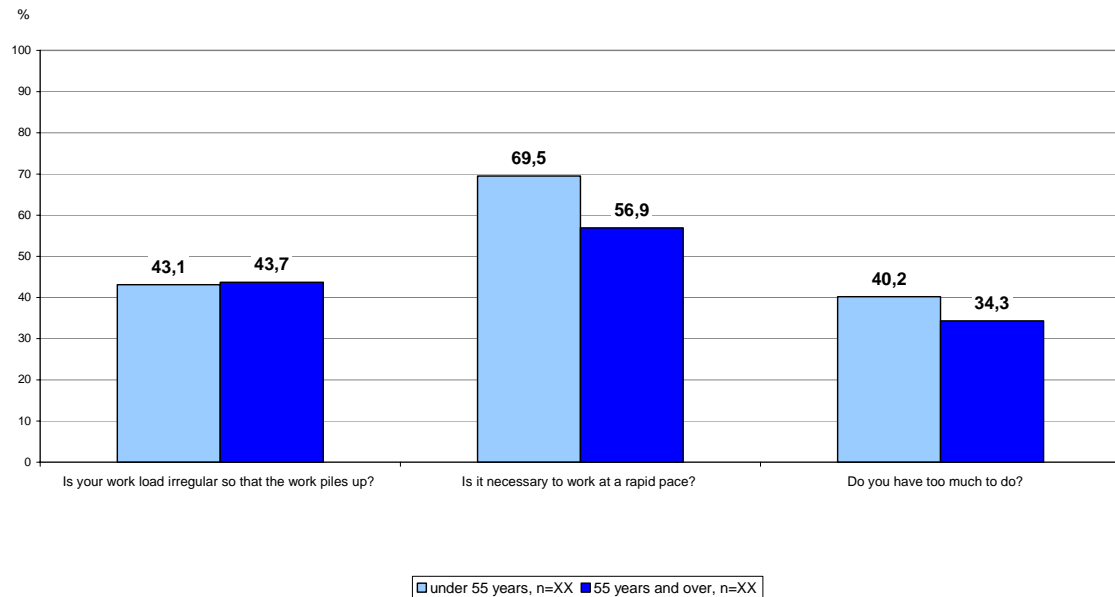


Figure 3 Example of presenting the results as histograms

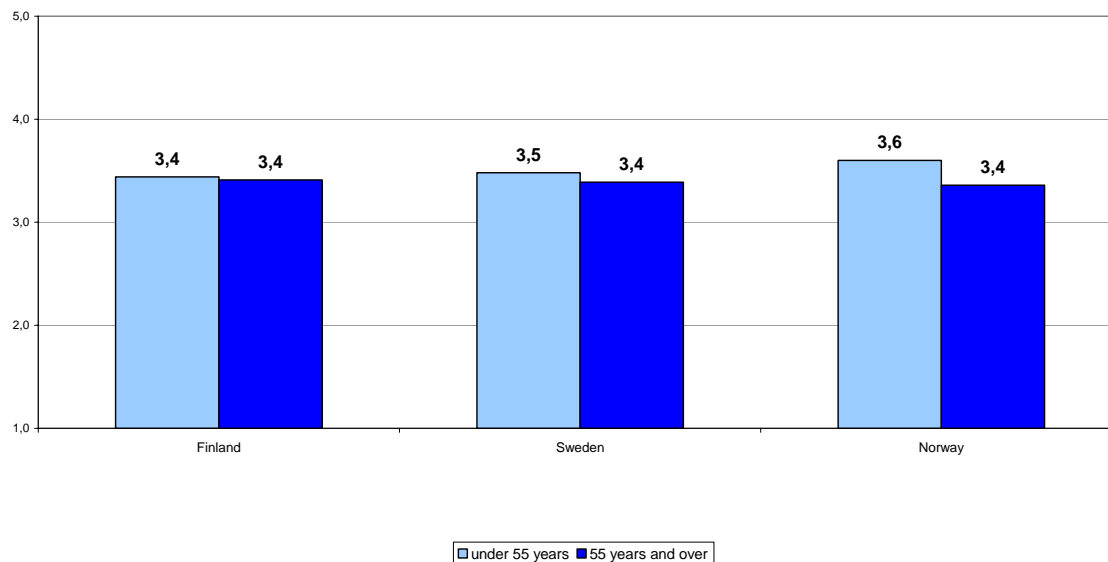
Quantitative demands:

Figure 4 Example of presenting the results means

Reference data is useful in assessing the strengths and weaknesses of the target group compared to other work units, departments, and to the whole organization, or other relevant reference groups. The differences in background variables between the groups should always be given proper consideration. The size of the target group and the distribution of data within the group should also be taken into account. Comparisons give a general view of the level of the target group. However, it is important to guide the feedback discussion in a constructive way and not to focus too much on comparisons. In general, comparisons with previous measurements of the same unit are most useful in planning and evaluating interventions.

The reference data presented in this user's guide is based on results on 1001 respondents from Teachers' unions from Finland, Norway and Sweden. The reference data is presented as means, standard deviations and the reduced response scales in regard to each QPSNordic-ADW scale in appendix 7. Same information is also given to different age groups. In appendix 8, means, standard deviations and the reduced response scales are given for all the individual items. If the QPSNordic is used frequently in the same organization, the user can soon create his or her own reference data bank.

5.2. Organizing feedback meetings

A successful feedback meeting is based on:

1. a structured plan; agenda, responsibilities of the person responsible of the project (for example consultant, HR manager, OH specialist), line manager and employees
2. the presence of an independent person responsible of the project competent in selecting and feeding back the relevant results and guiding / monitoring the feedback sessions.
3. the use of small groups during the feedback meeting focusing on questions/problems within their work unit
4. the documentation of action plans including responsibilities, time schedules and evaluation.

Practical matters to be decided on are the time and place of the feedback sessions, the number and composition of the feedback groups, the techniques to be applied to facilitate discussion, and the formulation of the practical conclusions. Such issues should be decided on before the distribution of the questionnaires. It should be determined how feedback is to be given and who will be responsible for various issues in the feedback meetings. The best solution is to have the time and place of the feedback sessions on the front page of the questionnaire.

The first part of the feedback meeting is the feedback of results by an independent the person responsible of the project combined with a joint. The second part is a small group discussion followed by a plenary session where the small groups report the results of their discussions, priorities for future development are set, and agreements made on future actions. The feedback of results by the independent the person responsible of the project should be limited to one hour. The whole session including the discussion of results requires a minimum of 3–4 hours. It may be divided into two separate sessions.

The participants profit most when they have the time and opportunity to discuss the results and priorities in small groups prior to presenting their evaluations and priorities in a plenary session. The attainment of developmental goals depends on the degree of participation by employees in the feedback session and their focus on selected issues. The results presented in the feedback meeting are meant as a starting point for discussions, not as a limitation of what may be discussed. This implies that issues not covered by the QPSNordic-ADW may also be discussed after the formal feedback of results from the questionnaire study.

Several factors are critical in the feedback process. The participants should be motivated to work with the results. They should have professional assistance in the interpretation of the results. There should be

enough time for the discussion of results and the development of action plans.

Participation and cooperation are the basis for a successful development project, whereas open discussions, and the setting of common developmental goals are the basis for interpreting the results. An agreement on developmental actions must be looked for, and the planned actions should not be within the limits of the available resources. Finally, the focal unit or department should have the necessary resources to implement their action plans.

Job characteristics themselves may also promote or limit the usefulness of a survey feedback method. Employees with extremely independent work may not be motivated to discuss issues related to their work with others. On the other extreme, employees in one department may depend more on, and collaborate more with, workers in other departments. Discussions should then be organized between these departments.

The advantages and disadvantages of a development project should be assessed in the long term. Goal directness and efficiency should be maintained during the process. The critical issue is to follow-up and to evaluate the results. With the rapid changes in technology and markets, resulting in almost continuous demand for changes in organizations, a continuous survey-feedback-improvement-survey cycle based on an instrument providing detailed information may offer a competitive advantage.

6. Ethical considerations

The ethical issues associated with the QPSNordic-ADW are mainly about two issues: informing the participants and confidentiality.

The respondents should be informed in advance about the aims of the questionnaire, the way it will be administered, analyzed and how the results will be presented and the confidentiality of the individual data maintained. Information should be given about how to fill in the questionnaire, and how and by whom the data will be analyzed and how the questionnaires and data will be stored. This information should be in writing and preferably also given orally. Participation must always be voluntary.

The QPSNordic-ADW is primarily intended to be used as a group and an organization level approach to interventions and research. No results or conclusions should be presented at the individual level. It is essential that the survey and the interventions will be implemented so that no labeling or discrimination of individuals is possible.

When negotiating and making decision at the workplace about the use of the QPSNordic-ADW as an employee survey, the following issues are important from the ethical point of view

- the purpose for which it will used must be clearly defined and made known
- the person in charge of the study and feedback of results should have enough knowledge about the use of questionnaires as a method of assessing psychological and social factors at work
- the personnel/respondents must be informed about the purpose of the survey and what the survey process will be like
- how data will collected, processed, fed back and filed.

It is essential that the survey and interventions be planned so that absolutely no labeling or discrimination of individuals will be occurring and the anonymity of individual information will be safeguarded.

7. Check list to the use of QPSNordic-ADW

Issues to be considered

- Organizing extensive cooperation and commitment in planning the survey and implementing improvements.
- Commitment of the top management to organizing the survey.
- Commitment of the line managers to implementing the necessary improvements.
- Commitment of the employees to responding to the questionnaire, interpreting the results, and making improvement plans!
- Clarification of the roles of unions and safety delegates.
- Ensuring that all employees have an opportunity to participate in the survey and the feedback discussions.
- Considering what other developmental actions or changes are presently in progress in the organization and the need for coordination with the QPSNordic-ADW survey?
- Will the survey be repeated? If so, how often?
- Are ethical and individual data protection principles observed?

To be determined

- The purpose of the survey
- Knowledge and agreement of the principal stakeholders of the purpose of the survey
- Should the survey be carried out simultaneously in the whole organization or would it be better to do it department by department?
- Are supplementary scales measuring health, well-being, job and life satisfaction needed?
- Who will be responsible for the process as a whole and for different tasks and roles?
- How will the data analysis be carried out?
- Where and when will the feedback meetings be convened?
- Will external consultants be needed and if so, in what phases and functions?

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Sammanfattning

Användarmanual för QPSNordic-ADW

Denna användarmanual är en beskrivning av frågeformuläret QPSNordic-ADW, dess innehåll, mätegenskaper och användbarhet som forskningsinstrument och speciellt dess användbarhet som instrument i en ”survey feedback” – undersökning vid organisationsutveckling.

QPSNordic-ADW är konstruerat för att användas som instrument för att undersöka psykologiska, sociala och organisatoriska arbetsförhållanden:

1. vid organisationsutveckling och interventioner,
2. för dokumentation av förändringar i arbetsförhållanden och
3. vid forskning om samband mellan arbete och hälsa.

Det nya QPSNordic-ADW består av flervalsfrågor om följande psykologiska och sociala faktorer i arbetet: arbetskrav och kontroll, förutsägbarhet i arbetet, social interaktion, ledarskap, organisationskultur, interaktion mellan arbete och privatliv, engagemang (commitment) i organisationen och arbetsmotivation.

Den huvudsakliga skillnaden jämfört med tidigare version av QPSNordic (Lindström et al. 1995, Lindström et al. 1997, Dallner et al. 2000) är att den nya QPSNordic-ADW också inkluderar frågor om äldre personers framtida behov och preferenser och tankar och attityder gentemot äldre arbetstagare på arbetsplatsen.

Vid konstruktionen av metoden har man beaktat att QPSNordic-ADW skall kunna användas vid interventioner, där de anställda aktivt medverkar till förbättringar av den psykologiska och sociala miljön. Detta kommer att stärka traditionen av att de anställda medverkar i arbetslivsförbättringar såväl i de nordiska länderna som på andra ställen.

Krista Pahkin, Arbetshälsoinstitutet, Finland

Christina Björklund, Karolinska Institutet, Sverige

Reidar J. Mykletun, Universitetet i Stavanger, Norge

Trude Furunes, Universitetet i Stavanger, Norge

Gunvor Gard, Lunds Universitet, Sverige

Kari Lindström, Arbetshälsoinstitutet, Finland

Yhteenveto

QPSNordic-ADW – käsikirja – Pohjoismaisen työn psyykkisten ja sosiaalisten tekijöiden yleiskysely eri-ikäisistä työntekijöistä koostuville työyhteisöille

Tämä QPSNordic-ADW – käsikirja kuvaa Pohjoismaisen työn psyykkisten ja sosiaalisten tekijöiden yleiskyselyn sisältöä, mittausominaisuuksia ja sen käyttömahdollisuuksia tieteellisenä tutkimusvälineenä ja käytännön kehitystyössä osana kysely-palauteprosessia.

QPSNordic-ADW – kysely on tarkoitettu apuvälineeksi mitattaessa työn psyykkisiä, sosiaalisia ja organisatorisia tekijöitä

1. organisaatioiden kehittämishankkeissa,
2. selvitettäessä työoloissa tapahtuvia muutoksia, ja
3. työn ja terveyden välistä suhdetta koskevissa tutkimuksissa.

Pohjoismaisen kyselylomake koostuu monivalintakysymyksistä, jotka käsittelevät seuraavia työn psyykkisiä ja sosiaalisia osa-alueita: työn vaatimukset, vaikutusmahdollisuudet työhön, työn ennustettavuus, sosiaalinen tuki, johtajuus, työilmapiiri, perheen ja työn välinen suhde, organisaatioon sitoutuminen sekä työmotiivit.

Keskeinen ero verrattuna aikaisempaan QPSNordic kyselyyn (Lindström et al. 1995, Lindström et al. 1997, Dallner et al. 2000) on, että tämä uusi QPSNordic-ADW tarkastelee myös ikääntyvien työntekijöiden edellytyksiä työssä jatkamiseksi ja eläkeajatuksia, sekä ikäasenteita työpaikalla.

Menetelmän kehittämisen tavoitteena on ollut kyselyn käyttökelpoisuus työn psyykkisten ja sosiaalisten tekijöiden osallistuvassa kehittämisessä. Tällainen kyselyn käyttö toivottavasti vahvistaa työyhteisöjen osallistuvaa kehittämisperinnettä Pohjoismaissa ja muualla.

Krista Pahkin, Työterveyslaitos, Suomi

Christina Björklund, Karolinska Institutet, Ruotsi

Reidar J. Mykletun, Stavangerin yliopisto, Norja

Trude Furunes, Stavangerin yliopisto, Norja

Gunvor Gard, Lundin yliopisto, Ruotsi

Kari Lindström, Työterveyslaitos, Suomi

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Appendix 1: QPSNordic - ADW (In English)

QPSNordic-ADW

**Nordic Questionnaire for Monitoring the
Age Diverse Workforce**

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.

1. Personal background

A.	Year of birth		I.	Is your employment contract	
B.	Sex			Permanent	1
	Male	1		Temporary (fixed-term)	2
	Female	2	J.	Is your job a supervisory position with subordinates?	
C.	Formal education			Yes	1
	(approx. length in years).			No	2
	Comprehensive school	1			
	(1-9 years)		K.	Do you belong to a permanent working group or team?	
	Secondary school/ vocational school	2		Yes	1
	(10-12 years)			No	2
	College or university degree (13-16 years)	3			
	Higher university degree (more than 16 years)	4			
D.	Title of occupation		L.	How many hours do you usually work per week?	
				hours	
E.	How many years have you participated altogether to work life?		M.	Which of the following best describes your work hour arrangements?	
	years			Daytime	1
F.	How many years have you worked for this organization?			Two shift work	2
	years			Three shift work	3
G.	How many years have you worked at your current position?			Regular evening shift	4
	years			Regular night shift	5
H.	In what department/ section/ unit do you work?			Other schedule,	6
				what?	

2. Job demands

		very seldom or never	rather seldom	some- times	rather often	Very often or always
1.	Is your work load irregular so that the work piles up?	1	2	3	4	5
2.	Is it necessary to work at a rapid pace?	1	2	3	4	5
3.	Do you have too much to do?	1	2	3	4	5
4.	Does your work require quick decisions?	1	2	3	4	5
5.	Does your work require maximum attention?	1	2	3	4	5
6.	Does your work require complex decisions?	1	2	3	4	5
7.	Are your work tasks too difficult for you?	1	2	3	4	5
8.	Do you perform work tasks for which you need more training?	1	2	3	4	5
9.	Does your job require that you acquire new knowledge and new skills?	1	2	3	4	5
10.	Are your skills and knowledge useful in your work?	1	2	3	4	5

3. Role expectations

		very seldom or never	rather seldom	some- times	rather often	very often or always
11.	Have clear, planned goals and objectives been defined for your job?	1	2	3	4	5
12.	Do you know what your responsibilities are?	1	2	3	4	5
13.	Do you know exactly what is expected of you at work?	1	2	3	4	5
14.	Do you have to do things that you feel should be done differently?	1	2	3	4	5
15.	Are you given assignments without adequate resources to complete them?	1	2	3	4	5
16.	Do you receive incompatible requests from two or more people?	1	2	3	4	5

4. Control at work

		very seldom or never	rather seldom	some- times	rather often	very often or always
17.	Can you set your own work pace?	1	2	3	4	5
18.	Can you decide yourself when you are going to take a break?	1	2	3	4	5
19.	Can you decide the length of your break?	1	2	3	4	5
20.	Do you have any flexibility in setting your own working hours? (e.g. flex time)	1	2	3	4	5

		very seldom or never	rather sel- dom	some- times	rather often	very often or always
21.	If there are alternative methods for doing your work, can you choose which method to use?	1	2	3	4	5
22.	Can you influence the amount of work assigned to you?	1	2	3	4	5
23.	Can you influence decisions concerning the persons you will need to collaborate with?	1	2	3	4	5
24.	Can you influence decisions that are important for your work?	1	2	3	4	5

5. Predictability at work

		very little or not at all	rather little	some- what	rather much	very much
25.	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
26.	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
27.	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
		very little or not at all	rather little	some- what	rather much	very much
28.	Do you prefer the challenge presented by taking on new work tasks often?	1	2	3	4	5
29.	Do you prefer the challenge presented by working with new co-workers?	1	2	3	4	5
30.	Do you prefer the challenge presented by working in different places?	1	2	3	4	5

6. Social interactions

	very seldom or never	rather seldom	sometimes	rather often	very often or always
31. If needed, can you get support and help with your work from your co-workers?	1	2	3	4	5
32. If needed, are your co-workers willing to listen to your work-related problems?	1	2	3	4	5
33. Are your work achievements appreciated by your co-workers?	1	2	3	4	5
	very seldom or never	rather seldom	sometimes	rather often	very often or always
34. If needed, can you get support and help with your work from your nearest superior?	1	2	3	4	5
35. If needed, is your nearest superior willing to listen to your work-related problems?	1	2	3	4	5
36. Are your work achievements appreciated by your nearest superior?	1	2	3	4	5

7. Leadership

	very seldom or never	rather seldom	some- times	rather often	Very often or always
37. Does your nearest superior encourage you to participate in important decisions?	1	2	3	4	5
38. Does your nearest superior encourage you to speak up, when you have different opinions?	1	2	3	4	5
39. Does your nearest superior help you develop your skills?	1	2	3	4	5
40. Does your nearest superior distribute the work fairly and impartially?	1	2	3	4	5
41. Does your nearest superior treat the workers fairly and equally?	1	2	3	4	5

8. Organizational culture and climate

<i>What is the climate like in your work unit?</i>	very little or not at all	rather little	somewhat	rather much	very much
42. Encouraging and supportive	1	2	3	4	5
43. Distrustful and suspicious	1	2	3	4	5
44. Relaxed and comfortable	1	2	3	4	5

	very little or not at all	rather little	some-what	rather much	very much
45. Do workers take initiatives at your workplace?	1	2	3	4	5
46. Are workers encouraged to think of ways to do things better at your workplace?	1	2	3	4	5
47. Is there sufficient communication in your workplace?	1	2	3	4	5

	very little or not at all	Rather little	some-what	Rather much	Very much
48. At your organization are you rewarded (encouragement, money) for a job well done?	1	2	3	4	5
49. Are workers well taken care of in your organization?	1	2	3	4	5
50. To what extent is the management of your organization interested in the health and well-being of the personnel?	1	2	3	4	5

9. 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 behaviour has to occur repeatedly over a period of time, and the person confronted has to experience difficulties defending himself/ herself. The behaviour is not bullying if two parties of approximately equal "strength" are in conflict or the incident is an isolated event.

	no	yes
5 1. Have you noticed anyone being subjected to harassment or bullying at your workplace during the last six months?	1	2
	men	women
5 2. How many people have you seen being bullied or subjected to harassment during the last six months?		
	no	yes
5 3. Have you been subjected to bullying or harassment at the workplace during the last six months?	1	2

10. Interaction between. Work and private lif

		very seldo- mor never	rather seldom	some- times	rather often	very often or always
54.	Do the demands of your work interfere with your home and family life?	1	2	3	4	5
55.	Do the demands of your family or spouse / partner interfere with your work related activities?	1	2	3	4	5

11. 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.

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

12. Work motivation

		absolutely not	rarely	uncertain	maybe	absolutely
59.	Do you feel motivated to do your work?	1	2	3	4	5
60.	Do you perceive your work as challenging?	1	2	3	4	5
61.	Would you like to work fewer hours per week if it was economically possible?	1	2	3	4	5
		less than 5 days	5-9 days	10-14 days	15-20 days	more than 20 days
62.	During how many working days per month do you feel a strong willingness to work?	1	2	3	4	5

13. Job and life satisfaction

		very dissatis- fied	rather dissatis- fied	neither satisfied or dissatisfied	rather satisfied	very satisfied
63.	How satisfied are you with your present work?	1	2	3	4	5
64.	How satisfied are you with your present life?	1	2	3	4	5
		not at all	only a little	to some extent	rather much	very much
65.	Do you feel positive about how your work will develop in the future?	1	2	3	4	5

14. Health and well-being

66.	Current work ability compared with the lifetime best. Assume that your work ability at its best has a value of 10 points. How many points would you give your current work ability? (1 means that you cannot currently work at all)										
		1	2	3	4	5	6	7	8	9	10
		completely unable to work									work ability at its best
			very poor	rather poor	moderate	rather good	Very good				
67.	What's your health compared with others of your own age?		1	2	3	4	5				
68.	How do you rate your current work ability with respect to the physical demands of your work?		1	2	3	4	5				
69.	How do you rate your current work ability with respect to the mental demands of your work?		1	2	3	4	5				
	<i>Stress means the situation when a person feels tense, restless, nervous, or anxious, or is unable to sleep at night because his or hers mind is troubled all the time.</i>		not at all	only a little	to some extent	rather much	very much				
70.	Do you feel that kind of work-related stress these days?	1	2	3	4	5					
			0 days	1-7 days	8-24 days	25-99 days	100 days or more				
71.	How many workdays during last 12 months have you been absent from work because of your own sickness?	1	2	3	4	5					

		totally disagree	disagree to some extent	indifferent	agree to some extent	totally agree
72.	I can manage what I do at work as good as others	1	2	3	4	5
73.	I can fit my work tasks in relation to my physical and psychosocial capacities	1	2	3	4	5
74.	I have the capacity to handle most of the situation in my work	1	2	3	4	5
75.	I have a positive attitude to my work and work tasks	1	2	3	4	5

15. Work and age

		not at all	only a little	to some extent	rather much	very much
76.	Can you use all your knowledge which you have obtained during years at your work?	1	2	3	4	5
77.	Do you believe that the fact that you are getting older will cause you some problems at your work in the future?	1	2	3	4	5
78.	Are elderly workers' experience appreciated at your workplace?	1	2	3	4	5

		very seldom or never	rather seldom	sometimes	rather often	very often or always
79.	Have you noticed any inequalities in how older and younger workers are treated at your workplace?	1	2	3	4	5

80. Is your nearest superior

	older than you	1
	younger than you	2
	about the same age	3

The following statements deal with working condition for elderly workers at your workplace. Please indicate the extent to which you personally agree or disagree with each of these statements.

		totally disagree	disagree to some extent	neutral	agree to some extent	totally agree
81.	Elderly workers are passed over/left out in cases of promotion or internal recruitment	1	2	3	4	5
82.	Elderly workers do not have equal opportunities for training during work time	1	2	3	4	5
83.	Younger workers are preferred when new equipments, activities or working methods are introduced	1	2	3	4	5
84.	Elderly workers less often take part in development appraisals/ appraisal interviews with their superior than younger workers	1	2	3	4	5
85.	Elderly workers have less wage increase than younger workers	1	2	3	4	5
86.	Elderly workers are not expected to take part in change processes and new working methods to the same degree as their younger peers	1	2	3	4	5

Questions for those aged at least 55

		yes	no
87.	Have you thought about timing of your own retirement?	1	2
88.	If yes, at what age are you planning to retire?		year of age

	<i>Would any of the following statements be important to you for your decision to prolong your working career?</i>	not at all	only a little	to some extent	rather important	very important
89.	Increasing superior's and co-workers' appreciation and encouragement	1	2	3	4	5
90.	New and interesting work tasks	1	2	3	4	5
91.	Increasing task variety	1	2	3	4	5
92.	Increasing learning opportunities	1	2	3	4	5
93.	Mentoring younger colleagues	1	2	3	4	5
94.	Increasing financial compensations	1	2	3	4	5
95.	Reducing daily working hours while maintaining full wages	1	2	3	4	5
96.	Reducing workload dependent on an extended working career	1	2	3	4	5
97.	Offering a different position dependent on an extended working career	1	2	3	4	5

THANK YOU!

Appendix 2: QPSNordic - ADW (in Finnish)

QPSNordic-ADW

**Nordic Questionnaire for Monitoring the
Age Diverse Workforce**

**Pohjoismaiden Ministerineuvosto
2007**

Täyttöohjeet

Seuraavilla sivuilla on esitetty joukko työtäsi ja työpaikkaasi koskevia kysymyksiä ja väittämiä. Kyselyn tarkoituksena on kerätä tietoa, jonka avulla työtäsi ja työympäristöäsi voidaan kehittää.

Varaa vastaamiseen tarpeeksi aikaa.

Useimpiin kysymyksiin vastataan ympäröimällä mielipidettäsi parhaiten kuvaava vastausvaihtoehto.

1. Taustatiedot

A	Syntymävuosi	_____	I	Onko työsuhteesi	
B	Sukupuoli			Vakinainen	1
	Mies	1		Määräaikainen	2
	Nainen	2	J	Oletko esimiesasemassa?	
C	Peruskoulutus			Kyllä	1
	(arvioitu pituus vuosina)			Ei	2
	Peruskoulu	1	K	Kuulutko johonkin pysyvään työryhmään tai tiimiin?	
	(1-9 vuotta)			Kyllä	1
	Lukio tai ammattikoulu	2		Ei	2
	(10-12 vuotta)		L	Kuinka monta tuntia työskentelet yleensä viikossa?	
	Opistotas	3		_____	tun
	(13-16 vuotta)			_____	tia
	Korkeakoulu	4	M	Mikä seuraavista parhaiten kuvaa työaikamuotoasi?	
	(yli 16 vuotta)			Päivätyö	1
D	Ammattinimike			Kaksivuorotyö	2
	_____			Kolmivuorotyö	3
E	Kuinka kauan olet yhteensä ollut mukana työelämässä?	_____ vuotta		Säännöllinen iltatyö	4
F	Kuinka kauan olet työskennellyt tämän työnantajan palveluksessa?	_____ vuotta		Säännöllinen yötyö	5
G	Kuinka kauan olet toiminut nykyisessä työtehtävässäsäsi?	_____ vuotta		Jokin muu,	6
H	Millä osastolla / alueella / työpisteellä työskentelet?	_____		mikä?	_____

2. Työn vaatimukset

		Erittäin harvoin tai ei koskaan	melko harvoin	silloin tällöin	melko usein	Hyvin usein tai aina
1.	Jakautuuko työmääräsi epätasaisesti niin että työt ruuhkautuvat?	1	2	3	4	5
2.	Onko työsi kiivastahtista?	1	2	3	4	5
3.	Onko sinulla liikaa työtä?	1	2	3	4	5
4.	Joudutko tekemään työssäsi nopeita ratkaisuja?	1	2	3	4	5
5.	Vaatiiko työsi kiinteää keskittymistä?	1	2	3	4	5
6.	Joudutko työssäsi tekemään monimutkaisia päätöksiä?	1	2	3	4	5
7.	Ovatko työtehtäväsi liian vaikeita?	1	2	3	4	5
8.	Joudutko suorittamaan työtehtäviä, joihin tarvitsisit enemmän koulutusta?	1	2	3	4	5
9.	Edellyttääkö työsi uusien tietojen ja taitojen hankkimista?	1	2	3	4	5
10.	Voitko käyttää tietojasi ja taitojasi työssäsi?	1	2	3	4	5

3. Rooliodotukset

		Erittäin harvoin tai ei koskaan	melko harvoin	silloin tällöin	melko usein	Hyvin usein tai aina
11.	Onko työllesi määritelty selkeät tavoitteet?	1	2	3	4	5
12.	Tiedätkö, mistä olet vastuussa?	1	2	3	4	5
13.	Tiedätkö tarkalleen, mitä sinulta odotetaan työssäsi?	1	2	3	4	5
14.	Joudutko suorittamaan tehtäviä, jotka mielestäsi pitäisi tehdä eri lailla?	1	2	3	4	5
15.	Saatko toimeksiantoja saamatta riittäviä resursseja niiden suorittamiseksi?	1	2	3	4	5
16.	Saatko keskenään ristiriitaisia määräyksiä kahdelta tai useammalta henkilöltä?	1	2	3	4	5

4. Vaikutusmahdollisuudet

	Erittäin harvoin tai ei koskaan	melko harvoin	silloin tällöin	melko usein	Hyvin usein tai aina
17. Voitko määrätä oman työtahtisi?	1	2	3	4	5
18. Voitko itse päättää, milloin pidät taukoja?	1	2	3	4	5
19. Voitko päättää tauon pituudesta?	1	2	3	4	5
20. Voitko päättää itse työajostasi (esim. liukuva työaika)?	1	2	3	4	5

	Erittäin harvoin tai ei koskaan	melko harvoin	silloin tällöin	melko usein	Hyvin usein tai aina
21. Jos työtehtäväsi voidaan suorittaa usealla eri tavalla, voitko valita millä tavalla työsi suoritat?	1	2	3	4	5
22. Voitko vaikuttaa työmäärääsi?	1	2	3	4	5
23. Voitko vaikuttaa siihen, kenen kanssa teet yhteistyötä?	1	2	3	4	5
24. Voitko vaikuttaa päätöksiin, jotka ovat tärkeitä työsi kannalta?	1	2	3	4	5

5. Työn ennustettavuus

	Erittäin vähän tai ei lainkaan	Melko vähän	Jonkin verran	melko paljon	erittäin paljon
25. Tiedätkö, mitä sinulta edellytetään, jotta saisit kiinnostavana pitämäsi työn kahden vuoden kuluttua?	1	2	3	4	5
26. Tiedätkö, mitä asioita sinun pitäisi oppia, ja mitä uusia taitoja hankkia säilyttääksesi kiinnostavana pitämäsi työn seuraavat kaksi vuotta?	1	2	3	4	5
27. Uskotko, että sinulla on kahden vuoden kuluttua työ, mitä pidät yhtä kiinnostavana kuin nykyistä työtäsi?	1	2	3	4	5
	Erittäin vähän tai ei lainkaan	Melko vähän	Jonkin verran	melko paljon	erittäin paljon
28. Pidätkö uusien työtehtävien tuomasta haasteellisuudesta?	1	2	3	4	5
29. Pidätkö uusien työtovereiden kanssa työskentelyn tuomasta haasteellisuudesta?	1	2	3	4	5
30. Pidätkö eri paikoissa työskentelyn tuomasta haasteellisuudesta?	1	2	3	4	5

6. Vuorovaikutus

	Erittäin harvoin tai ei koskaan	melko harvoin	silloin tällöin	melko usein	Hyvin usein tai aina
31. Saatko tarvittaessa tukea ja apua työssäsi työtovereilta?	1	2	3	4	5
32. Kuuntelevatko työtoverisi tarvittaessa, jos kerrot työhön liittyvistä ongelmistasi?	1	2	3	4	5
33. Arvostavatko työtoverisi saavutuksiasi työssäsi?	1	2	3	4	5
	Erittäin harvoin tai ei koskaan	melko harvoin	silloin tällöin	melko usein	Hyvin usein tai aina
34. Saatko tarvittaessa tukea ja apua työssäsi lähimmältä esimieheltäsi?	1	2	3	4	5
35. Kuunteleeko lähin esimiehesi tarvittaessa, jos kerrot työhön liittyvistä ongelmista?	1	2	3	4	5
36. Arvostaako lähin esimiehesi saavutuksiasi työssäsi?	1	2	3	4	5

7. Esimiestyö

	Erittäin harvoin tai ei koskaan	melko harvoin	silloin tällöin	melko usein	Hyvin usein tai aina
37. Rohkaiseeko lähin esimiehesi sinua osallistumaan tärkeisiin päätöksiin?	1	2	3	4	5
38. Rohkaiseeko lähin esimiehesi sinua sanomaan mielipiteesi, kun olette eri mieltä jostain asiasta?	1	2	3	4	5
39. Auttaako lähin esimiehesi sinua kehittämään taitojasi?	1	2	3	4	5
40. Jakaako lähin esimiehesi työt oikeudenmukaisesti ja puolueettomasti?	1	2	3	4	5
41. Kohtelee lähin esimiehesi työntekijöitä oikeudenmukaisesti ja tasapuolisesti?	1	2	3	4	5

8. Organisaatiokulttuuri

<i>Minkälainen on työyksikkösi ilmapiiri?</i>		Erittäin vähän tai ei lainkaan	Melko vähän	Jonkin verran	melko paljon	erittäin paljon
42.	Kannustava ja tukeva	1	2	3	4	5
43.	Epäluuloinen ja epäilevä	1	2	3	4	5
44.	Leppoisa ja mukava	1	2	3	4	5

		Erittäin harvoin tai ei koskaan	melko harvoin	silloin tällöin	melko usein	Hyvin usein tai aina
45.	Tekevätkö työntekijät työpaikallasi aloitteita?	1	2	3	4	5
46.	Kannustetaanko työpaikallasi työntekijöitä miettimään miten työt voisi tehdä paremmin?	1	2	3	4	5
47.	Onko tiedonkulku riittävää työpaikallasi?	1	2	3	4	5

		Erittäin vähän tai ei lainkaan	Melko vähän	Jonkin verran	melko paljon	erittäin paljon
48.	Palkitaanko työpaikallasi hyvästä työsuorituksesta (raha, kannustus)?	1	2	3	4	5
49.	Huolehditaanko työntekijöistä hyvin työpaikallasi?	1	2	3	4	5
50.	Kuinka kiinnostunut työpaikkasi johto on henkilöstön terveydestä ja hyvinvoinnista?	1	2	3	4	5

9. Henkinen väkivalta ja kiusaaminen

Henkinen väkivalta (kiusaaminen, nimittely, ahdistelu, sosiaalinen eristäminen) on ongelma joillakin työpaikoilla ja joillekin työntekijöille. Jotta voitaisiin puhua henkisestä väkivallasta, on hyökkäävän tai kiusaavan käyttäytymisen esiinnyttävä toistuvasti tietyn ajanjakson aikana ja hyökkäyksen kohteeksi joutuneella henkilöllä on vaikeuksia puolustautua. Käyttäytyminen ei ole henkistä väkivaltaa silloin, jos osapuolet ovat suunnilleen yhtä vahvoja tai tilanne ei toistu.

		en	kyllä
5	Oletko havainnut jonkun joutuneen henkisen väkivallan tai kiusaamisen kohteeksi työpaikallasi viimeisen puolen vuoden aikana esimiesten tai työtovereiden taholta?	1	2
		miehen	naisen
5	Kuinka monen olet havainnut joutuneen henkisen väkivallan tai kiusaamisen kohteeksi työpaikallasi viimeisen puolen vuoden aikana esimiesten tai työtovereiden taholta?		
		en	kyllä
5	Oletko itse ollut henkisen väkivallan tai kiusaamisen kohteena työpaikallasi viimeisen puolen vuoden aikana?	1	2

10. Työn ja perheen välinen suhde

	Erittäin harvoin tai ei koskaan	melko harvoin	silloin tällöin	melko usein	Hyvin usein tai aina
54. Häiritsevätkö työongelmat koti- ja perhe-elämääsi?	1	2	3	4	5
55. Häiritsevätkö perhepiirin ongelmat työtäsi?	1	2	3	4	5

Seuraavat kysymykset koskevat työhön sitoutumista. Arvioi miten paljon olet eri tai samaa mieltä seuraavien väittämien kanssa.

11. Työhön sitoutuminen

	täysin eri mieltä	melko paljon eri mieltä	Siltä väliiltä	lähes samaa mieltä	Täysin samaa mieltä
56. Kerron ystäväilleni, kuinka hyvä paikka työskennellä tämä työpaikka on	1	2	3	4	5
57. Arvoni ovat hyvin samanlaisia työpaikan arvojen kanssa	1	2	3	4	5
58. Tämä työpaikka todella innostaa minua parhaaseen mahdolliseen työsuoritukseen	1	2	3	4	5

12. Työmotivaatio

	ehdottomasti en	harvoin	en tiedä	ehkä	ehdottomasti kyllä
59. Oletko motivoitunut tekemään työtä?	1	2	3	4	5
60. Koetko työtä haastavana?	1	2	3	4	5
61. Haluaisitko tehdä lyhyempää työviikkoa, jos se olisi taloudellisesti mahdollista?	1	2	3	4	5
	< 5 päivänä	5-9 päivänä	10-14 päivänä	15-20 päivänä	> 20 päivänä
62. Kuinka monena työpäivänä kuukaudessa koet vahvaa innostuneisuutta työskennellä?	1	2	3	4	5

13. Työ- ja elämäntyytyväisyys

	erittäin tyytyväisen	melko tyytyväisen	en tyytyväinen mutta tyytymättömään	melko tyytyväinen	erittäin tyytyväinen
63. Kuinka tyytyväinen olet nykyiseen työhösi?	1	2	3	4	5
64. Kuinka tyytyväinen olet elämääsi nykyisiin?	1	2	3	4	5
	en lainkaan	vain vähän	jossain määrin	melko paljon	erittäin paljon
65. Suhtaudutko myönteisesti työsi tulevaisuuden näkymiin?	1	2	3	4	5

14. Terveys ja hyvinvointi

66. Työkyky nyt verrattuna elinaikaiseen parhaimpaan. Oletetaan että työkyky on parhaimmillaan saanut 10 pistettä. Minkä pistemäärän antaisit nykyiselle työkyvyllesi? (1 tarkoittaa sitä, ettet nykyisin pysty lainkaan työhön)

	1	2	3	4	5	6	7	8	9	10
täysin työkyvytön										työkyky parhaimmillaan

	erittäin huono	melko huono	keskin-kertainen	melko hyvä	Erittäin hyvä
67. Minkälaiseksi arvioit terveydentilasi ikäisiisi verrattuna?	1	2	3	4	5
68. Millaiseksi arvioit nykyisen työkyky työsi ruumiillisten vaatimusten kannalta?	1	2	3	4	5
69. Millaiseksi arvioit nykyisen työkyky työsi henkisten vaatimusten kannalta?	1	2	3	4	5

Stressillä tarkoitetaan tilannetta, jossa ihminen tuntee itsensä jännittyneeksi, levottomaksi, hermostuneeksi tai ahdistuneeksi taikka hänen on vaikea nukkua asioiden vaivatessa jatkuvasti mieltä.

	en lainkaan	vain vähän	jonkin verran	melko paljon	erittäin paljon
70. Tunnetko sinä nykyisin tällaista työn aiheuttamaa stressiä?	1	2	3	4	5

	0 päivää	1-7 päivää	8-24 päivää	25-99 päivää	100 päivää tai enemmän
71. Kuinka monta työpäivää viimeisen 12 kuukauden aikana olet ollut poissa työstä oman sairautesi takia?	1	2	3	4	5

15. työn hallinta

	täysin eri mieltä	melko paljon eri mieltä	Siltä väliltä	lähes samaa mieltä	Täysin samaa mieltä
72. Suoriudun työtehtävistäni yhtä hyvin kuin toisetkin	1	2	3	4	5
73. Pystyn sovittamaan työtehtäväni suhteessa omiin ruumiillisiin ja henkisiin kykyihini	1	2	3	4	5
74. Pystyn hallitsemaan useimmat tilanteet, joita kohtaan työssäni	1	2	3	4	5
75. Minulla on myönteinen asenne työhöni ja työtehtäviini	1	2	3	4	5

16. työ ja ikä

	en lain- kaan	vain vähän	jossain määrin	melko paljon	erittäin paljon
76. Voitko hyödyntää iän myötä kertynyttä kokemusta työssäsi?	1	2	3	4	5
77. Arveletko ikääntymisen tuovan mukanaan joitain ongelmia työssäsi?	1	2	3	4	5
	ei lainkaan	vain vähän	jossain määrin	melko paljon	erittäin paljon
78. Arvostetaanko työpaikallasi vanhempien työntekijöiden kokemusta?	1	2	3	4	5
	Erittäin harvoin tai ei koskaan	melko harvoin	silloin tällöin	melko usein	Hyvin usein tai aina
79. Oletko havainnut epätasa-arvoisuutta vanhempien ja nuorempien työntekijöiden kohtelussa työpaikallasi?	1	2	3	4	5
80. Onko lähin esimiehesi					
vanhempi kuin sinä	1				
nuorempi kuin sinä		2			
lähes saman ikäinen kuin sinä			3		

Seuraavat kysymykset koskevat työpaikkasi henkilöstöpolitiikka ja vanhempien työntekijöiden työskentelyolosuhteita. Arvioi miten paljon olet eri tai samaa mieltä seuraavien väittämien kanssa.

	täysin eri mieltä	melko paljon eri mieltä	siltä väliltä	lähes samaa mieltä	täysin samaa mieltä
81. Vanhemmat työntekijät sivuutetaan ylennysten tai sisäisten rekrytointien yhteydessä	1	2	3	4	5
82. Vanhemmilla työntekijöillä ei ole samoja mahdollisuuksia koulutukseen työaikana kuin muilla	1	2	3	4	5
83. Nuorempia työntekijöitä suositaan, kun uusiin työvälineisiin tai toimintatapoihin perehdytetään	1	2	3	4	5
84. Vanhemmat työntekijät osallistuvat nuorempia työntekijöitä harvemmin esimiehen kanssa käytäviin kehityskeskusteluihin	1	2	3	4	5
85. Vanhemmilla työntekijöillä on heikompi palkan kehitys kuin nuoremmilla työntekijöillä	1	2	3	4	5
86. Vanhempien työntekijöiden ei odoteta osallistuvan muutosprosesseihin eikä omaksuman uusia työskentelytapoja yhtä paljon kuin nuorempien	1	2	3	4	5

Kysymyksiä vähintään 55 -vuotiaille työntekijöille

	kyllä	en
87. Oletko harkinnut eläkkeelle jäämistä?	1	2
88. Jos vastasit <i>kyllä</i> , minkä ikäisenä olet suunnitellut jääväsi eläkkeelle?		vuotiaana

<i>Voisiko jokin alla olevista asioista saada sinut jatkamaan työuraasi?</i>	ei lainkaan tärkeä	ei kovinkaan tärkeä	jossain määrin	melko tärkeä	erittäin tärkeä
89. Esimiesten ja työtovereiden arvostuksen ja tuen lisääminen	1	2	3	4	5
90. Uudet ja mielenkiintoiset työtehtävät	1	2	3	4	5
91. Työtehtävien vaihtelevuuden lisääminen	1	2	3	4	5
92. Lisäkoulutuksen järjestäminen	1	2	3	4	5
93. Nuorempien työtovereiden mentorointi /opastaminen	1	2	3	4	5
94. Taloudellisten korvauksien lisääminen	1	2	3	4	5
95. Päivittäisen työajan lyhentäminen palkkaa laskematta	1	2	3	4	5
96. Työmäärän vähentäminen pitkän työuran perusteella	1	2	3	4	5
97. Työtehtävien muuttaminen pitkän työuran perusteella	1	2	3	4	5

KIITOS!

Appendix 3: QPSNordic - ADW (in Danish)

QPSNordic-ADW

**Nordic Questionnaire for Monitoring the
Age Diverse Workplace**

Sådan besvares spørgeskemaet

På de følgende sider vil du finde en række spørgsmål og påstande om dit arbejde og din arbejdsplads. Formålet med spørgeskemaet er at indsamle information til hjælp til udvikling af arbejdet og arbejdsmiljøet på din arbejdsplads.

Giv dig god tid til besvarelsen.

De fleste spørgsmål besvares ved at sætte en ring om det alternativ, som passer bedst til din opfattelse.

1. Personlig baggrund

A. Fødselsår	_____	I. Hvordan er dine ansættelsesvilkår?	
B. Køn		Fastansat	1
Mand	1	Midlertidigt ansat	2
Kvinde	2	J. Har du et lederjob?	
C. Hvilken uddannelse har du (ca. antal år).		Ja	1
Folkeskole (1-9 år)	1	Nej	2
Gymnasium, HF, Fagskole (10-12 år)	2	K. Indgår du i en fast arbejdsgruppe eller et team?	
Kortere videregående uddannelse (13-16 år)	3	Ja	1
Lang videregående uddannelse (mere end 16 år)	4	Nej	2
D. Hvad er din titel?	_____	L. Hvor mange timer arbejder du normalt om ugen?	
E. Hvor mange år af dit liv har du arbejdet?	_____ år	_____ timer	
F. Hvor længe har du arbejdet på din nuværende arbejdsplads?	_____ år	M. Hvordan er din arbejdstid?	
G. Hvor længe har du haft din nuværende stilling?	_____ år	Dagtid	1
H. Hvilken type virksomhed arbejder du i?	_____	2-holds skift	2
		3-holds skift	3
		Fast aftenhold	4
		Fast nathold	5
		Andet, angiv? _____	6

2. Jobkrav

		meget sjældent eller aldrig	sjældent	nogle gange	ofte	meget ofte eller altid
1.	Er dit arbejde så ujævnt fordelt, at det hober sig op?	1	2	3	4	5
2.	Er det nødvendigt for dig at arbejde i et højt tempo?	1	2	3	4	5
3.	Har du for meget at lave på dit arbejde?	1	2	3	4	5
4.	Kræver dit arbejde, at du skal tage hurtige beslutninger?	1	2	3	4	5
5.	Kræver dit arbejde maksimal opmærksomhed?	1	2	3	4	5
6.	Kræver dit arbejde at du skal træffe komplicerede beslutninger?	1	2	3	4	5
7.	Er dine arbejdsopgaver for vanskelige for dig?	1	2	3	4	5
8.	Udfører du arbejdsopgaver, som du egentlig har behov for mere uddannelse for at udføre?	1	2	3	4	5
9.	Kræver dit job, at du får ny viden og nye færdigheder?	1	2	3	4	5
10.	Er din viden og færdigheder nyttige i dit arbejde?	1	2	3	4	5

3. Rolleklarhed

		meget sjældent eller aldrig	sjældent	nogle gange	ofte	meget ofte eller altid
11.	Er der fastlagt klare mål for dit arbejde?	1	2	3	4	5
12.	Ved du helt klart, hvad der er dit ansvarsområde?	1	2	3	4	5
13.	Ved du præcist, hvad der forventes af dig i dit arbejde?	1	2	3	4	5
14.	Skal du gøre nogle ting i dit arbejde, som du føler burde gøres anderledes?	1	2	3	4	5
15.	Får du tildelt arbejdsopgaver uden at få de fornødne ressourcer til at udføre dem?	1	2	3	4	5
16.	Får du modstridende opgaver fra en eller flere personer?	1	2	3	4	5

4. Indflydelse på arbejdet

		meget sjældent eller aldrig	sjældent	nogle gange	ofte	meget ofte eller altid
17.	Kan du selv bestemme dit arbejds-tempo?	1	2	3	4	5
18.	Kan du selv bestemme, hvornår du vil holde pause?	1	2	3	4	5
19.	Kan du selv bestemme, hvor længe du vil holde pause?	1	2	3	4	5
20.	Kan du selv bestemme din arbejdstid (flexetid)?	1	2	3	4	5

		meget sjældent eller aldrig	sjældent	nogle gange	ofte	meget ofte eller altid
21.	Hvis der er flere måder at udføre dit arbejde på, kan du så selv bestemme, hvordan du vil gøre det?	1	2	3	4	5
22.	Har du indflydelse på, hvor stor din arbejdsomfang er?	1	2	3	4	5
23.	Har du indflydelse på, hvem du skal arbejde sammen med?	1	2	3	4	5
24.	Har du indflydelse på beslutninger, der er vigtige for dit arbejde?	1	2	3	4	5

5. Forudsigelighed i arbejdet

		ved stort set ikke eller slet ikke	ved ikke rigtigt	ved nogenlunde	Ved godt	ved helt sikkert
25.	Ved du hvilke krav, der stilles, for at du kan få et job, som du betragter som attraktivt om to år?	1	2	3	4	5
26.	Ved du, hvilke (nye) færdigheder, der kræves, for at du kan beholde et job, som du anser for attraktivt om to år?	1	2	3	4	5
27.	Tror du på, at du om to år, har et job som er lige så attraktivt, som dit nuværende job?	1	2	3	4	5
		ved stort set ikke eller slet ikke	ved ikke rigtigt	ved nogenlunde	ved godt	ved helt sikkert
28.	Synes du om udfordringer, som for eksempel hele tiden at få nye arbejdsopgaver?	1	2	3	4	5
29.	Synes du om nye udfordringer, som for eksempel ofte at arbejde med nye samarbejdspartnere eller kollegaer?	1	2	3	4	5
30.	Kan du lide nye udfordringer, som for eksempel at arbejde forskellige steder?	1	2	3	4	5

6. Socialt samspil

	meget sjældent eller aldrig	sjældent	nogle gange	ofte	meget ofte eller altid
31. Hvis du har behov for det, kan du så få hjælp og støtte til dit arbejde fra dine kollegaer?	1	2	3	4	5
32. Hvis du har behov for det, er dine kollegaer så villige til at lytte, hvis du har problemer i arbejdet?	1	2	3	4	5
33. Bliver dit arbejde værdsat af dine kollegaer?	1	2	3	4	5
	meget sjældent eller aldrig	sjældent	nogle gange	ofte	meget ofte eller altid
34. Hvis du har behov for det, kan du så få hjælp og støtte fra din nærmeste chef?	1	2	3	4	5
35. Hvis du har behov for det, er din nærmeste chef så villig til at lytte, hvis du har problemer i arbejdet?	1	2	3	4	5
36. Bliver dit arbejde værdsat af din nærmeste chef?	1	2	3	4	5

7. Ledelse

	meget sjældent eller aldrig	sjældent	nogle gange	ofte	meget ofte eller altid
37. Opmuntre din nærmeste chef dig til at tage del i vigtige beslutninger?	1	2	3	4	5
38. Opmuntre din nærmeste chef dig til at sige din mening, når du har en anden opfattelse?	1	2	3	4	5
39. Gør din nærmeste chef noget for, at du kan udvikle dine evner?	1	2	3	4	5
40. Fordeler din nærmeste chef arbejdet retfærdigt og upartisk?	1	2	3	4	5
41. Behandler din nærmeste chef de ansatte retfærdigt og upartisk?	1	2	3	4	5

8. Virksomhedskultur

<i>Hvordan er klimaet på din arbejdsplads?</i>	ved stort set ikke eller slet ikke	ved ikke rigtigt	ved nogenlunde	Ved godt	ved helt sikkert
42. Opmuntrende og støttende	1	2	3	4	5
43. Mistroisk og mistænksomt	1	2	3	4	5
44. Afslappet og behageligt	1	2	3	4	5

		meget sjældent eller aldrig	sjældent	nogle gange	ofte	meget ofte eller altid
45.	Tager de ansatte selv initiativ til noget på din arbejdsplads?	1	2	3	4	5
46.	Opmuntres de ansatte til at komme med ideer til at gøre tingene bedre på din arbejdsplads?	1	2	3	4	5
47.	Er der tilstrækkelig kommunikation i din afdeling?	1	2	3	4	5
		ved stort set ikke eller slet ikke	ved ikke rigtig	ved nogenlunde godt	ved helt sikkert	
48.	Belønnes I (penge, opmuntring, ros) for et vel udført arbejde på din arbejdsplads?	1	2	3	4	5
49.	Tager man sig godt af de ansatte på din arbejdsplads?	1	2	3	4	5
50.	I hvilket omfang er ledelsen interesseret i de ansattes helbred og velbefindende?	1	2	3	4	5

9. Mobning og chikaneri

Mobning (chikaneri, psykisk vold, drilleri og fornærmelser) er et problem på nogle arbejdspladser og for nogle ansatte. For at kunne sige at noget er mobning, må det gentage sig over en længere periode, og personen, der mobbes, må have vanskeligheder med at forsvare sig selv. Det er ikke mobning, hvis to personer, der er lige "stærke" har en konflikt, eller hvis hændelsen kun sker en gang

		nej	ja
5	Har du oplevet, at en person på din arbejdsplads har været udsat for mobning indenfor de sidste seks måneder?	1	2
1	.		
		antal mænd	antal kvinder
5	Hvor mange personer, har du oplevet, blive mobbet på din arbejdsplads indenfor de sidste 6 måneder?		
2	.		
		nej	ja
5	Har du selv været udsat for mobning på din arbejdsplads indenfor de sidste seks måneder?	1	2
3	.		

10. Samspil mellem arbejde og privatliv

		meget sjældent eller aldrig	sjældent	nogle gange	ofte	meget ofte eller altid
54.	Griber de krav, du er udsat for i dit arbejde, ind i dit familieliv?	1	2	3	4	5
55.	Griber krav fra din ægtefælle/familie ind i dit arbejde?	1	2	3	4	5

11. Engagement i organisationen

Følgende udsagn handler om den virksomhed/organisation, du arbejder i. Marker i hvilken grad du personligt er enig eller uenig i disse udtalelser

		Helt uenig	delvis uenig	neutral	delvis enig	Helt enig
56.	Jeg fortæller mine venner, at denne organisation er et godt sted at arbejde	1	2	3	4	5
57.	Mine normer og værdier er i overensstemmelse med organisationens	1	2	3	4	5
58.	Denne organisation inspirerer mig virkelig til at yde mit bedste	1	2	3	4	5

12. Motivation i arbejdet

		nej	sjældent	kun i ringe grad	i nogen grad	ja
59.	Føler du dig motiveret af dit job ?	1	2	3	4	5
60.	Synes du dit arbejde giver dig udfordring?	1	2	3	4	5
61.	Ville du gerne arbejde færre timer om ugen, hvis det var økonomisk muligt?	1	2	3	4	5
		mindre end 5 dage	5-9 dage	10-14 dage	15-20 dage	mere end 20 dage
62.	Hvor mange arbejdsdage om måneden føler du en stærk vilje til at arbejde?	1	2	3	4	5

13. Generel trivsel

		meget utilfreds	temmelig utilfreds	hverken tilfreds eller utilfreds	ganske tilfreds	meget tilfreds
63.	Hvor tilfreds er du med dit nuværende arbejde?	1	2	3	4	5
64.	Hvor tilfreds er du med dit liv for tiden?	1	2	3	4	5
		i meget ringe grad	i ringe grad	delvist	i høj grad	i meget høj grad
65.	Er du tilfreds med fremtidsudsigterne for dit arbejde?	1	2	3	4	5

14. Helbred og velbefindende

66.	Hvordan er din arbejdsevne nu sammenlignet med, når den har været bedst i din levetid. Hvis man antager, at din arbejdsevne, når den er bedst, svarer til 10 point, hvilket antal point ville du så give din nuværende arbejdsevne? (1 betyder, at du i øjeblikket slet ikke er i stand til at arbejde)	1	2	3	4	5	6	7	8	9	10
		helt uarbejdsdygtig								arbejdsevne, når den er bedst	
			meget dårlig	dårlig	nogenlunde	god	meget god				
67.	Hvordan er din sundhedstilstand sammenlignet med dine jævnaldrenes?	1	2	3	4	5					
68.	Hvordan vurderer du din nuværende arbejdsevne i forhold til de fysiske krav i dit job?	1	2	3	4	5					
69.	Hvordan vurderer du din nuværende arbejdsevne i forhold til de mentale krav i dit arbejde?	1	2	3	4	5					
	Med stress menes en situation, hvor et menneske føler sig anspændt, rastløs, nervøs eller ængstelig, eller har svært ved at sove, fordi problemerne hele tiden trænger sig på.		overhovedet ikke	kun lidt	i nogen grad	ganske meget	meget				
70.	Føler du i øjeblikket en sådan type stress?		1	2	3	4	5				
			0 dage	1-7 dage	8-24 dage	25-99 dage	100 dage eller flere				
71.	Hvor mange arbejdsdage i løbet af de seneste 12 måneder har du været fraværende fra arbejde på grund af egen sygdom?		1	2	3	4	5				
			Helt uenig	delvis uenig	neutral	delvis enig	Helt enig				
72.	Jeg kan udføre mit arbejde lige så godt som andre		1	2	3	4	5				
73.	Jeg kan afpasse mine arbejdsopgaver efter min fysiske og psykiske kapacitet		1	2	3	4	5				
74.	Jeg formår at klare de fleste af de situationer jeg støder på i mit arbejde		1	2	3	4	5				
75.	Jeg har en positiv indstilling til mit arbejde og mine arbejdsopgaver		1	2	3	4	5				

15. Arbejde og alder

	i meget ringe grad	i ringe grad	delvist	i høj grad	i meget høj grad
76. Har du, i dit nuværende arbejde, mulighed for at anvende den viden du har oparbejdet over årene?	1	2	3	4	5
77. Tror du, at det vil give problemer på din arbejdsplads, at du bliver ældre?	1	2	3	4	5
78. Er ældre medarbejderes erfaring værdsat på din arbejdsplads?	1	2	3	4	5

	meget sjældent eller aldrig	sjældent	nogle gange	ofte	meget ofte eller altid
79. Har du bemærket nogen ulighed i den måde ældre og yngre medarbejdere behandles på din arbejdsplads?	1	2	3	4	5

80. Er din nærmeste overordnede					
ældre end dig	1				
yngre end dig	2				
omtrent same alder	3				

De følgende udsagn handler om arbejdsforholdene for ældre medarbejdere på din arbejdsplads. Du bedes anføre, i hvor høj grad du er enig eller uenig i disse udsagn.

	Helt uenig	delvis uenig	neutral	delvis enig	Helt enig
81. Ældre medarbejdere bliver forbigået ved forfremmelser eller rekruttering internt på arbejdspladsen	1	2	3	4	5
82. Ældre medarbejdere har ikke de samme muligheder for efteruddannelse i arbejdstiden	1	2	3	4	5
83. Man foretrækker yngre medarbejdere, når der skal introduceres nyt udstyr, nye aktiviteter eller nye arbejdsmetoder	1	2	3	4	5
84. Ældre medarbejdere deltager mindre i medarbejderudviklingssamtaler med deres overordnede, end yngre medarbejdere gør	1	2	3	4	5
85. Ældre medarbejdere har mindre lønstigninger, end yngre medarbejdere har	1	2	3	4	5
86. Ældre medarbejdere forventes ikke at tage del i forandringsprocesser og nye arbejdsmetoder i samme grad som deres yngre kolleger	1	2	3	4	5

Spørgsmål til personer på mindst 55 år

	ja	nej
87. Har du overvejet hvornår du vil trække dig tilbage fra arbejdet?	1	2
88. Hvis ja, ved hvilken alder planlægger du at trække dig tilbage fra arbejdet?		angiv alder

	<i>Hvor vigtige er følgende udsagn for din lyst til, at blive ved med at arbejde efter du er fyldt 55 år?</i>	overhovedet ikke vigtigt	kun lidt vigtigt	delvis vigtigt	ret vigtigt	meget vigtigt
89.	Øget værdsættelse og opmuntring fra mine overordnede og kolleger	1	2	3	4	5
90.	Nye og spændende arbejdsopgaver	1	2	3	4	5
91.	Mere varierede arbejdsopgaver	1	2	3	4	5
92.	Øgede muligheder for at lære nyt	1	2	3	4	5
93.	At oplære/være mentor for yngre kolleger	1	2	3	4	5
94.	Bedre løn	1	2	3	4	5
95.	At gå ned i tid uden at gå ned i løn	1	2	3	4	5
96.	Reduceret arbejdsomfang som betingelse for at fortsætte med at arbejde	1	2	3	4	5
97.	Får tilbudt en anden stilling som betingelse for at fortsætte med at arbejde	1	2	3	4	5

TAK!

Appendix 4: QPSNordic - ADW (in Norwegian)

QPSNordic

**Nordic Questionnaire for Monitoring the
Age Diverse Workforce**

**Nordisk Ministerråd
2007**

Besvarelse av spørreskjemaet

På de neste sidene vil du finne spørsmål og påstander om arbeidet ditt og virksomheten som du arbeider i. Formålet med spørreskjemaet er å samle informasjon som behøves for å utvikle og forbedre din arbeidssituasjon og arbeidsmiljøet.

Ta den tiden du trenger for å svare.

Du avgir svar på de fleste spørsmålene ved å sette en sirkel rundt det svaralternativet som passer best med din oppfatning.

1. Bakgrunnsspørsmål

A. Fødselsår _____	I. Er ditt ansettelsesforhold
B. Kjønn	Fast 1
Mann 1	Midlertidig 2
Kvinne 2	J. Har du lederansvar?
C. Formell utdanning (omtrent antall år).	Ja 1
Grunnskole (1-9 år) 1	Nei 2
Videregående skole eller yrkesskole (10-12 år) 2	K. Er du medlem av en fast arbeidsgruppe eller team?
Høgskole eller Universitet (13-16 år) 3	Ja 1
Høyere universitetsgrad (> 16 år) 4	Nei 2
D. Yrkestittel _____	L. Hvor mange timer arbeider du vanligvis pr uke? _____ timer
E. Hvor mange år har du vært i arbeidslivet? _____ år	M. Markér det som best beskriver din arbeidstidsordning?
F. Hvor lenge har du arbeidet for denne bedriften (organisasjonen)? _____ år	Dagtid 1
G. Hvor lenge har du arbeidet i din nåværende stilling? _____ år	To-skift arbeid 2
H. I hvilken avdeling / seksjon / enhet arbeider du? _____	Tre-skift arbeid 3
	Regelmessig, fast kveldsskift 4
	Regelmessig, fast nattskift 5
	Andre ordninger 6
	Hvilke? _____

2. Jobbkraft

		Meget sjelden eller aldri	nokså sjelden	av og til	nokså ofte	Meget ofte eller alltid
1.	Er arbeidsbelastningen din ujevn slik at arbeidet hopper seg opp?	1	2	3	4	5
2.	Er det nødvendig å arbeide i et høyt tempo?	1	2	3	4	5
3.	Har du for mye å gjøre?	1	2	3	4	5
4.	Krever arbeidet ditt raske avgjørelser?	1	2	3	4	5
5.	Krever arbeidet ditt maksimal oppmerksomhet?	1	2	3	4	5
6.	Krever ditt arbeid kompliserte avgjørelser?	1	2	3	4	5
7.	Er arbeidsoppgavene dine for vanskelige for deg?	1	2	3	4	5
8.	Utfører du arbeidsoppgaver som du trenger mer opplæring for å gjøre?	1	2	3	4	5
9.	Krever jobben din at du lærer deg nye kunnskaper og nye ferdigheter?	1	2	3	4	5
10.	Er dine spesialkunnskaper og ferdigheter nyttige i arbeidet ditt?	1	2	3	4	5

3. Rolleforventninger

		Meget sjelden eller aldri	nokså sjelden	av og til	nokså ofte	Meget ofte eller alltid
11.	Er det fastsatt klare mål for din jobb?	1	2	3	4	5
12.	Vet du hva som er ditt ansvarsområde?	1	2	3	4	5
13.	Vet du nøyaktig hva som forventes av deg i jobben?	1	2	3	4	5
14.	Må du gjøre ting som du mener burde vært gjort annerledes?	1	2	3	4	5
15.	Får du oppgaver uten tilstrekkelige hjelpemidler og ressurser til å fullføre dem?	1	2	3	4	5
16.	Mottar du motstridende forespørsler fra to eller flere personer?	1	2	3	4	5

4. Kontroll i arbeidet

		Meget sjelden eller aldri	nokså sjelden	av og til	nokså ofte	Meget ofte eller alltid
17.	Kan du selv bestemme ditt arbeidstempo?	1	2	3	4	5
18.	Kan du selv bestemme når du skal ta pauser?	1	2	3	4	5
19.	Kan du selv bestemme lengden på pausene dine?	1	2	3	4	5
20.	Kan du selv bestemme arbeidstiden din (fleksitid)?	1	2	3	4	5

		Meget sjelden eller aldri	nokså sjelden	av og til	Nok så ofte	Meget ofte eller alltid
21.	Hvis det finnes flere forskjellige måter å utføre arbeidet ditt på, kan du selv velge hvilken framgangsmåte du skal bruke?	1	2	3	4	5
22.	Kan du påvirke mengden av arbeid som blir tildelt deg?	1	2	3	4	5
23.	Kan du påvirke avgjørelser om hvilke personer du skal samarbeide med?	1	2	3	4	5
24.	Kan du påvirke beslutninger som er viktige for ditt arbeid?	1	2	3	4	5

5. Forutsigbarhet i arbeidet

		svært lite eller ikke i det hele tatt	nokså lite	noe	nokså mye	Svært mye
25.	Vet du hva som kreves for at du skal kunne få et arbeid som du synes er attraktivt om to år?	1	2	3	4	5
26.	Vet du hvilke nye kunnskaper og ferdigheter du bør skaffe deg for å ha en attraktiv jobb om to år?	1	2	3	4	5
27.	Tror du at du om to år har en jobb som du du synes er like attraktiv som den nåværende?	1	2	3	4	5
		svært lite eller ikke i det hele tatt	nokså lite	noe	nokså mye	Svært mye
28.	Liker du utfordringer som ligger i å få nye arbeidsoppgaver	1	2	3	4	5
29.	Liker du utfordringer som ligger i å arbeide med nye kolleger?	1	2	3	4	5
30.	Liker du utfordringer som ligger i å arbeide på nye steder?	1	2	3	4	5

6. Sosialt samspill

		Meget sjelden eller aldri	nokså sjelden	av og til	nokså ofte	Meget ofte eller alltid
31.	Om du trenger det, kan du få støtte og hjelp i ditt arbeid fra dine arbeidskolleger?	1	2	3	4	5
32.	Om du trenger det, er dine arbeidskolleger villige til å lytte til deg når du har problemer i arbeidet?	1	2	3	4	5
33.	Blir dine arbeidsresultater verdsett av dine arbeidskolleger?	1	2	3	4	5
		Meget sjelden eller aldri	nokså sjelden	av og til	nokså ofte	Meget ofte eller alltid
34.	Om du trenger det, kan du få støtte og hjelp i ditt arbeid fra din nærmeste sjef?	1	2	3	4	5
35.	Om du trenger det, er din nærmeste sjef villig til å lytte til deg når du har problemer i arbeidet?	1	2	3	4	5
36.	Blir dine arbeidsresultater verdsett av din nærmeste sjef?	1	2	3	4	5

7. Lederskap

		Meget sjelden eller aldri	nokså sjelden	av og til	nokså ofte	Meget ofte eller alltid
37.	Oppmuntrer din nærmeste sjef deg til å delta i viktige avgjørelser?	1	2	3	4	5
38.	Oppmuntrer din nærmeste sjef deg til å si fra når du har en annen mening?	1	2	3	4	5
39.	Hjelper din nærmeste sjef deg med å utvikle dine ferdigheter?	1	2	3	4	5
40.	Fordeler din nærmeste sjef arbeidsoppgaver rettferdig og upartisk?	1	2	3	4	5
41.	Behandler din nærmeste sjef de ansatte rettferdig og upartisk?	1	2	3	4	5

8. Organisasjonsklima

<i>Hvordan er klimaet i din arbeidsenhet?</i>		svært lite eller ikke i det hele tatt	nokså lite	noe	nokså mye	svært mye
42.	Oppmuntrende og støttende	1	2	3	4	5
43.	Mistroisk og mistenksomt	1	2	3	4	5
44.	Avslappet og behagelig	1	2	3	4	5

	Meget sjelden eller aldri	nokså sjelden	av og til	nokså ofte	Meget ofte eller alltid	
45.	Tar de ansatte selv initiativ på ditt arbeidssted?	1	2	3	4	5
46.	Bli de ansatte oppmuntret til å tenke ut måter for å gjøre tingene bedre på ditt arbeidssted?	1	2	3	4	5
47.	Er det god nok kommunikasjon i din avdeling?	1	2	3	4	5

	svært lite eller ikke i det hele tatt	nokså lite	noe	nokså mye	svært mye	
48.	Får du belønning for velgjort arbeid i din bedrift/virksomhet? (penger, oppmuntring)?	1	2	3	4	5
49.	Bli de ansatte tatt godt vare på ved din bedrift/ virksomhet?	1	2	3	4	5
50.	Hvor meget er ledelsen i din bedrift/ virksomhet opptatt av den ansattes helse og velvære?	1	2	3	4	5

Mobbing og trakassering (plaging, fornærmelser, negativ særbehandling) er et problem ved noen arbeidsplasser og for noen arbeidstakere. For å kalle noe for mobbing eller trakassering må den negative særbehandlingen forekomme flere ganger over et tidsrom, og personen som er utsatt må ha hatt vanskeligheter med å forsvare seg.

Man regner det ikke som mobbing eller trakassering hvis to personer som er omtrent like sterke er i konflikt med hverandre eller hvis det bare er snakk om en enkeltstående episode

9. Mobbing og trakassering

	Nei	ja	
51.	Har du lagt merke til om noen er blitt utsatt for mobbing eller trakassering på din arbeidsplass i løpet av de siste seks måneder?	1	2
	Menn	kvinner	
52.	Hvor mange personer har du sett bli utsatt for mobbing eller trakassering i løpet av de siste seks måneder?		
	Nei	ja	
53.	Har du selv blitt utsatt for mobbing eller trakassering på arbeidsplassen i løpet av de siste seks måneder?	1	2

10. Samspill mellom arbeid og privatliv

		Meget sjelden eller aldri	nokså sjelden	av og til	nokså ofte	Meget ofte eller alltid
54.	Hender det at kravene på jobben forstyrrer ditt hjemmeliv og familieliv?	1	2	3	4	5
55.	Hender det at krav fra familien eller ektefelle/partner forstyrrer utførelsen av arbeidet ditt?	1	2	3	4	5

De følgende utsagn handler om engasjement i organisasjonen. Med organisasjon menes her bedriften eller virksomheten du arbeider i. Oppgi i hvilken grad du personlig er enig eller uenig i følgende påstander

11. Engasjement i organisasjonen

		Helt uenig	delvis uenig	hverken enig eller uenig	delvis enig	Helt enig
56.	Jeg sier til mine venner at dette er en god organisasjon å arbeide i	1	2	3	4	5
57.	Mine verdier er veldig like organisasjonens verdier	1	2	3	4	5
58.	Denne organisasjonen inspirerer meg virkelig til å yte mitt beste	1	2	3	4	5

12. Arbeidsmotivasjon

		nei, aldri	nei, nesten aldri	vet ikke	ja, iblant	ja, ofte
59.	Føler du deg motivert for jobben din?	1	2	3	4	5
60.	Synes du jobben din er utfordrende?	1	2	3	4	5
61.	Ville du ha arbeidet færre timer per uke hvis økonomien din hadde tillatt det?	1	2	3	4	5
		mindre enn 5 dager	5-9 dager	10-14 dager	15-20 dager	over 20 dager
62.	Hvor mange av månedens arbeidsdager føler du sterk motivasjon til å arbeide?	1	2	3	4	5

13. Tilfredshet

		meget misfornøyd	Nokså misfornøyd	både / og	Ganske fornøyd	Meget fornøyd
63.	Hvor fornøyd er du med ditt nåværende arbeid?	1	2	3	4	5
64.	Når du tenker på hvordan du har det for tida, er du stort sett fornøyd med tilværelsen eller er du stort sett misfornøyd?	1	2	3	4	5
		ikke i det hele tatt	nokså lite	noe	nokså mye	svært mye
65.	Ser du positivt på hvordan arbeidet ditt kommer til å utvikle seg framover?	1	2	3	4	5

14. Velbefinnende og helse

66. Hvordan er din arbeidsevne nå sammenlignet med hvordan den har vært på sitt beste under din levetid. La oss gå ut i fra at din arbeidsevne på sitt beste ble vurdert til 10 poeng. Hvilken poengsum gir du din nåværende arbeidsevne? (1 betyr at du for tiden ikke er i stand til å arbeide)

	1	2	3	4	5	6	7	8	9	10
	helt arbeidsufør					arbeidsevne på sitt beste				

		Mye dårligere	dårligere	like god/dårlig	bedre	mye bedre
67.	Hvordan er din helse sammenlignet med dine jevnaldrende?	1	2	3	4	5
68.	Hvordan vurderer du din nåværende arbeidsevne med tanke på fysiske jobbkraav?	1	2	3	4	5
69.	Hvordan vurderer du din nåværende arbeidsevne med tanke på mentale jobbkraav?	1	2	3	4	5

Med stress menes en tilstand hvor man kjenner seg spent, rastløs, nervøs eller engstelig eller har vanskelig for å sove på grunn av problemer som stadig opptar tankene.

		ikke i det hele tatt	nokså lite	noe	nokså mye	svært mye
70.	Føler du for tiden slikt stress i forhold til ditt arbeid?	1	2	3	4	5

		0 dager	1-7 dager	8-24 dager	25-99 dager	100 dager eller mer
71.	Hvor mange dager til sammen på de siste 12 månedene har du vært borte fra jobben på grunn av egen sykdom?	1	2	3	4	5

	Helt uenig	delvis uenig	hverken enig eller uenig	delvis enig	Helt enig
72. Jeg mestrer jobben min like godt som andre	1	2	3	4	5
73. Jeg klarer å balansere mine arbeidsoppgaver i forhold til min arbeidskapasitet	1	2	3	4	5
74. Jeg har kapasitet til å klare de fleste situasjoner som jeg møter i jobben	1	2	3	4	5
75. Jeg har en positiv holdning til mitt arbeid og mine arbeidsoppgaver	1	2	3	4	5

15. Arbeid og aldring

	ikke i det hele tatt	nokså lite	noe	nokså mye	svært mye
76. Har du mulighet for å benytte all kunnskapen du har opparbeidet i ditt arbeid gjennom årenes løp?	1	2	3	4	5
77. Tror du at din egen aldring vil komme til å skape problemer for deg på jobben?	1	2	3	4	5
78. Bli eldre arbeidstakeres erfaring verdsatt på din arbeidsplass?	1	2	3	4	5

	Meget sjelden eller aldri	nokså sjelden	av og til	nokså ofte	Meget ofte eller alltid
79. Har du lagt merke til forskjeller i måten eldre og yngre blir behandlet på arbeidsplassen?	1	2	3	4	5
80. Er din nærmeste leder					
eldre enn deg	1				
yngre enn deg	2				
omtrent på din egen alder	3				

Nedenfor følger noen påstander om arbeidsforholdene for eldre arbeidstakere på din arbeidsplass. *Vennligst oppgi i hvilken grad du er enig eller uenig i hver av disse påstandene.*

	Helt uenig	delvis uenig	hverken enig eller uenig	delvis enig	Helt enig
81. Eldre forbigås ved forfremmelse og intern rekruttering	1	2	3	4	5
82. Eldre får sjeldnere være med på kurs og opplæring i arbeidstida	1	2	3	4	5
83. Yngre arbeidstakere blir foretrukket når ny teknologi (nye maskiner), aktiviteter eller arbeidsmåter skal innføres	1	2	3	4	5
84. Eldre får sjeldnere enn sine yngre medarbeidere være med på samtaler om videreutvikling / egen karriere / kurs med leder	1	2	3	4	5
85. Eldre stopper mer opp i lønnsøkning enn hva yngre medarbeidere gjør	1	2	3	4	5
86. Det forventes ikke at eldre medarbeidere skal være med på omstilling, endringer og nye arbeidsmåter i samme grad som de yngre	1	2	3	4	5

Spørsmål til deg som er 55+

	Ja	nei
87. Har du tenkt tidspunkt for din egen pensjonering?	1	2
88. Hvis ja, ved hvilken alder har du tenkt å gå av?	alder:	

<i>Hvor viktige er hver av de følgende faktorene for din interesse for å fortsette i jobb etter fylte 55?</i>	slett ikke viktig	litt viktig	betyr en del	temmelig viktig	svært viktig
89. Bli mer verdsatt og få mer oppmuntning fra ledere og medarbeidere	1	2	3	4	5
90. Fortsatt mulighet til nye og spennende arbeidsoppgaver	1	2	3	4	5
91. Mer varierte arbeidsoppgaver	1	2	3	4	5
92. Bedre mulighet til å lære nye ting	1	2	3	4	5
93. Være mentor for yngre kolleger	1	2	3	4	5
94. Mer lønn	1	2	3	4	5
95. Kortere arbeidsdag, men samme lønn som før	1	2	3	4	5
96. Redusert arbeidsmengde ved forlenget arbeidskarriere	1	2	3	4	5
97. Bli tilbydt en annen stilling ved forlenget arbeidskarriere	1	2	3	4	5

TUSEN TAKK!

Appendix 5: QPSNordic - ADW (in Swedish)

QPSNordic-ADW

**Nordic Questionnaire for Monitoring the
Age Diverse Workforce**

**Nordiska Ministerrådet
2007**

Så här besvarar du formuläret

På följande sidor finns frågor och påståenden om ditt arbete och din arbetsplats. Syftet med detta frågeformulär är att samla information för att utveckla arbetet och arbetsmiljön.

Ta god tid på dig när du svarar.

De flesta frågor besvarar du genom att ringa in det svarsalternativ som bäst stämmer överens med din åsikt.

1. Personuppgifter

A. Födelseår	_____	I. Anställningsvillkor	
B. Kön		Fast anställning	1
Man	1	Tillfällig anställning	2
Kvinna	2	J. Har du en arbetsledande ställning?	
C. Skolutbildning (antal år)		Ja	1
Grundskola	1	Nej	2
(1-9 år)		K. Ingår du i en fast arbetsgrupp?	
Gymnasieskola	2	Ja	1
(10-12 år)		Nej	2
Universitets/ högskoleutbildning	3	L. Hur många arbetstimmar arbetar du vanligtvis per vecka?	
(13-16 år)		_____ timmar	
Högre akademisk utbildning	4	M. Vilket av följande beskriver bäst din arbetstid?	
(mer än 16 år)		Dagtid	1
D. Yrkestitel	_____	Två-skiftsarbete	2
E. Hur många år har du förvärvsarbetat?	_____ år	Tre-skiftsarbete	3
F. Hur länge har du arbetat på denna arbetsplats?	_____ år	Fast kvällsskift	4
G. Hur länge har du haft den befattning du nu har?	_____ år	Fast nattskift	5
H. På vilken avdelning/ sektion/ enhet arbetar Du?	_____	Annat,	6
		vad? _____	

2. Arbetskrav

		mycket sällan eller aldrig	ganska sällan	ibland	ganska ofta	mycket ofta eller alltid
1.	Är din arbetsmängd så ojämnt fördelad att arbetet hopar sig?	1	2	3	4	5
2.	Måste du arbeta i mycket högt tempo?	1	2	3	4	5
3.	Har du för mycket att göra?	1	2	3	4	5
4.	Kräver ditt arbete snabba beslut?	1	2	3	4	5
5.	Kräver ditt arbete maximal uppmärksamhet?	1	2	3	4	5
6.	Kräver ditt arbete komplicerade beslut?	1	2	3	4	5
7.	Är dina arbetsuppgifter för svåra för dig?	1	2	3	4	5
8.	Utför du arbetsuppgifter som du skulle behöva mera utbildning för?	1	2	3	4	5
9.	Kräver ditt arbete att du skaffar dig nya kunskaper och färdigheter?	1	2	3	4	5
10.	Är dina kunskaper och färdigheter till nytta i ditt arbete?	1	2	3	4	5

3. Rollförväntningar

		mycket sällan eller aldrig	ganska sällan	ibland	ganska ofta	mycket ofta eller alltid
11.	Finns det klart definierade mål för ditt arbete?	1	2	3	4	5
12.	Vet du vilket ansvarsområde du har?	1	2	3	4	5
13.	Vet du precis vad som krävs av dig i arbetet?	1	2	3	4	5
14.	Måste du utföra saker som du tycker skulle göras annorlunda?	1	2	3	4	5
15.	Får du arbetsuppgifter utan att få de resurser som behövs för att utföra dem?	1	2	3	4	5
16.	Ställs det oförenliga krav på dig från två eller flera personer?	1	2	3	4	5

4. Kontroll i arbetet

		mycket sällan eller aldrig	ganska sällan	ibland	ganska ofta	mycket ofta eller alltid
17.	Kan du själv bestämma din arbetstakt?	1	2	3	4	5
18.	Kan du själv bestämma när du skall ta paus?	1	2	3	4	5
19.	Kan du själv bestämma hur länge du ta paus?	1	2	3	4	5
20.	Kan du bestämma din egen arbetstid (flexitid)?	1	2	3	4	5

		mycket sällan eller aldrig	ganska sällan	ibland	ganska ofta	mycket ofta eller alltid
21.	Om det finns olika sätt att göra ditt arbete på, kan du då själv välja hur du skall göra det?	1	2	3	4	5
22.	Kan du påverka mängden arbete du får?	1	2	3	4	5
23.	Kan du påverka beslut angående vilka personer du skall arbeta tillsammans med?	1	2	3	4	5
24.	Kan du påverka beslut som är viktiga för ditt arbete?	1	2	3	4	5

5. Förutsägbarhet i arbetet

		mycket lite eller inte alls	ganska lite	något	ganska mycket	väldigt mycket
25.	Vet du vad som krävs för att du skall kunna få ett arbete som du anser vara attraktivt om två år?	1	2	3	4	5
26.	Vet du vilka nya kunskaper och färdigheter du bör skaffa för att kunna behålla ett attraktivt arbete om två år?	1	2	3	4	5
27.	Tror du att du om två år har ett arbete som du tycker är lika attraktivt som ditt nuvarande arbete?	1	2	3	4	5
		mycket lite eller inte alls	ganska lite	något	ganska mycket	väldigt mycket
28.	Tycker du om utmaningar som att ofta få nya arbetsuppgifter?	1	2	3	4	5
29.	Tycker du om utmaningar som att arbeta med nya arbetskamrater?	1	2	3	4	5
30.	Tycker du om utmaningar som att arbeta på olika ställen?	1	2	3	4	5

6. Social interaktion

		mycket sällan eller aldrig	ganska sällan	ibland	ganska ofta	mycket ofta eller alltid
31.	Om du behöver, får du då stöd och hjälp med ditt arbete från dina arbetskamrater?	1	2	3	4	5
32.	Om du behöver, är dina arbetskamrater då villiga att lyssna på problem som rör ditt arbetet?	1	2	3	4	5
33.	Får du uppskattning för dina arbetsprestationer från dina arbetskamrater?	1	2	3	4	5
		mycket sällan eller aldrig	ganska sällan	ibland	ganska ofta	mycket ofta eller alltid
34.	Om du behöver, får du då stöd och hjälp med ditt arbete från din närmaste chef?	1	2	3	4	5
35.	Om du behöver, är din närmaste chef då villig att lyssna på problem som rör ditt arbete?	1	2	3	4	5
36.	Får du uppskattning för dina arbetsprestationer från din närmaste chef?	1	2	3	4	5

7. Ledarskap

		mycket sällan eller aldrig	ganska sällan	ibland	ganska ofta	mycket ofta eller alltid
37.	Uppmuntrar din närmaste chef dig att delta i viktiga beslut?	1	2	3	4	5
38.	Uppmuntrar din närmaste chef dig att säga ifrån när du har en annan åsikt?	1	2	3	4	5
39.	Hjälper din närmaste chef dig att utveckla dina färdigheter?	1	2	3	4	5
40.	Fördelar din närmaste chef arbetet på ett opartiskt och rättvist sätt?	1	2	3	4	5
41.	Behandlar din närmaste chef de anställda på ett rättvist och jämlikt sätt?	1	2	3	4	5

8. Organisationskultur

	Hurdant är klimatet på din arbetsenhet?	mycket lite eller inte alls	ganska lite	något	ganska mycket	väldigt mycket
42.	Uppmuntrande och stödande	1	2	3	4	5
43.	Misstroget och misstänksamt	1	2	3	4	5
44.	Avslappnat och trivsamt	1	2	3	4	5

		mycket sällan eller aldrig	ganska sällan	ibland	ganska ofta	mycket ofta eller alltid
45.	Tar de anställda på din arbetsplats egna initiativ?	1	2	3	4	5
46.	Uppmuntras de anställda på din arbetsplats att göra förbättringar?	1	2	3	4	5
47.	Är det tillräckligt med kommunikation på din avdelning?	1	2	3	4	5

		mycket lite eller inte alls	ganska lite	något	ganska mycket	väldigt mycket
48.	Belönas man för ett väl utfört arbete på din arbetsplats (pengar, uppmuntran)?	1	2	3	4	5
49.	Tas de anställda väl omhand på din arbetsplats?	1	2	3	4	5
50.	I vilken utsträckning intresserar sig ledningen för personalens hälsa och välbefinnande?	1	2	3	4	5

Mobbing (trakasserier, kränkande särbehandling) är ett problem på en del arbetsplatser och för en del anställda. För att kalla något "mobbing" skall den kränkande särbehandlingen ske vid upprepade gånger under en längre period och personen som är utsatt för detta upplever att hon/han har svårigheter att försvara sig. Det räknas inte som "mobbing" om två lika starka personer har en konflikt eller om det bara gäller en enda händelse.

9. Mobbing och trakasserier

		nej	ja
51.	Har du lagt märke till om någon blivit utsatt för mobbing/ trakasserier vid din arbetsplats under de senaste sex månaderna?	1	2
		män	kvinnor
52.	Hur många personer har du sett blivit mobbade/ trakasserade under de senaste sex månaderna?		
		nej	ja
53.	Har du själv blivit utsatt för mobbing/ trakasserier på arbetsplatsen under de senaste sex månaderna?	1	2

10. Samband mellan arbete och privatliv

		mycket sällan eller aldrig	ganska sällan	ibland	ganska ofta	mycket ofta eller alltid
54.	Påverkar kraven i ditt arbete ditt hem- och familjeliv på ett negativt sätt?	1	2	3	4	5
55.	Påverkar kraven från ditt hem/din familj ditt arbete på ett negativt sätt?	1	2	3	4	5

Följande påståenden handlar om din inställning till organisationen du arbetar i. Ange i vilken grad du personligen instämmer i eller tar avstånd ifrån vart och ett av påståendena.

11. Engagemang i organisationen

		tar totalt avstånd ifrån	tar delvis avstånd ifrån	neutral	instäm- mer i viss mån	instäm- mer totalt
56.	För mina vänner berättar jag att organisationen är ett mycket bra ställe att arbeta på	1	2	3	4	5
57.	Mina egna värderingar är mycket lika organisationens	1	2	3	4	5
58.	Organisationen inspirerar mig verkligen att göra mitt bästa	1	2	3	4	5

12. Arbetsmotivation

		nej, absolut inte	nej, kanske inte	tveksamt	ja, kanske	ja, abso- lut
59.	Känner Du Dig motiverad för Ditt arbete?	1	2	3	4	5
60.	Ser Du ditt jobb som en utmaning?	1	2	3	4	5
61.	Skulle Du vilja arbeta färre antal timmar/vecka om Din ekonomi tillät det?	1	2	3	4	5
		mindre än 5 dagar	5-9 dagar	10-14 dagar	15-20 dagar	fler än 20 dagar
62.	Hur många av månadens arbetsdagar känner Du en stark vilja att arbeta?	1	2	3	4	5

13. Arbetsengagemang och tillfredsställelse

	mycket missnöjd	ganska missnöjd	varken nöjd eller missnöjd	ganska nöjd	mycket nöjd
63. Hur nöjd är du med ditt arbete för närvarande?	1	2	3	4	5
64. Hur nöjd är du med ditt liv för närvarande?	1	2	3	4	5
	inte alls	ganska lite	något	ganska mycket	väldigt mycket
65. Är du positiv till hur ditt arbete kommer att utvecklas framöver i tiden?	1	2	3	4	5

14. Hälsa och välbefinnande

66. Nuvarande arbetsförmåga jämfört med när den var som bäst.

Vi antar att din arbetsförmåga när den var som bäst värderas med 10 poäng. Hur bedömer du din nuvarande arbetsförmåga? (1 betyder att du inte kan arbeta alls för närvarande)

	1	2	3	4	5	6	7	8	9	10
	helt arbetsoförmögen					arbetsförmågan då den var som bäst				

	mycket sämre	sämre	varken eller	bättre	mycket bättre
67. Hurdant är ditt hälsotillstånd jämfört med dina jämnåriga?	1	2	3	4	5
	mycket dåligt	ganska dåligt	någorlunda	Ganska bra	mycket bra
68. Hur tycker du att du klarar av de fysiska kraven i ditt nuvarande arbete?	1	2	3	4	5
69. Hur tycker du att du klarar av de psykiska kraven i ditt nuvarande arbete?	1	2	3	4	5

Med stress menas en situation då man känner sig spänd, rastlös, nervös eller orolig eller inte kan sova på natten eftersom man tänker på problem hela tiden.

	Inte alls	Bara lite	i viss mån	ganska mycket	väldigt mycket
70. Har du känt dig stressad under den senaste tiden på grund av ditt arbete?	1	2	3	4	5

	Ingen dag	1-7 dagar	8-24 dagar	25-99 dagar	100 dagar eller mer
71. Hur många dagar under de senaste 12 månaderna har Du sammanlagt varit borta från arbetet på grund av egen sjukdom?	1	2	3	4	5

		tar totalt avstånd ifrån	tar delvis avstånd ifrån	neutral	instäm- mer i viss män	instämmer totalt
72.	Jag kan klara av mitt arbete lika bra som andra	1	2	3	4	5
73.	Jag kan anpassa mina arbetsuppgifter till min fysiska och psykosociala kapacitet	1	2	3	4	5
74.	Jag har kapacitet att hantera de flesta situationer jag möter i mitt arbete	1	2	3	4	5
75.	Jag har en positiv attityd till mitt arbete och mina arbetsuppgifter	1	2	3	4	5

15. Arbete och ålder

		inte alls	ganska lite	något	ganska mycket	väldigt mycket
76.	Kan du använda den kunskap du fått under den tid du yrkesarbetat i ditt nuvarande arbete?	1	2	3	4	5
77.	Tror du att det faktum att du blir äldre kommer att orsaka problem i ditt nuvarande arbete?	1	2	3	4	5
78.	Är äldre personers erfarenheter uppskattade på din arbetsplats?	1	2	3	4	5

		mycket sällan eller aldrig	ganska sällan	ibland	ganska ofta	mycket ofta eller alltid
79.	Har du noterat några olikheter i hur äldre och yngre anställda behandlas på din arbetsplats?	1	2	3	4	5

80.	Är Din närmaste överordnade					
	Äldre än Du?	1				
	Yngre än Du?	2				
	Lika gammal som Du?	3				

Följande påståenden handlar om arbetsförhållanden för äldre på din arbetsplats. Var vänlig och ange i vilken utsträckning du håller med om var och en av dessa påståenden.

	instämmer inte alls	instämmer något	tveksam	instämmer i stort sett	instämmer helt
81. Äldre förbigås vid befordran och intern rekrytering	1	2	3	4	5
82. Äldre får inte lika ofta vara med på utbildning under arbetstid	1	2	3	4	5
83. Yngre medarbetare blir prioriterade när t ex nya maskiner, nya aktiviteter eller nya arbetssätt ska införas	1	2	3	4	5
84. Äldre har inte lika ofta utvecklingssamtal/medarbetarsamtal jämfört med yngre medarbetare	1	2	3	4	5
85. Äldre har en sämre löneutveckling än yngre medarbetare	1	2	3	4	5
86. Det förväntas inte att äldre medarbetare skall delta i förändringsprocesser och nya arbetssätt i samma grad som de yngre medarbetare	1	2	3	4	5

Frågor för personer 55 år eller mer

	ja	nej
87. Har Du funderat över tidpunkten för din egen pensionering?	1	2
88. Om ja, vid vilken tidpunkt (ålder) planerar Du att gå i pension?		ålder

	inte alls viktiga	lite viktiga	i någon grad viktiga	ganska viktiga	mycket viktiga
89. Att öka chefer och kollegors uppskattning och uppmuntran	1	2	3	4	5
90. Nya och intressanta arbetsuppgifter	1	2	3	4	5
91. Mer varierade arbetsuppgifter	1	2	3	4	5
92. Förbättrade lärande möjligheter	1	2	3	4	5
93. Att vara mentor för yngre kollegor	1	2	3	4	5
94. Högre lön	1	2	3	4	5
95. Kortare arbetstid med bibehållen lön	1	2	3	4	5
96. Reducerad arbetsbelastning	1	2	3	4	5
97. Att bli erbjuden ett annat arbete	1	2	3	4	5

HJÄRTLIGT TACK!

Appendix 6: Description of the scales with descriptive statistics (n=1001)

Scale 1: Quantitative demands

Item	Mean	Sd	Lowest sample mean	Highest sample mean
1. Is your work load irregular so that the work piles up?	3.34	0.86	3.25	3.43
2. Is it necessary to work at a rapid pace?	3.70	0.86	3.61	3.93
3. Do you have too much to do?	3.27	0.91	3.22	3.41
Composite scale score	3.44	0.69	3.38	3.57

Scale 2: Decision demands

Item	Mean	Sd	Lowest sample mean	Highest sample mean
4. Does your work require quick decisions?	3.84	0.84	3.78	3.97
5. Does your work require maximum attention?	4.47	0.66	4.38	4.59
6. Does your work require complex decisions?	3.35	0.82	3.29	3.48
Composite scale score	3.89	0.60	3.84	3.99

Scale 3: Learning demands

Item	Mean	Sd	Lowest sample mean	Highest sample mean
7. Are your work tasks too difficult for you?	2.04	0.78	1.99	2.10
8. Do you perform work tasks for which you need more training?	2.67	0.89	2.63	2.77
9. Does your job require that you acquire new knowledge and new skills?	3.62	0.77	3.57	3.73
Composite scale score	2.78	0.62	2.74	2.87

Scale 4: Role clarity

Item	Mean	Sd	Lowest sample mean	Highest sample mean
11. Have clear, planned goals and objectives been defined for your job?	4.06	0.92	3.93	4.12
12. Do you know what your responsibilities are?	4.53	0.63	4.41	4.59
13. Do you know exactly what is expected of you at work?	4.21	0.79	3.84	4.29
Composite scale score	4.26	0.65	4.08	4.33

Scale 5: Role conflict

Item	Mean	Sd	Lowest sample mean	Highest sample mean
14. Do you have to do things that you feel should be done differently?	2.83	0.89	2.77	2.89
15. Are you given assignments without adequate resources to complete them?	3.09	1.03	3.04	3.10
16. Do you receive incompatible requests from two or more people?	2.30	1.08	2.21	2.31
Composite scale score	2.74	0.82	2.67	2.75

Scale 6: Control of work pacing

Item	Mean	Sd	Lowest sample mean	Highest sample mean
17. Can you set your own work pace?	3.03	1.07	2.93	3.06
18. Can you decide yourself when you are going to take a break?	2.19	1.18	1.91	2.39
19. Can you decide the length of your break?	1.91	1.10	1.78	2.13
20. Do you have any flexibility in setting your own working hours? (e.g. flex time)	2.03	1.09	1.93	2.41
Composite scale score	2.29	0.85	2.17	2.50

Scale 7: Control of decisions

Item	Mean	Sd	Lowest sample mean	Highest sample mean
21. If there are alternative methods for doing your work, can you choose which method to use?	3.90	0.83	3.88	4.02
22. Can you influence the amount of work assigned to you?	2.72	1.03	2.65	2.99
23. Can you influence decisions concerning the persons you will need to collaborate with?	2.59	1.13	2.50	2.83
24. Can you influence decisions that are important for your work?	3.01	0.99	2.92	3.29
Composite scale score	3.05	0.69	2.99	3.28

Scale 8: Predictability of next two years

Item	Mean	Sd	Lowest sample mean	Highest sample mean
25. Do you know what is required in order for you to get a job that you consider attractive in 2 years?	2.99	1.12	2.91	3.18
26. 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?	3.24	1.04	3.19	3.34
27. Are you confident that, in 2 years from now, you will have a job that you consider as attractive as your present job?	3.39	1.19	3.20	3.76
Composite scale score	3.20	0.90	3.09	3.41

Scale 9: Preference for challenge

Item	Mean	Sd	Lowest sample mean	Highest sample mean
28. Do you prefer the challenge presented by taking on new work tasks often?	3.63	0.91	3.54	3.83
29. Do you prefer the challenge presented by working with new co-workers?	3.68	0.79	3.63	3.81
30. Do you prefer the challenge presented by working in different places?	2.83	1.11	2.75	3.07
Composite scale score	3.39	0.77	3.31	3.54

Scale 10: Support from coworkers

Item	Mean	Sd	Lowest sample mean	Highest sample mean
31. If needed, can you get support and help with your work from your co-workers?	3.94	0.92	3.89	4.23
32. If needed, are your co-workers willing to listen to your work-related problems?	4.13	0.86	4.07	4.44
33. Are your work achievements appreciated by your co-workers?	3.70	0.94	3.64	3.84
Composite scale score	3.92	0.79	3.86	4.16

Scale 11: Support from superior

Item	Mean	Sd	Lowest sample mean	Highest sample mean
34. If needed, can you get support and help with your work from your nearest superior?	3.45	1.16	3.40	3.65
35. If needed, is your nearest superior willing to listen to your work-related problems?	3.77	1.10	3.75	3.94
36. Are your work achievements appreciated by your nearest superior?	3.45	1.20	3.30	3.64
Composite scale score	3.56	1.06	3.53	3.75

Scale 12: Empowering leadership

Item	Mean	Sd	Lowest sample mean	Highest sample mean
37. Does your nearest superior encourage you to participate in important decisions?	3.08	1.15	3.04	3.26
38. Does your nearest superior encourage you to speak up, when you have different opinions?	2.91	1.23	2.88	3.11
39. Does your nearest superior help you develop your skills?	2.77	1.13	2.69	2.92
Composite scale score	2.92	1.05	2.89	3.09

Scale 13: Fair leadership

Item	Mean	Sd	Lowest sample mean	Highest sample mean
40. Does your nearest superior distribute the work fairly and impartially?	3.41	1.07	3.25	3.51
41. Does your nearest superior treat the workers fairly and equally?	3.57	1.10	3.49	3.63
Composite scale score	3.49	1.03	3.37	3.56

Scale 14: Social climate

Item	Mean	Sd	Lowest sample mean	Highest sample mean
42. Encouraging and supportive	3.72	0.93	3.71	3.94
43. Distrustful and suspicious	1.87	0.95	1.81	1.99
44. Relaxed and comfortable	3.77	0.93	3.74	3.99
Composite scale score	3.88	0.80	3.87	4.01

¹⁾ Item 43 is reverted when calculating the composite scale score (scale score value = 6 minus entry value).

Scale 15: Innovative climate

Item	Mean	Sd	Lowest sample mean	Highest sample mean
45. Do workers take initiatives at your workplace?	3.57	0.81	3.50	3.74
46. Are workers encouraged to think of ways to do things better at your workplace?	3.36	0.96	3.31	3.59
47. Is there sufficient communication in your workplace?	3.44	0.97	3.34	3.51
Composite scale score	3.46	0.73	3.44	3.59

Scale 16: Human resource primacy

Item	Mean	Sd	Lowest sample mean	Highest sample mean
48. At your organization are you rewarded (encouragement, money) for a job well done?	2.07	1.04	1.89	2.19
49. Are workers well taken care of in your organization?	2.92	1.02	2.88	3.00
50. To what extent is the management of your organization interested in the health and well-being of the personnel?	2.81	1.09	2.76	2.83
Composite scale score	2.60	0.91	2.55	2.65

Scale 17: Bullying and harassment

Item			
51.	Have you noticed anyone being subjected to harassment or bullying at your workplace during the last six months?	<u>Yes</u>	
	Men		24%
	<u>Women</u>		<u>22%</u>
	All		23%
52.	How many people have you seen being bullied or subjected to harassment during the last six months?	Men being <u>bullied</u>	Women being <u>bullied</u>
	0	68%	57%
	1	21%	21%
	2 or more	11%	22%
53.	Have you been subjected to bullying or harassment at the workplace during the last six months?	<u>Yes</u>	
	Men		9%
	<u>Women</u>		<u>8%</u>
	All		8%

Scale 18: Commitment to the organization

Item		Mean	Sd	Lowest sample mean	Highest sample mean
56.	To my friends I praise this organization a great place to work	3.73	1.07	3.71	3.76
57.	My values are very similar to the organization's values	3.64	0.93	3.61	3.76
58.	This organization really inspires me to give my very best job performance	3.44	1.04	3.41	3.46
	Composite scale score	3.61	0.89	3.61	3.64

Scale 19: Work motivation

Item		Mean	Sd	Lowest sample mean	Highest sample mean
59.	Do you feel motivated to do your work?	4.58	0.69	4.53	4.60
60.	Do you perceive your work as challenging?	4.56	0.70	4.55	4.64
61.	Would you like to work fewer hours per week if it was economically possible?	3.64	1.45	3.39	3.77
62.	During how many working days per month do you feel a strong willingness to work?	3.70	1.07	3.52	3.75
	Composite scale score	4.12	0.51	4.07	4.13

²⁾ Item 61 is reverted when calculating the composite scale score (scale score value = 6 minus entry value).

Scale 20: Job and life satisfaction

Item	Mean	Sd	Lowest sample mean	Highest sample mean
63. How satisfied are you with your present work?	3.92	0.86	3.85	3.99
64. How satisfied are you with your present life?	4.02	0.78	3.96	4.25
65. Do you feel positive about how your work will develop in the future?	3.34	1.02	3.28	3.61
Composite scale score	3.76	0.70	3.74	3.95

Scale 21: Work ability

Item	Mean	Sd	Lowest sample mean	Highest sample mean
66. Current work ability compared with the lifetime best.	7.86	1.83	7.61	8.76
67. What's your health compared with others of your own age?	3.85	0.90	3.76	4.04
68. How do you rate your current work ability with respect to the physical demands of your work?	4.00	0.89	3.87	4.60
69. How do you rate your current work ability with respect to the mental demands of your work?	3.92	0.82	3.89	4.16
Composite scale score	3.72	0.79	3.62	4.13

³⁾ Item 66 is recoded when calculating the composite scale score (1 thru 6=1) (7=2) (8=3) (9 =4) (10 =5)

Scale 22: Self-efficacy

Item	Mean	Sd	Lowest sample mean	Highest sample mean
72. I can manage what I do at work as good as others	4.50	0.80	4.40	4.60
73. I can fit my work tasks in relation to my physical and psychosocial capacities	4.11	0.94	3.97	4.17
74. I have the capacity to handle most of the situation in my work	4.31	0.79	4.20	4.40
75. I have a positive attitude to my work and work tasks	4.41	0.94	4.24	4.45
Composite scale score	4.33	0.65	4.20	4.39

Scale 23: Attitudes towards ageing workers

Item	Mean	Sd	Lowest sample mean	Highest sample mean
81. Elderly workers are passed over/left out in cases of promotion or internal recruitment	2.30	1.15	1.51	2.49
82. Elderly workers do not have equal opportunities for training during work time	1.86	1.06	1.29	2.02
83. Younger workers are preferred when new equipments, activities or working methods are introduced	2.26	1.21	1.84	2.37
84. Elderly workers less often take part in development appraisals/ appraisal interviews with their superior than younger workers	1.87	1.11	1.39	1.97
85. Elderly workers have less wage increase than younger workers	2.40	1.30	1.60	2.60
86. Elderly workers are not expected to take part in change processes and new working methods to the same degree as their younger peers	2.05	1.13	1.99	2.25
Composite scale score	2.13	0.87	1.63	2.24

Appendix 7: Means, standard deviations and percentiles for the QPSNordic - ADW scales in different age groups¹ (n=1001)

Scale name		Scale		Reduced scale percentage distribution of items		
		mean	sd	1&2 %	3 %	4&5 %
Quantitative demands	Total	3.4	0.7	18	13	69
	under 35 years	3.5	0.6	11	13	76
	35-45 years	3.4	0.7	20	10	70
	45-54 years	3.6	0.7	14	9	77
	55 years and above	3.4	0.7	20	15	66
Decision demands	Total	3.9	0.6	4	7	89
	under 35 years	4.0	0.6	6	3	92
	35-45 years	3.9	0.6	4	6	90
	45-54 years	4.0	0.6	3	4	93
	55 years and above	3.8	0.6	5	8	88
Learning demands	Total	2.8	0.6	54	21	25
	under 35 years	2.8	0.6	52	28	20
	35-45 years	2.8	0.6	51	24	24
	45-54 years	2.9	0.6	52	17	32
	55 years and above	2.7	0.6	56	21	24
Role clarity	Total	4.3	0.7	4	3	94
	under 35 years	4.1	0.7	7	6	87
	35-45 years	4.2	0.6	4	2	95
	45-54 years	4.2	0.7	4	4	91
	55 years and above	4.3	0.6	2	2	95
Role conflict	Total	2.7	0.8	56	15	29
	under 35 years	2.8	0.9	54	16	30
	35-45 years	2.7	0.8	62	10	28
	45-54 years	2.7	0.8	57	17	26
	55 years and above	2.7	0.8	55	16	30
Control of pacing	Total	2.3	0.9	76	7	17
	under 35 years	2.3	0.9	73	8	20
	35-45 years	2.5	0.9	69	7	24
	45-54 years	2.2	0.8	81	4	15
	55 years and above	2.3	0.8	77	7	16
Control of decision	Total	3.1	0.7	39	16	45
	under 35 years	3.1	0.7	34	18	49
	35-45 years	3.3	0.7	25	15	60
	45-54 years	3.2	0.7	35	12	53
	55 years and above	3.0	0.7	44	16	40

¹ under 35 years (n=71), 36-44 years (n=128), 45-54 years (n=164), 55 years and over (n=623)

Scale name		Scale		Reduced scale percentage distribution of items		
		mean	sd	1&2 %	3 %	4&5 %
Predictability of next 2 years	Total	3.2	0.9	32	14	54
	under 35 years	3.3	0.8	26	3	71
	35-45 years	3.3	0.7	23	19	58
	45-54 years	3.4	0.9	27	10	63
	55 years and above	3.1	1.0	37	15	48
Preference of challenge	Total	3.4	0.8	23	17	60
	under 35 years	3.5	0.7	15	13	72
	35-45 years	3.5	0.7	16	17	66
	45-54 years	3.5	0.8	18	15	67
	55 years and above	3.3	0.8	26	18	56
Support from co-workers	Total	3.9	0.8	9	8	83
	under 35 years	4.2	0.7	6	3	91
	35-45 years	4.1	0.7	5	7	88
	45-54 years	4.0	0.8	8	7	85
	55 years and above	3.9	0.8	10	9	81
Support from superior	Total	3.6	1.1	24	10	66
	under 35 years	3.6	1.1	27	10	63
	35-45 years	3.8	1.0	16	11	73
	45-54 years	3.6	1.0	24	9	67
	55 years and above	3.5	1.1	24	11	65
Empowering leadership	Total	2.9	1.1	48	12	40
	under 35 years	2.9	1.1	48	17	35
	35-45 years	3.1	1.0	43	9	48
	45-54 years	3.0	1.0	44	12	44
	55 years and above	2.9	1.1	49	12	39
Fair leadership	Total	3.5	1.0	20	19	61
	under 35 years	3.4	1.2	27	23	51
	35-45 years	3.6	1.0	16	18	67
	45-54 years	3.5	1.0	20	19	62
	55 years and above	3.5	1.0	20	18	62
Social climate	Total	3.9	0.8	11	7	82
	under 35 years	4.0	0.8	9	6	86
	35-45 years	3.9	0.7	9	9	82
	45-54 years	3.9	0.9	11	9	80
	55 years and above	3.9	0.8	12	5	83
Innovative climate	Total	3.5	0.7	18	15	67
	under 35 years	3.6	0.8	14	11	74
	35-45 years	3.5	0.7	13	10	77
	45-54 years	3.5	0.8	20	20	60
	55 years and above	3.4	0.7	18	16	66

Scale name		Scale		Reduced scale percentage distribution of items		
		mean	sd	1&2 %	3 %	4&5 %
Human resource primacy	Total	2.6	0.9	61	11	28
	under 35 years	2.6	0.9	66	9	25
	35-45 years	2.6	0.9	62	10	28
	45-54 years	2.7	0.9	58	15	28
	55 years and above	2.6	0.9	61	11	29
Commitment to the organization	Total	3.6	0.9	19	10	71
	under 35 years	3.6	1.0	24	3	73
	35-45 years	3.6	0.9	20	7	73
	45-54 years	3.6	0.8	19	10	71
	55 years and above	3.6	0.9	18	11	71
Work motivation	Total	4.1	0.5	2	2	96
	under 35 years	4.1	0.5	1	7	91
	35-45 years	4.1	0.5	2	2	97
	45-54 years	4.1	0.6	4	2	94
	55 years and above	4.1	0.5	2	2	97
Job and life satisfaction	Total	3.8	0.7	10	9	81
	under 35 years	4.0	0.7	7	9	85
	35-45 years	3.8	0.6	6	8	87
	45-54 years	3.8	0.7	9	12	78
	55 years and above	3.7	0.7	11	9	80
Work ability	Total	3.7	0.8	15	7	78
	under 35 years	4.1	0.7	5	3	92
	35-45 years	3.9	0.7	7	6	87
	45-54 years	3.8	0.8	11	9	80
	55 years and above	3.6	0.8	19	7	74
Self-efficacy	Total	4.3	0.7	3	2	95
	under 35 years	4.2	0.9	6	1	93
	35-45 years	4.4	0.6	2	3	95
	45-54 years	4.4	0.6	3	2	95
	55 years and above	4.3	0.7	3	2	95
Attitudes towards ageing workers	Total	2.1	0.9	80	5	14
	under 35 years	1.6	0.6	96	0	5
	35-45 years	1.9	0.7	89	5	7
	45-54 years	2.1	0.8	82	7	11
	55 years and above	2.2	0.9	77	5	18

Appendix 8: Means, standard deviations, and percentage distributions of all the QPSNordic -ADW items (n=1001)

Item	QPSNordic - ADW		Percentage distribution of items					Reduced scale percentage distribution of items		
	Mean	Sd	1 %	2 %	3 %	4 %	5 %	1&2 %	3 %	4&5 %
1.	3.3	0.9	3	10	43	38	6	13	43	44
2.	3.7	0.9	1	6	32	45	17	7	32	61
3.	3.3	0.9	2	15	46	27	10	17	46	36
4.	3.8	0.8	1	5	27	45	22	5	27	68
5.	4.5	0.7	0	1	6	39	55	1	6	94
6.	3.4	0.8	1	13	46	33	8	13	46	41
7.	2.0	0.8	26	46	26	2	0	72	26	2
8.	2.7	0.9	11	27	48	13	2	38	48	15
9.	3.6	0.8	1	4	39	46	11	5	39	57
10	4.4	0.7	0	1	7	43	50	1	7	93
11	4.1	0.9	1	7	12	45	35	8	12	80
12	4.5	0.6	0	1	3	37	59	1	3	96
13	4.2	0.8	0	4	9	48	38	4	9	87
14	2.8	0.9	8	23	51	16	3	31	51	19
15	3.1	1.0	6	21	37	26	9	28	37	35
16	2.3	1.1	27	33	26	11	3	60	26	14
17	3.0	1.1	7	27	28	31	7	34	28	38
18	2.2	1.2	37	28	18	14	4	65	18	18
19	1.9	1.1	49	24	16	8	3	73	16	11
20	2.0	1.1	42	26	21	10	2	68	21	12
21	3.9	0.8	1	4	20	53	22	6	20	75
22	2.7	1.0	13	29	34	20	3	42	34	23
23	2.6	1.1	20	29	29	18	5	49	29	22
24	3.0	1.0	8	20	43	23	6	27	43	30
25	3.0	1.1	11	21	31	29	7	33	31	36
26	3.2	1.0	6	18	30	38	9	24	30	46
27	3.4	1.2	11	11	23	40	16	22	23	56
28	3.6	0.9	2	9	31	43	16	10	31	59
29	3.7	0.8	1	5	32	49	13	6	32	62
30	2.8	1.1	12	27	32	21	7	40	32	29
31	3.9	0.9	1	6	21	42	30	7	21	72
32	4.1	0.9	1	4	15	42	38	5	15	80
33	3.7	0.9	2	9	27	43	20	10	27	63
34	3.5	1.2	7	13	28	32	20	20	28	52
35	3.8	1.1	4	10	22	34	30	14	22	65
36	3.5	1.2	8	14	25	32	22	22	25	53
37	3.1	1.2	10	21	31	27	11	31	31	38
38	2.9	1.2	14	26	26	22	12	40	26	34
39	2.8	1.1	14	27	33	19	7	41	33	26
40	3.4	1.1	7	12	27	41	13	19	27	54
41	3.6	1.1	6	10	24	41	19	16	24	60
42	3.7	0.9	2	8	26	45	20	10	26	65
43	1.9	1.0	43	35	15	7	1	78	15	7
44	3.8	0.9	2	7	25	45	22	9	25	66
45	3.6	0.8	1	8	36	44	11	8	36	55
46	3.4	1.0	4	12	37	37	10	16	37	46
47	3.4	1.0	3	14	30	41	12	17	30	53
48	2.1	1.0	39	26	25	8	1	65	25	10
49	2.9	1.0	9	24	36	26	4	34	36	31
50	2.8	1.1	13	25	35	21	6	38	35	27
51	-	-	77	23	-	-	-	-	-	-

QPSNordic - ADW			Percentage distribution of items					Reduced scale percentage distribution of items		
Item	Mean	Sd	1 %	2 %	3 %	4 %	5 %	1&2 %	3 %	4&5 %
52	-	-	-	-	-	-	-	-	-	-
53	-	-	92	8	-	-	-	-	-	-
54	2.6	1.1	17	27	34	18	4	44	34	22
55	1.7	0.8	47	37	13	3	1	84	13	3
56	3.7	1.1	4	9	24	37	27	13	24	64
57	3.6	0.9	2	10	26	46	16	12	26	62
58	3.4	1.0	5	13	29	39	14	18	29	53
59	4.6	0.7	1	2	3	28	66	2	3	94
60	4.6	0.7	0	2	4	29	65	2	4	94
61	3.6	1.4	12	13	8	36	32	24	8	67
62	3.7	1.1	5	8	24	40	24	12	24	64
63	3.9	0.9	1	6	16	53	24	7	16	77
64	4.0	0.8	1	3	15	56	26	4	15	81
65	3.3	1.0	4	17	31	37	11	21	31	48
66	7.9	1.8	16	14	30	25	15	30	30	41
67	3.9	0.9	1	6	27	41	26	7	27	67
68	4.0	0.9	1	6	19	42	33	6	19	75
69	3.9	0.8	1	5	20	51	24	5	20	75
70	2.7	1.0	12	33	35	16	5	44	35	21
71	1.9	0.9	38	43	12	6	2	81	12	8
72	4.5	0.8	1	2	7	27	64	3	7	90
73	4.1	0.9	2	5	11	42	39	7	11	82
74	4.3	0.8	1	2	8	43	46	3	8	89
75	4.4	0.8	1	2	9	33	56	3	9	89
76	4.2	0.8	0	4	14	42	40	4	14	82
77	2.6	0.9	10	35	40	12	3	46	40	15
78	3.5	1.0	3	15	28	43	12	18	28	54
79	2.2	1.1	33	30	28	7	3	62	28	10
80	-	-	33	43	24	-	-	-	-	-
81	2.3	1.2	33	23	29	12	4	56	29	15
82	1.9	1.1	50	24	16	7	2	75	16	9
83	2.3	1.2	36	26	20	14	5	61	20	19
84	1.9	1.1	53	20	17	7	3	73	17	10
85	2.4	1.3	34	22	23	12	9	56	23	21
86	2.1	1.1	43	26	17	11	3	69	17	14
87	-	-	65	35	-	-	-	-	-	-
88	62.8	2.8	-	-	-	-	-	-	-	-
89	2.8	1.4	29	16	20	20	15	45	20	35
90	3.1	1.4	22	13	20	28	17	35	20	45
91	2.7	1.3	28	17	24	22	9	46	24	31
92	2.9	1.4	24	19	20	23	14	43	20	37
93	2.7	1.3	25	19	24	23	9	45	24	32
94	3.6	1.4	15	8	17	26	35	23	17	60
95	3.8	1.3	11	6	14	28	41	17	14	69
96	3.4	1.4	16	11	18	26	29	27	18	55
97	2.3	1.4	44	16	17	13	10	60	17	23

Appendix 9: Background of the questions

Question/s:	Source:
1 - 58	Validation of the General Nordic Questionnaire (QPSNordic) for Psychological and Social Factors at Work. Nord 2000:12. Dallner M, Elo A-L, Gamberale F, Hottinen V, Knardahl S, Lindström k, Skogstad A, Ørhede E (in alphabetical order)
59 - 62	Björklund, C (2001): Work motivation -studies of its determinants and outcomes. Doctoral dissertation. <i>Department of Economic Psychology</i> ., Stockholm School of Economics.
63 - 64	see above QPS Nordic
65	Mykletun RJ, Mykletun A and Solem PE (2000), Eldre arbeidstakere i kommunesektoren, rapport for KLP Forsikring.
66 - 70	see above QPSNordic
71	Questionnaire: Frågor om Ditt arbete. Arbete och Hälsa. Karolinska Institutet. AHA-projektet (2004). Arbete och Hälsa inom process och verkstadsindustrin. (Work and Health in process and manufacturing industry). Stockholm: Section of Personal Injury Prevention, Karolinska Institute. www.ki.se/ip .
72 - 75	Denison E, Asenlöf P, Sandborgh M, Lindberg P. Musculoskeletal pain in primary health care: subgroups based on pain intensity, disability, self-efficacy and fear-avoidance variables. Bandura, A. (1977), Self-efficacy: Toward a unifying theory of behavioral change, <i>Psychol Rev</i> 84, pp. 191–215. Bandura, A. (1997), Self-efficacy The exercise of control, WH Freeman, New York.
76 - 78	Työ ja terveys Suomessa 2006 [Work and Health in Finland], Työterveyslaitos [Finnish Institute of Occupational Health], Helsinki.
79	see above QPSNordic
80	a new question
81 - 86	Mykletun RJ, Mykletun A and Solem PE (2000), Eldre arbeidstakere i kommunesektoren, rapport for KLP Forsikring.
87 - 88	a new question
89 - 97	Mykletun RJ, Furunes T and Solem PE: Extending senior workforce careers: Public sector managers' beliefs about adequate means. <i>Submitted for publication</i> .
