

Copenhagen Psychosocial Questionnaire (COPSOQ)

The COPSOQ is a validated tool that assesses psychosocial risks at work, measuring dimensions such as stress, autonomy, or social support. It identifies sources of distress or well-being at work through scales that can be adapted to different contexts. Its use facilitates targeted interventions to improve quality of working life and prevent mental health risks.

Number of questions	46 questions
Estimated duration	11 minutes
Language	English
Original name	Copenhagen Psychosocial Questionnaire
Target audience	Adults
Authors	N. Kristensen, H. Hannerz, K. Borg (2001)
Category	Burnout, Work-related distress

Preview of the 46 questions

Do you get behind with your work?

Always | Often | Sometimes | Seldom | Never/hardly ever

Do you have enough time for your work tasks?

Always | Often | Sometimes | Seldom | Never/hardly ever

Do you work at a high pace throughout the day?

To a very large extent | To a large extent | Somewhat | To a small extent | To a very small extent

Is it necessary to keep working at a high pace?

To a very large extent | To a large extent | Somewhat | To a small extent | To a very small extent

Do you have to keep your eyes on lots of things while you work?

Always | Often | Sometimes | Seldom | Never/hardly ever

The full questionnaire (46 questions) is administered online on Mentaal.

Administer this questionnaire online

Send your patient a link: they answer from their phone or computer, and you receive the scored results by email.

View the questionnaire on mentaal.org

Scoring & interpretation

Automatic scoring with Mentaal

The scored results will be sent to you automatically as soon as your patient completes the questionnaire. Here's an example:

Scoring

Demands at work

Quantitative demands (Problem): 62.5%
French mean: 46% (standard deviation: 21)

Work pace (Problem): 75%
French mean: 65% (standard deviation: 19)

Cognitive demands (Problem): 100%
French mean: - (standard deviation: -)

Work organization and leadership

Predictability (Resource): 50%
French mean: 54% (standard deviation: 20)

Recognition (Resource): 50%
French mean: 64% (standard deviation: 20)

Justice (Resource): 50%
French mean: 64% (standard deviation: 20)

Role clarity (Resource): 12.5% ⚠
French mean: 71% (standard deviation: 17)

Role conflicts (Problem): 37.5%
French mean: - (standard deviation: -)

Quality of leadership (Resource): 75%
French mean: 61% (standard deviation: 21)

Support from supervisor (Resource): 50%
French mean: 64% (standard deviation: 23)

Trust in management (Resource): 75%
French mean: 66% (standard deviation: 21)

Relations with colleagues

Trust among colleagues (Resource): 37.5% ⚠
French mean: 69% (standard deviation: 17)

Support from colleagues (Resource): 50%
French mean: 61% (standard deviation: 20)

Autonomy

Influence at work (Resource): 37.5%
French mean: 52% (standard deviation: 19)

Possibilities for development (Resource): 87.5%
French mean: 64% (standard deviation: 19)

Health and well-being

Self-rated health (Resource): 0% ⚠
French mean: 33% (standard deviation: 21)

Stress (Problem): 62.5% ⚠
French mean: 39% (standard deviation: 19)

Burnout (Problem): 50%
French mean: 38% (standard deviation: 21)

Emotional demands (Problem): 75% ⚠
French mean: 37% (standard deviation: 20)

Work-life conflict (Problem): 50%
French mean: 42% (standard deviation: 29)

Job insecurity (Problem): 25%
French mean: - (standard deviation: -)

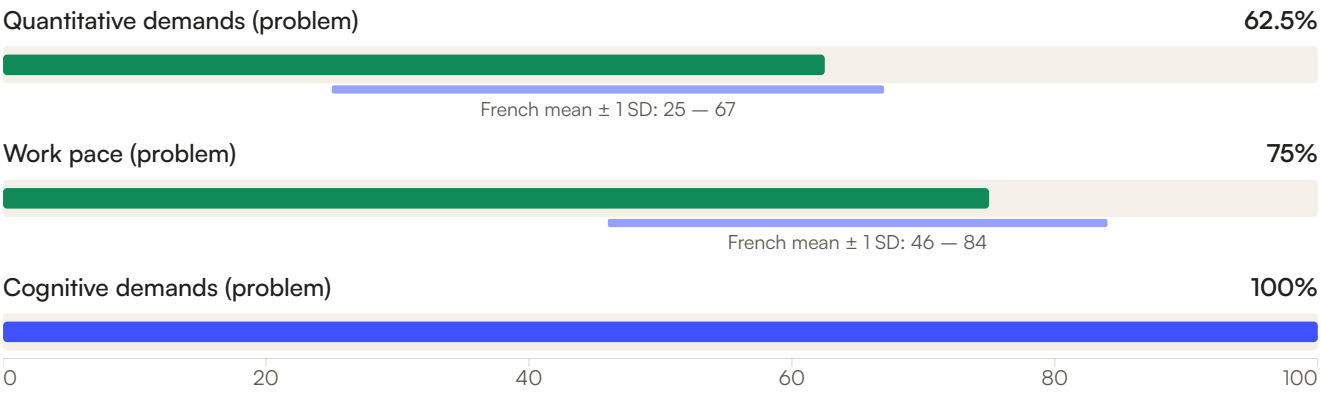
Experience of work

Meaning of work (Resource): 37.5% ⚠
French mean: 71% (standard deviation: 18)

Commitment to the workplace (Resource): 75%
French mean: 65% (standard deviation: 19)

Job satisfaction (Resource): 66%
French mean: 64% (standard deviation: 19)

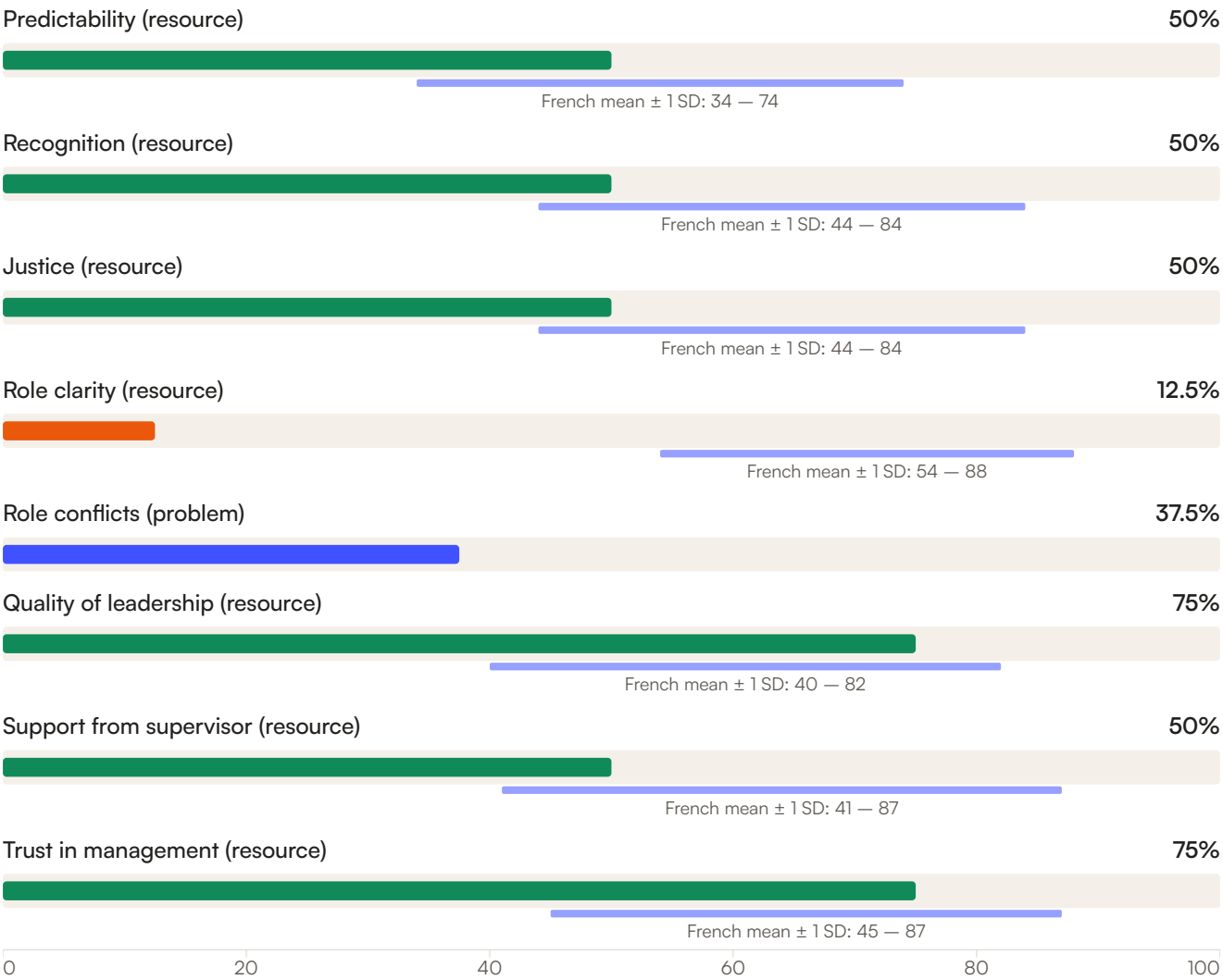
DEMANDS AT WORK



No unfavorable deviation Unfavorable deviation No published norm

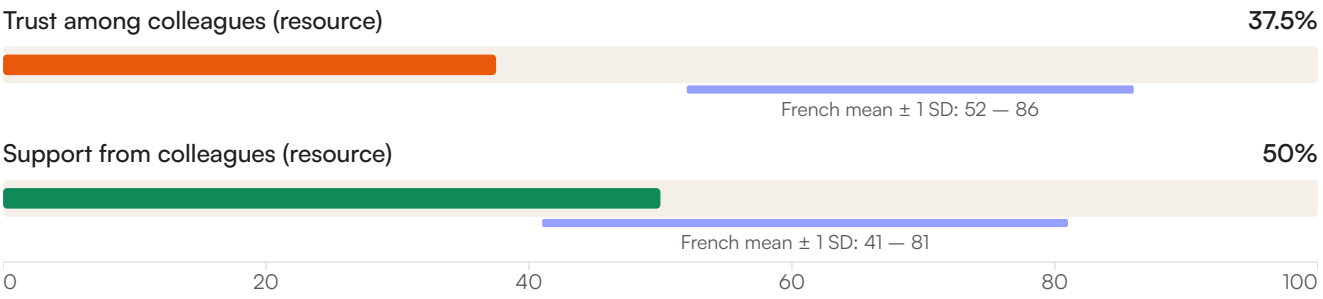
COPSOQ publishes no clinical cutoff: a deviation from the French norm is flagged when a resource falls below the landmark or a problem rises above it. Scales with no published French mean stay neutral.

WORK ORGANIZATION AND LEADERSHIP



No unfavorable deviation Unfavorable deviation No published norm

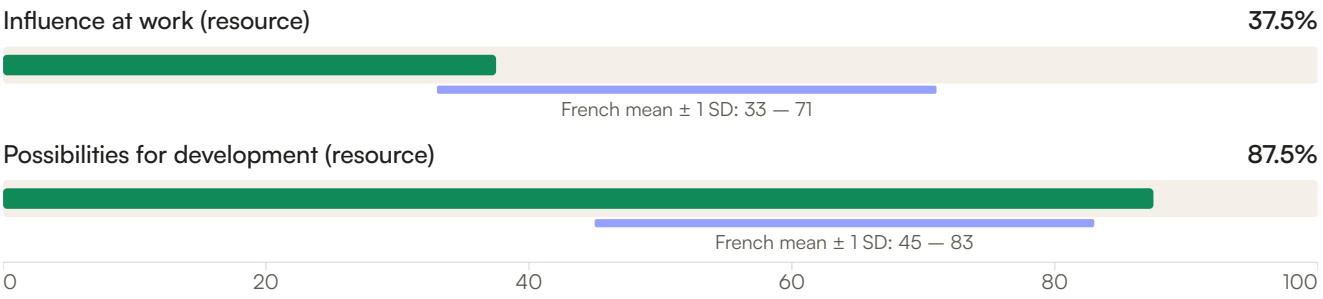
RELATIONS WITH COLLEAGUES



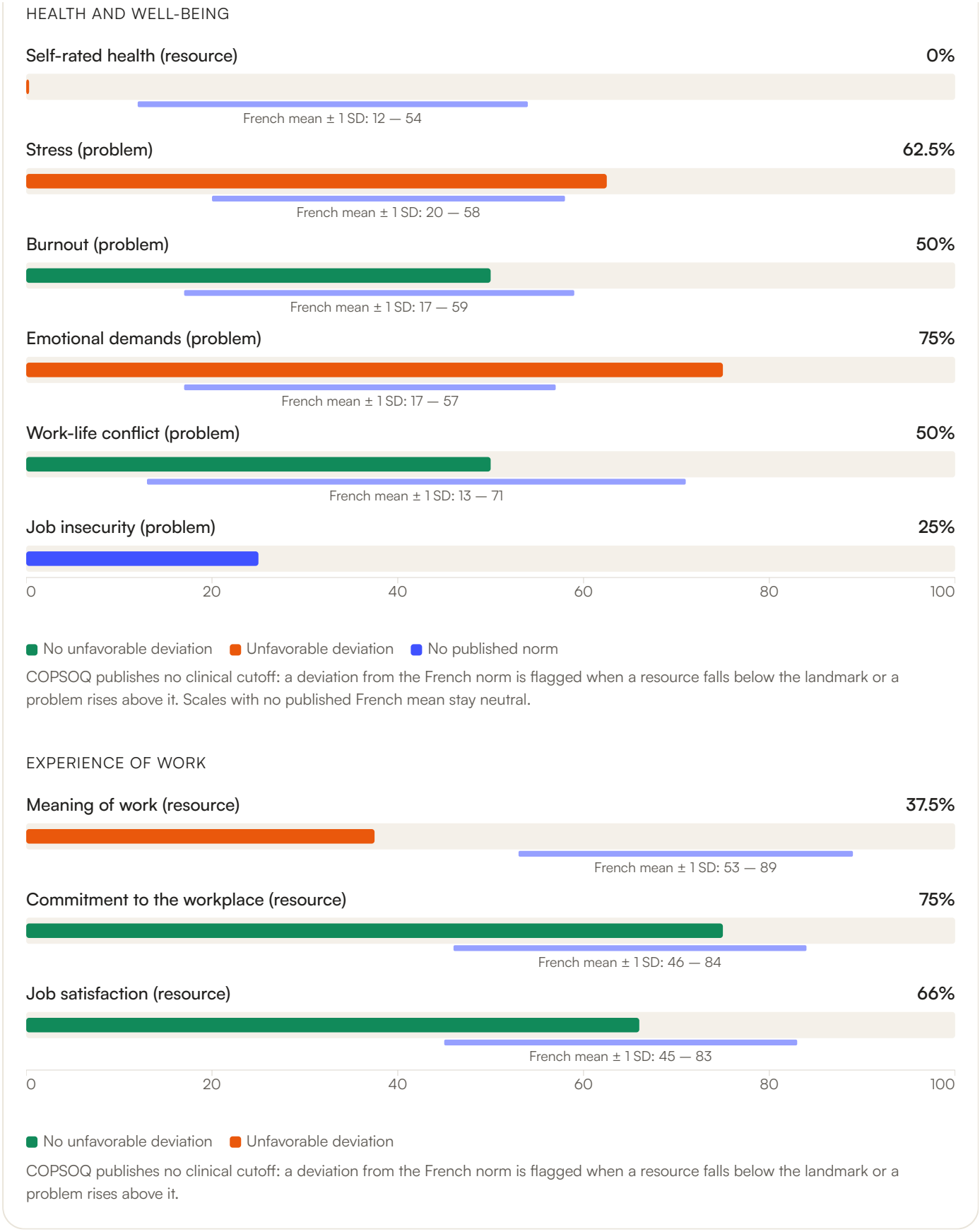
No unfavorable deviation Unfavorable deviation

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AUTONOMY



No unfavorable deviation Unfavorable deviation



The COPSOQ scoring system relies on a standardized methodology for assessing psychosocial dimensions at work. Each dimension is measured by several items, usually on a 5-point Likert scale (for example, from “Always” to “Never”). To calculate a dimension's score, the scores of its items are averaged, after applying the necessary reversals for positively worded questions within negative scales. For example, for the “Workload” dimension, the item “Do you have enough time?” must be reversed before calculation because its positive wording contradicts the negative orientation of the dimension.

Raw scores are then transformed onto a scale from 0 to 100 to facilitate comparisons. Interpretation depends on the nature of the dimension: a high score indicates increased risk for negative dimensions (such as stress or workload), whereas it reflects a protective resource for positive dimensions (such as autonomy or social support).