

The goal of this questionnaire is to discover certain aspects about the psychosocial conditions at your job.

This is an anonymous questionnaire and the confidentiality of your answers is guaranteed.

In order to obtain useful information you need to answer all the questions honestly. This questionnaire will not be valid if any question is not answered.

After reading carefully every question as well as its answer choices, tick the right answer for you in each case. Choose only one answer for each question.

IT IS ESSENTIAL TO ANSWER ALL THE QUESTIONS

1. Do you work on Saturdays?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

2. Do you work on Sundays and holidays?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

3. Can you take days or hours off to attend to personal matters?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

4. How often do you have to work long hours, work over time, or take work home?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

5. Do you have at least 48 hours straight of rest in the course of a week (7 consecutive days)?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

6. Does your work schedule allow you to combine your free time (vacations, days off, start and finish time) with that of your family and friends?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

7. Can you decide when to take the regulatory breaks (lunch or snack break)?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

8. During the working day, apart from regulatory breaks, can you stop working or make a short break whenever you need to?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

9. Can you set your own pace of work during the working day?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

10a. Can you make decisions concerning: what you must do (activities and tasks to carry out)?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

10b. Can you make decisions concerning: the distribution of tasks throughout your working day?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

10c. Can you make decisions concerning: the distribution of the direct environment at your workplace (space, furniture, personal objects...)?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

10d. Can you make decisions concerning: how you must do your job (method, protocols, work procedures...)?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

10e. Can you make decisions concerning: your workload?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

10f. Can you make decisions concerning: the standard of your work?

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

10g. Can you make decisions concerning: the resolution of irregular situations or incidents occurring at your job?

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

10h. Can you make decisions concerning: the distribution of rotating shifts?

Always or almost always
 Often
 Sometimes
 Never or hardly ever
 I don't work in rotating shifts

	1
	2
	3
	4
	5

11a. What is your level of participation in the following aspects of your job: introducing changes in equipment and materials

I can decide
 I am consulted
 I only receive information
 No participation

	1
	2
	3
	4

11b. What is your level of participation in the following aspects of your job: introducing changes in the way of working

I can decide
 I am consulted
 I only receive information
 No participation

	1
	2
	3
	4

11c. What is your level of participation in the following aspects of your job: launching new or better products or services

I can decide
 I am consulted
 I only receive information
 No participation

	1
	2
	3
	4

11d. What is your level of participation in the following aspects of your job: restructuring or reorganizing departments or work areas

I can decide
 I am consulted
 I only receive information
 No participation

	1
	2
	3
	4

11e. What is your level of participation in the following aspects of your job: changes in management or among your superiors

I can decide

I am consulted

I only receive information

No participation

	1
	2
	3
	4

11f. What is your level of participation in the following aspects of your job: hiring or incorporating new employees

I can decide

I am consulted

I only receive information

No participation

	1
	2
	3
	4

11g. What is your level of participation in the following aspects of your job: preparing work rules

I can decide

I am consulted

I only receive information

No participation

	1
	2
	3
	4

12a. How do you rate your immediate boss's supervision of the following aspects of your job? Work method

Does not participate

Insufficient

Adequate

Excessive

	1
	2
	3
	4

12b. How do you rate your immediate boss's supervision of the following aspects of your job? Work planning

Does not participate

Insufficient

Adequate

Excessive

	1
	2
	3
	4

12c. How do you rate your immediate boss's supervision of the following aspects of your job? Work pace

Does not participate

Insufficient

Adequate

Excessive

	1
	2
	3
	4

12d. How do you rate your immediate boss's supervision of the following aspects of your job? Work standard

Does not participate

Insufficient

Adequate

Excessive

	1
	2
	3
	4

13a. How do you rate the degree of information your company provides you with on the following aspects? Chances for training

No information
 Insufficient
 Adequate

	1
	2
	3

13b. How do you rate the degree of information your company provides you with on the following aspects? Chances for promotion

No information
 Insufficient
 Adequate

	1
	2
	3

13c. How do you rate the degree of information your company provides you with on the following aspects? Requirements to fill promotions

No information
 Insufficient
 Adequate

	1
	2
	3

13d. How do you rate the degree of information your company provides you with on the following aspects? The company's situation on the market

No information
 Insufficient
 Adequate

	1
	2
	3

14a. In order to do your job, how do you rate the information provided on the following aspects? What you must do (functions, competences, and assignments)

Very clear
 Clear
 Unclear
 Not clear at all

	1
	2
	3
	4

14b. In order to do your job, how do you rate the information provided on the following aspects? How you must do it (methods, protocols, work procedures)

Very clear
 Clear
 Unclear
 Not clear at all

	1
	2
	3
	4

14c. In order to do your job, how do you rate the information provided on the following aspects? The amount of work you are expected to do

Very clear
 Clear
 Unclear
 Not clear at all

	1
	2
	3
	4

14d. In order to do your job, how do you rate the information provided on the following aspects? The standard of the work you are expected to attain

Very clear
 Clear
 Unclear
 Not clear at all

	1
	2
	3
	4

14e. In order to do your job, how do you rate the information provided on the following aspects? The time assigned to conduct the job

Very clear
 Clear
 Unclear
 Not clear at all

	1
	2
	3
	4

14f. In order to do your job, how do you rate the information provided on the following aspects? The responsibility of the job (which mistakes or shortcomings can be blamed on your performance and which cannot)

Very clear
 Clear
 Unclear
 Not clear at all

	1
	2
	3
	4

15a. State how often the following situations occur at your job: you are assigned tasks you may not conduct for lack of human or material resources.

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

15b. State how often the following situations occur at your job: in order to carry out some tasks you must ignore the established methods.

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

15c. State how often the following situations occur at your job: you are forced to make decisions or conduct tasks with which you disagree because they pose a moral, a legal, or an emotional conflict.

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

15d. State how often the following situations occur at your job: you receive contradictory instructions (different people ask you to do opposite tasks)

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

15e. State how often the following situations occur at your job: you are required to assume responsibilities, assignments, or tasks that are beyond your functions and which should be carried out by other workers.

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

16a. If you must carry out delicate or complicated tasks and you need help or support, you can count on: your bosses

Always or almost always
 Often
 Sometimes
 Never or hardly ever
 I don't have anyone, there is no one else

	1
	2
	3
	4
	5

16b. If you must carry out delicate or complicated tasks and you need help or support, you can count on: your colleagues

Always or almost always
 Often
 Sometimes
 Never or hardly ever
 I don't have anyone, there is no one else

	1
	2
	3
	4
	5

16c. If you must carry out delicate or complicated tasks and you need help or support, you can count on: your subordinates

Always or almost always
 Often
 Sometimes
 Never or hardly ever
 I don't have anyone, there is no one else

	1
	2
	3
	4
	5

16d. If you must carry out delicate or complicated tasks and you need help or support, you can count on: other people working in the company

Always or almost always
 Often
 Sometimes
 Never or hardly ever
 I don't have anyone, there is no one else

	1
	2
	3
	4
	5

17. How do you rate your relationship with your co-workers?

- Good
- Average
- Bad
- I have no co-workers

	1
	2
	3
	4

18a. How often do the following situations occur at your job: interpersonal conflicts

- Rarely
- Often
- All the time
- They do not occur

	1
	2
	3
	4

18b. How often do the following situations occur at your job: situations of physical violence

- Rarely
- Often
- All the time
- They do not occur

	1
	2
	3
	4

18c. How often do the following situations occur at your job: situations of psychological violence (threats, insults, silent treatment, verbal abuse...)

- Rarely
- Often
- All the time
- They do not occur

	1
	2
	3
	4

18d. How often do the following situations occur at your job: situations of sexual harassment

- Rarely
- Often
- All the time
- They do not occur

	1
	2
	3
	4

19. Your company, when faced with situations of interpersonal conflict between workers:

- Lets the people involved solve the problem
- Asks the bosses of the people involved to try to find a solution to the problem
- Has a standard formal procedure to deal with it
- I don't know

	1
	2
	3
	4

20. At work, do you feel discriminated (for reasons of age, sex, religion, race, training, category...)?

- Always or almost always
- Often
- Sometimes
- Never

	1
	2
	3
	4

21. During your working day, how long must you pay exclusive attention to your work (so that you cannot talk, move around, or just think about things unrelated to your job)?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

22. Generally speaking, how do you rate the attention you must pay to do your job?

- Very high
 High
 Medium
 Low
 Very low

	1
	2
	3
	4
	5

23. The time you have to do your job is sufficient and adequate:

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

24. Are you forced to work quickly to fulfil your task?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

25. How often do you have to speed up your work pace?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

26. In general, your workload is:

- Excessive
 High
 Adequate
 Scarce
 Very scarce

	1
	2
	3
	4
	5

27. Do you have to conduct several tasks at the same time?

- Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

28. Is the job you do difficult or complicated for you?

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

29. At work, do you have to conduct tasks so difficult that you need to ask someone for advice or help?

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

30. At work, do you have to interrupt the task you are doing to carry out an unexpected one?

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

31. In case of interruptions, do they highly disrupt your work?

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

32. Is your workload irregular and unpredictable?

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

33a. To what extent does your job require you to: learn new things or methods?

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

33b. To what extent does your job require you to: adapt to new situations?

Always or almost always
 Often
 Sometimes
 Never or hardly ever

	1
	2
	3
	4

33c. To what extent does your job require you to: take initiatives?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

33d. To what extent does your job require you to: have a good memory?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

33e. To what extent does your job require you to: be creative?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

33f. To what extent does your job require you to: deal directly with people who do not work at your company (clients, passengers, students, patients...)?

Always or almost always

Often

Sometimes

Never or hardly ever

	1
	2
	3
	4

34a. At work, how often do you have to hide your emotions and feelings in front of...? Your superiors in hierarchy?

Always or almost always

Often

Sometimes

Never or hardly ever

I don't have any, i have no relationship

	1
	2
	3
	4
	5

34b. At work, how often do you have to hide your emotions and feelings in front of...? Your subordinates?

Always or almost always

Often

Sometimes

Never or hardly ever

I don't have any, i have no relationship

	1
	2
	3
	4
	5

34c. At work, how often do you have to hide your emotions and feelings in front of...? Your colleagues?

- | | | |
|--|--------------------------|---|
| Always or almost always | ☐ | 1 |
| Often | ☐ | 2 |
| Sometimes | ☐ | 3 |
| Never or hardly ever | ☐ | 4 |
| I don't have any, i have no relationship | ☐ | 5 |

34d. At work, how often do you have to hide your emotions and feelings in front of...? People who do not work at the company (clients, passengers, students, patients...)?

- | | | |
|--|--------------------------|---|
| Always or almost always | ☐ | 1 |
| Often | ☐ | 2 |
| Sometimes | ☐ | 3 |
| Never or hardly ever | ☐ | 4 |
| I don't have any, i have no relationship | ☐ | 5 |

35. Given your line of work, are you exposed to situations that affect you emotionally?

- | | | |
|-------------------------|--------------------------|---|
| Always or almost always | ☐ | 1 |
| Often | ☐ | 2 |
| Sometimes | ☐ | 3 |
| Never or hardly ever | ☐ | 4 |

36. Given your line of work, how often are you expected to deal with the emotional and personal problems of your external clients (passengers, students, patients, etc.)?:

- | | | |
|-------------------------|--------------------------|---|
| Always or almost always | ☐ | 1 |
| Often | ☐ | 2 |
| Sometimes | ☐ | 3 |
| Never or hardly ever | ☐ | 4 |

37. Do you find your job monotonous?:

- | | | |
|-----------|--------------------------|---|
| No | ☐ | 1 |
| Sometimes | ☐ | 2 |
| Quite | ☐ | 3 |
| Very | ☐ | 4 |

38. In general, do you find the tasks you do make sense?

- | | | |
|-------------|--------------------------|---|
| A lot | ☐ | 1 |
| Quite a lot | ☐ | 2 |
| Not much | ☐ | 3 |
| Not at all | ☐ | 4 |

39. How does your work contribute to your company or organization as a whole?

- | | | |
|-------------------------|--------------------------|---|
| It's not very important | ☐ | 1 |
| It's important | ☐ | 2 |
| It's very important | ☐ | 3 |
| I don't know | ☐ | 4 |

40a. In general, is your job recognized and appreciated by? Your superiors?

- | | | |
|--|--------------------------|---|
| Always or almost always | ☐ | 1 |
| Often | ☐ | 2 |
| Sometimes | ☐ | 3 |
| Never or hardly ever | ☐ | 4 |
| I don't have any, i have no relationship | ☐ | 5 |

40b. In general, is your job recognized and appreciated by? Your colleagues?

- | | | |
|--|--------------------------|---|
| Always or almost always | ☐ | 1 |
| Often | ☐ | 2 |
| Sometimes | ☐ | 3 |
| Never or hardly ever | ☐ | 4 |
| I don't have any, i have no relationship | ☐ | 5 |

40c. In general, is your job recognized and appreciated by? The public, clients, passengers, students, patients... (if there are any)?

- | | | |
|--|--------------------------|---|
| Always or almost always | ☐ | 1 |
| Often | ☐ | 2 |
| Sometimes | ☐ | 3 |
| Never or hardly ever | ☐ | 4 |
| I don't have any, i have no relationship | ☐ | 5 |

40d. In general, is your job recognized and appreciated by? Your family and friends?

- | | | |
|--|--------------------------|---|
| Always or almost always | ☐ | 1 |
| Often | ☐ | 2 |
| Sometimes | ☐ | 3 |
| Never or hardly ever | ☐ | 4 |
| I don't have any, i have no relationship | ☐ | 5 |

41. Does your company foster your professional development (promotion, career plan...)?

- | | | |
|--|--------------------------|---|
| Adequately | ☐ | 1 |
| Average | ☐ | 2 |
| Insufficiently | ☐ | 3 |
| There is no chance of professional development | ☐ | 4 |

42. How would you define the training your company provides?

- | | | |
|----------------------------|--------------------------|---|
| Very adequate | ☐ | 1 |
| Sufficient | ☐ | 2 |
| Insufficient in some cases | ☐ | 3 |
| Completely insufficient | ☐ | 4 |

43. Generally speaking, the relationship between your effort and the rewards the company provides is:

Very adequate

Sufficient

Insufficient in some cases

Completely insufficient

☐	1
☐	2
☐	3
☐	4

44. Considering the duties and responsibilities of your job, are you satisfied with your salary?

Very satisfied

Satisfied

Unsatisfied

Very unsatisfied

☐	1
☐	2
☐	3
☐	4