

**PSYCHOSOCIAL PROBLEMS OF CLERICAL STAFF ASSESSED WITH
COPENHAGEN PSYCHO-SOCIAL QUESTIONNAIRE.**Shweta Satish Devare Phadke^{1*}, Priti Das² and P. Sathya³¹Associate Professor, School of Physiotherapy, D.Y. Patil University, Sector 7, Nerul, Navi Mumbai- 400706.²Intern, School of Physiotherapy, D.Y. Patil University, Nerul, Navi Mumbai.³Assistant Professor, School of Physiotherapy, D.Y. Patil University, Nerul, Navi Mumbai.***Correspondence for Author: Dr. Shweta Satish Devare Phadke**

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ABSTRACT

The word "clerk" mean "scholar" in medieval context. In this present world each and every single office needs clerk to handle important secretarial task. Even though they do most of their work in sitting position, they have to adapt different postures to do certain aspect of their task and prolong use of computer and telephone is also common. Work efficiency depends on number of factors like interest, benefits, proper co-ordination among staffs and higher authorities. The broad objective of the present study is to understand the job-related stress of clerical staffs, causal factors behind the same, as well as other problems faced by them in discharging their job efficiently and recognize a solution. The aim of this study is workplace evaluation for psychosocial factors using the 'Copenhagen psychosocial questionnaire' (COPSOQ). **Methodology:** a community based cross-sectional survey study was conducted among clerical staffs of D.Y. Patil University in Navi Mumbai, India. **Result:** from the data it appears that clerical staffs have high quantitative demands, behavioral stress and insecurities at work. **Conclusion:** Proactive worksite health promotion program to reduce quantitative demands and stresses needed.

KEYWORDS: Copenhagen psychosocial questionnaire, clerical staff.**INTRODUCTION**

Clerical workers usually perform job duties in an office setting. Review of literature tells us there are many studies explored work related musculoskeletal disorders of this population. Author herself explored that part in previous study. But psychosocial problems have not got that much consideration. For designing health promotion strategies this area need to be scrutinized.

"Copenhagen psychosocial Questionnaire" (COPSOQ) medium version is best tool for workplace evaluations; improve communications between researchers & environmental professionals and to make workplace more attractive, sustainable and viable.^[1]

Psychological factors on the workplace are important for the evaluation of the stress and demand situation. Directly asking the employees for psychological work load and strain experienced is the most commonly used measuring method.

The COPSOQ also belongs to group of self-administered questionnaires. Most COPSOQ questions were taken from already existing and well approved and validated tool. COPSOQ as a tool is suitable for all professions, as no systematic weaknesses in measurement qualities for specific professions were found.^[2]

Thus aim of our study is workplace evaluation, and scheming active measures to prevent work related stress disorders.

METHODOLOGY

Research approach: Cross-sectional survey study
Study design: The data for this study was collected by the direct interview method with the help Copenhagen psychosocial questionnaire - medium version.

Study setting: Navi-Mumbai Population of study: D.Y. Patil University, Nerul.

Sample size: 32 subjects

Inclusion criteria: Apparently Healthy clerical staff
Exclusion criteria: staff on Sick leave, long leave, diagnosed chronic systematic diseases.

Procedure

Informed consent taken from all participating subjects after being explained the purpose of study. Questionnaire have been filled by participants and for accuracy, all participants were informed that their responses would remain confidential. A trained person was present to explain how to complete the questionnaire. The questionnaire was translated to Marathi and then back to English to assess the liability of the instrument. Pilot test

was done before the survey. The Copenhagen questionnaire contains 98 items that's divided into 26 domains. Each item having 5 responses which are rated on 0-100 scale. 0 – corresponds to lowest possible value under investigation and 100 - corresponds to highest possible value under investigation. After this average of 26 domains was obtained and this average was compared with the normative average specified with Copenhagen psychosocial questionnaire. Demographic information was also collected. As statistical analysis, descriptive statistic used. Data values compared with the reference value specified in Copenhagen Psychosocial Questionnaire.

RESULTS

Table 1: Demands on clerical staffs

Sr. No.	Purviews	Reference value	Data value
1	Quantitative demands	46.5	61.4
2	Cognitive demands	62.8	58.8
3	Emotional demands	37.8	44.2
4	Demands for hiding emotions	30.3	37.8
5	Sensorial demands	62.4	68.7

Inference – High quantitative demand whereas cognitive and emotional demand was far lesser.

Table 2: Stresses on clerical staffs

Sr. No.	Purviews	Reference value	Data value
1	Behavioral stress	17.1	71.4
2	Somatic stress	19.1	71.0
3	Cognitive stress	20	51.7

Inference – behavioral stress and somatic stress is maximum compare to cognitive stress.

Table 3: Influence and development at work

Sr. No.	Purviews	Reference value	Data value
1	Influence of work	55.4	50.98
2	Degree of freedom at work	64.8	40.92
3	Possibilities of development	72.4	63.49
4	Meaning of work	77.7	70.67
5	Workplace commitment	57.1	66.87

Inference – In this population freedom at work and developmental possibilities are limited, still they have good commitment at work.

Table 4: Interpersonal and Leadership qualities

Sr. No.	Purviews	Reference value	Data value
1	Predictability	60.4	64.4
2	Role clarity	75.7	82.4
3	Role conflicts	37.7	50.3
4	Quality of leadership	55.5	67.1
5	Social support	68.3	80.1
6	Feedback at work	39.2	82.5
7	Social relation	67.7	75.7
8	Sense of community	82	84.3
9	Insecurity at work	16.9	63.2
10	Job satisfaction	68.2	58.7

Inference – Insecurities at work with role conflicts are present.

Table 5: General well-being

Sr. No.	Purviews	Reference Value	Data value
1	General health	80.9	51.7
2	Mental health	79	35.8
3	Vitality	64.1	47.7

Inference – This population score very less in General well- being.

DISCUSSION

Purpose of this study was to evaluate the psychosocial problems faced by clerical staff in D.Y. Patil University, Navi Mumbai with the use of Marathi version of the Copenhagen psychosocial questionnaire. To our knowledge, this is one of the first studies assessing the psychosocial problems among the clerical staff in India. The Copenhagen psychosocial questionnaire can assess physical, mental, behavioral and cognitive stress. Total 32 clerical staff participated in our study.

When we analyzed demands on clerical staff (table 1) quantitative demand was highest. Other demands include cognitive demand to very small extent. Emotional, sensorial demands and need to hide emotions are least which is very positive finding, compared to other occupations like traffic police who have high emotional demands and high need to hide their emotions during working hours.^[3] Study conducted in graveyard shift worker also indicates high emotional demands.^[4]

As seen in table 2, behavioral and somatic stresses were maximally reported. And compared to other occupations values are significantly high.^[3,4] Thus this group of working population need well planned worksite intervention which targets elimination of behavioral and somatic stresses.

Freedom at work, meaning of work and possibilities of development observed less by subjects as seen in table 3. This may explain lack of innovative work by this group.

Table 4, demonstrates high level of insecurity at work and role conflicts. Again when compared to occupations like Traffic police and graveyard shift worker it is significantly high.^[3,4] Positive findings in this domain are good social support, sense of community and job satisfaction. Due to nature of their job they get immediate feedback about work done in a way for future improvement this is respectable.

As per table 5, overall wellbeing, vitality and mental health score is less. Monotonous nature of job, unchanging work environment can be sought for cause.

Thus this population need innovative worksite health promotion program, which will target sedentary nature of

job, lowers quantitative demands and stresses, and improves general wellbeing.

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CONCLUSION

Well-designed work site health promotion program pursuing physical activity, stress reduction can improve occupational health of these workers.

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Ethical clearance

The study was approved by ethical committee, in D.Y. Patil University, Navi Mumbai.

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Conflict of Interest Nil.

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