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# Work Package on Monitoring & indicators

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# Main work package objectives

Monitoring & indicators of

Work related stress & Violence at work:

- Develop an European integrated indicator model & indicators for psychosocial risk management (PSRM)
- Inventory and prioritize main indicators on PSRM
- Identify gaps between indicators available and indicators considered necessary to monitor PSRM

# Use of monitoring

Identifying risks and risk groups

Evaluating interventions

Setting priorities for policies and interventions

Benchmarking progress at national and international level

Monitoring change, legislation, new developments

Supporting research on specific topics

Developing national standards

Forecasting emerging risks (?)

# Criteria for 'the' or 'an' indicator model on stress and violence at work

There should be three content criteria:

- The *process* should be central: exposure, outcome, action
- Three levels of impact and exposure
- Cyclical model

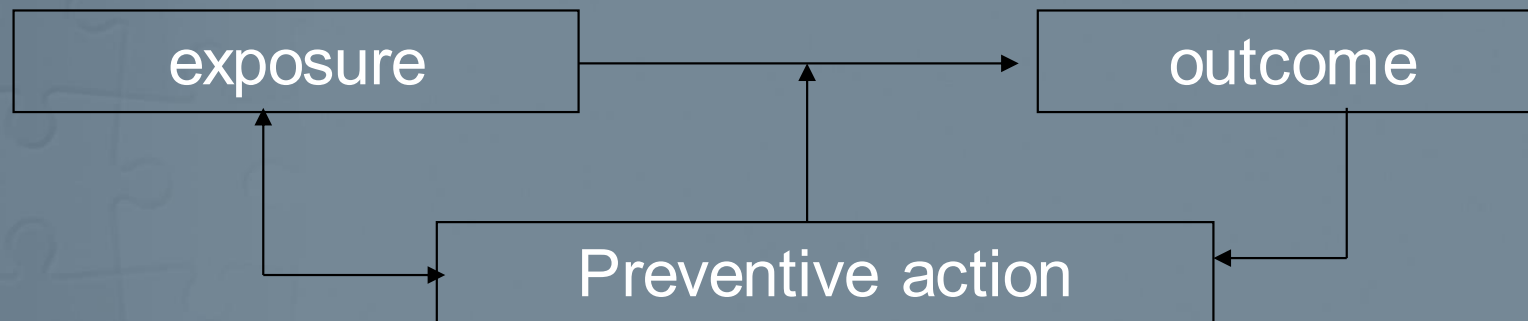
Link up with:

- Cost-benefit models
- CSR
- Risk groups

# At least two dimensions .... (With a feedback loop)

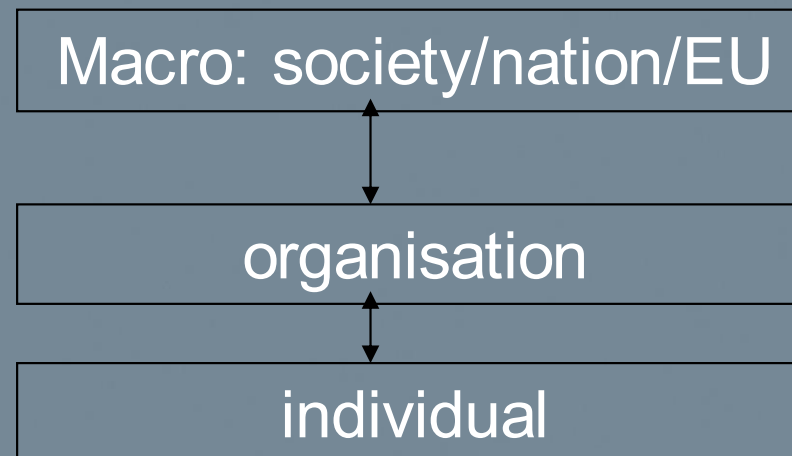
1

Process:

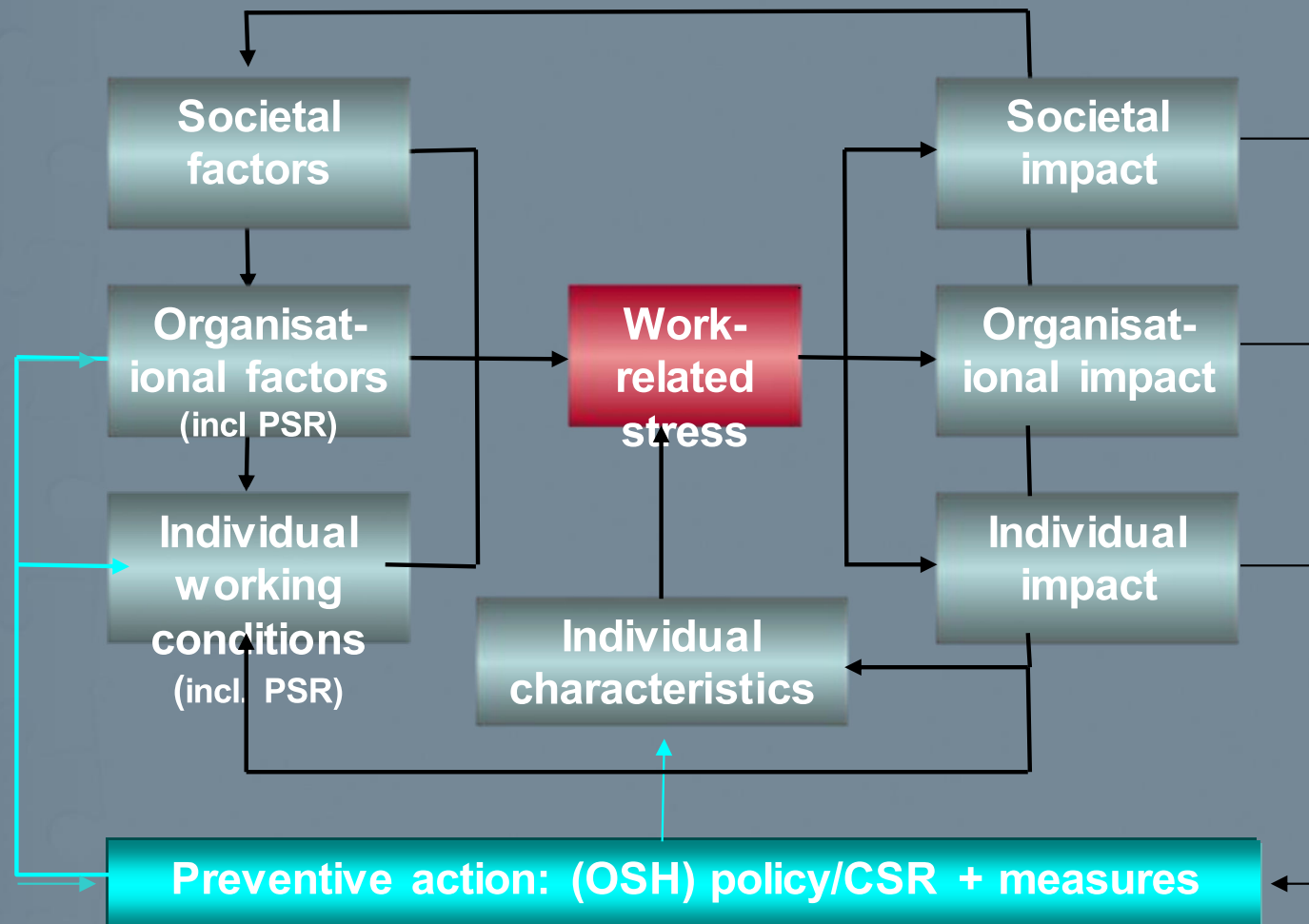


2

Hierarchical  
levels:



# Indicator model



# Additional (practical) criteria for the indicator(s) and indicator model

1. Have policy relevance next to expert assessments
2. Availability of data/monitors
3. Comparability (gender, cultures)

# Available indicators and sensitive data: indicator gap

Available indicators:

Reviews (Dollard, 2007 Weiler, 2007)

European Foundation (EWCS, EWCO)

Gap:

No indicators on preventive action (both structural and incidental)

Priorities in indicators:

All indicators were perceived to be important



# Exposure indicators

<b>Organisational factors</b>	
Policies	Facilities for optimizing work-home Human resources management Corporate Social Responsibility etc.
Organisational culture	Open-trust based Information from management Organisational justice etc.
Industrial relations	Works council/trade union Collective agreements etc.
<b>Work related factors</b>	
Employment conditions	Contract, pay, work history etc.
Organisational design	Job rotation, team work, etc.
Quality of work	Demands, control, violence etc.

# Outcome indicators

Health related outcomes	Accidents at work Health complaints Physical health Mental health
Outcomes related to job satisfaction/commitment	Job satisfaction Turnover
Absence	Sick leave Cause of absence Working while being sick/presenteeism
Economic costs	Costs of accidents and work drop out Performance/productivity
Work ability	Assessment of one's health & work ability

# Indicators for preventive action

Assessments	Risk assessment Recording of attendance, accidents & illness Investigation into causes of accidents etc.
Measures	Directed at: Reducing psychosocial risks Improving autonomy Improving coping capacity Return to work etc.
Evaluation	Use of policies/facilities Effectiveness of measures Process evaluation
Participation of employees	In....Risk assessment, Development, implementation & evaluation of plan of action

# Conclusions and way forward

- At EU-level already a lot of monitoring (also on PSR) is available
  - Indicator gap: preventive action (& policy/structural indicators)
  - Researchers, employer and employee representatives, policy makers consider all indicators as important
- ➔ European Agency (Bilbao) initiated the ESENER-survey on Psychosocial Risk Management (2007-2009)



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# Thank you!

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