

KEY WORDS

FOR FOREIGN INVESTIGATORS OF SICKNESS
ABSENCE, INVALIDITY, WORKING CONDITIONS AND
HEALTH CARE

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1 DEFINITIONS I

Sickness absence, of more precisely:
Absence from work attributed to incapacity
Incapacity due to illness or injury

Most studies failed to report the specific absence measure used

Voluntary/unvoluntary attendance behaviour

Sick absence

..... authors fail to define what is or what is not being measured

..... periods of interruption of employment.....

absences of two or three days

The term covers a variety of.....

absence attributed to sickness.....

.....a worker will "go off sick"

sickness absence within members of an industrial population

number of concluded cases of illness

"unavoidable" absence due to medical conditions

"avoidable" absence or attitudinal absence, not necessarily related to the presence of a medical condition

Absence taking in two mines (U.S.A.)

1 DEFINITIONS II

Legitimate nonsick absences (death in family, birthday)

(Most organizations) distinguish among various types of absences

(the average length of) absence events

absence event: any incident in which the individual is not at the expected location at a given time

absence taking behavior

..... an employee is ill and cannot attend work

..... notification occurs (before shift start)

..... at least six consecutive working days

the absentee

return to work

resumption of work

..... to specify the operational or diagnostic criteria by which cases are included or excluded

Work absence attributed to incapacity

resistance to sickness absence

short spells from one day upwards

1 DEFINITIONS III

absent for non-medical reasons

the never sick

employees with no (reported) illness

persons sicklisted

to stay off work

the number of absences which he incurred during.....

In essence, there are two types of absences: (U.S.A.)

- a. scheduled absences: days off, annual leave, study leave, maternity leave
- b. unscheduled absences: absence of staff members beyond their allotted (and paid) sick days
 - b1: non-certificated absence (the worker is not required to provide a doctor's certificate)
 - b2: certificated absence (the worker brings a doctor's note)

Absenteeism: a non-unitary variable (certain types of absenteeism are completely unrelated to certain other types).

Absence behavior may stem from inability to attend, low motivation,

Conceptually distinct types of absence

Accidents: work related or domestic

1 DEFINITIONS IV

short term absence, i.e., failure to report for work on one or two consecutive days

absence from work taken in spells of two or three days

bona fide sickness

illness lasting for less than eight days

the decision to take a few days off

the decision to stop work

4 days were taken consecutively and resulted from an accident on the line that W. worked on

Tardiness was more of an operation problem

"cavalier absences"

Pseudosickness (is rare)

a spell of absence

an episode of absence

absence event

to stay away from work

a three - consecutive - day absence due to illness

persons temporarily absent owing to illness

genuine sickness

other absences

1 DEFINITIONS V

long-term cases, regarded as a prelude to retirement on
disability pension

workers having a poor health and attendance record

unambiguous

the chronic absentees

2 DATA COLLECTION I

Another source of information can be found in:

- records kept/maintained by employing organizations
- sickness benefit records (social security administration)
(sickness benefit administration)

Important limitations to the data.....

Incapacity (of married women) is understated.....

A complex chain of events leads to the production of the figures:

- the population at risk
- the disease processes
- the patient's decisions to report his condition to a doctor
- the decision to stay away from work
- the necessity of obtaining a medical certificate
- the acceptance by the recording authority that the particular spell of absence meets the legal and administrative requirements for inclusion in the sickness absence statistics (Taylor, 1972)

Data obtained from

- doorstep interviews of persons (currently holding jobs).
- household interviews

Strictly comparable data

Date of commencement

"General Household Survey" (G.B.)

Statistics of sickness absence prepared each year from the records of

2 DATA COLLECTION II

The statistically crude nature of the data available

Official statistics are deficient in short spells (for which no benefit is paid)

Separate statistics are kept about (industrial injury)

For each absence we required the date of onset and its duration in days

..... providing the number of absences, the reason for absences, and a running total of absent hours

..... recording the cause of a particular absence

absence reporting systems use 5 to 15 categories

the record provides information about

(recording for) - manpower planning
- pay purposes
- absence control

Reasons for absence (are noted on individual record cards)

pay roll data

Date of birth, enrolment, change of work

When a spell of sickness absence is completed

DATA COLLECTION III

Reasons to measure absence:

- payroll and benefits program administration
- planning manpower requirements for production scheduling
- identifying absenteeism problems
- measuring and controlling personnel costs

Data for the Netherlands relate to Dutch firms and industries participating in a voluntary reporting system. (NIPG)

Personnel records

Personnel files

Systems of continual reporting

A given source can furnish only partial data

Notification: mandatory reporting

methods of compiling data

the criteria used for inclusion of ... in the statistics

restrictions on the rates available

persons in continuous employment over the period of study

3 INDICES I

Our sickness absence rates are higher than those elsewhere

Sickness benefit figures (soc. verz.)

Brief spells of absences (lasting up to 3 days)

The annual average sickness absence is currently about 14 calendar days (m.a.w. geen % maar dagen op jaarbasis)

Similar variations apply to

- indices of mortality
- medical consumption rates

Days per man at risk

The latest figures for sickness benefit

The calculations inevitably involved various approximations

A period of incapacity

..... prolong the periods of sickness absence

Sick absences lasting for one week

High rates of sickness in men.....

Multiplication by 365 days.....

The specific absence measure used.....

Index/rate of absenteeism: absence _____
population at risk

Spell frequency

3 INDICES II

Duration of absence

Number of work days lost

Number of days for which benefit is paid

Sick rates in women (are ofte found to be higher than) in men

Severity of duration (rises with age)

The two most important indices of sickness absence:

frequency and

severity

Lost time percentage

Specific absence measure used.....

..... workers took twice as many days off with certified sickness as.....

National rates of sickness absence showed levels not unlike those (in this country)

The average number of calendar days of absence due to sickness or injury, per person at risk (for the years.....)

The maximum duration of spell of incapacity being one calendar year (Taylor, 1972)

The long term sick....exert a heavy bias on the.....

Adjustment (of the rates) by excluding absences that last more than one year (reduces.....)

3 INDICES III

A small increment (is required) to allow for the unrecorded short spells of incapacity

numerator (which concerns the absence)

denominator (concerning the population at risk)

Person-years (a mean annual population derived from person-days for each individual employed for all of some of 365 days).

Full-year persons (which have been at risk throughout the year)

Those who join or leave (the company)

Four main types of index: prevalence, severity, spell frequency and frequency distributions (Taylor, ILO Encyclopedia on Occ. Health and Safety 1982).

Prevalence rates (are the simplest form of index)

- point prevalence rates: the number of people absent on a day expressed as a percentage of the total population who should have attended on that day
- period prevalence rates: the proportion away at any time during a defined period

Severity rates (are of two main forms):

- lost time percentage (expresses) the hours of working time due to sick and other types of absence as a percentage of the potential normal working hours.....
- average annual duration per person (most often used in occupational health literature) expresses total calendar days lost due to sick absence in a year as a rate per person at risk (and thus the enominator must be "person-years" at risk"

3 INDICES IV

Spell frequency rates (most often used): the total number of new spells commencing in a year divided by person-years at risk

Mean length of a spell (can be obtained by) dividing the total number of days by the number of spells

Frequency distribution of sick absence. The population base must always be those employed throughout the year (since only the were at risk for the full period)

The skewed nature of the sick absence phenomenon

The duration of the spell: the timing of the workers return to his job (is influenced by non-medical considerations)

..... recording systems to measure both frequency and severity rates in groups of employees

employed population

wastage rate: the sum of deaths in service under the age of 60 and of medical retirements per 1.000 employed

Mean annual rates of absence (matched pairs of.....) for 1968 and 1969

- Spells/man year
- Days/man year
- Average length of a spell

.....increase in disability pension recipients from 1967 through 1977 ("tot en met")

3 INDICES V

(These rates are) standardised to the age distribution (of the population at risk).

Rate of incapacity:

- the number of days of incapacity experienced on average by persons during a year
- average days of incapacity per year per insured person

Inception rate:

- average number of new spells of incapacity in a year for each insured person

..... calculated as a percentage of.....

The total number of calendar days of sickness absence taken by each employee.....

The type of absence being measured

Measures of magnitude

simple frequency
duration

Other anomalies exist in the data.

The denominator populations (are definable) ..

The estimate for the U.K. appears biased downward due to the focus on ..

The inherent weakness in the data

The ranges suggested are only "guesstimates"

3 INDICES VI

Data incongruities

Inherent disadvantages

Representativeness is often unknown

The populations to which such data refer ...

characteristics of the population must be established
(eg. sex, age, occupation)

4 ANALYSIS I

A substantial rise of

The steepest rise

The steep growth in the number of

x and y have rates substantially higher than

can only partially be explained by

Marked reduction in (both spells and days due to)

Fall in rates due to

The index of days has risen appreciably more than (that for spells)

The latest figures have scarcely risen at all

Calculating and comparing age specific rates

Absence is powerfully influenced by factors other than (ill health)

Rates have increased steadily

Additional variables that may serve to moderate (matigen) or enhance (versterken) the relationship

The groups differ with respect to age, an important confounding factor ...

The usual relationship of absence with age

the pattern is identical to

4 ANALYSIS II

Absence has been found to be inversely related

The relationship is generally sustained by

Caution is in order here in interpreting these results

The relationship between is more tenous (vaag)

Only 2 studies found a significant; 8 other studies found no such relationship

Potentially spurious variables (e.g. age, tenure) were partialed out of the analysis

..... the rise in sickness absence rates was matched by other indices of (social behaviour)

Matching was achieved for sex, age,

The rise (in Britain) had been exceeded relatively by the rises (in Sweden,)

Rising trend in both frequency and severity of reported sickness absence rates

periodic peaks

identical = exactly the same"

similar = "weaker"

the frequency distributions (of one-day absences) are of a convenient form

4 ANALYSIS III

The greatest rise has occured in; next was
whilst

The biggest rise being noted in; in second place came
..... and in third place

..... this accounts for (not less than three quarters)

(There is usually a) markedly inverse relationship

five yearly groups

ten year groups

When fewer than (100 people) are involved

distinguish between those up to 39 years and
those aged 40 or more

Another variable that always must be considered (is occupati-
onal status)

Three primary variables of sex, age and occupational status

Standardization of sick rates

The proportion of spells of sickness absence due solely to
unequivocal and total incapacity

frequency declines with advancing age

duration increases with

their relative position on the "sickness absence scale"

D3 showing an excess of 60%

4 ANALYSIS IV

These differences are becoming more marked

... a straightforward influence on

(Alienation) often goes with high rates of absenteeism

Labour turnover rates often relate directly to

(Shift work) is associated with (lower rates of

The overwhelmingly powerful relationship between must
always be allowed for

The overriding influence of (sex, age and occupational
status)

(Age) exerts opposite effects upon (rates of spells and of
days)

(Unskilled workers) have about three times as much absence as
(managerial grades)

The trend has been consistently upwards

The differences over 1980 to 1981 ...

Variables and their relationship to sickness ...

The worker who falls ill ...

Groups were reasonably homogeneous for factors ...

a classification into ...

Population changes account for most of the changes in

4 ANALYSIS V

..... the effects of shift work upon

Variables such as sex, age and occupational status must be allowed for before the effects of other factors can be evaluated

A comparison between (day and night workers) showed higher absence rates among night workers

(The study explores the) scale and nature of differences

The year 1980 has been selected as the base year, since

(Index: 1980 = 100)

(While comparisons between) require many approximations and adjustments,

Time trends within each country

..... the levels of unemployment have not significantly influenced the rates of

The repertoire of variables used in the analysis

Sickness absence co-varies with a number of factors

The author shows a close association between

Comparison of G and both its neighbour countries

Dutch were absent for more days than ...

On average ...

4 ANALYSIS VI

A drop in (birth rates)

... to make comparisons across

... repeaters

certain types of absence are associated with
are not greatly influenced by

Seasonal pattern

When men and women are compared grade by grade, the differences may not be great.

the rise (in Britain) has been exceeded by the rises in ...

The high percentages are likely to be in part attributable to
...

The estimate for the U.K. appears biased downward due to the focus on ...

... the rates moved in opposite direction

(one may wish to find out) where one country ranks vis-à-vis others on a particular ... statistic

shift work adversely affected the (expectation of life)

absence rates fall with increasing level of skill

average sickness absence rates vary from one group ... to
another

4 ANALYSIS VII

variations in the course of time

rates are higher or lower according to age, sex, etc.

a marked increase in

Number of - awards of disability benefits

- recipients of disability benefits

- beneficiaries

Growth rate

5 SOCIAL SECURITY I

The medical profession

Social security agencies

Social security benefits amount to a great deal less than the normal wage

The levels if social security given during sickness

(The Dutch use) a separate cadre of insurance doctors who have no clinical responsibility

The first two weeks are controlled by lay inspectors Surveillance by sick fund officials

To take uncertified absence

Careful and effective monotoring

Requiring medical evidence

Evidence of incapacity for work (is normally obtained by) doctor statements (obtained by claimants from their family doctor)

The organization operated a system of uncertificated leave privilege whereby employees

... allowed to take up to ten days a year as uncertificated
...

the worker may be entitled to ...

abolition of the waiting period ...

5 SOCIAL SECURITY II

Procedure for supervision of claims for incapacity benefits
by:

- a home visit by a lay member of social security
office staff
- a reference to a medical officer for a second opinion on
incapacity for work

(Claimants) are called for medical examination by medical officers

Income maintenance programs to protect workers in case of
disability

Income replacement programs

Work-related injury

Work injury benefit program

Criteria for evaluating incapacity

Minimum percentage of reduction of earning capacity

Evaluation of permanent disability

Exhaustion of sickness benefits

Duration of payment

every employer must affiliate to the fund

programs : English / USA

programmes : English / UK

general practitioner

5 SOCIAL SECURITY III

Eligibility requirements/conditions of entitlement

Waiting period requirements

The scheme establishes a fixed period of 52 weeks

Temporary vs. permanent work incapacity

(The worker has) exhausted his entitlement to sickness benefits

Sickness : sickness benefit : short term illness

Disablement : invalidity benefit : long term illness

Independent adjudicating authority

The control of cases (of frequent) absence for work

The patient can transfer to

(The claimant is) incapable of any work

Incapacity for work

Arrangement for rehabilitation

reintegration

re-entry into work

Sickness payment arrangement (of the company)

Self-certification by the patient (for the first week of absence)

The incapacity is reported by telephone

5 SOCIAL SECURITY IV

Medical certification (is the responsibility) of insurance company doctors

GP (General practitioner)

The first two weeks of incapacity (are) authorized by lay sick visitors employed by the insurance companies

(a medical certificate shall) state whether a person is fit or unfit for work

Sick pay, as full normal wage, is provided (from the first day of absence for up to (six months)

Sick pay (employer)

Sickness benefit (social security)

Disability pension program (U.S.A.)

Non-employment-connected medical impairments

After that, should the incapacity continue, the worker would be transferred to (the disability pension)

..... one benefit is substituted for another

statutory retirement age

disability benefits are replaced with an old age or retirement pension

the claimants vocational history

SOCIAL SECURITY V

Upper age limit (at which a person no longer qualifies for a disability pension)

..... workers are covered under the scheme

Conversion to old age pension

..... men over 65 years who already draw a national insurance retirement pension

(From 1971) benefit has ceased to be paid for (waiting days)

The worker may be in sickness pay status for 52 weeks

The physician's return-to-work-note (U.S.A.)

Types of incapacity

Degrees of incapacity

(The fund may employ) personnel with no medical training to visit the sick

The system may completely separate treatment from certification

Claims may be initiated by telephoning

State of invalidity is evaluated by

Reduction of earning capacity necessary to entitle the invalid to a pension

5 SOCIAL SECURITY VI

Dutch system amalgating work-connected and nonwork-related benefits

without regard to the origin of the incapacity

Systems that provide for only (one degree of incapacity)

The system may measure incapacity by determining (the actual percentage of earning reduction)

Retraining or resettling the insured in a different profession

Funds have the option of initiating rehabilitative measures

Measures to maintain, improve or restore (the insured capacity to earn)

Legislative provisions

Transfer from short-term to long-term incapacity

Adverse labor market conditions

(To measure the) economic impact of the insured's medical impairments

(The Dutch and German system do not require the insured to accept) any job of a lower status than his previous one

Vocational factors such as age, work history, education and job training (may lessen the chances of returning the disabled to work)

(A younger worker is generally) easier to place than

5 SOCIAL SECURITY VII

The insured with transferable or marketable skills

Beneficiaries under the programm

Recipients of benefits

Gross disability incidence rate

" recovery/termination rates

" death rates

Definition of statutory disability

(Segments of) the population covered (soc. verz.)

Comparatively high benefits

Claimants must satisfy the systems definition of invalidity
(as well as a minimum period of) work or insurance contribu-
tions

Age may be a factor in determinating entitlement

Admission to social insurance (U.S.A.)

..... social security systems may institute rehabilitation
and training programs

earning capacity reduction

loss of work capacity

specifying a minimum degree

retroactive payment

the high level of cash benefits to which they are entitled

5 SOCIAL SECURITY VIII

maternity leave

(these measures) come within the province of social security

doctor's certificate

doctor's note

supervising doctor

effective claim supervision

maximum period of benefit payment

After 12 working days of disability, retroactive payment of benefit for the waiting days follows

Sickness benefit claimants

Invalidity benefit claimants

To require a medical certificate for spells of very short duration places a considerable burden on general practitioners, probably without imposing any really effective deterrent on short-term absence.

Persons actually drawing benefits

adjustment for price level changes

waiting days were abolished

mandatory (=) obligatory

5 SOCIAL SECURITY IX

wage worker
salary worker (U.S.A.)
self-employed

sick-leave plans
continuation-of-pay-plans

short-term or temporary non-work connected disability

private - public employment

(In most cases) these benefits begin (after a waiting period of 3-5 days)

Protection against income loss from sickness (is furnished through)

Single lump sum benefits (rather than) full-term periodic payments

Maternity benefits, 3 weeks before and 3 weeks after termination of pregnancy

(These countries have imposed) employment quotas (on private employers)

The extent of lost earnings capacity

Eligibility for this pension is based on a medical determination with an explicit role for labor market conditions

Sheltered employment system

5 SOCIAL SECURITY X

Specific disability (Berufsunfähigkeit)

General disability (Erwerbsunfähigkeit)

Continuation of Wage Payments)

Workman's Accident Insurance Program) (ERD)

Public Health Insurance Program)

Accidents benefits equal to 80 percent of lost wages

An experience rated tax borne only by employers

A rating is made of the reduction in capacity

Employment quota for disabled persons: 6 percent of the jobs
are to be reserved for ...

Compliance of quota arrangements is not extensive.
to comply with (the quota)

Pay roll tax contribution for each quota position not filled
by a disabled worker

The relatively small costs of avoidance of the quota

Unemployment insurance benefits

Workers may have exhausted their right to ... benefits

The worker can no longer engage in work activity owing to
(impairments).

A victim may be entitled only under the work-injury benefit
program

5 SOCIAL SECURITY XI

A worker falls under the ... system ...

the population insured

medical assessment of work incapacity

Residual work capacity

Individual vocational factors such as age, education and prior work history

The body that awards invalidity pensions may also be involved in instituting rehabilitation programs directed at preventing (long-term incapacity in an early stage).

The worker, who suffers a financial loss

... attested by a medical certificate

... doctors ... not to perform watchdog duties for the social security scheme to prevent malingering

medical-social guidance

the onset of the incapacity

the funds medical inspection services

statutory sickness insurance funds

Compulsorily insured

Voluntarily insured

5 SOCIAL SECURITY XII

... obstacles which used to stand in the way of taking sick leave

previous remunerations

... likely duration

social security doctors employed by
or contracted to the funds

Take account of - working capacity of the claimant
- the real chance of finding employment

(market conditions) have been taken into account along with
(medical factors)

early retirees

changes in legislation
the way in which the laws are interpreted.

disposable income

workers whose health has deteriorated

they are in receipt of a disability pension

... are in a disadvantageous position as regards public
assistance provisions

he is transferred to an old-age-pension

under the Dutch (social security) system

5 SOCIAL SECURITY XIII

health care expenses

sickness insurance coverage

exclusion from working life

income deficiency

criteria which entitle persons to receive benefits

relaxing the criteria for (disability benefits)

broadening of the eligibility criteria

Persons ... being marginal in terms of labour market opportunities

Contributions financing systems

tax financing systems

Advanced and early retirement pensions

Abandoning traditional medical definitions

Expansion of disability programme applications

The recipient of a disability benefit

Boundaries between unemployment and disability have become
fluid

Disguised unemployment

Termination of service on grounds of ill health

5 SOCIAL SECURITY XIV

policy on the employment of disabled

medical enquiries

the sick worker need notify his employer by telephone

medical officers employed by and
acting on behalf of employers

medical evidence of disability

the decision to take a few days off

to redeploy someone to a less demanding task

job insecurity

doctors are accused of handing them ("sick notes") out too
freely

the holder of the medical certificate

grounds for questioning the presence of disabling illness

relatively generous pension and other social security schemes

criteria governing eligibility

receive benefits over a longer period

pensionable age

replacement ratio (the mean benefit/mean wage ratio)

5 SOCIAL SECURITY XV

temporary lay-offs

short-time working

to carry out the tasks of an occupation

to engage in work

magnitude

composition

income transfer recipients

disabled income support recipients

disability transfer recipients

labor force participation

continuing in the labor market

application for benefits

work constraint characteristics

access to)

stay within) social security programmes

exit from)

accumulate claims against the pension system

taxes being levied on wages

persons who cannot afford to take early retirement

number of reckonable years of insurance

5 SOCIAL SECURITY XVI

administrative fines can be levied

people being marginal in terms of labor market opportunities

Long-term cases regarded as a prelude to retirement on disability pension

premature retirement

DSA : Disability Security Act. (WAO) 1.7.1967

GDIA : General Disablement Insurance Act. (AAW)

JMD : Joint Medical Service (GMD)

O.A.'s : Occupational Associations (Ind. Ass.). (BV'en)

6 HEALTH, HEALTH CARE SYSTEM I

Indices of mortality

Medical consumption rates

Broad diagnostic groups

It is argued that certification damages the doctor-patient-relationship

A certificate for a few days is the safest course of action

The sanction of changing his entire family to the list of a more compliant doctor

When in doubt the doctor usually gives his patient a certificate

Occupational physician

Occupational nurses

... importance of distinguishing between morbidity and sickness absence

Changes in diagnostic pattern

Substantial changes in the main causes of certified incapacity

Medical conditions

Quite serious disease - the most trivial of ailments

(those) with objectively serious and incapacitating conditions

6 HEALTH, HEALTH CARE SYSTEM II

(Doctors are rarely trained) to assess fitness

annual periodic medical overhauls (of all personnel)

Pre-employment medical examination

medical examination before entry (into a pension)

safeguarding of (their health)

protective measures

hazards

the scope of application of (these measures)

prescribe rest

influenza virus vaccination

rivalry between family doctors

overall physical conditions

personal and social malfunctioning

description of current health status of a population

physical and mental infirmities

organic complaints and functional disorders

work connected / non-work connected impairments

General state of health

health services utilization

6 HEALTH, HEALTH CARE SYSTEM III

traditional methods to measure population health levels (are morbidity and mortality rates)

the relative health levels of a countries population

mortality conditions among cities in different countries

... to medicalise social and personal problems

... worker who claims to be suffering from

excessive use of alcohol

complaints about bad health

minor ailments (such as: headaches, dizziness, insomnia, fatigue, etc.)

there may be loafers

hypochondriacs

lazy

sophisticated workers

who exploit their illness benefits for personal profit

psychosomatic complaints

etiological role of work in frequently occurring chronic diseases

general health surveillance of workforce

resettlement of sick and injured workers

6 HEALTH, HEALTH CARE SYSTEM IV

occupational health nurse)
" physician)
" hygienist)
clerical staff)

health checks
regular inspection

protective clothing and equipment

The employee may be suffering from

an overall alcohol addiction policy

prescribed medical therapies

individuals' health-related decisions

the monitoring physician

work-related diseases/job related diseases

healthy-worker-effect

survivor population

escapers

workers whose health has deteriorated

6 HEALTH, HEALTH CARE SYSTEM V

voluntary health behaviour:

- prevent illness at a asymptomatic stage (health behaviour)
- to obtain diagnosis (illness behaviour)
- to discover suitable treatment
- to undertake/receive treatment aimed at restoration of health or at halting disease progression (sick-role behaviour)

health behaviour within their surrounding social and cultural contexts

symptom experience)
assumption of the sick role) Suchman's sequence of
medical-care contact) medical events
dependent-patient role)
recovery of rehabilitation)

the individual must make health-care decisions
undertake health-related behaviors

lay-referral system

the individual diagnosed as ill

regaining good health

terminate medical care

reassume prior roles

rehabilitation: adopt a new role as chronically ill individual

vocational rehabilitation

the tolerance thresholds

6 HEALTH, HEALTH CARE SYSTEM VI

health-services utilization

health beliefs and attitudes about medical care, physicians
and disease

self-reported general state of health

subjective perceptions of illness

clinical evaluation of illness

equal access to the medical care system

psychological discomforts, disorder

physical symptoms, illness

behavioral responses

risk-taking behaviors

prevalence of excessive drinking, drug abuse, violence

(biol.) Disease: biol. med. functie: ver. in lich. functie-
ren

reductie v. capaciteiten

(psych.) Illness: subj. ervaring v. ziekte (voelen)

(sociol.) Sickness: verwerven andere rol en status

The access of patients to the hospital system

general practitioner referral

direct self-referral

chronic illnesses (that particularly affect the elderly).

(individuals) may experience considerable suffering from

6 HEALTH, HEALTH CARE SYSTEM VII

minor deviations from "good health" (are tolerated)

filtering process

the sick and the well

residual working capacity

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS I

Leader style: behaviour of an employee's supervisors

Pressures to attend

The threat of lay offs

Fear of reprisal (represaille)

Incentive/reward system

The use of primitive sanctions by management in controlling absenteeism

Stringent reporting and control procedures e.g.:

- keeping detailed attendance records
- requiring medical evidence
- requiring medical verifications for reported illnesses
- strict disciplinary measures

Personal work ethic

Propensity to come to work ("neiging")

Organizational commitment

Personnel management

Employment policy

Occupational structure

Those who join or leave the organisation

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS II

Occupational status: (groups, such as managers, skilled manual, skilled non-manual, semi-skilled, unskilled groups.
(at the very least) distinction must be made between: white collar or "staff" employees, blue collar or "labour"

Type of industry

The economic situation and levels of unemployment

Health requirements which affect processed food factories

The organization of work:

- production line or batch process
- round-the-clock shift working or discontinuous shift systems

Improvements in the general work environment

The specific health related factor: "environmental hazards"

Industrial accidents

Accidents sustained away from work

Physical demands of the work

Workers on the shop floor

appropriate company personnel policies

... it was decided to employ a part-time Sick Visitor ("Sick Spy")

Premature retirement due to (disability)

Medical retirement due to

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS III

continuous process industry

organizations, firms, factories, companies

Manual employees ("blue collar") drawn from skilled, semi-skilled and unskilled occupations in the production, service and maintenance functions

manual workers - staff employees (non-manual workers)

blue collar - white collar

wage earners - salaried employees

Firms may be more selective in their employment practises

Labor market conditions may affect the availability of jobs
.....

employee counseling and disciplinary action

oral or written warning (is given within one week of the violation)

Computerized attendance surveillance program

control methods for reducing absenteeism:

punishment, warnings, suspensions and terminations

aversive control strategies

affirmative control strategies (positive reinforcement)

Pay incentives (reward good attendance)

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS IV

Positive incentives for attendance in the form of financial reimbursement or vacation time

Personnel attendance was monitored (at the end of every calendar quarter)

Employees attendance record (was reviewed)

..... abuse and the accompanying detrimental impact

Actions: - informal oral consultation
- formal disciplinary action

Date of birth, date of enrolment, change in work

Short term contracts

Labour law

job security
protection against dismissal

dismissal on grounds of (pregnancy, confinement, exercising the right to maternity leave)

right to reinstatement after confinement

the application for a job

(during the period of investigation) there was a down-turn in the company's business with redundancies

supervisory grade

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS V

employment class ... denotes the two basic classes of employ-
ee-staff and works-personnel

The control mechanism exacting sufficiently great
penalties to discourage cavalier absences

individuals whose absence-taking behaviour

Absence policy

Increased demand might increase (perceived) job stress but it
might also tighten management's absenteeism control system
(types of absence) defined in a collective-bargaining agree-
ment

seniority

Shift work has in-built regulations which often lead to
increased loyalty in the work force

job classifications, pay levels, seniorities

60 new, probationary, employees
employees on probation

bonus, compensatory rest days (shift work)

persons engaged in shift work

the transfer to another job ...

statutory works council ...

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS VI

multi-national company

low-conflict countries

(many companies) run quota systems in that employees may take
a maximum number of days of uncertified absence per year

people out of work

Clerical staff

Foremen and supervisors, skilled manual, semi-skilled manual,
unskilled.

repeaters

Staff - Workers

Industrial disputes

Steps in disciplinary procedures:

- oral warnings
- formal first warning
- formal final warning
- dismissal

jobs of greater responsibility and less physical demand (such
as managerial and clerical jobs)

jobs grade

clerical grades comprise ...

25 % of the employees work three shifts

79 % of the manual staff is employed on shift work

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS VII

the employees doing shift work
there are 1000 manual workers on shift work
shift work is undertaken involuntary

Some economic penalty is imposed

Supervisory methods
Styles of supervision

Attendance behaviour indicated by tardiness, absenteeism,
voluntary turnover, involuntary turnover

Labour management negotiations

Three cycle continuous shift work (being done by)

The scale of female employment
Participation of women in economic activity

manufacturing industry

skilled productions
semi-skilled occupations in the service functions
unskilled maintenance

societal environment

wage hierarchy

foremen
supervisory personnel
supervisors

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS VIII

new entrants in this group

date of engagement by the firm

date of entry into the firm

resumption of work

return to work

Hygienic requirements preclude staff working with heavy
colds, stomach ailments, etc.

Absence policy

Department level absence policies

Remedial action (can be taken)

Person-centered approach

Organizational variables : work climate,
work related values, styles of supervision

Loyalty to the employing company

Supervisor

subordinate

orientation toward (their company)

Production-oriented supervision

Employee-oriented supervision

these firms maintain (continuous) production

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS IX

non-stop production

pre-employment selection

higher mortality rates in semi-skilled workers

automated production methods

Women make up about 50 % of the work force

Absence policy

the employment relationship is maintained and not broken

reduced working (on a temporary basic)

where employees are partly idle

demand for)

supply of) labour

deteriorations in employment levels

diminished employment opportunities

persons taking jobs for which they were ill-suited

reenter the labour market

receive benefits over a longer period

job satisfaction

satisfaction in work

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS X

employee motivation
motivation to work

employee attitudes

industry
commerce
public sector

the organization's own employees

disruption of work

... measures should be understood in the context in which
they used to be applied ...

plant physician
company medical officer

Labour supply
Labour demand

protection against dismissal

supervisor of each group

management information systems

concern for the "genuinely ill"

rudimentary jobs which once served as quiet retreats (have
now been eliminated by rationalization)

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS XI

voluntary departures

retirement

death

"the golden handshake"

early retirement with provision for income maintenance until entitlement to full pension

early retirement with high-level income protection

internal transfer

Reduction in hours of work (Ned: ATV)

Employment office

breaking of the work contract

suspending of the work contract

contract of employment has been suspended

propensity to leave

turnover among female workers

tenure with an organization (length of service)

a combination of discipline and positive reinforcement

employees were counseled regarding their record of absence

the accompanying detrimental impact on fellow employees

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS XII

disadvantaged categories of workers (those with an employment in arduous and dangerous work)

a full career insurance record

works council

notify the competent authorities

obtain the authorisation (of a public authority)

carry out a workforce reduction

collective dismissals

work sharing

cutting normal daily working hours

reducing number of days worked

leadership behaviour

employee grievances

repetitive work

dissatisfaction

employee feelings about (fair treatment)

withdrawal from the work situation

employers use temporary lay-offs

7 OCCUPATIONAL AND ORGANIZATIONAL ASPECTS XIII

to cushion the impact of fluctuations in the production

seasonal and cyclical variations in productivity

labour shortage

job insecurity

disinvolvement

job loss

managers of production sections

heads of personnel departments

dismissal for alleged misconduct

for economic reasons (redundancy)

the employer discharges employees

length of service

length of engagement

industry

commerce

the public sector

the organisation's own employees

8 ARGUMENTATION, PRESENTATION I

This article considers (explores) the scale and nature of
.....

Some attribute this to (the welfare state)
Others blame (the conditions under which people work)

There is evidence to suggest that (broader factors are more
important)

Some results from ... confirm these differences
demonstrate similar ones

It may provide further clues towards (a solution)

Figures are set out in Table ...

Further analysis may cast more light on possible reasons for
.....
More light can be thrown on (such matters ...)

These observations merely indicate

International comparison of health statistics (are often
difficult to make)

the belief, still widely held by, that ...

results should be viewed in conjunction with evidence from
...

previous evidence on the effects of x on y is conflicting,
this being due to ...

8 ARGUMENTATION, PRESENTATION II

results followed the general trend

generalizations about ... are bedevilled by the wide variety of ...

Absence ... is powerfully influenced by many factors others than (ill health)

Different statistical criteria compound these problems

One study avoided ... by comparing ...

The (quality of management) has been shown to influence absence behaviour

It is argued that certification damages

There is no evidence to support the view that

The numerous factors known to influence

(Most researchers) have focussed primarily on

It is often stated in literature that

Of the 22 studies cited only 6 found

Studies that examined (bivariate correlations)

Factors under study

Investigators of absenteeism examined

the present investigation was designed to

this investigation has two main objectives: to assess
and to assess

8 ARGUMENTATION, PRESENTATION III

an attempt at interpreting results

the third criterion

Two basic assumptions permeate the work

Current literature assumes that

Hence, there appear to be

How such variables fit together into a model

This model incorporates both ... and ...

The model attempts to examine in a systematic and comprehensive fashion the

Briefly stated, it is suggested

A fundamental premise of the model suggested here is that
.....

The other factors will be dealt with subsequently

Our first question concerns

An examination of the available research yields a fairly consistent relationship between

The finding are not unanimous, however

The relationship is generally sustained by

Taylor's study

a similar observation can be made regarding

8 ARGUMENTATION, PRESENTATION IV

the need for preparatory study ...

the two year period

the problem was confined to

Results consistently show

... largely hearsay evidence

What remains to be demonstrated is

When taken together these findings indicate

... attempted to allow for the different

but his estimates made no allowance for

x, who has demonstrated (substantial rises in ...)

There are two aspects to the preparation

This article will indicate some of the problems of

It is a matter that concerns not merely doctors but also managers and ... as well as ... and thus taxpayers

All the studies undertaken point to (a multifactorial aetiology)

These factors are mostly concerned with

on closer inspection their scope may be seen to differ considerably

8 ARGUMENTATION, PRESENTATION V

cross-social variations (in organizational phenomena)

societal variables

macro-level variables

macroscopic factors

low strike rates have been reported (where there is a lack of) have been found to (decrease with ...)

The balance of evidence shows that

... people under the age of (40 years)

Morris noted a dramatic increase in

The stated aim was (to observe

The trends are shown in the accompanying figures

The growth aroused considerable concern

Basic description of are presented as background (to help understand the analysis that follows)

Public attention has been focussed on

It is beyond the scope of this article, however, to

(The programm to which the worker turns) in the event of illness or injury

Brief highlights of (the chief provisions

8 ARGUMENTATION, PRESENTATION VI

most studies revealed some differences ...

this trend is also apparent in ...

there is a wide measure of disagreement about ...

there is abundant evidence that ...

this paper describes a mortality study of ...

The major characteristics outlined are

This article describes how

..... a special enquiry into (the incidence of incapacity)

To achieve this object ("daartoe")

(29 organizations) satisfying the criteria set out below were selected

..... it is necessary to consider those sources of bias that may have influenced the findings, and also may affect any interpretation.

(The differences) were not substantial enough to allow firm conclusions to be drawn about

Similar experiences have been noted in

No agreement exists cross-nationally on (what constitutes a total loss of work capacity).

ARGUMENTATION, PRESENTATION VII

The study supports the view that

on enquiry it transpired that ...

the investigation has shown, which the limits imposed by the
size of the sample

the population comprises 1200 persons

the need for may stem from ...

There is no evidence to suggest that

It seems reasonable to conclude

Special conditions, nevertheless, may exist

The most widespread approach to

knowledge of previous studies ...

summarizing our findings (i.p.v. resumming = fout)

insofar as they have been studied

conforming to the Dutch definition of ...

findings are identical to those ...

the phenomenon of sickness absence ...

a causal relationship between ... and ... is documented in

8 ARGUMENTATION, PRESENTATION VIII

to remedy this omission ...

Figure 1 contains a block diagram showing ...
the broken-line arrow here indicates ...

however, in evaluating the system ...

... to overcome the limitations of ...

the study directed to ...

the stringency in delimitation enhanced the validity

As depicted in this table

The theoretical issues and empirical themes posed in the
previous section (provide a rich problem set for

Any generalization to the larger group (of nurses) should be
made cautiously, however, since our analysis was limited to a
specific subgroup.

..... could hardly be explained in terms of, and must
be due to

We have been asked by (the Ministry) to carry out a
survey of (what is known about)

Comparatively high benefits

Sickness benefit claimants analysed by age and duration of
spell

8 ARGUMENTATION, PRESENTATION IX

The Table overstates (absence among men at work and)
understates (that among working women)

This chapter is concerned with the issues that underlie
(the operationalization and measurement of absenteeism)

The problems are of considerable importance to (both
the researcher ...

this paper reviews ...,
describes ...,
defines ...,
discusses ...,
examines ...,

researcher and the practitioner

For purposes of this study

The problems just previewed (are of considerable importance)
The methods that have become commonplace

One additional topic deserves comment

This notion is fully supported by studies of

The theoretical model underlying this comparison

According to this argument

This argument posits that

(Industries) become more alike than different

8 ARGUMENTATION, PRESENTATION X

Figure 1 schematically presents (the research design).
As shown in Table A

Research studies that have been conducted by

control for rival hypotheses or extraneous variables

Comparisons are made between

the programme under consideration

The inquiry moves into the area of on the one hand
....., and on the other hand

A first approximation of the magnitude of the problem

It is worth emphasizing, however,

The data available to us do not permit conclusions regarding
morale

In view of sharply rising costs

Description of serves as a basis for comparison
within the province of

..... to the detriment of

the study is to be directed at (a better understanding of
.....)

the study is to be concerned with

(the benefits are) generally conditional upon a certain
length of employment

8 ARGUMENTATION, PRESENTATION XI

macroscopic level

mesoscopic level

microscopic level

may be due to

may be attributable to

preferably both sides should be taken into consideration

freedom, albeit within the constraints of the resources available

the question or problem to be examined moving beyond the description phase

..... danger that the reader will not see the wood for the trees

..... (the number of) conditions influencing

what the indicator purports to represent

An enquiry carried out on behalf of the Department

..... to undertake a survey to investigate

From the point of view of

Figures were adapted and derived from

allowance is made for

Two major conclusions emerge from this analysis

In addition to

8 ARGUMENTATION, PRESENTATION XII

It will be seen from the diagram that

One of the issues currently being considered

The "watchdog" function is undertaken by

to put it crudely

the institutional framework

this ... poses problems in the case of a worker

Prolongation of the individual duration of unemployment /
work incapacity is consistent with rational economic behavior

social costs (loss of reputation, prestige, status, power)

sanctions (exclusion from the group and being the victim of
stigmatisation)

the controversial evidence at reported studies

the role of age, sex, etc. have been dealt with in previous
studies

...triggered off a discussion of (the definition and..)

the results obtained

to take account of

the decision.....is more likely to be influenced by

8 ARGUMENTATION, PRESENTATION XIII

theoretical frameworks which attempt to account for....

another attempt to understand...from the social-context perspective is the model developed by.....

the problems encountered in other countries....

explanatory note(s)

(the judiciary) exerts a significant impact on

most field research has led to the conclusion.....
....gives a valuable insight into.....

rival hypotheses

the first category comprises (factors)....

interest will primarily be concentrated on

a system exists whereby the employee.....

elementary analysis

introductory analysis

international disparities

....exerts a small upward pressure on (the unemployment rate)

~~Appendix 13~~

Bibliography (see Chapter 7, page 82)

Following every academic written assignment you are required to give a bibliography. This is an alphabetical list of all the printed sources of material you have found useful while preparing to write the assignment.

The ordering of items and the format of your bibliography are important. The style required may vary slightly from one discipline to another, so *always check if there are any specific departmental instructions about the format which you must observe*. Otherwise you can follow the pattern of bibliography used in any textbook for the course.

Here is an example of a bibliography which observes common practice. It is followed by a commentary on the points to be noted in the format.

Bibliography

- Birnbaum, N. (1953), 'Conflicting interpretations of the rise of capitalism: Marx and Weber', *Br. J. Sociol.*, IV, pp. 125-41.
- Encyclopaedia of the Social Sciences*, Vol. 3, 1930, 'Capitalism'. *Hansard*, 3 July 1959, cols. 1245-1247.
- Robertson, H.M. (1959), 'A criticism of Max Weber and his school', in R.W. Green (ed.), *Protestantism and Capitalism: The Weber Thesis and Its Critics*, Boston, D.C. Heath & Co., pp. 65-80.
- Tawney, R.H. (1921), *The Acquisitive Society*, New York, Harcourt Brace.
- (1926), *Religion and the Rise of Capitalism*, London, Murray.
- The Times*, 25 November 1959.
- Weber, M. (1976), *The Protestant Ethic and the Spirit of Capitalism* (tr. Parsons), London, Allen & Unwin (orig. Ger. edit. 1904-5).

Points to notice:

A Organisation of list

1 All books, articles and other sources are listed in *alphabetical order* by surname of writer (or organisation producing the source, see first two items in the above bibliography for

examples). If more than one book or article is listed for the same writer (see Tawney example), they are arranged by date of publication. If they are both published in the same year, refer to them as 1926a and 1926b.

The alphabetical arrangement is a clear method of organising material and corresponds with the organisation of card catalogues and the arrangement of books, within sections, on the library shelves.

2 Some departments require you to make *separate lists* for books and for articles and government documents, or for primary and secondary sources.

B Books

1 The author's *surname* is followed by initials or first name (see Tawney example).

If you are referring to a chapter by a particular writer which is included in a larger book, list the chapter under the writer's name and follow this with the full details of the editor's name, book title, etc. (see Robertson).

2 The *date* of publication must be included, either as the final item in the reference, or immediately following the writer's name as in this bibliography.

If you have used a recent edition or translation in your reading, give details of the edition you have used and add the date of the original edition in brackets (see Weber). The date is important in placing the source in a time context.

3 The *title* of the book is underlined (see Tawney). (This is what you look for as you run your eye along the library shelf.)

4 The title is followed by the *name of the publisher* and the place of publication. Some departments require only one or the other item. Be consistent in the pattern you follow and in the punctuation you use (see Tawney). (This information can be useful in establishing whether the book is written for an American or Australian audience.)

C Articles

1 The *title* of the article or chapter is enclosed by quotation marks and followed by a comma. (Note: It is *not* underlined like the title of a book.)

2 The *name of the journal* (or book) is underlined. (This is what you look for on the library shelf.)

3 Full details of the journal are given, including (where relevant) the volume number, series number, date of issue, and the page references for the article being cited (see Birnbaum).

D Government publications, newspapers, reference books, reports, etc.

1 Official publications are usually listed with the department or institution as the writer (see Hansard).

2 Standard reference books, such as encyclopaedias, are listed by their titles (see Encyclopaedia of the Social Sciences).

3 Newspaper items which are not signed are listed by the name of the newspaper (see The Times).

E Annotated bibliographies

Some departments require you to produce annotated bibliographies, that is, with a brief comment following each item which both summarises the scope of the book or article and indicates in what way it was of particular significance to your purposes in writing your essay.

Hart, C.M.W. and Pilling, A.R. (1960), The Tiwi of North Australia, Holt, Rinehart & Winston, New York

This is the standard monograph on the Tiwi comprising the earlier work of Hart on the ceremonies, social organization, economic system and daily life of this Aboriginal people, and the more recent description of the Tiwi in the 1960s by Pilling. It was particularly useful in providing an insight into the various forms of social control which operate in an island community.

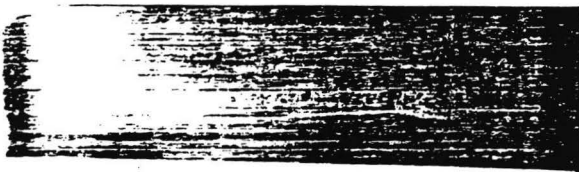
Note: It is essential to head all the notes you take from printed materials with the full bibliographic information you might need if you later want to use material from the book or article in an essay or refer to the source in your own bibliography. Also remember to include page references for any major ideas or key quotations you include in your notes.

II Correspondence

list of the structures and phrases used in the letters

model

- 1 We have pleasure in enclosing a copy of our latest catalogue and price list.
- 2 We thank you for your letter of 10th June, enclosing an invitation ...
- 3 We are interested in importing Spanish furniture and would be pleased to receive a copy of your ...
- 4 We should be obliged if you would kindly send us details of your refresher courses ... We look forward to hearing from you.
- 5 We thank you for your letter of 11th June, requesting details ... We have pleasure in enclosing a copy ... brochure, together with our latest price list.
- 6 We should be obliged if you would kindly confirm the date ... and state whether you would like ... We look forward to your reply.
- 7 In receipt of your letter of 10th June, we write to confirm that ... We should be obliged if you would kindly book hotel accommodation ...
- 8 As we are particularly interested in having a stand at next year's ... Exhibition. We should be grateful if you would kindly send us a copy ... We look forward to hearing from you.
- 9 With reference to your enquiry of 29th April, we are pleased to advise you that we have resumed production ... and are now able to start accepting orders again. We enclose an order form for your convenience.
- 10 With reference to your order number 1048, dated 30th May, we regret that item 2 ... will not be available until September. We should be obliged if you would kindly indicate whether you wish to wait or order an alternative model. We look forward to hearing from you.



11 As we are particularly keen to promote our ... , we are writing to ask if you would be prepared to display the complete range – as shown in the enclosed catalogue ... In return for the above, we are willing to grant you highly favourable terms. We look forward to hearing from you.

12 We are keen to expand our exports to Africa ... and are looking for suitable agents to represent us. If you are interested in having the Kenya agency ... , we should be pleased to send you the draft agreement stating the terms and conditions of the agency. We enclose for your information a copy ... We look forward to hearing from you and to receiving your references.

13 We thank you for your letter of 15th May, in which you offer us ... We should be pleased to represent you ... have pleasure in enclosing ... together with ... companies with whom we have had dealings ... We look forward to receiving the draft agreement ...

14 We thank you for your letter ... We have read with interest the account of ... and have decided to take up your references. We enclose ... We look forward to your acceptance of ... and to the eventual signing of the provisional agreement.

15 We refer to our letter of 16th May, in which we offered you the agency ... Since we have had no reply, we conclude that you are not interested in representing us ...

16 We thank you for the above order, which is receiving our attention. In view of the increasing demand ... we have decided to step up production, which means that we shall soon be able to despatch orders on receipt. We trust that this decision will be to our mutual advantage.

17 We thank you for your order ... receiving our attention. with regard to item 4 ... , we regret that owing to a series of adverse factors we have been obliged, temporarily, to reduce production, which will mean a delay in delivery ... We trust that this will not unduly inconvenience you.

18 It is now over eight weeks since we sent in the above order, and we are still awaiting delivery. We regret that

unless you are able to give us an assurance of delivery ... we shall be obliged to cancel the order. Please treat this matter as urgent.

19 We are in receipt of your letter ... and regret the delay in delivering the above. When your order was received, our supplier was out of stock of the fabric ... with the result that we were obliged to suspend work ... We are pleased to advise you ... We apologise once again for any inconvenience suffered by the delay.

20 We thank you for your enquiry ... and have pleasure in enclosing ... We should like to draw your attention to ... This range is on a special introductory offer, the terms of which are set out ... If you wish to take advantage of this offer, please use the enclosed order form. We look forward to hearing ... and to receiving ...

21 We write to draw your attention to the fact that our statement of account dated 10th May is still awaiting settlement. As payment is now considerably overdue, we must ask you to remit the sum in question without delay.

22 We write to draw your attention to the fact that in spite of two reminders the above account remains unsettled. We regret that unless your remittance is received by 30th June, we shall be obliged to take legal action. Please treat this matter with the utmost urgency.

23 We are in receipt of your letter ... and regret the error ... When this statement was made up, it was not noticed that two items had been crossed off invoice L 903, with the result that you were overcharged ... We enclose our credit note for the above sum so that you may deduct it from the total before sending off your remittance. We apologise once again for the error.

24 We are writing to enquire if it would be possible to order ... Our customer is prepared to pay ... if you are willing to adjust ... in accordance with the enclosed specifications. As our customer is particularly keen to have a decision soon, a prompt reply would be appreciated.



DISCUSSION GAMBITS

1. Connecting a personal anecdote to what the previous speaker has said

It's funny you should say that, I was just thinking about the time I...
A similar thing happened to me when I...
That reminds me of the time I...
Yes, I remember when I...
Did you really? When I...

2. Agreeing with the previous speaker

I couldn't agree more.
That's exactly what I feel (about it).
I'm with you there.
I see exactly what you mean, the same thing has happened to me.

3. Disagreeing completely with the previous speaker's view

I'm sorry I'm afraid I don't agree there.
I see what you mean but I'm afraid I can't agree.
Oh, I'm afraid I couldn't go along with that.
I'm sorry I'm afraid I think you're mistaken.
I'm afraid that just isn't the case.

4. Disagreeing partly and introducing a new argument

I see what you mean but...
Yes, but surely you're forgetting...
That's all very well but...
That's true but we mustn't forget...
That's fine for... but what about...
Yes, but you can't get away from the fact that...

5. Avoiding expressing an opinion so as to avoid disagreeing

I'm afraid I don't really know much about it.
It's difficult to say.
I'd want to think about that for a while.
Mmm... I suppose it depends on your point of view doesn't it.
That might be a good idea, it's difficult to say.

6. Introducing your opinion

It seems to me that ...
What worries me is ...
Personally I'm more interested in (whether) ...
Don't you think that ... (nowadays) ...
... (nowadays)
I think most people ...
Well of course, they say that ...
It said in the paper that ...

7. Giving an opinion about today compared with the past

When I was young ...
Nowadays people ...
... but it didn't use to be like that when I was ...
Things have changed for the better/worse.
It was different when (people) used to ...
I think it was better/worse when ...
Years ago ...

8. Giving a negative generalisation

Don't you think they should do something about ...
Something should be done about ...
There's too much ... about these days.
I think ... is/are to blame.
I think society has become too ...

9. Getting people to expand

What makes you think that?
Where did you read/hear that?
What did you do about it?
Have *you* ...

10. Other useful phrases in a discussion

It depends.
There's no point in ...-ing.
It's no use ...-ing.
I'm sorry to say that ...
You can't make generalisations but ...
There are exceptions but ...
Of course there are two sides to the question.
It's got something to do with ...
Surely it's a question of ...
I'm basically in favour of ... but ...
People often don't realise that ...
You can't get away from the fact that ...

IV Major diagnostic groups of the 1980 International
Classification of Diseases, Injuries and Death

1. Infectious and parasitic diseases
2. Neoplasms
3. Endocrine, nutritional and metabolic diseases and immunity disorders
4. Diseases of the blood and blood-forming organs
5. Mental disorders
6. Diseases of the nervous system and sense organs
7. Diseases of the circulatory system
8. Diseases of the respiratory system
9. Diseases of the digestive system
10. Diseases of the genitourinary system
11. Deliveries and complications of pregnancy, childbirth, and the puerperium
12. Diseases of the skin and subcutaneous tissue
13. Diseases of the musculoskeletal system and connective tissues
14. Congenital anomalies
15. Certain conditions originating in the perinatal period
16. Symptoms, signs and ill-defined conditions
17. Injury and poisoning
- (18. Special admissions (including live births in hospital))