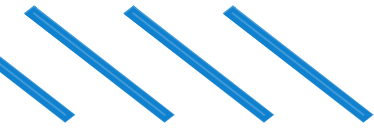




Analysis of work-related psychosocial risks Questionnaire



Questionnaire method



This questionnaire is part of the publication « [Analysis of work-related psychosocial risks - Questionnaire method - Users' guide](#) » of which it forms the annex 1.

This publication is freely accessible and downloadable from the FPS Employment, Labour and Social Dialogue website: www.employment.belgium.be under Publications: [Analysis of work-related psychosocial risks - Questionnaire method](#).

Cette publication peut être également obtenue en français.
Deze publicatie is ook verkrijgbaar in het Nederlands.

Coordination : Directorate-General for the Humanisation of labour

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M/F/X

For the sake of readability, the terms used to designate persons are always expressed in the masculine form. The use of this form should be understood as referring to all genders.

Warning

This publication refers to regulations that are sometimes very complex. No fee can be demanded on the basis of this document: to do so, reference must be made to the legal and regulatory texts.

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BeSWIC

Find out all the topics and news on well-being at work on the website of the Belgian Knowledge Centre on occupational well-being: www.beswic.be



Annex 1: Questionnaire on your own worksituation

Thank you in advance for your cooperation in this survey!

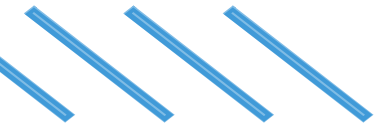
The questions are all about your own work situation within **your own organisation** (unless otherwise stated).

For the most part you will be asked how often something occurs: we want to obtain a general impression of the **past year** (unless otherwise stated). So try to ensure that exceptional situations which occurred in recent days or weeks do not have too much influence on your answers.

Part 1: Your job

How often does your work involve ... ? (JOB1M1)	Never	Rarely	Sometimes	Often	Always
1. that you know what is expected of you at work.	1	2	3	4	5
2. that you have to work at very high pace or at very high speed.	1	2	3	4	5
3. that you have to work with strict deadlines.	1	2	3	4	5

Do you have the possibility to choose or change the following aspects? (JOB1M3)	Never	Rarely	Sometimes	Often	Always
1. Your order of tasks.	1	2	3	4	5
2. Your methods of work.	1	2	3	4	5
3. Your speed or rate of work.	1	2	3	4	5



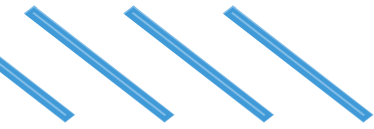
How often does each of these situations occur within your work?(JOB1M2)	Never	Rarely	Sometimes	Often	Always
1. Being in situations that are emotionally disturbing for you.	1	2	3	4	5
2. Your work requires that you hide your feelings.	1	2	3	4	5
3. I have to constantly keep my attention while doing my work.	1	2	3	4	5
4. I am torn between people who have different expectations concerning my work.	1	2	3	4	5
5. The members of my team disagree on how to perform the work.	1	2	3	4	5
6. There is friction between members of my team.	1	2	3	4	5

Does your work, all things considered, involve the following? (JOB1M4)	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree
1. Learning new things.	1	2	3	4	5
2. Good prospects for career advancement.	1	2	3	4	5
3. Enough opportunities to use my knowledge and skills in my current job.	1	2	3	4	5

Part 2: Your job

How often does the following apply to your work situation? (JOB2M1)	Never	Rarely	Sometimes	Often	Always
1. Your direct supervisor helps and supports you.	1	2	3	4	5
2. I feel appreciated by my direct supervisor.	1	2	3	4	5
3. Your colleagues help and support you.	1	2	3	4	5
4. I feel appreciated by my colleagues.	1	2	3	4	5

To what extent do you agree or disagree with the following statement about your work? (JOB2M2)	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree
1. There is good cooperation between you and your colleagues.	1	2	3	4	5
2. I generally get on well with my colleagues.	1	2	3	4	5
3. I am expecting an undesirable change in my work situation.	1	2	3	4	5
4. I feel insecure about how my job will be like in the future.	1	2	3	4	5
5. I might lose my job in the next 6 months.	1	2	3	4	5
6. I am sure I can keep my job.	1	2	3	4	5



To which degree do you agree with the following statements? (JOB2M3)	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree
1. My colleagues make me feel that I belong.	1	2	3	4	5
2. My colleagues appreciate me.	1	2	3	4	5
3. My colleagues allow me to express my authentic self.	1	2	3	4	5
4. My colleagues encourage me to express my authentic self.	1	2	3	4	5

How often in the past 12 months have you...? (JOB2M4)	Never	Rarely	Sometimes	Often	Always
1. worried about work at times when you were not working.	1	2	3	4	5
2. noticed that your work prevents you from dedicating the desired time to your private life.	1	2	3	4	5
3. noticed that your work is causing hindrance in your private life.	1	2	3	4	5

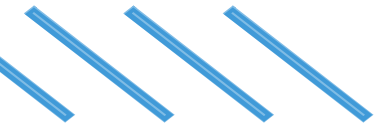
To which degree do you agree with the following statements? (JOB2M5)	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree
1. I can meet the expectations of people at work and in my private life.	1	2	3	4	5
2. People in my private life would say that I can balance my work and private life well.	1	2	3	4	5

Part 3: Your job

To which degree do you agree or disagree with the following statements about your work? (JOB3M3)	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree
1. Considering all my efforts and achievements at work, I feel I get paid appropriately.	1	2	3	4	5
2. I receive the recognition I deserve for my work.	1	2	3	4	5

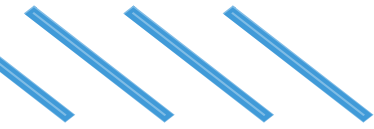
To which degree do you agree with the following statements? During the past 6 months... (JOB3M1)	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree
1. it became increasingly difficult to carry out all my tasks on time.	1	2	3	4	5
2. it became increasingly difficult to take breaks at work.	1	2	3	4	5
3. I increasingly had to do 2 or 3 things at the same time at work (such as eating lunch, making e-mails and talking on the phone).	1	2	3	4	5

Please indicate to which degree you agree with the following statements on technology. The term technology in these statements relates to work-related computer and smartphone technology (e.g. e-mails, text messages, WhatsApp). (JOB3M2)	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree	Not applicable
1. I am forced by this technology to work faster.	1	2	3	4	5	6
2. I am forced by this technology to do more work than I can handle.	1	2	3	4	5	6
3. I am forced by this technology to work with tight time schedules.	1	2	3	4	5	6



Part 4: your job

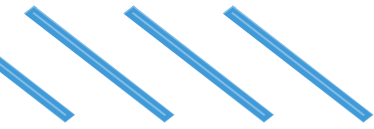
How often does your work involve...? (JOB4M1)	Never	Rarely	Sometimes	Often	Always
1. Carrying or moving heavy loads.	1	2	3	4	5
2. Repetitive hand or arm movements.	1	2	3	4	5
3. Working with computer, laptop, tablet, smartphone.	1	2	3	4	5
4. Sitting.	1	2	3	4	5
5. Working with tools and machinery that cause vibrations.	1	2	3	4	5
6. Tiring or painful positions.	1	2	3	4	5
7. Working with dangerous substances.	1	2	3	4	5
8. Coming into contact with dangerous situations, with risk of serious accidents.	1	2	3	4	5
9. Dealing directly with people who are not employees at your workplace such as customers, passengers, students, patients etc.	1	2	3	4	5



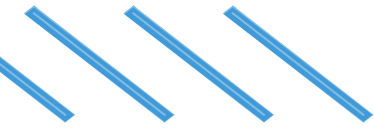
How often does each of these situations occur in your work? (JOB4M2)	Never	Rarely	Sometimes	Often	Always
1. I have too few (good) work resources to be able to perform my work properly (tools, computer, ...).	1	2	3	4	5
2. I am bothered by noise.	1	2	3	4	5
3. I am bothered by too high or low temperatures.	1	2	3	4	5
4. I am bothered by poor lighting (too much, too little, reflections, hindering sunlight, ...).	1	2	3	4	5
5. I am bothered by poor air quality (unpleasant odours, humidity, fumes, poor ventilation, dust, ...).	1	2	3	4	5

Part 5: your organisation

How often does the following apply in your work situation? (ORG1M1)	Never	Rarely	Sometimes	Often	Always
1. You are consulted before objectives are set for your work.	1	2	3	4	5
2. You are involved in improving the work organisation or work processes of your department or organisation.	1	2	3	4	5
3. You can influence decisions that are important for your work.	1	2	3	4	5
4. You are treated fairly at your workplace.	1	2	3	4	5

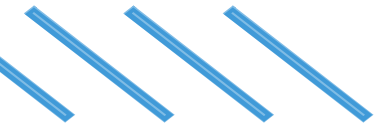


To which degree do you agree with the following statements? (ORG1M2)	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree
1. There is a logical distribution of tasks, responsibilities and authorities in this organisation.	1	2	3	4	5
2. Between the employees clear arrangements are made to make work run smoothly.	1	2	3	4	5
3. The mutual cooperation between departments runs smoothly.	1	2	3	4	5
4. Management is generally quick to address problems or issues with an impact on employees' psychosocial well-being.	1	2	3	4	5
5. In my organisation, one receives the trainings he or she needs to do the work properly.	1	2	3	4	5
6. In my organisation, one is kept sufficiently up-to-date concerning important issues within this organisation.	1	2	3	4	5



To which degree do you agree with the following statements? (ORG1M3)	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree
1. In my organisation, one communicates openly about diversity.	1	2	3	4	5
2. The working environment within my organisation is diversity-friendly.	1	2	3	4	5
3. In my organisation, different lines of reasoning are valued.	1	2	3	4	5
4. In my organisation, supervisors are visibly committed to diversity.	1	2	3	4	5
5. In my organisation, part-time employees are taken into account.	1	2	3	4	5

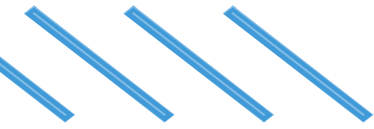
Regarding the health and safety risks related to the performance of your work,	Not at all well informed	Not very well informed	Well informed	Very well informed
How well do you feel you have been informed about them? (ORG1CR)	1	2	3	4



Part 6: Your organisation

To which degree do you agree with the following statements?	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree
1. Employees are appreciated when they have done a good job. (ORG2M1_1)	1	2	3	4	5
2. The management trusts the employees to do their work well. (ORG2M2_1)	1	2	3	4	5
3. In general, employees trust management. (ORG2M2_2)	1	2	3	4	5

To which degree do you agree with the following statements? Your direct supervisor... (ORG2M3)	Entirely disagree	Rather disagree	Partly agree, partly disagree	Rather agree	Entirely agree
1. respects you as a person.	1	2	3	4	5
2. gives you praise and recognition when you do a good job.	1	2	3	4	5
3. provides useful feedback on your work.	1	2	3	4	5
4. encourages and supports your development.	1	2	3	4	5



Part 7: Your work experience

The following statements are about how you experience your work and how you feel about it.

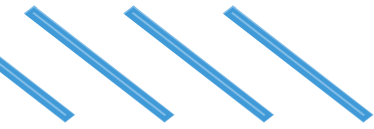
Indicate how often each statement applies to you (WERKB1M1)	Never	Rarely	Sometimes	Often	Always
1. At my work I feel full of energy.	1	2	3	4	5
2. I am enthusiastic about my work.	1	2	3	4	5
3. Time flies when I am working.	1	2	3	4	5
4. I would like to keep working within this organisation as long as possible.	1	2	3	4	5

How satisfied are you with your work? (WERKB1T)

Very unsatisfied	Unsatisfied	Rather unsatisfied	Neither unsatisfied, nor satisfied	Rather satisfied	Satisfied	Very satisfied
1	2	3	4	5	6	7

How likely is it that you would recommend your organisation as an employer to a friend or family member? (WERKB1A)

Not at all likely	Neutral				Extremely likely					
0	1	2	3	4	5	6	7	8	9	10



Indicate how often each statement applies to you. (WERKB1M2)	Never	Rarely	Sometimes	Often	Always
1. You experience stress in your work.	1	2	3	4	5
2. At work, I feel mentally exhausted.	1	2	3	4	5
3. I struggle to find any enthusiasm for my work.	1	2	3	4	5
4. When I'm working, I have trouble concentrating.	1	2	3	4	5
5. At work I may overreact unintentionally..	1	2	3	4	5

Part 8: Your work experience

The following statements are about how you experience your work and how you feel about it.

How likely do you think it is that you will be absent in the next 6 months ... (WERKB2M1)	Very unlikely	Rather unlikely	Neutral	Rather likely	Very likely
1. ... due to work-related, psychosocial reasons (for example, stress, burnout, bullying, conflicts, shocking incidents)?	1	2	3	4	5
2. ... due to work-related, physical reasons (for example, back pain, neck problems, infection)?	1	2	3	4	5

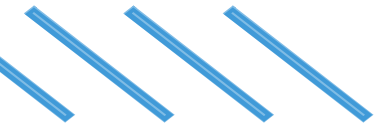
Do you think your work affects your health? (WERKB2IN2)

Yes,
mainly
positively

Yes,
mainly
negatively

No

1	2	3
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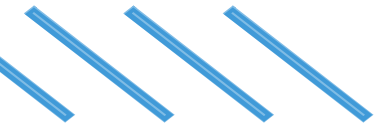


Part 9 : You and others

During the past 12 months, have you been subjected to any of the following behaviours by people in your organisation (colleagues, supervisor, management, ...) during the course of your work? (OGGWIM1)	Yes	No
1. Humiliating behaviours.	1	2
2. Bullying or harassment.	1	2
3. Swearing or verbal abuse.	1	2
4. Threats.	1	2
5. Physical violence.	1	2
6. Sexual harassment.	1	2
7. Discrimination. This refers to feeling disadvantaged or unfairly treated because of who you are or because you have certain characteristics.	1	2

During the past 12 months, have you witnessed transgressive behaviour at work by **people in your organisation** (colleagues, supervisor, management, ...) during the course of your work? (OGGWIG)

Yes	No
1	2



Part 10: You and others

During the past 12 months, have you been subjected to any of the following behaviours by external people (customer, patient, student, bystander, supplier, subcontractor, contractor, ...) during the course of your work? (OGGWEM)	Yes	No
1. Humiliating behaviours.	1	2
2. Bullying or harassment.	1	2
3. Swearing or verbal abuse.	1	2
4. Threats.	1	2
5. Physical violence.	1	2
6. Sexual harassment.	1	2
7. Discrimination. This refers to feeling disadvantaged or unfairly treated because of who you are or because you have certain characteristics.	1	2

During the past 12 months, have you witnessed transgressive behaviour at work by **external people** (customer, patient, student, bystander, supplier, subcontractor, contractor, ...) during the course of your work? (OGGWEG)

Yes	No
1	2

Part 11 : You and others

I know where I can find the confidential counsellor and/or prevention advisor for psychosocial aspects if I were to be confronted with stress, conflicts, bullying, violence, sexual harassment and/or discrimination (VPG)

Yes	No
1	2



Annex 2: Template invitation

Dear employee,

How do you feel at work? What is going well and what could be better?

Let your voice be heard through our survey. Because with your answers, we are building more well-being for everyone within *[fill in]*. Targeted and long-term. Your contribution takes approximately **25 minutes** to complete.

Surf to the link below to participate:

[fill in]

You can find more info on the survey below. Do you still have questions? Please contact *[fill in]*

Participation is not mandatory

Yet your participation has only advantages.

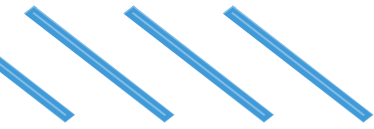
- You get the chance to **point out what is going well and what could be better.**
- You **improve your work situation and that of your colleagues.** To get a good picture of the work situation, it is important that as many people as possible participate.
- Are you struggling with **problems at work** or have **suggestions?** pShare them confidentially.

Your answers will be kept confidential

[Briefly explain how this will be handled]

Thank you very much for your cooperation!

[fill in]



Annex 3: Dataprocessing Template

This annex is available on the website www.employment.belgium.be under Publications: [Analysis of work-related psychosocial risks – Questionnaire method](#).

Annex 4: Dataprocessing Demo

This annex is available on the website www.employment.belgium.be under Publications: [Analysis of work-related psychosocial risks – Questionnaire method](#).