

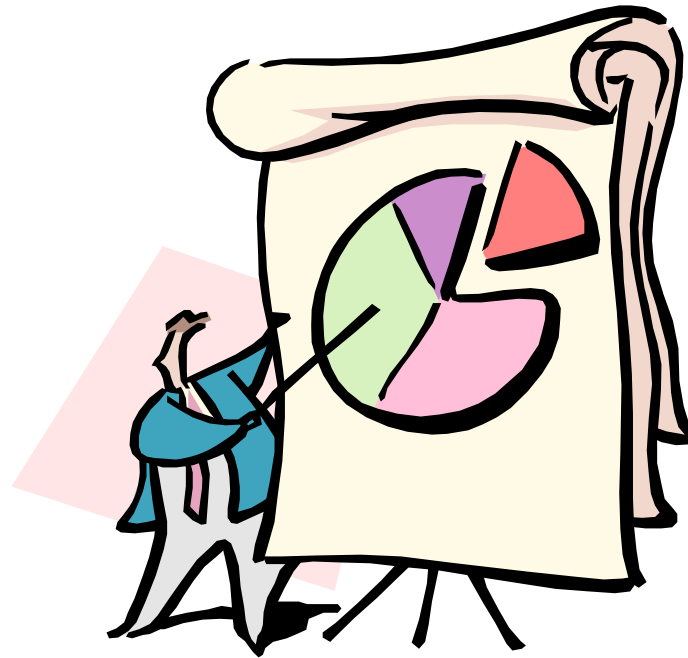


**Development, implementation,  
management and analysis of results of an  
online survey for the European Agency for  
Safety and Health at Work**

# Table of Contents



- 1. Contract Introduction**
  - Study Objectives
  - Work packages
  
- 2. Survey results**
  - Survey structure and analysis
  - Global Indicators
  - Specific Indicators
  
- 3. Conclusions & Recommendations**
  - Study conclusions
  - Final Recommendations



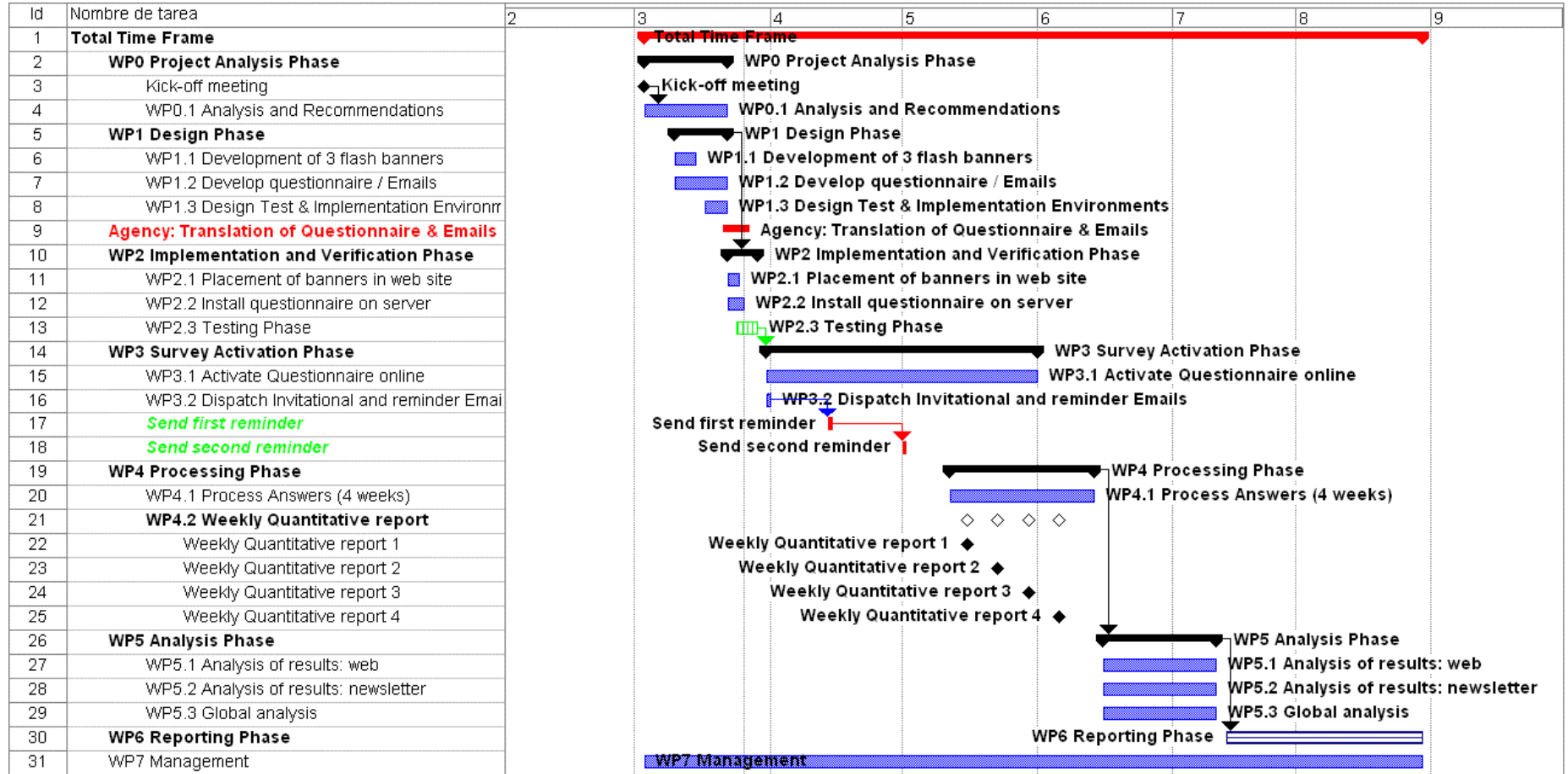
# Contract Introduction

**Contract Main Objective:** To carry out the development, implementation, management and analysis of results of an online survey of users of the new OSH portal to be launched in the autumn.

## Work plan

Work Package	Situation
WP0: Kick-off meeting and initial project analysis	Completed
WP1: Design Phase	Completed
WP2: Implementation and Verification Phase	Completed
WP3: Survey Activation Phase	Completed
WP4: Processing Phase	Completed
WP5: Data analysis Phase	Completed
WP6: Reporting and Recommendations Phase	Completed
WP7: Management and QA	Completed

## Initial Gantt diagram



## Final planning

<b>Action</b>	<b>Duration</b>	<b>Dates</b>
Test	2 weeks	30/01-10/02
Questionnaire on-line	5 weeks	13/02-20/03
1st reminder	1 day	20/02
2nd reminder	1 day	16/03
Report 1	1 day	17/02
Report 2	1 day	24/02
Draft Final Report	1 day	14/03
Final Report	1 day	03/04
Analysis phase	2 weeks	06/03-20/03
Reporting phase	2 weeks	20/03-03/04

## Flash Banner on Agency's web site

ES OSHA Focal Point - [España]: [Bienvenidos]: Sistema de Seguridad y Salud en el Trabajo de - Microsoft Internet Explorer

Archivo Edición Ver Favoritos Herramientas Ayuda

Dirección <http://es.osha.eu.int/>

1996-2006 Agencia Europea para la Seguridad y la Salud en el trabajo

European Network - Spain  
 Novedades | Mapa | Comentarios | Preguntas más frecuentes | Ayuda | Ayuda a Login para disponer de mayores servicios la traducción | Index

Red europea Red internacional Español

Bienvenidos

Noticias  
 Legislación  
 Buenas Prácticas  
 Investigación  
 Estadísticas  
 Organizaciones  
 Formación  
 Temas  
 Publicaciones  
 Foro de discusión  
 Sobre nuestra red

**OSHA online survey**

**Concurso de video**

**Bienvenidos** a la Red Española de Seguridad y Salud en el Trabajo. En esta página encontrará información sobre la composición de la Red Nacional de Seguridad y Salud en el trabajo y sus objetivos, así como una breve descripción de los contenidos.

[¿Qué es la Red Española de Seq. y Salud en el Trabajo?](#)

[¿Quién la administra?](#)

[¿Cuál es su composición?](#)

[Administrador](#)      [Admon. Gral. del Estado](#)      [CC. AA.](#)  
[Org. empresariales](#)      [Org. sindicales](#)      [Otras org.](#)

**¿Qué es la Red Española de Seguridad y Salud en el Trabajo?**

La Red Española de Seguridad y Salud en el Trabajo (RedSST) es una red de proveedores españoles de información que utiliza Internet como modo de difusión.

La información se estructura y organiza del mismo modo que el resto de las Redes Nacionales Europeas que son coordinadas por la Agencia Europea para la Seguridad y Salud en el Trabajo.

**¿Quién la administra?**

El Instituto Nacional de Seguridad e Higiene en el Trabajo en el marco de sus funciones garantiza la coordinación y la transmisión de la información sobre Seguridad, Higiene y Salud en el trabajo a todos los interesados.

**Información de la Agencia**

Agencia Europea para la Seguridad y la Salud en el Trabajo

Su vínculo a la Seguridad y la Salud en el Trabajo

**OSHmail**

Suscribirse a nuestro oshmail boletín informativo gratuito

Dirección de correo electrón

Suscribirse

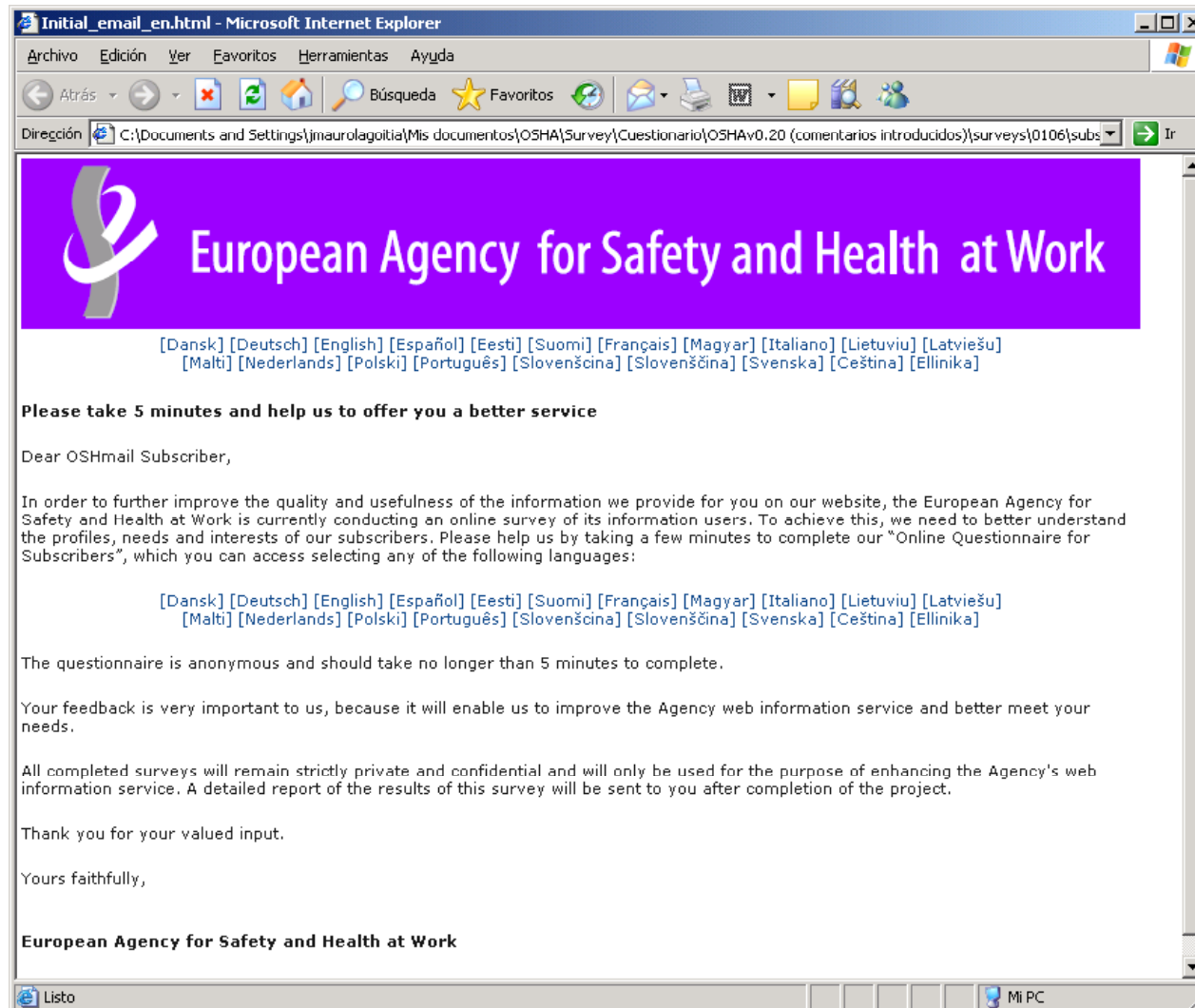
28012 suscriptores

**Noticias nacionales**

28.05.2000  
**Terra Actualidad**  
 Premian para la empresa encargada de la demolición del Windsor El Consejo General de Arquitectura Técnica ha decidido otorgar el

Internet

## Emailing





## Questionnaire

Questionnaire for OSHmail Subscribers - Microsoft Internet Explorer

Archivo Edición Ver Favoritos Herramientas Ayuda

Atrás Búsqueda Favoritos Ir

Dirección [http://osha.eu.int/surveys/0106/subscribers/questionnaires/questionnaire\\_en.htm](http://osha.eu.int/surveys/0106/subscribers/questionnaires/questionnaire_en.htm)

 **OSHA online survey**  Questionnaire for OSHmail Subscribers

Please click on each question to complete the Questionnaire.


**1. Please indicate your professional or individual activity**

**Scope** International  European  National

**Type**

- Organisation
- Institution
- Lobby Group
- Non-Governmental Organisation
- Trade Union
- Employers Association
- Public Research Institute
- Private Research Institute
- Statutory Insurance Organisation
- OSH Service Provider
- OSH Service Intermediary
- Public Company
- Private Company
- Journalist
- Student

Press the following check button when finished answering this question.



**2. Please indicate your sector of activity**

**3. Please indicate the size of your organisation**

**4. In which country do you work?**

**5. Do you mainly use the information yourself or do you disseminate it to others?**

Listo Internet

## Evalmaster analysis

Administrador de contenidos - Microsoft Internet Explorer

Archivo Edición Ver Favoritos Herramientas Ayuda

Dirección <http://www.cbt.es/OSHA/privado/> Ir Vinculos >>

2005 © Carsa

## Dynamic Survey Management

### EVALMASTER

- Questions
- Opinion Indicators
- Statistic Indicators
- Questionnaire
- Scenarios
- Analysis

### DELIVERY

- Delivery Databases
- Delivery Management
- E-mail
- Contacts

SI14.4 Specific analysis of responses from the UK. Answers to Q12.

:: SELECTED QUESTION: Q12 ::


Possible answers	N. Answers	Percentage / requirement fulfillment	Percentage / total polled
Yes	547	45.85 %	7.86 %
No	646	54.15 %	9.28 %


:: SELECTED QUESTION: Q12b ::


Possible answers	N. Answers	Percentage / requirement fulfillment	Percentage / total polled
Factsheets	493	41.32 %	7.08 %
Magazines	148	12.41 %	2.13 %
Reports	278	23.3 %	3.99 %
Forums	56	4.69 %	0.9 %
Proceedings	52	4.36 %	0.75 %
Annual Reports	57	4.78 %	0.82 %

N. of polled people who fulfill the requirements: 1193

Total polled: 6959

:: Print report :: 

:: Export Excel :: 

:: Export Word :: 

Abriendo página [http://www.cbt.es/OSHA/privado/gender/analisis/excel.php?id\\_formAnt=126<>127...](http://www.cbt.es/OSHA/privado/gender/analisis/excel.php?id_formAnt=126<>127...) Internet



# Survey Results

## Survey overview

### 1. Please indicate your professional or individual activity

Scope International    European    National

Type Organisation

Institution

Lobby Group

Non-Governmental Organisation

Trade Union

Employers Association

Public Research Institute

Private Research Institute

Statutory Insurance Organisation

OSH Service Provider

OSH Service Intermediary

Public Company

Private Company

Journalist

Student

## Survey overview

### **2. Please indicate your sector of activity**

Agriculture, Hunting & Forestry

Fishing

Mining and Quarrying

Manufacturing

Electricity, Gas and Water Supply

Construction

Wholesale and Retail Trade; Repair of Motor Vehicles, Household

Hotels and Restaurants

Transport, Storage and Communication

Financial Intermediation

Real Estate, Renting and Business Activities

Public Administration and Defence

Compulsory Social Security

Education

Health and Social Work

## Survey overview

### 3. Please indicate the size of your organisation

- 1-9 employees
- 10-49 employees
- 50-249 employees
- 250 or more employees
- Not applicable

### 4. In which country do you work?

### 5. Are you a user and/or a re-disseminator of information provided by the OSHA website?

- User only
- Re-disseminator only
- Both

### 6. For what length of time have you been using the OSHA website?

- Less than 1 year
- 1-4 years
- Over 4 years

### 7. How frequently do you visit the OSHA website?

- Daily
- Weekly
- Monthly
- Quarterly

## Survey overview

### 8. Please indicate your gender and age group

Male    Female

Under 25    25 – 44    45 – 60    Over 60

### 9. Overall, how satisfied are you with the OSHA website?

Scale: 1 (very dissatisfied) ... 5 (very satisfied)

1    2    3    4    5

### 10. How useful do you find the following major sections of the Agency website?

Scale: 1 (not useful at all) ... 5 (very useful); or N/A (Not Applicable)

About us; Good practice; Topics; Sectors; Priority groups; Campaigns; Press room; News; Events; Publications; Discussion; Legislation; Research; Statistics; Systems; Training; OSHmail; Personalise; Thesaurus; Risk Observatory

### 11. To what extent does the information on the Agency's website correspond to your needs?

Scale: 1 (not at all) ... 5 (very well)

## Survey overview

### 12. Are you a reader of any of the Agency's Printed Publications?

Yes                      No

If yes, which ones?

Factsheets

Magazines

Reports

Forums

Proceedings

Annual Reports

### 13. What additional services would you like the Agency's website to provide?

Email Notifications; SMS Alerts; Web Version for PDAs; Web Version for WAP Mobile; Web Navigation Wizard; News Aggregator\*; Helpdesk

(\*Service that enables news to be added to other websites)

## Indicators definition

**Global Indicators:** they present the evolution of both subscribers and visitors responses.

GI1: Subscribers; GI2: Visitors; GI3: Total

**Specific Indicators:** they analyse specific aspects of interest for the OSHA.

SI1. % of type of organisation (Q1) and per country (Q4).

SI2. % of sector of activity from the total responses (Q1).

SI3. Average score Q9 for Subscribers responses.

SI4. Average score Q9 for Visitors responses.

SI5. Average score Q9 for total responses.

SI6. Average score Q11 for Subscribers responses.

SI7. Average score Q11 for Visitors responses.

SI8. Average score Q11 for total responses.

SI9. Number of responses per language used to answer the questionnaire, classified per Subscribers and Visitors.

SI10. Analysis of the EU10 New Member States (Q4).

SI11. Analysis of young workers (under 25) (Q8).

SI12. Analysis of frequent users (daily or weekly in Q7) (Q7).

SI13. Analysis of Visitors from “private company” (Q1).

SI14 – SI19 Specific analysis on The UK, Spain, Italy, Germany, Portugal and Belgium.



# Global Indicators: Visitors

## Global Indicators: Visitors (20/03/06)

GI2. Total Number of responses from Web Visitors: 142

GI2.1 % of International, European and National organisations (Q1).

Q1	N. Answers	Percentage / requirement fulfillment	Percentage / total
International	24	16,90%	0,34%
European	27	19,01%	0,39%
National	91	64,08%	1,31%

GI2.2 % distribution per organisation type (Q1).

Q1b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Organisation	18	12,68%	0,26%
Institution	5	3,52%	0,07%
Lobby Group	0	0%	0%
Non-Governmental Organisation	3	2,11%	0,04%
Trade Union	9	6,34%	0,13%
Employers Association	5	3,52%	0,07%
Public Research Institute	8	5,63%	0,11%
Private Research Institute	2	1,41%	0,03%
Statutory Insurance Organisation	0	0%	0%
OSH Service Provider	25	17,61%	0,36%
OSH Service Intermediary	1	0,70%	0,01%
Public Company	13	9,15%	0,19%
Private Company	45	31,69%	0,65%
Journalist	1	0,70%	0,01%
Student	7	4,93%	0,10%

# Survey Results

## Global Indicators: Visitors (20/03/06)

GI2.3 % distribution per sector of activity (Q2).

Q2	N. Answers	Percentage / requirement fulfillment	Percentage / total
Agriculture, Hunting, Forestry	5	3,52%	0,07%
Fishing	0	0%	0%
Mining Quarrying	5	3,52%	0,07%
Manufacturing	16	11,27%	0,23%
Electricity, Gas and Water Supply	0	0%	0%
Construction	17	11,97%	0,24%
Wholesale and Retail Trade; Repair of Motor Vehicles, Household	2	1,41%	0,03%
Hotels and Restaurants	4	2,82%	0,06%
Transport, Storage and Communication	9	6,34%	0,13%
Financial Intermediation	5	3,52%	0,07%
Real Estate, Renting and Business Activities	5	3,52%	0,07%
Public Administration and Defence	16	11,27%	0,23%
Compulsory Social Security	5	3,52%	0,07%
Education	19	13,38%	0,27%
Health and Social Work	27	19,01%	0,39%

GI2.4 % distribution per organisation size (Q3).

Q3	N. Answers	Percentage / requirement fulfillment	Percentage / total
1-9	21	14,79%	0,30%
10-49	11	7,75%	0,16%
50-249	33	23,24%	0,47%
250 or More	63	44,37%	0,91%
N/A	14	9,86%	0,20%

## Global Indicators: Visitors (20/03/06)

GI2.5 % distribution per country (Q4).

Q4	N. Answers	Percentage / requirement fulfillment	Percentage / total
Spain	22	15,49%	0,32%
Portugal	18	12,68%	0,26%
Italy	9	6,34%	0,13%
Hungary	8	5,63%	0,11%
Slovak Republic	8	5,63%	0,11%
United Kingdom	8	5,63%	0,11%
Belgium	7	4,93%	0,10%
Germany	7	4,93%	0,10%
Estonia	6	4,23%	0,09%
France	6	4,23%	0,09%
Romania	5	3,52%	0,07%
Finland	4	2,82%	0,06%
Czech Republic	3	2,11%	0,04%
Greece	3	2,11%	0,04%
Poland	3	2,11%	0,04%
Austria	2	1,41%	0,03%
Brazil	2	1,41%	0,03%
Cyprus	2	1,41%	0,03%
Egypt	2	1,41%	0,03%
Peru	2	1,41%	0,03%

## Global Indicators: Visitors (20/03/06)

GI2.6 % distribution Q5.

Q5	N. Answers	Percentage / requirement fulfillment	Percentage / total
User	52	36,62%	0,75%
Disseminator	6	4,23%	0,09%
Both	84	59,15%	1,21%

GI2.7 % distribution Q6.

Q6	N. Answers	Percentage / requirement fulfillment	Percentage / total
Less than 1 year	75	52,82%	1,08%
1 to 4 years	46	32,39%	0,66%
Over 4 years	21	14,79%	0,30%

## Global Indicators: Visitors (20/03/06)

GI2.8 % distribution Q7.

Q7	N. Answers	Percentage / requirement fulfillment	Percentage / total
Daily	12	8.45 %	0.17 %
Weekly	52	36.62 %	0.75 %
Monthly	57	40.14 %	0.82 %
Quarterly	21	14.79 %	0.3 %

GI2.9 % distribution per gender (Q8).

Q8	N. Answers	Percentage / requirement fulfillment	Percentage / total
Male	92	64,79%	1,32%
Female	50	35,21%	0,72%

## Global Indicators: Visitors (20/03/06)

GI2.10 % distribution per age group (Q8).

Q8b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Under 25	6	4,23%	0,09%
25-44	71	50%	1,02%
45-60	62	43,66%	0,89%
Over 60	3	2,11%	0,04%

GI2.11 % distribution per satisfaction scale (Q9).

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	3	2,11%	0,04%
2	12	8,45%	0,17%
3	52	36,62%	0,75%
4	52	36,62%	0,75%
5	23	16,20%	0,33%

Average: 3.56

## Global Indicators: Visitors (20/03/06)

GI2.12 % distribution per satisfaction scale and section (Q10).

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	3	22	27	32	16	42	3,36
Good practice	1	7	23	83	0	28	3,65
Topics	2	4	26	56	25	29	3,87
Sectors	2	6	36	49	14	35	3,63
Priority groups	2	13	34	37	11	45	3,43
Campaigns	2	9	18	37	33	43	3,91
Press room	7	7	23	41	19	45	3,6
News	1	8	13	42	39	39	4,07
Events	1	8	24	42	25	42	3,82
Publications	2	4	12	39	49	36	4,22
Discussion	8	13	18	38	14	51	3,41
Legislation	6	10	24	24	44	34	3,83
Research	6	7	19	29	39	42	3,88
Statistics	5	8	22	37	30	40	3,77
Systems	4	12	25	33	15	53	3,48
Training	2	12	24	29	31	44	3,77
OSHmail	2	8	14	36	30	52	3,93
Personalise	5	14	19	27	16	61	3,43
Thesaurus	4	11	22	31	13	61	3,47
Risk Observatory	4	9	18	28	34	49	3,85

## Global Indicators: Visitors (20/03/06)

GI2.13 % distribution per satisfaction scale (Q11).

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	4	2,82%	0,06%
2	10	7,04%	0,14%
3	58	40,85%	0,83%
4	51	35,92%	0,73%
5	19	13,38%	0,27%

Average: 3.5

GI2.14 % distribution Yes/No (Q12).

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	79	55,63%	1,14%
No	63	44,37%	0,91%

## Global Indicators: Visitors (20/03/06)

GI2.15 % distribution per publication (Q12).

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	66	46,48%	0,95%
Magazines	33	23,24%	0,47%
Reports	53	37,32%	0,76%
Forums	16	11,27%	0,23%
Proceedings	18	12,68%	0,26%
Annual Reports	27	19,01%	0,39%

GI2.16 % distribution Q13.

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	94	66,20%	1,35%
SMS Alerts	22	15,49%	0,32%
Web Version for PDAs	21	14,79%	0,30%
Web Version for WAP Mobile	10	7,04%	0,14%
Web Navigation Wizard	27	19,01%	0,39%
News Aggregator*	40	28,17%	0,57%
Helpdesk	41	28,87%	0,59%
News	40	28,17%	0,57%



# Global Indicators: Total

# Survey Results

## Global Indicators: Total (20/03/06)

GI3 Total Number of responses received: 6.959

GI3.1 % of International, European and National organisations (Q1).

Q1	N. Answers	Percentage / requirement fulfillment	Percentage / total
International	1455	20,91%	20,91%
European	838	12,04%	12,04%
National	4666	67,05%	67,05%

GI3.2 % distribution per organisation type (Q1).

Q1b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Organisation	861	12,37%	12,37%
Institution	556	7,99%	7,99%
Lobby Group	18	0,26%	0,26%
Non-Governmental Organisation	83	1,19%	1,19%
Trade Union	318	4,57%	4,57%
Employers Association	129	1,85%	1,85%
Public Research Institute	312	4,48%	4,48%
Private Research Institute	83	1,19%	1,19%
Statutory Insurance Organisation	81	1,16%	1,16%
OSH Service Provider	831	11,94%	11,94%
OSH Service Intermediary	90	1,29%	1,29%
Public Company	876	12,59%	12,59%
Private Company	2584	37,13%	37,13%
Journalist	43	0,62%	0,62%
Student	94	1,35%	1,35%

# Survey Results

## Global Indicators: Total (20/03/06)

GI3.3 % distribution per sector of activity (Q2).

Q2	N. Answers	Percentage / requirement fulfillment	Percentage / total
Agriculture, Hunting, Forestry	91	1,31%	1,31%
Fishing	16	0,23%	0,23%
Mining Quarrying	117	1,68%	1,68%
Manufacturing	1735	24,93%	24,93%
Electricity, Gas and Water Supply	0	0%	0%
Construction	716	10,29%	10,29%
Wholesale and Retail Trade; Repair of Motor Vehicles, Household	195	2,80%	2,80%
Hotels and Restaurants	72	1,03%	1,03%
Transport, Storage and Communication	412	5,92%	5,92%
Financial Intermediation	115	1,65%	1,65%
Real Estate, Renting and Business Activities	229	3,29%	3,29%
Public Administration and Defence	942	13,54%	13,54%
Compulsory Social Security	204	2,93%	2,93%
Education	684	9,83%	9,83%
Health and Social Work	1162	16,70%	16,70%

GI3.4 % distribution per organisation size (Q3).

Q3	N. Answers	Percentage / requirement fulfillment	Percentage / total
1-9	852	12,24%	12,24%
10-49	686	9,86%	9,86%
50-249	1338	19,23%	19,23%
250 or More	3732	53,63%	53,63%
N/A	351	5,04%	5,04%

# Survey Results

## Global Indicators: Total (20/03/06)

GI3.5 % distribution per country (Q4).

Q4	N. Answers	Percentage / requirement fulfillment	Percentage / total
United Kingdom	1193	17,14%	17,14%
Spain	849	12,20%	12,20%
Italy	649	9,33%	9,33%
Germany	625	8,98%	8,98%
Portugal	456	6,55%	6,55%
Belgium	356	5,12%	5,12%
France	327	4,70%	4,70%
Ireland	231	3,32%	3,32%
Netherlands	222	3,19%	3,19%
Australia	171	2,46%	2,46%
United States	157	2,26%	2,26%
Finland	153	2,20%	2,20%
Denmark	132	1,90%	1,90%
Sweden	121	1,74%	1,74%
Greece	118	1,70%	1,70%
Switzerland	96	1,38%	1,38%
Austria	93	1,34%	1,34%
Canada	77	1,11%	1,11%
Romania	68	0,98%	0,98%
Poland	53	0,76%	0,76%
Hungary	52	0,75%	0,75%
Argentina	46	0,66%	0,66%
Malta	45	0,65%	0,65%
Turkey	44	0,63%	0,63%
Brazil	37	0,53%	0,53%
Slovenia	36	0,52%	0,52%

# Survey Results

## Global Indicators: Total (20/03/06)

Q4	N. Answers	Percentage / requirement fulfillment	Percentage / total
Czech Republic	30	0,43%	0,43%
Latvia	28	0,40%	0,40%
Slovak Republic	28	0,40%	0,40%
Luxembourg	27	0,39%	0,39%
Norway	27	0,39%	0,39%
Estonia	20	0,29%	0,29%
New Zealand	20	0,29%	0,29%
UAE	20	0,29%	0,29%
Mexico	19	0,27%	0,27%
Bulgaria	18	0,26%	0,26%
Chile	18	0,26%	0,26%
South Africa	18	0,26%	0,26%
Cyprus	18	0,26%	0,26%
India	17	0,24%	0,24%
Lithuania	17	0,24%	0,24%
Venezuela	15	0,22%	0,22%
Peru	14	0,20%	0,20%
Colombia	13	0,19%	0,19%
Malaysia	13	0,19%	0,19%
Ecuador	11	0,16%	0,16%
Israel	11	0,16%	0,16%
Taiwan	7	0,10%	0,10%

## Global Indicators: Total (20/03/06)

- 6: Bolivia, Japan, Panama, Saudi Arabia, Uruguay  
 5: Iceland, Singapore  
 4: Croatia, Morocco, Russia, Senegal  
 3: Algeria, Barbados, Botswana, Costa Rica, Cuba, Egypt, Indonesia, Mauritius, Monaco, Philippines, Thailand  
 2: Andorra, Angola, Cameroon, China, El Salvador, Hong Kong, Iran, Jordan, Kazakhstan, Libya, Namibia, Niger, Nigeria, Oman, Paraguay, Qatar, San Marino, South Korea  
 1: Armenia, Aruba, Bahrain, Belarus, Bosnia and Herzegovina, Cambodia, Gabon, Gibraltar, Guatemala, Kuwait, Liechtenstein, Macedonia, Netherlands, Antilles, Pakistan, Puerto Rico, Serbia and Montenegro, Syria, Tunisia, Ukraine, Vietnam, Yemen

GI3.6 % distribution Q5.

Q5	N. Answers	Percentage / requirement fulfillment	Percentage / total
User	2481	35,65%	35,65%
Disseminator	112	1,61%	1,61%
Both	4366	62,74%	62,74%

## Global Indicators: Total (20/03/06)

GI3.7 % distribution Q6.

Q6	N. Answers	Percentage / requirement fulfillment	Percentage / total
Less than 1 year	1981	28,47%	28,47%
1 to 4 years	4098	58,89%	58,89%
Over 4 years	880	12,65%	12,65%

GI3.8 % distribution Q7.

Q7	N. Answers	Percentage / requirement fulfillment	Percentage / total
Daily	141	2,03%	2,03%
Weekly	2057	29,56%	29,56%
Monthly	3683	52,92%	52,92%
Quarterly	1078	15,49%	15,49%

GI3.9 % distribution per gender (Q8).

Q8	N. Answers	Percentage / requirement fulfillment	Percentage / total
Male	5123	73,62%	73,62%
Female	1836	26,38%	26,38%

GI3.10 % distribution per age group (Q8).

Q8b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Under 25	76	1,09%	1,09%
25-44	2992	42,99%	42,99%
45-60	3468	49,83%	49,83%
Over 60	423	6,08%	6,08%

## Global Indicators: Total (20/03/06)

G13.11 % distribution per satisfaction scale (Q9).

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	72	1,03%	1,03%
2	602	8,65%	8,65%
3	2631	37,81%	37,81%
4	3052	43,86%	43,86%
5	602	8,65%	8,65%

Average: 3.50

G13.12 % distribution per satisfaction scale and section (Q10).

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	214	873	2043	1410	540	1879	3.23
Good practice	99	346	1199	4488	0	827	3.64
Topics	63	315	1383	3001	1302	895	3.85
Sectors	72	477	2012	2141	642	1615	3.52
Priority groups	110	643	1978	1675	489	2064	3.37
Campaigns	113	512	1511	2181	1213	1429	3.7
Press room	228	869	1808	1499	511	2044	3.24
News	120	397	1221	2567	1625	1029	3.87
Events	182	793	1717	1846	817	1604	3.43
Publications	137	384	1284	2308	1789	1057	3.89
Discussion	281	845	1795	1484	528	2026	3.23
Legislation	151	446	1110	2032	2106	1114	3.94
Research	131	506	1466	1971	1385	1500	3.73
Statistics	179	568	1650	1899	1156	1507	3.6
Systems	137	662	1913	1532	548	2167	3.35
Training	173	715	1569	1730	1022	1750	3.52
OSHmail	144	383	1014	2076	1978	1364	3.96
Personalise	267	761	1552	1081	350	2948	3.12
Thesaurus	254	691	1446	1133	452	2983	3.21
Risk Observatory	153	462	1394	1640	1149	2161	3.66

## Global Indicators: Total (20/03/06)

GI3.13 % distribution per satisfaction scale (Q11).

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	53	0,76%	0,76%
2	795	11,42%	11,42%
3	3177	45,65%	45,65%
4	2487	35,74%	35,74%
5	447	6,42%	6,42%

Average: 3.36

GI3.14 % distribution Yes/No (Q12).

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	3706	53,25%	53,25%
No	3253	46,75%	46,75%

## Global Indicators: Total (20/03/06)

GI3.15 % distribution per publication (Q12).

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	3148	45,24%	45,24%
Magazines	1328	19,08%	19,08%
Reports	2233	32,09%	32,09%
Forums	595	8,55%	8,55%
Proceedings	759	10,91%	10,91%
Annual Reports	771	11,08%	11,08%

GI3.16 % distribution Q13.

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	4845	69,62%	69,62%
SMS Alerts	663	9,53%	9,53%
Web Version for PDAs	706	10,15%	10,15%
Web Version for WAP Mobile	197	2,83%	2,83%
Web Navigation Wizard	1149	16,51%	16,51%
News Aggregator*	1746	25,09%	25,09%
Helpdesk	1942	27,91%	27,91%



# Specific Indicators

## Specific Indicators (20/03/06)

SI1. % of type of organisation and per country

Q1b	UK	Spain	Italy	Germany	Portugal	Belgium	France
Organisation	278	69	28	56	31	51	21
Institution	51	73	102	38	45	34	24
Lobby Group	3	1	0	2	0	8	1
Non-Governmental Organisation	19	6	2	13	2	4	2
Trade Union	112	46	16	8	3	23	15
Employers Association	8	30	15	5	5	14	14
Public Research Institute	6	41	40	33	16	2	19
Private Research Institute	3	13	9	10	4	2	10
Statutory Insurance Organisation	3	12	16	10	0	2	4
OSH Service Provider	85	43	78	129	102	28	42
OSH Service Intermediary	9	6	5	10	5	3	3
Public Company	198	138	39	65	26	60	29
Private Company	396	364	290	238	204	122	134
Journalist	6	2	4	4	1	2	5
Student	16	5	5	4	12	1	4

## Specific Indicators (20/03/06)

SI2. % of sector of activity from the total responses (Q1).

Q2	N. Answers	Percentage / requirement fulfillment	Percentage / total
Agriculture, Hunting, Forestry	91	1,31%	1,31%
Fishing	16	0,23%	0,23%
Mining Quarrying	117	1,68%	1,68%
Manufacturing	1735	24,93%	24,93%
Electricity, Gas and Water Supply	0	0%	0%
Construction	716	10,29%	10,29%
Wholesale and Retail Trade; Repair of Motor Vehicles, Household	195	2,80%	2,80%
Hotels and Restaurants	72	1,03%	1,03%
Transport, Storage and Communication	412	5,92%	5,92%
Financial Intermediation	115	1,65%	1,65%
Real Estate, Renting and Business Activities	229	3,29%	3,29%
Public Administration and Defence	942	13,54%	13,54%
Compulsory Social Security	204	2,93%	2,93%
Education	684	9,83%	9,83%
Health and Social Work	1162	16,70%	16,70%

## Specific Indicators (20/03/06)

SI3. Average score Q9 for Subscribers responses.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	69	1,01%	0,99%
2	590	8,65%	8,48%
3	2579	37,83%	37,06%
4	3000	44,01%	43,11%
5	579	8,49%	8,32%

Average: 3.50

SI4. Average score Q9 for Visitors responses.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	3	2,11%	0,04%
2	12	8,45%	0,17%
3	52	36,62%	0,75%
4	52	36,62%	0,75%
5	23	16,20%	0,33%

Average: 3.56

## Specific Indicators (20/03/06)

SI5. Average score Q9 for total responses.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	72	1,03%	1,03%
2	602	8,65%	8,65%
3	2631	37,81%	37,81%
4	3052	43,86%	43,86%
5	602	8,65%	8,65%

MEDIA: 3.50

SI6. Average score Q11 for Subscribers responses.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	49	0,72%	0,70%
2	785	11,52%	11,28%
3	3119	45,75%	44,82%
4	2436	35,73%	35,01%
5	428	6,28%	6,15%

Average: 3.35

## Specific Indicators (20/03/06)

SI7. Average score Q11 for Visitors responses.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	4	2,82%	0,06%
2	10	7,04%	0,14%
3	58	40,85%	0,83%
4	51	35,92%	0,73%
5	19	13,38%	0,27%

Average: 3.5

SI8. Average score Q11 for total responses.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	53	0,76%	0,76%
2	795	11,42%	11,42%
3	3177	45,65%	45,65%
4	2487	35,74%	35,74%
5	447	6,42%	6,42%

Average: 3.36

## Specific Indicators (20/03/06)

SI9a. Number of responses per language used to answer the questionnaire (Subscribers)

Q0a	N. Answers	Percentage / requirement fulfillment	Percentage / total
DA	140	2,05%	2,01%
DE	752	11,03%	10,81%
EN	2307	33,84%	33,15%
ES	978	14,35%	14,05%
ET	13	0,19%	0,19%
FI	140	2,05%	2,01%
FR	534	7,83%	7,67%
HU	43	0,63%	0,62%
IT	634	9,30%	9,11%
LV	27	0,40%	0,39%
MT	9	0,13%	0,13%
NL	388	5,69%	5,58%
PL	51	0,75%	0,73%
PT	466	6,84%	6,70%
SK	19	0,28%	0,27%
SL	33	0,48%	0,47%
SV	127	1,86%	1,82%
CS	26	0,38%	0,37%
EL	115	1,69%	1,65%
LT	15	0,22%	0,22%

# Survey Results

## Specific Indicators (20/03/06)

SI9b. Number of responses per language used to answer the questionnaire (Visitors).

Q0a	N. Answers	Percentage / requirement fulfillment	Percentage / total
DA	1	0,70%	0,01%
DE	6	4,23%	0,09%
EN	39	27,46%	0,56%
ES	21	14,79%	0,30%
ET	6	4,23%	0,09%
FI	4	2,82%	0,06%
FR	9	6,34%	0,13%
HU	8	5,63%	0,11%
IT	8	5,63%	0,11%
LV	1	0,70%	0,01%
MT	0	0%	0%
NL	1	0,70%	0,01%
PL	3	2,11%	0,04%
PT	18	12,68%	0,26%
SK	8	5,63%	0,11%
SL	1	0,70%	0,01%
SV	0	0%	0%
CS	2	1,41%	0,03%
EL	5	3,52%	0,07%
LT	1	0,70%	0,01%

## Specific Indicators (20/03/06)

SI10.1. Analysis of the EU10 New Member States (Q4).  
% distribution per satisfaction scale (Q11 & Q4).

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	6	1,83%	0,09%
2	26	7,95%	0,37%
3	120	36,70%	1,72%
4	140	42,81%	2,01%
5	35	10,70%	0,50%

SI10.2 Average score Q11 (Q4).

Average: 3.53

SI10.3. Analysis of the EU10 New Member States (Q4). % distribution Yes/No Q12 (Q4).

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	192	58,72%	2,76%
No	135	41,28%	1,94%

## Specific Indicators (20/03/06)

SI10.4. Analysis of the EU10 New Member States (Q4). % distribution per publication Q12 (Q4).

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	166	50,76%	2,39%
Magazines	96	29,36%	1,38%
Reports	116	35,47%	1,67%
Forums	46	14,07%	0,66%
Proceedings	60	18,35%	0,86%
Annual Reports	71	21,71%	1,02%

SI10.5 Analysis of the EU10 New Member States (Q4). % distribution Q13 (Q4).

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	185	56,57%	2,66%
SMS Alerts	20	6,12%	0,29%
Web Version for PDAs	39	11,93%	0,56%
Web Version for WAP Mobile	9	2,75%	0,13%
Web Navigation Wizard	77	23,55%	1,11%
News Aggregator*	104	31,80%	1,49%
Helpdesk	118	36,09%	1,70%

SI10.6 Analysis of the EU10 New Member States (Q4). Average score (Q9)

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	3	0,92%	0,04%
2	17	5,20%	0,24%
3	109	33,33%	1,57%
4	165	50,46%	2,37%
5	33	10,09%	0,47%

Average: 3.64

## Specific Indicators (20/03/06)

SI10.7 Analysis of the EU10 New Member States (Q4). Average score (Q10) (Q4).

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	3	31	99	81	35	79	3,46
Good practice	1	8	35	244	0	40	3,81
Topics	1	8	52	148	68	51	3,99
Sectors	1	11	83	115	54	64	3,8
Priority groups	1	15	85	90	42	95	3,67
Campaigns	1	13	68	97	83	66	3,95
Press room	1	33	81	83	42	88	3,55
News	0	10	51	120	101	46	4,11
Events	3	18	56	119	65	67	3,86
Publications	1	10	54	108	107	48	4,11
Discussion	6	22	83	96	40	81	3,57
Legislation	4	11	51	97	118	47	4,12
Research	4	14	64	100	80	66	3,91
Statistics	5	15	68	102	80	58	3,88
Systems	2	15	86	86	49	90	3,69
Training	1	27	54	109	65	72	3,82
OSHmail	5	11	34	108	99	71	4,11
Personalise	6	23	73	83	24	119	3,46
Thesaurus	5	21	64	68	39	131	3,58
Risk Observatory	6	19	62	93	56	92	3,74

## Specific Indicators (20/03/06)

SI11.1. Analysis of young workers (under 25) (Q8): 0

SI12 Analysis of frequent users (daily or weekly in Q7): 2198

SI12.1 Analysis of frequent users (daily or weekly in Q7). Answers to Q9.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	25	1.14 %	0.36 %
2	139	6.32 %	2%
3	635	28.89 %	9.12 %
4	1103	50.18 %	15.85 %
5	296	13.47 %	4.25 %

Average: 3.69

# Survey Results

## Specific Indicators (20/03/06)

SI12.2 Analysis of frequent users (daily or weekly in Q7). Answers to Q10.

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	51	214	653	565	254	461	3.44
Good practice	37	90	326	1559	0	186	3.69
Topics	25	80	398	963	516	216	3.94
Sectors	21	132	572	810	293	370	3.67
Priority groups	21	157	635	646	240	499	3.55
Campaigns	32	119	468	724	505	350	3.84
Press room	51	213	590	612	228	504	3.44
News	45	89	324	860	630	250	4
Events	48	196	503	730	337	384	3.61
Publications	49	98	357	736	726	232	4.01
Discussion	70	236	560	591	246	495	3.42
Legislation	54	123	330	615	809	267	4.04
Research	38	126	430	682	579	343	3.88
Statistics	57	158	499	665	464	355	3.72
Systems	26	167	624	602	248	531	3.53
Training	50	173	481	637	465	392	3.72
OSHmail	41	91	265	703	754	344	4.1
Personalise	58	205	529	487	168	751	3.35
Thesaurus	62	193	497	467	207	772	3.4
Risk Observatory	50	117	426	597	519	489	3.83

## Specific Indicators (20/03/06)

SI12.3 Analysis of frequent users (daily or weekly in Q7). Answers to Q11.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	11	0.5 %	0.16 %
2	138	6.28 %	1.98 %
3	815	37.08 %	11.71 %
4	974	44.31 %	14%
5	260	11.83 %	3.74 %

Average: 3.61

SI12.4 Analysis of frequent users (daily or weekly in Q7). Answers to Q12.

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	1455	66.2 %	20.91 %
No	743	33.8 %	10.68 %

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	1229	55.91 %	17.66 %
Magazines	641	29.16 %	9.21 %
Reports	987	44.9 %	14.18 %
Forums	334	15.2 %	4.8 %
Proceedings	379	17.24 %	5.45 %
Annual Reports	403	18.33 %	5.79 %

## Specific Indicators (20/03/06)

SI12.5 Analysis of frequent users (daily or weekly in Q7). Answers to Q13.

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	1593	72.47 %	22.89 %
SMS Alerts	266	12.1 %	3.82 %
Web Version for PDAs	294	13.38 %	4.22 %
Web Version for WAP Mobile	93	4.23 %	1.34 %
Web Navigation Wizard	401	18.24 %	5.76 %
News Aggregator*	644	29.3 %	9.25 %
Helpdesk	677	30.8 %	9.73 %

SI13 Analysis of Visitors from “private company” (Q1): 2584

SI13.1 Analysis of Visitors from “private company” (Q1). Answers to Q9.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	24	0,93%	0,34%
2	225	8,71%	3,23%
3	1028	39,78%	14,77%
4	1103	42,69%	15,85%
5	204	7,89%	2,93%

Average: 3.48

## Specific Indicators (20/03/06)

SI13.2 Analysis of Visitors from “private company” (Q1). Answers to Q10.

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	83	338	795	527	166	675	3,19
Good practice	41	117	444	1698	0	284	3,65
Topics	20	124	564	1113	438	325	3,81
Sectors	34	183	776	787	230	574	3,5
Priority groups	45	272	751	599	141	776	3,29
Campaigns	43	211	575	804	422	529	3,66
Press room	96	345	674	513	179	777	3,18
News	42	156	460	978	569	379	3,85
Events	72	324	664	660	268	596	3,37
Publications	43	153	499	880	617	392	3,86
Discussion	99	325	694	549	184	733	3,21
Legislation	46	148	382	755	867	386	4,02
Research	47	204	581	720	441	591	3,65
Statistics	64	217	638	719	362	584	3,55
Systems	47	253	731	574	183	796	3,33
Training	52	268	592	648	416	608	3,56
OSHmail	53	141	375	784	743	488	3,97
Personalise	98	266	617	401	129	1073	3,13
Thesaurus	85	260	564	422	148	1105	3,19
Risk Observatory	50	175	524	609	431	795	3,67

## Specific Indicators (20/03/06)

SI13.3 Analysis of Visitors from “private company” (Q1). Answers to Q11.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	21	0,81%	0,30%
2	333	12,89%	4,79%
3	1221	47,25%	17,55%
4	868	33,59%	12,47%
5	141	5,46%	2,03%

Average: 3.30

SI13.4 Analysis of Visitors from “private company” (Q1). Answers to Q12.

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	1173	45,39%	16,86%
No	1411	54,61%	20,28%

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	992	38,39%	14,25%
Magazines	388	15,02%	5,58%
Reports	666	25,77%	9,57%
Forums	149	5,77%	2,14%
Proceedings	211	8,17%	3,03%
Annual Reports	217	8,40%	3,12%

## Specific Indicators (20/03/06)

SI13.5 Analysis of Visitors from “private company” (Q1). Answers to Q13.

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	1882	72,83%	27,04%
SMS Alerts	247	9,56%	3,55%
Web Version for PDAs	246	9,52%	3,53%
Web Version for WAP Mobile	69	2,67%	0,99%
Web Navigation Wizard	422	16,33%	6,06%
News Aggregator*	547	21,17%	7,86%
Helpdesk	711	27,52%	10,22%

SI14 Specific analysis of responses from the UK: 1193

SI14.1 Specific analysis of responses from the UK. Answers to Q9.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	11	0,92%	0,16%
2	86	7,21%	1,24%
3	483	40,49%	6,94%
4	503	42,16%	7,23%
5	110	9,22%	1,58%

Average: 3.52

## Specific Indicators (20/03/06)

SI14.2 Specific analysis of responses from the UK. Answers to Q10.

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	35	155	397	253	65	288	3,17
Good practice	10	55	245	779	0	104	3,65
Topics	9	55	297	543	179	110	3,76
Sectors	14	109	425	339	67	239	3,35
Priority groups	18	132	424	248	43	328	3,19
Campaigns	15	98	273	404	208	195	3,69
Press room	42	146	325	299	91	290	3,28
News	14	61	236	504	253	125	3,86
Events	42	176	356	278	96	245	3,22
Publications	19	103	316	380	182	193	3,6
Discussion	41	142	366	265	74	305	3,21
Legislation	23	57	195	438	358	122	3,98
Research	22	115	313	353	158	232	3,53
Statistics	24	134	355	312	132	236	3,41
Systems	28	155	355	241	69	345	3,2
Training	35	159	331	267	102	299	3,27
OSHmail	21	75	247	382	245	223	3,78
Personalise	68	181	301	139	38	466	2,86
Thesaurus	96	171	254	129	40	503	2,78
Risk Observatory	40	114	311	231	101	396	3,3

# Survey Results

## Specific Indicators (20/03/06)

SI14.3 Specific analysis of responses from the UK. Answers to Q11.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	6	0,50%	0,09%
2	138	11,57%	1,98%
3	611	51,22%	8,78%
4	387	32,44%	5,56%
5	51	4,27%	0,73%

Average: 3.28

SI14.4 Specific analysis of responses from the UK. Answers to Q12.

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	547	45,85%	7,86%
No	646	54,15%	9,28%

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	493	41,32%	7,08%
Magazines	148	12,41%	2,13%
Reports	278	23,30%	3,99%
Forums	56	4,69%	0,80%
Proceedings	52	4,36%	0,75%
Annual Reports	57	4,78%	0,82%

## Specific Indicators (20/03/06)

SI14.5 Specific analysis of responses from the UK. Answers to Q13.

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	799	66,97%	11,48%
SMS Alerts	170	14,25%	2,44%
Web Version for PDAs	134	11,23%	1,93%
Web Version for WAP Mobile	29	2,43%	0,42%
Web Navigation Wizard	161	13,50%	2,31%
News Aggregator*	249	20,87%	3,58%
Helpdesk	476	39,90%	6,84%

SI15.1 Specific analysis of responses from Spain. Answers to Q9.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	7	0,82%	0,10%
2	79	9,31%	1,14%
3	369	43,46%	5,30%
4	350	41,22%	5,03%
5	44	5,18%	0,63%

Average: 3.41

## Specific Indicators (20/03/06)

SI15.2 Specific analysis of responses from Spain. Answers to Q10.

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	33	118	264	155	34	245	3,06
Good practice	3	38	172	527	0	109	3,65
Topics	4	32	222	377	86	128	3,71
Sectors	3	73	258	285	59	171	3,48
Priority groups	6	85	280	190	58	230	3,34
Campaigns	9	65	231	252	137	155	3,64
Press room	21	110	255	214	56	193	3,27
News	11	69	190	331	114	134	3,65
Events	23	116	208	250	73	179	3,35
Publications	13	54	199	284	164	135	3,75
Discussion	33	117	231	184	46	238	3,15
Legislation	19	42	165	249	237	137	3,9
Research	11	63	222	234	128	191	3,62
Statistics	22	66	237	232	91	201	3,47
Systems	9	83	274	158	42	283	3,25
Training	22	78	211	213	113	212	3,5
OSHmail	18	53	143	241	212	182	3,86
Personalise	25	82	204	132	34	372	3,14
Thesaurus	24	81	202	120	38	384	3,14
Risk Observatory	11	50	223	189	109	267	3,58

## Specific Indicators (20/03/06)

SI15.3 Specific analysis of responses from Spain. Answers to Q11.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	9	1,06%	0,13%
2	118	13,90%	1,70%
3	437	51,47%	6,28%
4	244	28,74%	3,51%
5	41	4,83%	0,59%

Average: 3.22

SI15.4 Specific analysis of responses from Spain. Answers to Q12.

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	319	37,57%	4,58%
No	530	62,43%	7,62%

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	277	32,63%	3,98%
Magazines	133	15,67%	1,91%
Reports	181	21,32%	2,60%
Forums	40	4,71%	0,57%
Proceedings	16	1,88%	0,23%
Annual Reports	55	6,48%	0,79%

## Specific Indicators (20/03/06)

SI15.5 Specific analysis of responses from Spain. Answers to Q13

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	617	72,67%	8,87%
SMS Alerts	58	6,83%	0,83%
Web Version for PDAs	73	8,60%	1,05%
Web Version for WAP Mobile	15	1,77%	0,22%
Web Navigation Wizard	183	21,55%	2,63%
News Aggregator*	207	24,38%	2,97%
Helpdesk	197	23,20%	2,83%

SI16.1 Specific analysis of responses from Italy. Answers to Q9.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	6	0,92%	0,09%
2	44	6,78%	0,63%
3	253	38,98%	3,64%
4	285	43,91%	4,10%
5	61	9,40%	0,88%

Average: 3.54

## Specific Indicators (20/03/06)

SI16.2 Specific analysis of responses from Italy. Answers to Q10.

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	16	68	189	120	69	187	3,34
Good practice	8	20	104	434	0	83	3,7
Topics	4	21	102	280	131	111	3,95
Sectors	5	22	135	252	87	148	3,79
Priority groups	11	57	169	154	35	223	3,34
Campaigns	10	37	108	201	135	158	3,84
Press room	15	76	170	120	50	218	3,26
News	9	30	115	213	154	128	3,91
Events	11	35	122	201	137	143	3,83
Publications	9	20	95	191	241	93	4,14
Discussion	12	85	150	134	63	205	3,34
Legislation	12	36	78	169	260	94	4,13
Research	8	33	118	180	162	148	3,91
Statistics	9	45	133	175	131	156	3,76
Systems	8	46	151	154	58	232	3,5
Training	8	45	111	174	180	131	3,91
OSHmail	10	20	75	186	235	123	4,17
Personalise	10	63	133	111	48	284	3,34
Thesaurus	8	55	142	120	51	273	3,4
Risk Observatory	13	18	98	193	179	148	4,01

## Specific Indicators (20/03/06)

SI16.3 Specific analysis of responses from Italy. Answers to Q11.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	8	1,23%	0,11%
2	59	9,09%	0,85%
3	278	42,84%	3,99%
4	259	39,91%	3,72%
5	45	6,93%	0,65%

Average: 3.42

SI16.4 Specific analysis of responses from Italy. Answers to Q12.

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	512	78,89%	7,36%
No	137	21,11%	1,97%

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	380	58,55%	5,46%
Magazines	137	21,11%	1,97%
Reports	300	46,22%	4,31%
Forums	78	12,02%	1,12%
Proceedings	286	44,07%	4,11%
Annual Reports	142	21,88%	2,04%

## Specific Indicators (20/03/06)

SI16.5 Specific analysis of responses from Italy. Answers to Q13.

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	519	79,97%	7,46%
SMS Alerts	61	9,40%	0,88%
Web Version for PDAs	66	10,17%	0,95%
Web Version for WAP Mobile	22	3,39%	0,32%
Web Navigation Wizard	100	15,41%	1,44%
News Aggregator*	162	24,96%	2,33%
Helpdesk	121	18,64%	1,74%
News	162	24,96%	2,33%

SI17.1 Specific analysis of responses from Germany. Answers to Q9.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	7	1,12%	0,10%
2	157	25,12%	2,26%
3	244	39,04%	3,51%
4	190	30,40%	2,73%
5	27	4,32%	0,39%

MEDIA: 3.12

## Specific Indicators (20/03/06)

SI17.2 Specific analysis of responses from Germany. Answers to Q10.

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	11	87	192	115	36	184	3,18
Good practice	30	94	119	297	0	85	3,26
Topics	16	95	124	211	91	88	3,5
Sectors	2	67	215	121	23	197	3,22
Priority groups	8	86	148	167	54	162	3,37
Campaigns	22	77	156	169	61	140	3,35
Press room	25	118	160	79	27	216	2,91
News	37	96	78	149	158	107	3,57
Events	24	116	148	116	40	181	3,07
Publications	39	79	88	183	136	100	3,57
Discussion	27	88	155	123	38	194	3,13
Legislation	31	102	98	127	142	125	3,49
Research	21	78	139	137	98	152	3,45
Statistics	34	84	169	128	61	149	3,21
Systems	15	86	193	126	32	173	3,16
Training	22	92	146	132	61	172	3,26
OSHmail	32	80	91	156	155	111	3,63
Personalise	25	82	153	80	21	264	2,97
Thesaurus	30	73	120	114	34	254	3,13
Risk Observatory	21	80	116	96	81	231	3,35

## Specific Indicators (20/03/06)

SI17.3 Specific analysis of responses from Germany. Answers to Q11.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	8	1,28%	0,11%
2	112	17,92%	1,61%
3	275	44%	3,95%
4	204	32,64%	2,93%
5	26	4,16%	0,37%

Average: 3.20

SI17.4 Specific analysis of responses from Germany. Answers to Q12.

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	303	48,48%	4,35%
No	322	51,52%	4,63%

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	242	38,72%	3,48%
Magazines	95	15,20%	1,37%
Reports	201	32,16%	2,89%
Forums	59	9,44%	0,85%
Proceedings	57	9,12%	0,82%
Annual Reports	47	7,52%	0,68%

## Specific Indicators (20/03/06)

SI17.5 Specific analysis of responses from Germany. Answers to Q13.

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	379	60,64%	5,45%
SMS Alerts	24	3,84%	0,34%
Web Version for PDAs	54	8,64%	0,78%
Web Version for WAP Mobile	14	2,24%	0,20%
Web Navigation Wizard	117	18,72%	1,68%
News Aggregator*	150	24%	2,16%
Helpdesk	164	26,24%	2,36%
News	150	24%	2,16%

SI18.1 Specific analysis of responses from Portugal. Answers to Q9.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	3	0,66%	0,04%
2	19	4,17%	0,27%
3	168	36,84%	2,41%
4	241	52,85%	3,46%
5	25	5,48%	0,36%

Average: 3.58

## Specific Indicators (20/03/06)

SI18.2 Specific analysis of responses from Portugal. Answers to Q10.

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	6	47	124	129	47	103	3,46
Good practice	0	3	44	371	0	38	3,88
Topics	1	8	102	207	64	74	3,85
Sectors	2	13	104	196	65	76	3,81
Priority groups	1	18	111	178	54	94	3,73
Campaigns	2	7	80	199	115	53	4,04
Press room	10	40	147	115	25	119	3,31
News	2	14	95	213	79	53	3,88
Events	5	19	111	174	73	74	3,76
Publications	5	10	70	172	149	50	4,11
Discussion	11	45	123	113	44	120	3,4
Legislation	4	13	60	134	186	59	4,22
Research	4	14	88	157	112	81	3,96
Statistics	6	15	110	145	106	74	3,86
Systems	4	20	123	134	47	128	3,61
Training	6	18	68	160	120	84	3,99
OSHmail	5	13	39	158	161	80	4,22
Personalise	6	30	102	105	57	156	3,59
Thesaurus	3	23	102	96	30	202	3,5
Risk Observatory	3	10	70	154	112	107	4,04

## Specific Indicators (20/03/06)

SI18.3 Specific analysis of responses from Portugal. Answers to Q11.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	2	0,44%	0,03%
2	36	7,89%	0,52%
3	223	48,90%	3,20%
4	181	39,69%	2,60%
5	14	3,07%	0,20%

Average: 3.37

SI18.4 Specific analysis of responses from Portugal. Answers to Q12.

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	261	57,24%	3,75%
No	195	42,76%	2,80%

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	235	51,54%	3,38%
Magazines	106	23,25%	1,52%
Reports	135	29,61%	1,94%
Forums	43	9,43%	0,62%
Proceedings	9	1,97%	0,13%
Annual Reports	75	16,45%	1,08%

## Specific Indicators (20/03/06)

SI18.5 Specific analysis of responses from Portugal. Answers to Q13.

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	358	78,51%	5,14%
SMS Alerts	34	7,46%	0,49%
Web Version for PDAs	58	12,72%	0,83%
Web Version for WAP Mobile	18	3,95%	0,26%
Web Navigation Wizard	70	15,35%	1,01%
News Aggregator*	129	28,29%	1,85%
Helpdesk	121	26,54%	1,74%
News	129	28,29%	1,85%

SI19.1 Specific analysis of responses from Belgium. Answers to Q9.

Q9	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	4	1,12%	0,06%
2	27	7,58%	0,39%
3	140	39,33%	2,01%
4	161	45,22%	2,31%
5	24	6,74%	0,34%

Average: 3.49

## Specific Indicators (20/03/06)

SI19.2 Specific analysis of responses from Belgium. Answers to Q10.

Q10	N. Answ. 1	N. Answ. 2	N. Answ. 3	N. Answ. 4	N. Answ. 5	N. Answ. N/A	Average
About us	22	65	113	56	14	86	2,91
Good practice	2	22	60	247	0	25	3,67
Topics	1	16	63	158	89	29	3,97
Sectors	6	26	109	114	35	66	3,5
Priority groups	10	43	119	70	19	95	3,17
Campaigns	8	27	87	124	59	51	3,65
Press room	25	57	96	50	19	109	2,92
News	2	15	70	136	87	46	3,94
Events	10	44	119	82	27	74	3,26
Publications	3	14	64	145	98	32	3,99
Discussion	21	54	113	61	14	93	2,97
Legislation	5	20	52	120	129	30	4,07
Research	10	29	87	111	61	58	3,62
Statistics	12	44	88	100	53	59	3,46
Systems	17	51	101	77	13	97	3,07
Training	12	59	89	81	28	87	3,2
OSHmail	3	23	62	124	92	52	3,92
Personalise	15	42	84	54	11	150	3,02
Thesaurus	11	42	76	69	17	141	3,18
Risk Observatory	11	22	67	100	62	94	3,69

## Specific Indicators (20/03/06)

SI19.3 Specific analysis of responses from Belgium. Answers to Q11.

Q11	N. Answers	Percentage / requirement fulfillment	Percentage / total
1	3	0,84%	0,04%
2	47	13,20%	0,68%
3	166	46,63%	2,39%
4	129	36,24%	1,85%
5	11	3,09%	0,16%

MEDIA: 3.28

SI19.4 Specific analysis of responses from Belgium. Answers to Q12.

Q12	N. Answers	Percentage / requirement fulfillment	Percentage / total
Yes	230	64,61%	3,31%
No	126	35,39%	1,81%

Q12b	N. Answers	Percentage / requirement fulfillment	Percentage / total
Factsheets	209	58,71%	3%
Magazines	89	25%	1,28%
Reports	132	37,08%	1,90%
Forums	24	6,74%	0,34%
Proceedings	28	7,87%	0,40%
Annual Reports	41	11,52%	0,59%

## Specific Indicators (20/03/06)

SI19.5 Specific analysis of responses from Belgium. Answers to Q13.

Q13	N. Answers	Percentage / requirement fulfillment	Percentage / total
Email Notifications	267	75%	3,84%
SMS Alerts	10	2,81%	0,14%
Web Version for PDAs	20	5,62%	0,29%
Web Version for WAP Mobile	7	1,97%	0,10%
Web Navigation Wizard	46	12,92%	0,66%
News Aggregator*	76	21,35%	1,09%
Helpdesk	89	25%	1,28%
News	76	21,35%	1,09%



# Conclusions & Recommendations

# Conclusions & Recommendations

## Main conclusions

- High number of responses. Most users work for a private company and have answered in English.
- “Common user”:
  - o Male, 45 to 60 years old;
  - o Working for a big (more than 250 employees) private company in the Manufacturing sector and at National level.
  - o He visits the web site Monthly and
  - o has been using the web site for more than 1 year but less than 4.
- Visitors (142) vs. Subscribers (6817). The majority of users become a subscriber after a certain period of time:
  - o 14,29% of visitors have been using the web site for more than 4 years, and
  - o 55,56% have been using the web site for less than one year.

# Conclusions & Recommendations

## Main conclusions

- The number of answers, from a statistical point of view, validates the obtained results.
  - 22,72% of subscribers have answered the questionnaire.
  - 0,71% of visitors have answered the questionnaire.
- General conclusions:
  - Factsheets is the most used publication
  - Most of the users want to have an email notification system
- Countries: UK, Spain, Italy, Germany, Portugal and Belgium represent the 60% of users
- Web site ratings:
  - Satisfaction: 3.5
  - Usefulness of information: 3.36
- Principal sectors of activity: Manufacturing, Health and Social work.

# Conclusions & Recommendations

## Main conclusions

- EU10 New member states
  - Web site usefulness of information: 3.53
  - Legislation best rated section & Personalise and About us worst rated sections.
- Young workers: There are NO users with this profile (Under 25 + Private company)
- Frequent users.
  - Group with a better opinion on the web
  - Readers of the publications
- Visitors from “private company”
  - Less favourable opinion on the web
  - Legislation and Personalise are respectively the best and worst sections.
  - Not so much interested in publications

# Conclusions & Recommendations

## Main conclusions

- Different web site perception and usefulness, depending on the country of origin.

	UK	Spain	Italy	Germany	Portugal	Belgium
Q9	3.52	3.41	3.54	3.12	3.58	3.49
Q10	Legislation 3.98	OSHmail 3.86	OSHmail 4.17	OSHmail 3.63	OSHmail + Legislation 4.22	Legislation 4.07
	Thesaurus 2.78	About us 3.06	Press room 3.26	Press room 2.91	Press room 3.31	About us 2.91
Q11	3.28	3.22	3.42	3.20	3.37	3.28
Q12	No 54,15%	No 62,43%	Yes 78,89%	No 51,52%	Yes 57,24%	Yes 64,61%
	Factsheets 41,32%	Factsheets 32,63%	Factsheets 58,55%	Factsheets 38,72%	Factsheets 51,54%	Factsheets 58,71%
Q13	Email notifications 66,97%	Email notifications 72,67%	Email notifications 79,97%	Email notifications 60,64%	Email notifications 78,51%	Email notifications 75%

# Conclusions & Recommendations

## Final Recommendations

- 1) Agency's web site users are a motivated and pro-active group of people. Further surveys should be planned and launched to better understand and cater for their needs.

# Conclusions & Recommendations

## Final Recommendations

- 2) To analyse in detail all of the information captured, and to define key areas that require the capturing of more detailed information, with a view to improving the user experience.
  - a) To generate a working baseline document that snapshots the events and results of this first survey and which then evolves with all following surveys undertaken by the Agency.
  - b) The results of the survey should serve as input to an internal Agency analysis of the information provision / working practices, with a view to aligning such practices with the needs and interest of their users. An internal working document (guideline) should be generated and maintained, as a result of this action, for further developments.
  - c) Specific attention should be afforded to analysing each section of the web site from the point of view of the user experience, for example: Why were certain sections rated badly?, Why were others well rated?.

# Conclusions & Recommendations

## Final Recommendations

- 3) Based on our experience, we propose the following possible additional surveys:
  - a) Publications: Regarding the publications and their readers, a survey based in-depth analysis should be performed. This specific analysis of each publication could also include an analysis of their design and content, to complement the specific questionnaire for each publication.
  - b) Overall web site navigability, usability and visual appeal. It is important to understand the user experience when entering and surfing the Agency's web site.
  - c) Individual web section surveys, analysing: Navigability, Usability, Visual appeal, Content and Usefulness. We have captured static data that indicates certain opinions held by Agency users. However, we do not know why or to what extent these opinions are held and what users feel would be the most appropriate and practical improvements.
  - d) Detailed user profiling: Future surveys should be defined to capture user data (user identification) to facilitate a more detailed profile of OSHA web site users on personal and professional level.