



# The role of workers representation in psychosocial risk management ESENER findings

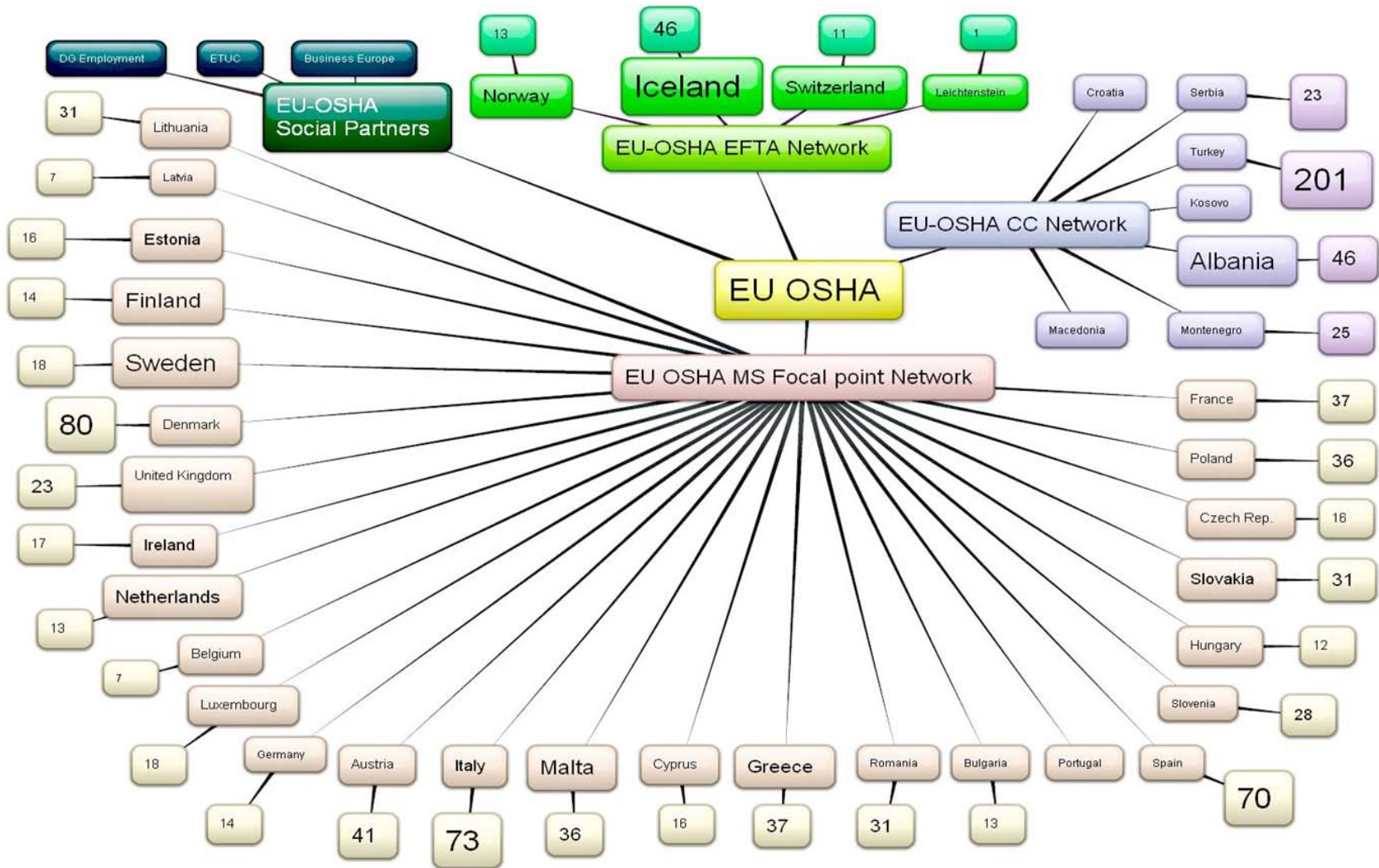
Dr Malgorzata Milczarek, European Agency for Safety and Health at Work  
E-IMPRO Final Conference, Brussels, 16<sup>th</sup> October 2014



# EU-OSHA Mission

- The European Union body responsible for the collection, analysis and dissemination of relevant information to serve the needs of those involved in safety and health at work
  - anticipating change, facts & figures
  - tools for OSH management
  - raising awareness, networking OSH knowledge
- EU-OSHA is tripartite, partnership- and network-based

# EU-OSHA Network



- **ESENER results: management of psychosocial risks**
- **ESENER secondary analysis: the role of worker representation**
- **EU-OSHA Healthy Workplaces Campaigns**
  - 2012-13 'Working together for risk prevention'
  - 2014-15 'Manage Stress'

## ESENER survey asks managers about how health and safety risks are managed in their workplace, with a particular focus on psychosocial risks

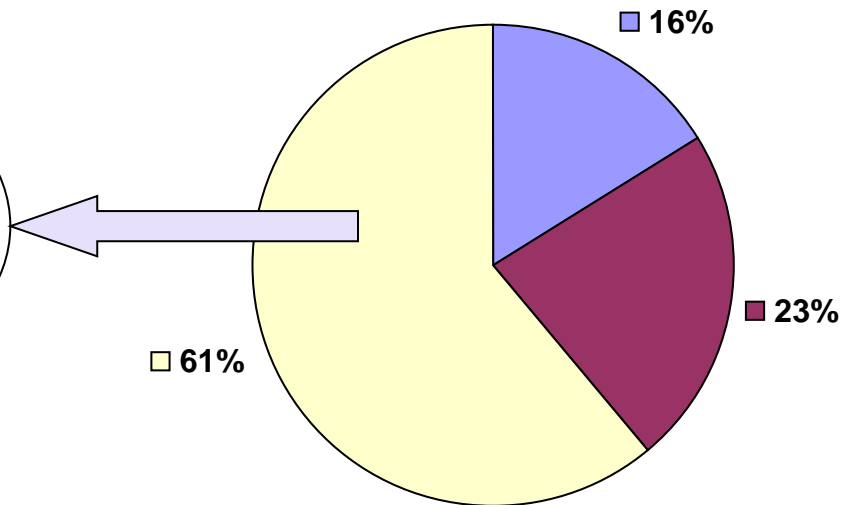
- **Computer-assisted telephone interviews (“CATI”)**
  - Native language interviewers based in each country
- **31 countries: 36,000 interviews**
  - EU-27 + Croatia, Turkey, Norway and Switzerland
- **41 national versions of each questionnaire**
  - Adapted for language and national OSH terminology

# ESENER covers all establishments with 10+ workers

Across all sectors, including public, except agriculture and fishing

Total employment in EU27 (223.4 million)

Establishments with  
10+ employees  
3 million enterprises  
136 million employees



- Self-employed
- Employed in establishments <10
- Employed in establishments 10+

# ESENER: the four survey 'topics'

## 1. Health and safety management

- Risk assessment, management commitment, sources of expertise, advice and information, concern about risks

## 2. Management of psychosocial risks

- Level of concern, measures taken, procedures in place

## 3. Key drivers and barriers

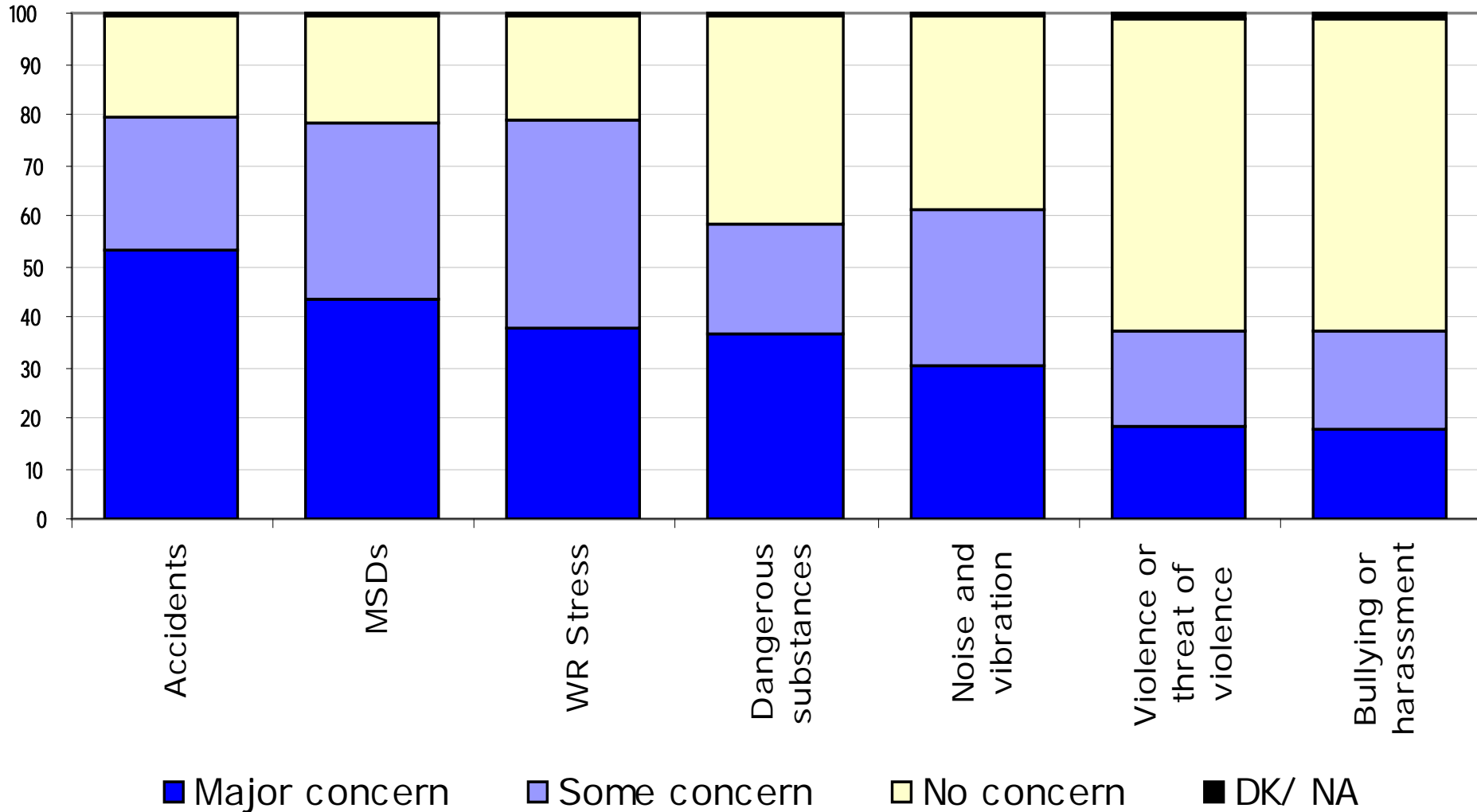
- Why are there appropriate measures and procedures in some workplaces, but not others?

## 4. Workers' participation

- Formal or direct participation, impact and resources

# Level of concern about various health and safety issues

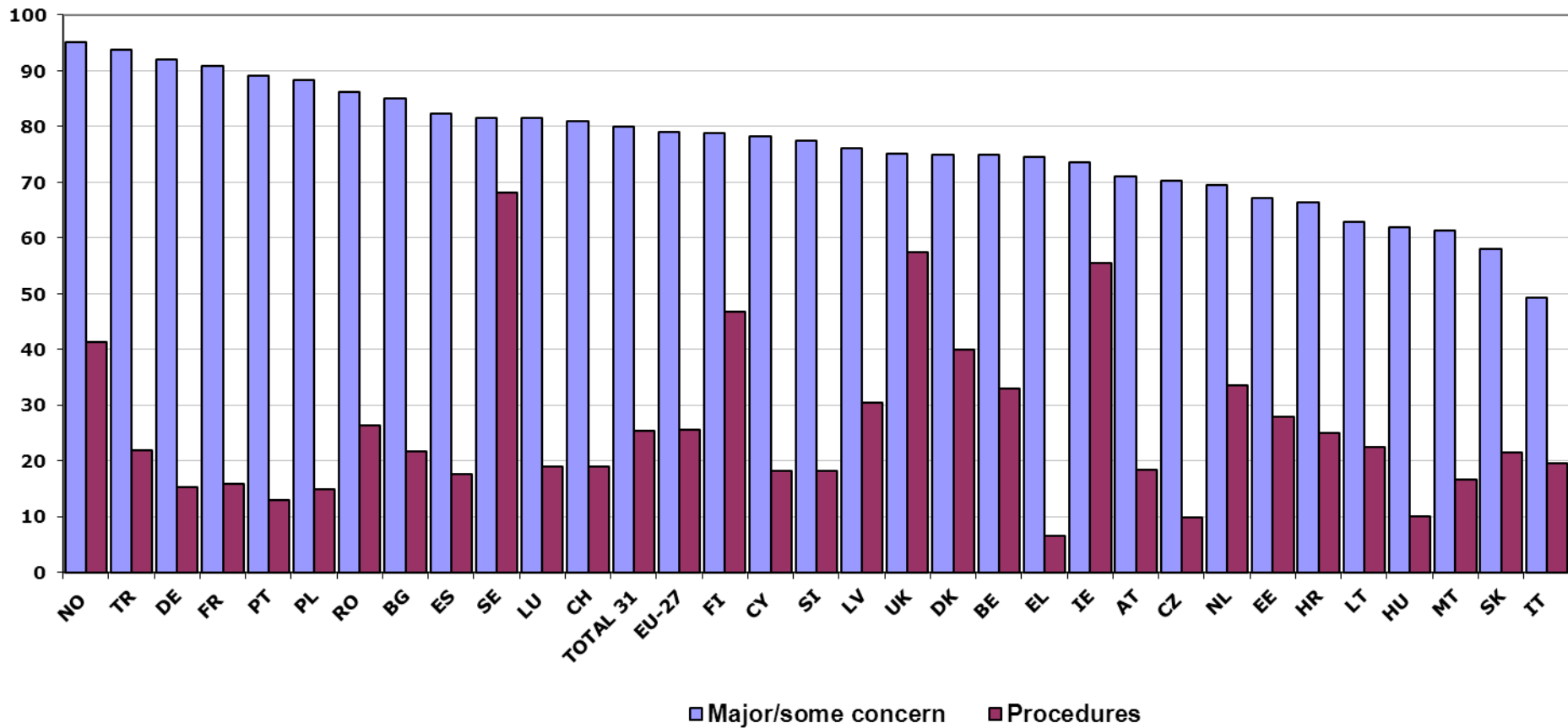
% establishments, EU27



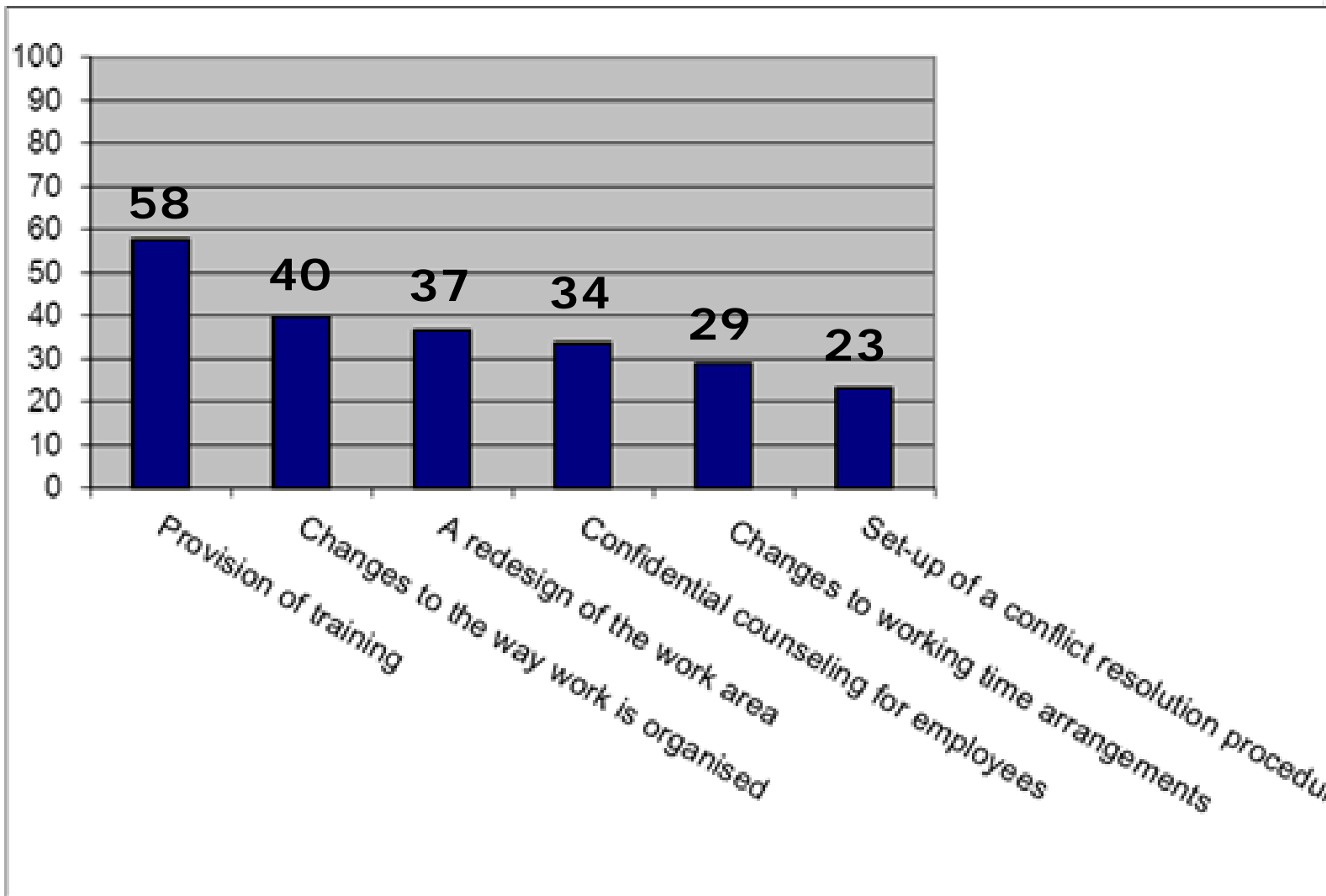


# Concern about work-related stress and existence of procedures to deal with it

% establishments, EU27



# Measures to deal with psychosocial risks



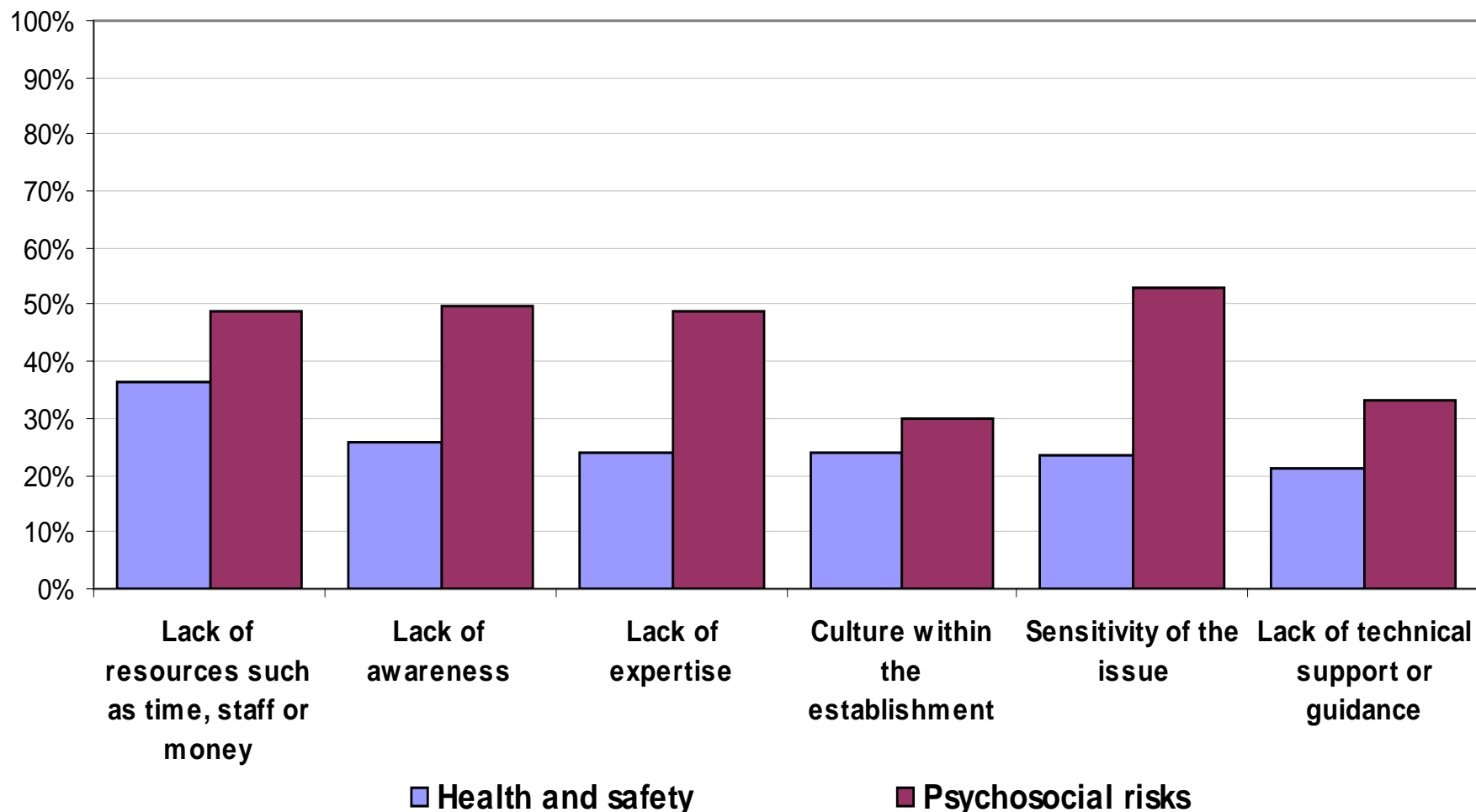
# Measures to deal with psychosocial risks

- Employees have been informed who should be contacted in case of work-related psychosocial problems (70%)
- Providing information to employees about psychosocial risks and their effect on health and safety (50%)
- Action taken by the establishment if individual employees worked excessively long or irregular hours (40%)
- Use of information or support from external sources on how to deal with psychosocial risks at work (38%)

All types of measures were more widely adopted in bigger establishments

# The main obstacles to manage psychosocial risks (as reported by managers)

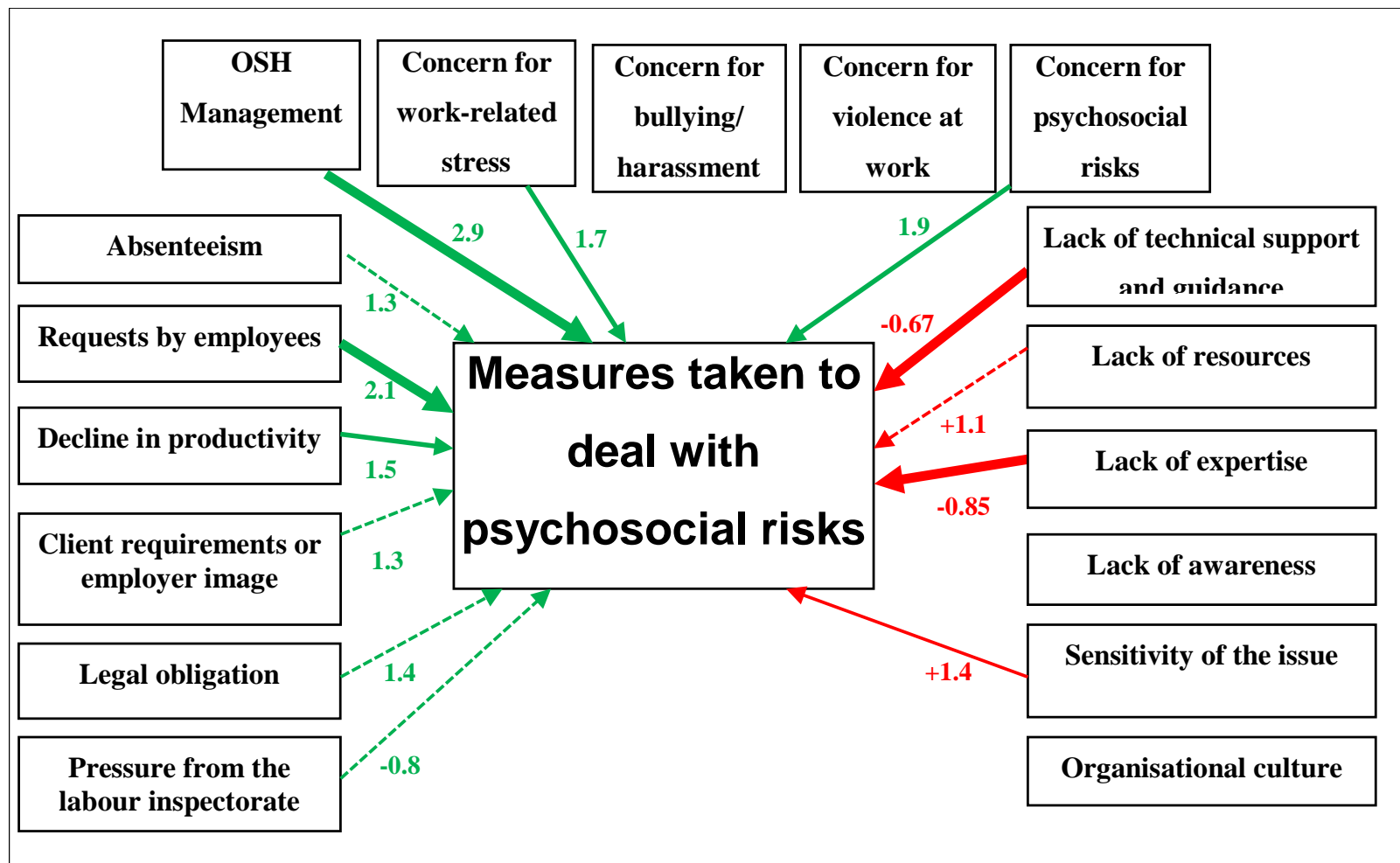
% establishments, EU-27



# The main drivers to manage psychosocial risks

- **Good general OSH management and reported concern for work-related stress**
- **The main drivers reported by managers:**
  - **Requests from employees**
  - **Desire to reduce absenteeism**
  - **Legal obligations**

# The main drivers to manage psychosocial risks



‘High number of measures’: five or more measures implemented

# The main forms of worker representation across Europe

- **General representation**
  - **work councils (elected by employees)**  
Austria, Germany, Luxembourg, the Netherlands
  - **both union and work councils**  
Belgium, Czech Republic, France, Greece, Hungary, Norway, Poland, Portugal, Slovakia, Slovenia, Spain
  - **union, however other structures are also possible (limited rights)**  
Bulgaria, Estonia, Ireland, Latvia, United Kingdom
  - **mainly unions (with different rights)**  
Cyprus, Denmark, Finland, Italy, Malta, Romania, Sweden
- **Specific safety and health (OSH) committees or safety and health representatives**

# Health and safety management measures, by existence of a formal employee representation

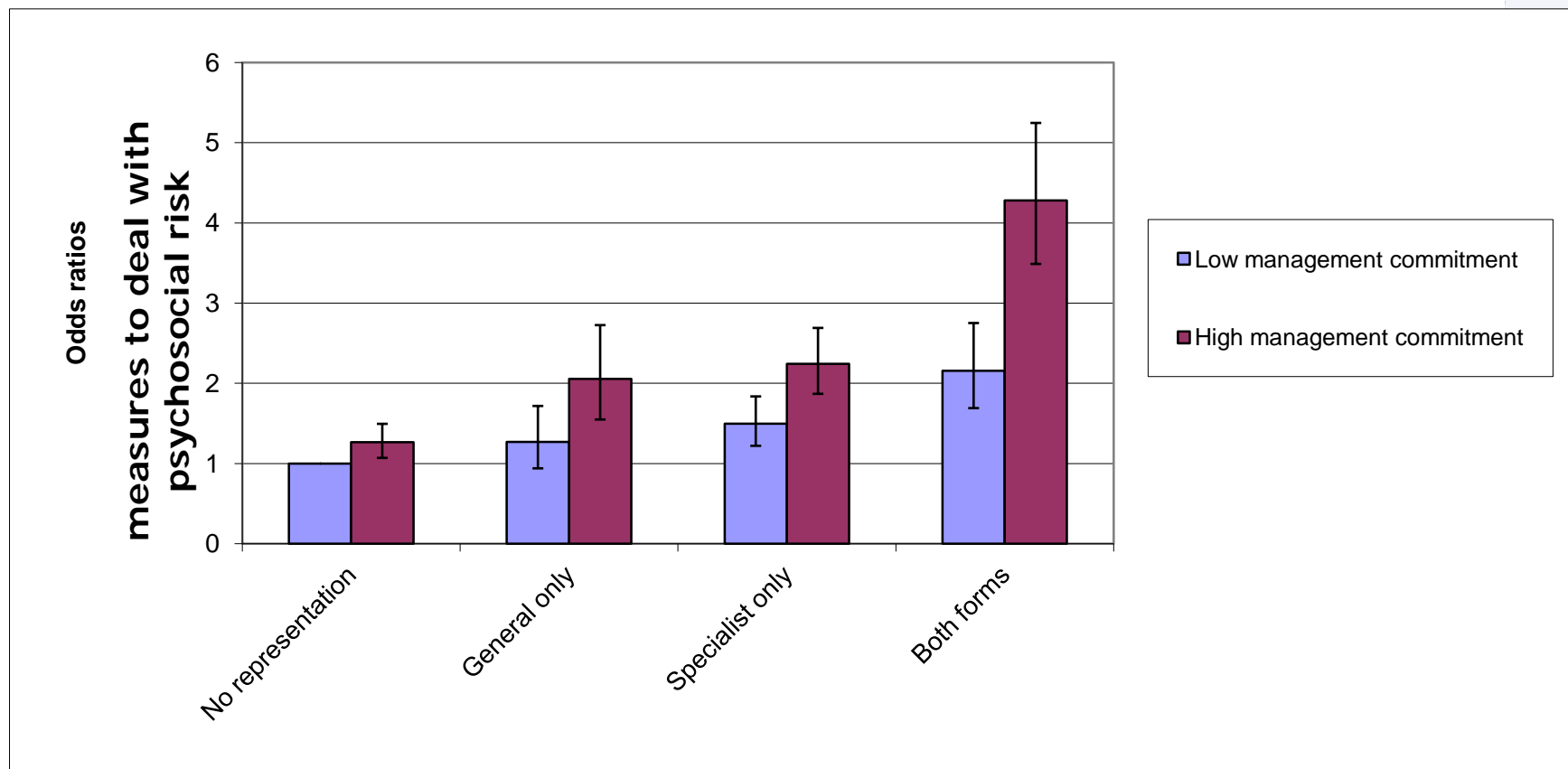
% establishments, EU27





# ESENER secondary analysis: management commitment and worker involvement

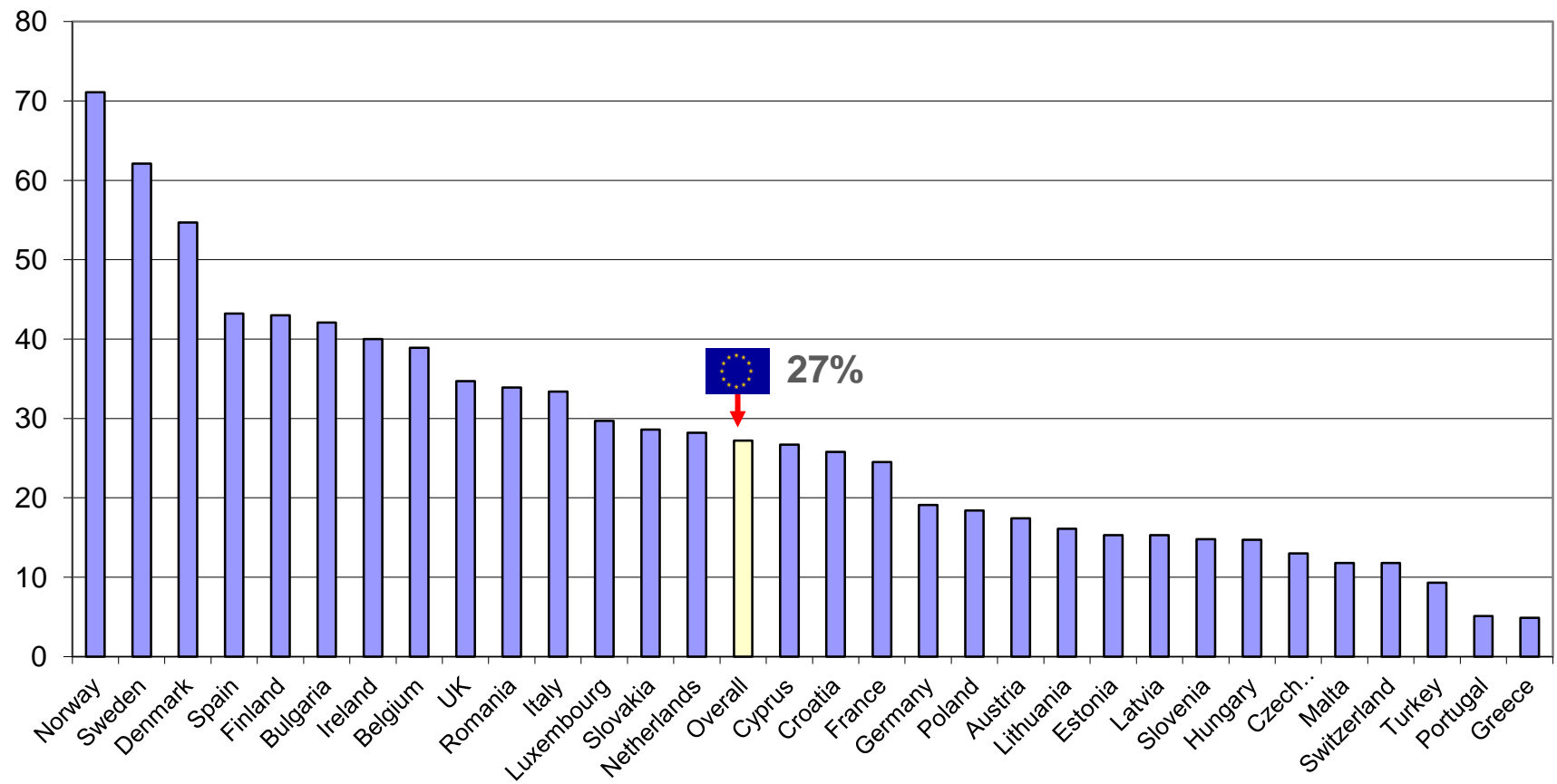
Association between different forms of worker representation, management commitment to health and safety, and reporting the use of measures to deal with psychosocial risk



# ESENER secondary analysis - key findings

- **Workplaces that have formal worker representation are more likely:**
  - to report management commitment to safety and health
  - to have preventive measures in place for both general OSH and psychosocial risks
  - to involve employees (consultation and participation) in the process of OSH and psychosocial risk management
- **Workplaces that have formal worker representation and high management commitment to OSH are more likely to report that their organisation's OSH and psychosocial risk management are effective**

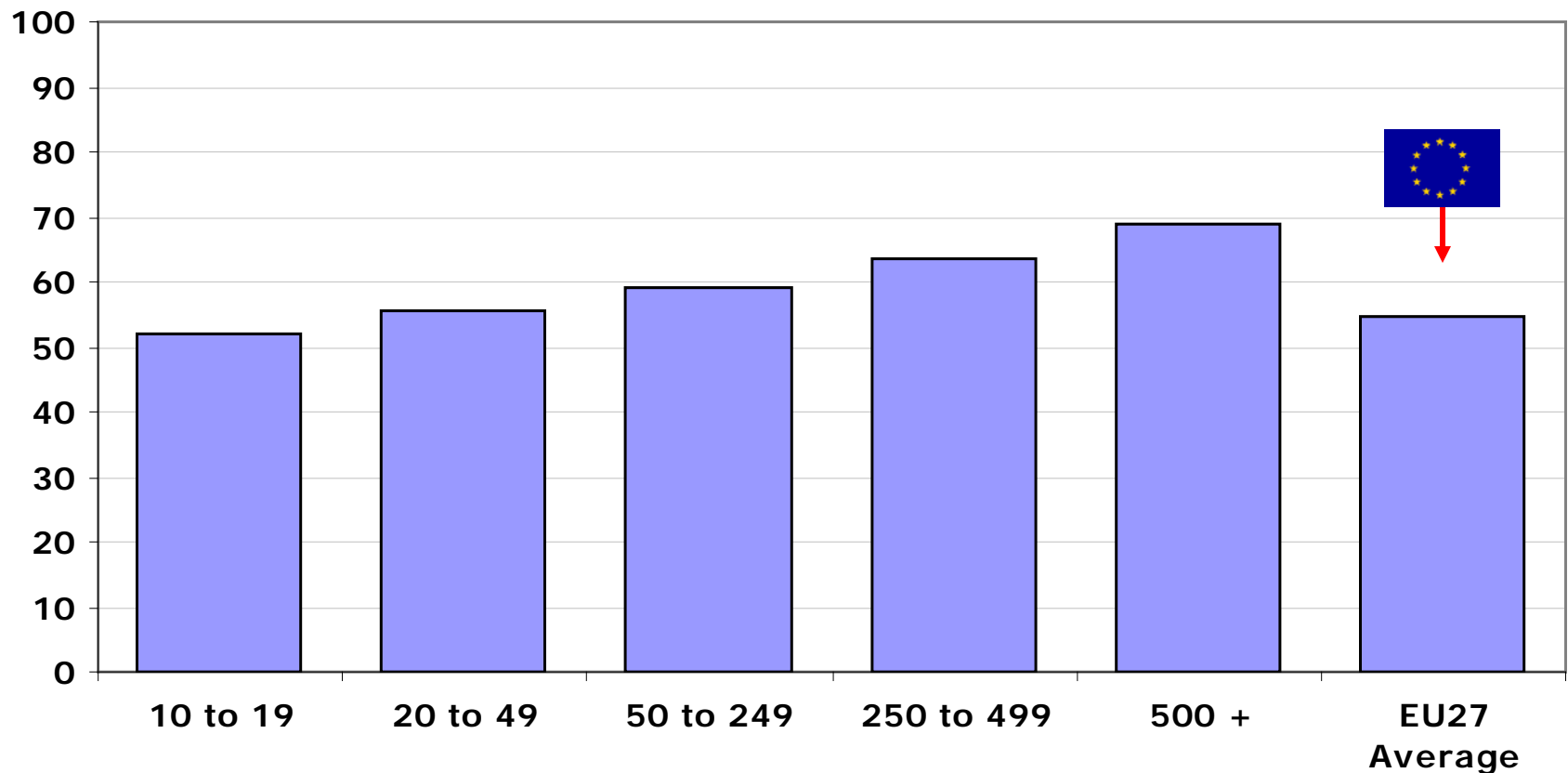
# Proportions of both general and specific OHS worker representation in combination with high management commitment to health and safety by country



# Consultation of employees regarding measures to deal with psychosocial risks

% establishments, EU27

Note: establishments that report having procedures and measures to deal with psychosocial risks



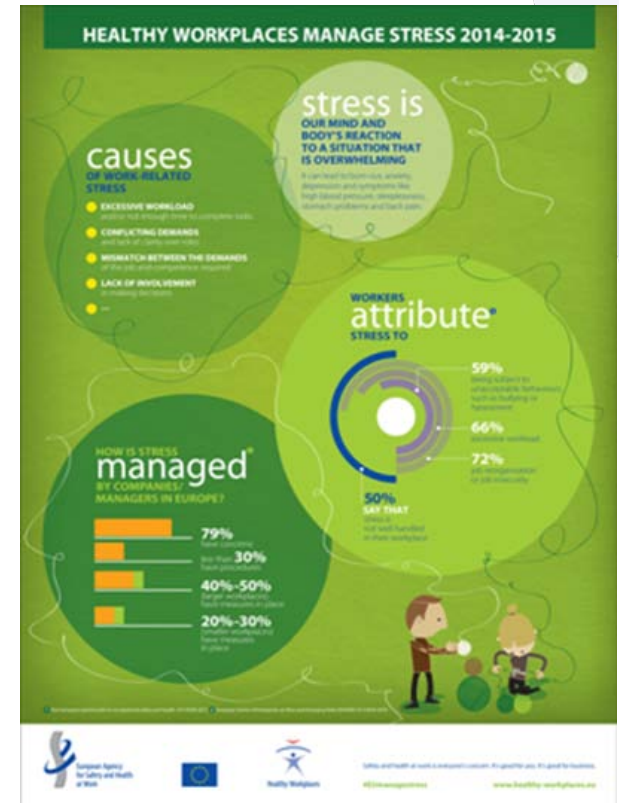
# EU-OSHA Healthy Workplaces Campaigns

2012-2013

‘Working Together for Risk Prevention’

2014-2015

‘Manage Stress’



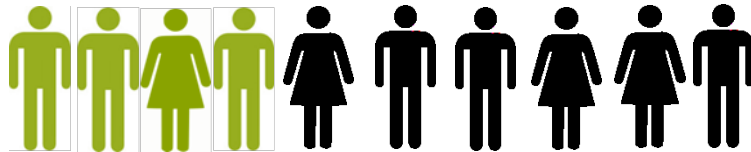
# The scale of the problem

## Eurobarometer (2014)

- Exposure to stress considered to be the main workplace health and safety risk (indicated by 53% of European workers)
- 27% of workers suffered from stress, depression or anxiety caused by or worsened by work (during last 12 months)

## EU-OSHA opinion poll (2013)

- around 4 in 10 workers think that stress is not handled well in their workplace.



# Managing psychosocial risks

- Despite its sensitive nature, stress and psychosocial risks at work can be **successfully reduced and dealt with** in the same logical and systematic way as other OSH issues
- **Holistic approach** the most effective:
  - improving the work environment
  - promoting health
  - back to work programmes
- **Leadership and worker participation is crucial**
- **Benefits:**
  - improved worker wellbeing
  - better organizational performance

# Campaign resources

## ■ Multilingual Campaign Website

([www.healthy-workplaces.eu](http://www.healthy-workplaces.eu))

- Campaign guide and leaflets
- Infographics and video
- Events and news
- NAPO film
- Reports (facts and figures)

‘Calculating the costs of stress and psychosocial risks at work’

‘Psychosocial risks in Europe: prevalence and strategies for prevention’



[www.healthy-workplaces.eu](http://www.healthy-workplaces.eu)



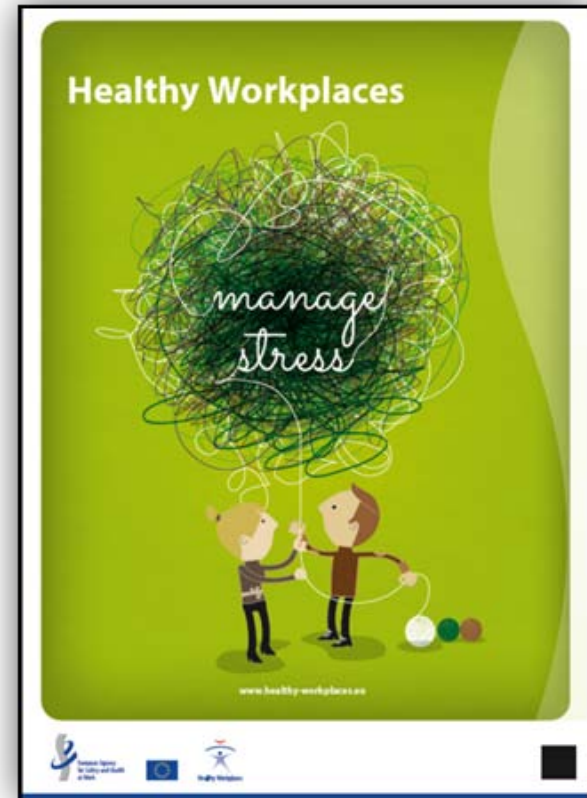


# Practical tools (national and international)

The screenshot displays the 'Practical tools for managing stress and psychosocial risks' page on the Healthy Workplaces website. The page features a navigation menu with categories like 'STRESS AND PSYCHOSOCIAL RISKS', 'TOOLS AND RESOURCES', and 'GET INVOLVED'. The main content area includes a heading 'PRACTICAL TOOLS FOR MANAGING STRESS AND PSYCHOSOCIAL RISKS' and a paragraph explaining that work-related stress and psychosocial risks can be assessed and managed. It mentions that many user-friendly and effective practical tools are available to help in this task, particularly for small enterprises. The text also states that these tools guide users through the assessment of psychosocial risks and show how to implement actions to eliminate or reduce these risks. A link to a 'list of national tools' is provided, along with a note that there are also many useful tools developed by EU partners and international organisations. A 'SEE ALSO' section lists three related resources: 'European and international tools for psychosocial risks', 'National tools', and 'An e-guide to psychosocial risks'. The footer of the website includes a site map, privacy policy, contact information, and a login link, along with social media icons and the slogan 'Safety and health at work is everyone's concern. It's good for you. It's good for business.'

- E-guide for managing stress and psychosocial risks

# Thank You!



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