



## *On-line Survey 2007: FINAL REPORT*

Monitoring the corporate communication and information  
performance (On-line Survey 2007)

Specific Contract No1 – OSHA/CPU/2007/T/2\_1

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## FINAL REPORT

### 1 INTRODUCTION

This document presents the work performed and the results obtained for the specific contract number 1, implementing the framework contract OSHA/CPU/2007/T/2\_1, entitled: "Monitoring the corporate communication and information performance" through an on-line survey. The survey was launched on the 16<sup>th</sup> of November 2007 for a period of 4 weeks, closing on the 17<sup>th</sup> of December 2007 and the target group was the EU-OSHA website users.

The main objectives of the contract were to:

- Design, implement, manage and analyse the results of an on-line survey.
- Measure the impact of the information and communication activities by monitoring the evolution of the Agency's website user's satisfaction and expectations.

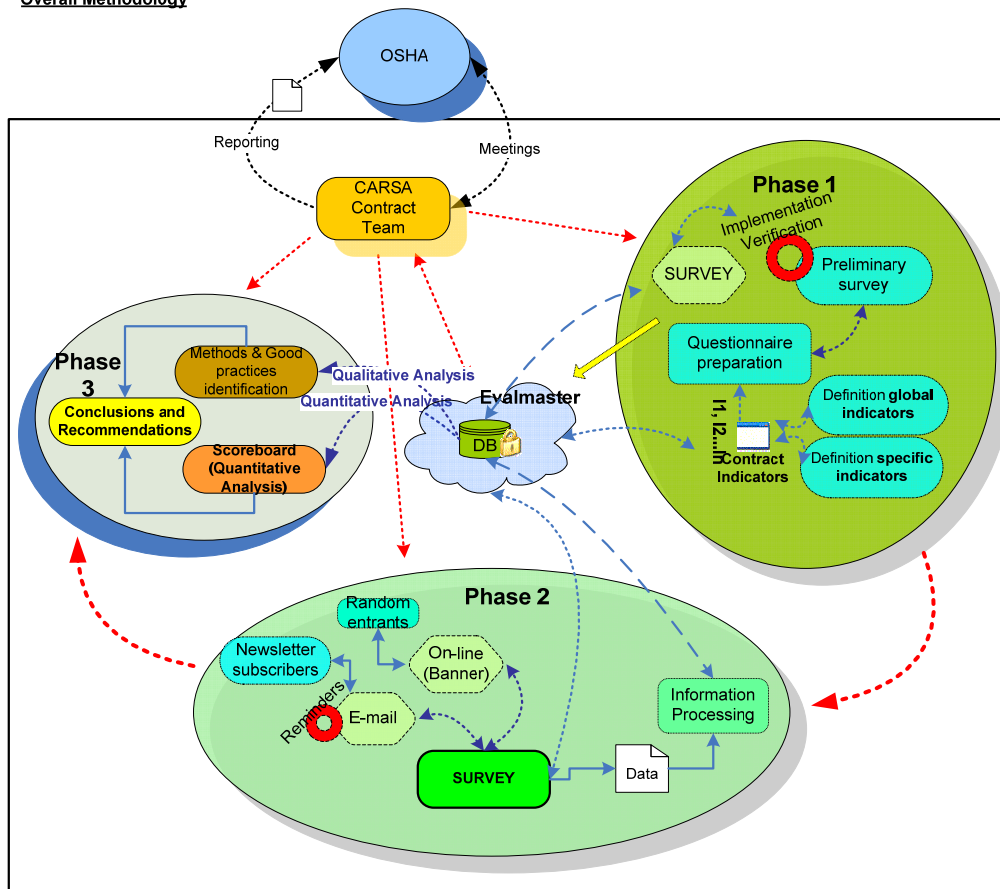
This on-line survey is the second one carried out by the Agency, and it is based on a similar questionnaire as for the previous one in order to monitor progress. Additional questions have been included to deepen the analysis. The survey has been carried out in the 22 official languages of the EU. On the other hand, synergies with other specific contracts have been exploited, in order to reduce the impact of the Agency's monitoring strategy on the web site users.

This final report provides a complete overview of the survey responses –including the calculation of the indicators defined according to the EU-OSHA requirements and the objectives of the contract- and the study conclusions and recommendations. Concerning the indicators, they have been used to present the results of the questionnaire and to facilitate the analysis and extraction of conclusions from the information received during the survey period.

### 2 CONTRACT OVERVIEW

The contract was launched on the 10<sup>th</sup> of October 2007. The picture below presents the overall working methodology applied in order to achieve the specific contract objectives:

Overall Methodology



**Figure 1: Contract Methodology**

This methodology was structured around the following 8 work packages:

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

In brief, the main activities of the contract can be summarised as:

- survey preparation and design,
- survey launching and,
- answers processing.

All contract activities have been completed and carried out according to the planning. The following chapters detail the on-line survey characteristics and the contract results.

### 3 ON-LINE SURVEY

**Structure** The aim of the questions of the survey is to gather the required information about the following aspects:

- Types of companies accessing the web site
- Agency's web portal users profile
- Users' perception on the web site

These aspects were summarised in a set of indicators that represent the parameters that have been analysed during the Data Analysis phase and the study Recommendations.

The following is the structure of the final survey, which is used for both types of users – Newsletter subscribers and Web-visitors:

**Q1: Please indicate your professional or individual activity**

**a. Scope**

International                      European                      National

**b. Type**

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

**Q2: Please indicate your sector of activity**

- Agriculture, Hunting & Forestry
- Fisheries
- 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
- Other

**Q3: Please indicate the size of your organisation**



- OSHmail
- Alert Service
- Syndication tool
- News section
- Events section
- Search

**Q13a: Are you a reader of any of the Agency's Publications?**

a. Yes / No

b. If yes, which ones?

- Factsheets
- e-facts
- Magazines
- Reports
- Forums
- Annual Reports

**Q14: What additional services or additional information would you like the Agency's website to provide?**

- About us
- Good practice
- European Risk Observatory
- Topics
- Sectors
- Priority Groups
- Campaigns
- Press Room
- Publications
- Legislation
- Statistics
- Others

**Q15: The EU-OSHA wants to create groups of users that will evaluate new Agency services. Would you like to be considered as a potential candidate for these user groups?**

Yes / No

(If Yes) Please, enter your email address

*If you take part in a user panel, your personal information will only be used for user panel survey purposes.*

<Please Click to Send>

In order to be sure that every person answering the questionnaire was giving a response to all questions, a simple java script was used. Thus if any question had no answer a warning notice appeared and the person was asked to respond to that specific question.

**Survey  
Process**

The banner installation on the EU-OSHA website and therefore the on-line survey launching for web visitors was done on the 16<sup>th</sup> of November 2007. The first invitational e-mail to newsletter subscribers has been sent from the Agency server 3 days after that date, on the 19<sup>th</sup> of November 2007. The first reminder e-mail to newsletter subscribers has been sent on Wednesday November 28<sup>th</sup>, 2007. The second and last reminder e-mail has been sent on Monday December 11<sup>th</sup>, 2007. The answers processed are emanating from the

Agency's website visitors and newsletter subscribers. Thus both the results from the subscribers' responses and the results from the website visitors are screened. The total number of received responses represents an aggregate of the subscribers and website visitors' responses.

At the end of the on-line survey, the total number of responses received was: 5.453

The following graph shows the evolution of the reception of answers throughout the survey.

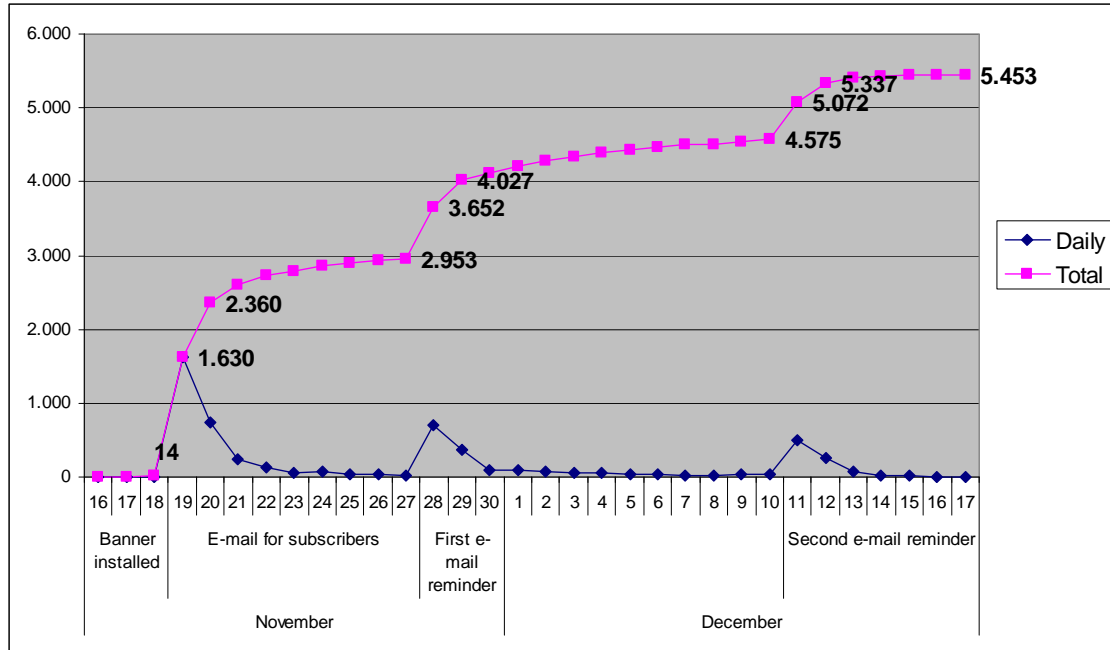


Figure 2: Answers evolution

## 4 ANALYSIS

As already explained, in order to carry out the analysis two types of indicators have been defined:

- The Global Indicators (GI): used for the analysis of the number of responses received per category of users (subscribers, web visitors and total number of responses) and per question (question 1, question 2, etc).
- The Specific Indicators (SI): used to further analyse the results in a detailed manner and focused on certain specific aspects that the Agency wants to identify.

### 4.1 Global Indicators

The following list presents these indicators:

GI1 Total Number of responses from **Subscribers**.

GI1.1a	% of International, European and National organisations (Q1a)
GI1.1b	% distribution per organisation type (Q1b)
GI1.2	% distribution per sector of activity (Q2)
GI1.3	% distribution per organisation size (Q3)
GI1.4	% distribution per country (Q4)
GI1.5a	% distribution per gender (Q5a)

GI1.5b	% distribution per age group (Q5b)
GI1.6	% distribution Q6
GI1.7	% distribution Q7
GI1.8	% distribution Q8
GI1.9a	% distribution overall satisfaction scale (Q9a)
GI1.9b	% distribution satisfaction per benchmarking aspect (Q9b)
GI1.10	% distribution per satisfaction scale and section (Q10)
GI1.11	%distribution fulfilment of needs scale (Q11)
GI1.12	% distribution usefulness scale per service (Q12)
GI1.13a	% distribution Yes/No (Q13a)
GI1.13b	% distribution per publication (Q13b)
GI1.14	% distribution per section (Q14)
GI1.15	Number of potential candidates for the user panels (Q15)

**GI2 Total Number of responses from Web Visitors.**

GI2.1a	% of International, European and National organisations (Q1a)
GI2.1b	% distribution per organisation type (Q1b)
GI2.2	% distribution per sector of activity (Q2)
GI2.3	% distribution per organisation size (Q3)
GI2.4	% distribution per country (Q4)
GI2.5a	% distribution per gender (Q5a)
GI2.5b	% distribution per age group (Q5b)
GI2.6	% distribution Q6
GI2.7	% distribution Q7
GI2.8	% distribution Q8
GI2.9a	% distribution overall satisfaction scale (Q9a)
GI2.9b	% distribution satisfaction per benchmarking aspect (Q9b)
GI2.10	% distribution per satisfaction scale and section (Q10)
GI2.11	%distribution fulfilment of needs scale (Q11)
GI2.12	% distribution usefulness scale per service (Q12)
GI2.13a	% distribution Yes/No (Q13a)
GI2.13b	% distribution per publication (Q13b)
GI2.14	% distribution per section (Q14)
GI2.15	Number of potential candidates for the user panels (Q15)

**GI3 Total Number of responses received.**

GI3.1a	% of International, European and National organisations (Q1a)
GI3.1b	% distribution per organisation type (Q1b)
GI3.2	% distribution per sector of activity (Q2)
GI3.3	% distribution per organisation size (Q3)
GI3.4	% distribution per country (Q4)
GI3.5a	% distribution per gender (Q5a)
GI3.5b	% distribution per age group (Q5b)
GI3.6	% distribution Q6
GI3.7	% distribution Q7
GI3.8	% distribution Q8
GI3.9a	% distribution overall satisfaction scale (Q9a)
GI3.9b	% distribution satisfaction per benchmarking aspect (Q9b)
GI3.10	% distribution per satisfaction scale and section (Q10)
GI3.11	%distribution fulfilment of needs scale (Q11)
GI3.12	% distribution usefulness scale per service (Q12)
GI3.13a	% distribution Yes/No (Q13a)
GI3.13b	% distribution per publication (Q13b)

- GI3.14 % distribution per section (Q14)  
 GI3.15 Number of potential candidates for the user panels (Q15)

Concerning the synergies with other specific contracts the inputs obtained come from:

- Global Indicators 9a and 9b: used as an input for the benchmarking website service.
- Global indicator 15: used as the starting point of the User Panels specific service.

## 4.2 Specific Indicators

The following list presents these indicators:

### SI1 **Analysis of SMEs and large companies perception.**

- SI1.1 Details on SMEs' constitution
- SI1.2 Analysis of Micro enterprises per type of organisation
- SI1.3 Analysis of Small enterprises per type of organisation
- SI1.4 Analysis of Medium enterprises per type of organisation
- SI1.5 Analysis of SMEs per type of organisation
- SI1.6 Analysis of large companies per type of organisation
- SI1.7 Analysis of Private SMEs per sector
- SI1.8 Analysis of Private large companies per sector
- SI1.9 Analysis of SMEs' overall satisfaction
- SI1.10 Analysis of large companies' overall satisfaction
- SI1.11 Analysis of SMEs' satisfaction scale per section
- SI1.12 Analysis of large companies' satisfaction scale per section
- SI1.13 Analysis of SMEs' fulfilment of needs from the website
- SI1.14 Analysis of large companies' fulfilment of need from the website
- SI1.15 Analysis of usefulness of the Agency's services according to SMEs
- SI1.16 Analysis of usefulness of the Agency's services according to large companies

### SI2 **"New" versus "Old" Member States**

- SI2.1 % distribution of answers from each group of states
- SI2.2 Analysis of "Old" Member States' overall satisfaction
- SI2.3 Analysis of "New" Member States' overall satisfaction
- SI2.4 Analysis of "Old" Member States fulfilment of needs from the website
- SI2.5 Analysis of "New" Member States fulfilment of needs from the website

### SI3 **Analysis of users that are both users and re-disseminators of information**

- SI3.1 Analysis of both users and disseminators per type
- SI3.2 Analysis of both users and disseminators per gender
- SI3.3 Analysis of both users and disseminators per age group
- SI3.4 Analysis of both users and disseminators per length of use
- SI3.5 Analysis of both users and disseminators per frequency of use
- SI3.6 Analysis of both users and re-disseminators' overall satisfaction
- SI3.7 Analysis of users' overall satisfaction
- SI3.8 Analysis of disseminators' overall satisfaction
- SI3.9 Analysis of both users and re-disseminators' fulfilment of needs from the website
- SI3.10 Analysis of users' fulfilment of needs from the website
- SI3.11 Analysis of disseminators' fulfilment of needs from the website

## 5 RESULTS

### 5.1 Global Indicators

This chapter presents the global indicators for the whole survey period. In particular, for each indicator:

- The **Percentage/Question** column refers to the proportion of the quantity of answers over the quantity of all the answers given for that specific question, considering only the answers from visitors or from subscribers.
- The **Percentage/Total** column refers to the proportion of the quantity of answers over the quantity of all the answers given for the question counting both visitors and subscribers.

The next chapter presents the global indicators for the total number of answers received in 2007. It contains some tables and graphics comparing the answers obtained during the first online survey (in 2005) and the results obtained for this survey.

#### 5.1.1 Totals

The final total results (that include both the answers from subscribers and visitors) are presented in this chapter. The results for the Percentage/Question column and the Percentage/Total column are the same number when talking about totals, therefore only the column "Percentage/Total" has been included.

**GI3. Total Number of responses: 5.453**

**GI3.1a % distribution of International / European / National organisations (Q1a)**

Q1a	No. Answers	Percentage / total
International	1.095	20,08%
European	816	14,96%
National	3.542	64,96%

**GI3.1b % distribution per organisation type (Q1b)**

Q1b	No. Answers	Percentage / total
Public body	821	15,06%
Lobby Group	17	0,31%
Non-Governmental Organisation	106	1,94%
Trade Union	216	3,96%
Employers Association	95	1,74%
Research Institute	283	5,19%
Statutory Insurance Organisation	52	0,95%
OSH Service Provider	571	10,47%
OSH Service Intermediary	50	0,92%
Public Company	476	8,73%
Private Company	2.186	40,09%
Journalist	44	0,81%
Labor Inspection	138	2,53%
Student	42	0,77%
Other	356	6,53%

**GI3.2 % distribution per sector of activity (Q2)**

Q2	No. Answers	Percentage/Total
Agriculture, Hunting, Forestry	73	1,34%
Fisheries	6	0,11%
Mining & Quarrying	85	1,56%
Manufacturing	1.055	19,35%
Electricity, Gas and Water Supply	186	3,41%
Construction	557	10,21%
Wholesale and Retail Trade; Repair of Motor Vehicles, Household	97	1,78%
Hotels and Restaurants	26	0,48%
Transport, Storage and Communication	252	4,62%
Financial Intermediation	54	0,99%
Real Estate, Renting and Business Activities	74	1,36%
Public Administration and Defence	470	8,62%
Compulsory Social Security	67	1,23%
Education	424	7,78%
Health and Social Work	740	13,57%
Other	1.287	23,60%

**GI3.3 % distribution per organisation size (Q3)**

Q3	No. Answers	Percentage/Total
1-9 employees	709	13,00%
10-49 employees	561	10,29%
50-249 employees	1.049	19,24%
250 or more employees	2.835	51,99%
Not applicable	299	5,48%

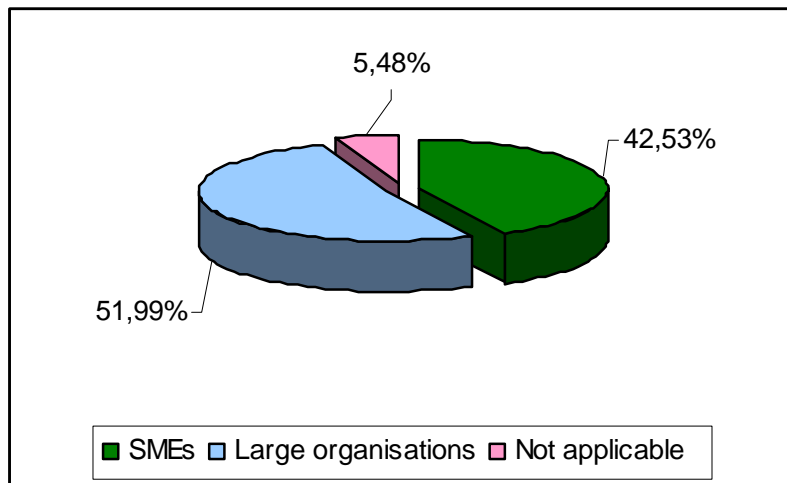


Figure 3: Type of organisation (%)

### GI3.4 % distribution per country (Q4)

Countries without data or with only a few answers have not been included in the table.

Q4	No. Answers	Percentage/Total	Q4	No. Answers	Percentage/Total
United Kingdom	806	14,78%	Poland	40	0,73%
Spain	532	9,76%	Turkey	37	0,68%
Italy	499	9,15%	Hungary	36	0,66%
Portugal	430	7,89%	Cyprus	34	0,62%
Germany	380	6,97%	Brazil	33	0,61%
Belgium	307	5,63%	Luxembourg	30	0,55%
France	266	4,88%	Bulgaria	26	0,48%
Ireland	185	3,39%	Slovenia	25	0,46%
Netherlands	170	3,12%	Czech Republic	24	0,44%
Greece	138	2,53%	India, Lithuania, Slovak Republic	18	0,33%
Romania	137	2,51%	New Zealand, Peru	17	0,31%
Finland	130	2,38%	Colombia, Singapore	16	0,29%
Australia	129	2,37%	UAE	14	0,26%
United States	114	2,09%	Estonia	13	0,24%
Sweden	99	1,82%	Chile, Latvia, Norway, Venezuela	12	0,22%
Canada	96	1,76%	Serbia and Montenegro, South Africa	10	0,18%
Denmark	89	1,63%	Bolivia	8	0,15%
Austria	72	1,32%	China, Nigeria	7	0,13%
Switzerland	62	1,14%	Algeria, Ecuador, Egypt, Japan, Malaysia	6	0,11%
Malta	46	0,84%	Angola, Guatemala, Indonesia	5	0,09%
Argentina	41	0,75%			
Mexico	40	0,73%			

Other countries:

- 4 answers (0.07%): Croatia, Hong Kong, Israel, Morocco, Panama, Philippines, Trinidad y Tobago.
- 3 answers (0.06%): Afghanistan, Cuba, Dominican Republic, Gibraltar, Iran, Macedonia, Oman, Thailand.
- 2 answers (0.04%): Albania, Andorra, Aruba, Botswana, Brunei, Cameroon, Costa Rica, El Salvador, Kuwait, Libya, Monaco, Puerto Rico, Russia, South Korea, Sri Lanka, Syria, Taiwan, Tanzania, Uruguay.
- 1 answer (0.02%): Armenia, Bahrain, Barbados, Bosnia and Herzegovina, Cape Verde, Congo, Ethiopia, Georgia, Ghana, Greenland, Honduras, Iceland, Iraq, Jordan, Mali, Mauritius, Nepal, Nicaragua, Pakistan, Paraguay, Qatar, Reunion, Saudi Arabia, Seychelles, Tunisia, Turks and Caicos Islands, Vietnam, Zimbabwe.

### GI3.5a % distribution per gender (Q5a)

Q5a	No. Answers	Percentage/Total
Male	3.992	73,21%
Female	1.461	26,79%

**GI3.5b % distribution per age group (Q5b)**

Q5b	No. Answers	Percentage/Total
Under 25	45	0,83%
25 – 44	2.296	42,11%
45 – 60	2.670	48,96%
Over 60	442	8,11%

**GI3.6 % distribution of users / disseminators / both (Q6)**

Q6	No. Answers	Percentage/Total
User only	2.593	47,55%
Re-disseminator only	110	2,02%
Both	2.750	50,43%

**GI3.7 % distribution per length of use (Q7)**

Q7	No. Answers	Percentage/Total
Less than 1 year	1.571	28,81%
1-5 years	3.344	61,32%
Over 5 years	538	9,87%

**GI3.8 % distribution per frequency of visits (Q8)**

Q8	No. Answers	Percentage/Total
Daily	117	2,15%
Weekly	1.492	27,36%
Monthly	2.798	51,31%
Quarterly	1.046	19,18%

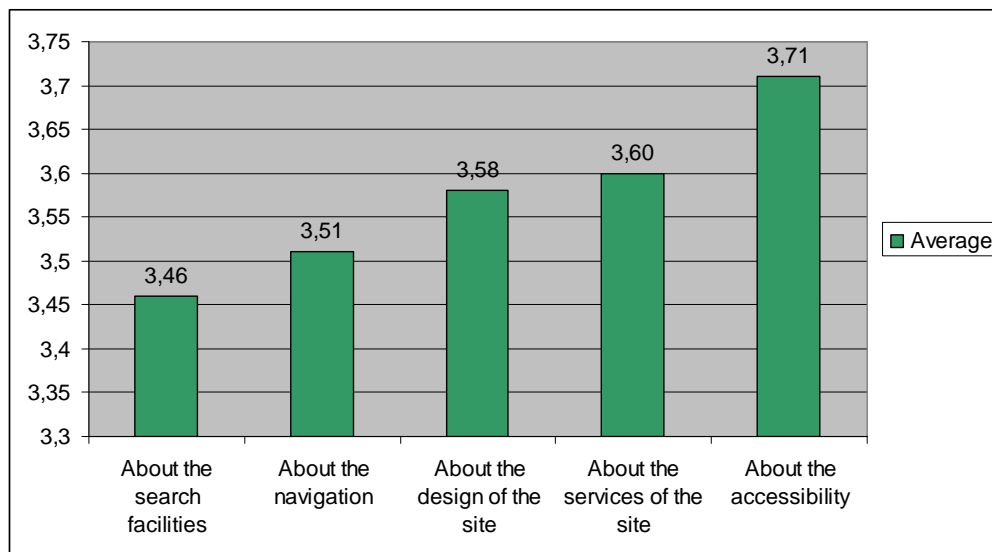
**GI3.9a % distribution overall satisfaction scale (Q9a)**

Q9a	No. Answers	Percentage/Total
1	49	0,90%
2	379	6,95%
3	1.989	36,48%
4	2.521	46,23%
5	515	9,44%

Average: 3,56

**GI3.9b % distribution satisfaction scale per benchmarking aspect (Q9b)**

Q9b	No. Answers						Average
	1	2	3	4	5	N/A	
About the design of the site	48	484	1.609	2.275	605	432	3,58
About the navigation	70	580	1.692	2.084	584	443	3,51
About the accessibility	48	381	1.410	2.246	859	509	3,71
About the search facilities	75	622	1.729	1.931	533	563	3,46
About the services of the site	55	445	1.523	2.054	680	696	3,60



**Figure 4: % distribution satisfaction scale per benchmarking aspect (Q9b)**

**GI3.10 % distribution usefulness scale per section (Q10)**

Two tables are represented: one referring to the number of answers for Question 10 and the other one representing the weighting percentage for each answer.

Q10	No. Answers						Average
	1	2	3	4	5	N/A	
About us	134	826	1.634	1.427	521	911	3,30
Good practice	50	259	872	2.295	1.555	422	4,00
European Risk Observatory	60	351	1.265	2.021	1.026	730	3,76
Topics	38	269	1.053	2.367	1.171	555	3,89
Sectors	42	366	1.445	2.014	763	823	3,67
Priority groups	61	464	1.639	1.671	570	1.048	3,51
Campaigns	59	417	1.228	1.744	1.214	791	3,78
Press room	127	727	1.620	1.326	476	1.177	3,30
Publications	69	310	955	1.888	1.562	669	3,95
Legislation	86	368	951	1.758	1.534	756	3,91
Statistics	85	464	1.224	1.737	1.065	878	3,71

Q10	Percentage					
	1	2	3	4	5	N/A
About us	2,46%	15,15%	29,97%	26,17%	9,55%	16,71%
Good practice	0,92%	4,75%	15,99%	42,09%	28,52%	7,74%
European Risk Observatory	1,10%	6,44%	23,20%	37,06%	18,82%	13,39%
Topics	0,70%	4,93%	19,31%	43,41%	21,47%	10,18%
Sectors	0,77%	6,71%	26,50%	36,93%	13,99%	15,09%
Priority groups	1,12%	8,51%	30,06%	30,64%	10,45%	19,22%
Campaigns	1,08%	7,65%	22,52%	31,98%	22,26%	14,51%
Press room	2,33%	13,33%	29,71%	24,32%	8,73%	21,58%
Publications	1,27%	5,68%	17,51%	34,62%	28,64%	12,27%
Legislation	1,58%	6,75%	17,44%	32,24%	28,13%	13,86%
Statistics	1,56%	8,51%	22,45%	31,85%	19,53%	16,10%

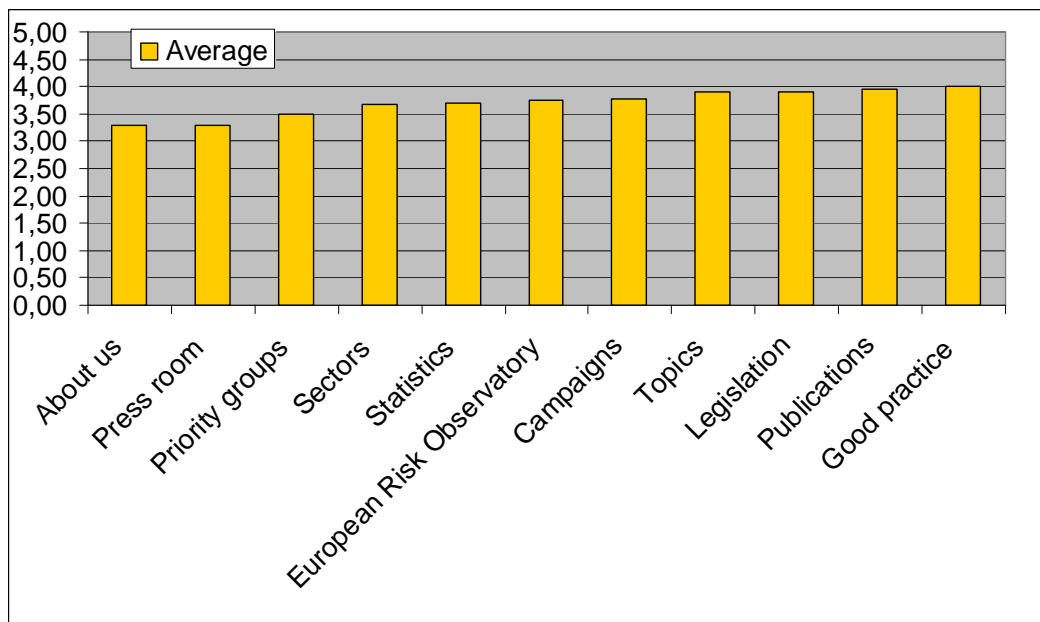


Figure 5: % distribution usefulness scale per section (Q10)

**GI3.11 % distribution fulfilment of needs scale (Q11)**

Q11	No. Answers	Percentage/Total
1	36	0,66%
2	499	9,15%
3	2.314	42,44%
4	2.179	39,96%
5	425	7,79%

Average: 3,45

**GI3.12 % distribution usefulness scale per service (Q12)**

Two tables are represented: one referring to the number of answers for Question 12 and the other one representing the weighting percentage for each answer.

Q12	No. Answers						Average
	1	2	3	4	5	N/A	
OSHmail	73	229	858	2.121	1.783	389	4,05
Alert Service	86	303	1.045	1.627	956	1.436	3,76
Syndication tool	149	486	1.366	1.033	337	2.082	3,27
News Section	40	259	1.142	2.040	869	1.103	3,79
Events section	129	575	1.342	1.504	614	1.289	3,46
Search	70	359	1.185	1.754	1.077	1.008	3,77

Q12	Percentage					
	1	2	3	4	5	N/A
OSHmail	1,34%	4,20%	15,73%	38,90%	32,70%	7,13%
Alert Service	1,58%	5,56%	19,16%	29,84%	17,53%	26,33%
Syndication tool	2,73%	8,91%	25,05%	18,94%	6,18%	38,18%
News Section	0,73%	4,75%	20,94%	37,41%	15,94%	20,23%
Events section	2,37%	10,54%	24,61%	27,58%	11,26%	23,64%
Search	1,28%	6,58%	21,73%	32,17%	19,75%	18,49%

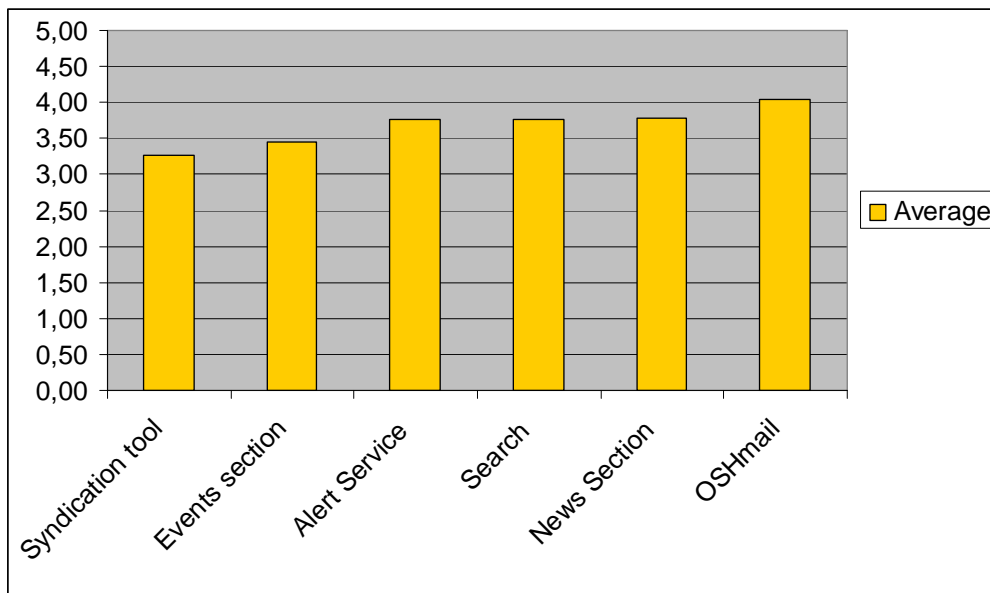


Figure 6: % distribution usefulness scale per service (Q12)

**GI3.13a % distribution of readers of the Agency's publications (Q13a)**

Q13a	No. Answers	Percentage/Total
Yes	3.680	67,51%
No	1.771	32,49%

**GI3.13b % distribution per publication (Q13b)**

Q13b	No. Answers	Percentage/Total
Factsheets	2.906	30,95%
e-facts	1.862	19,83%
Magazines	1.248	13,29%
Reports	1.952	20,79%
Forums	595	6,34%
Annual Reports	825	8,79%

**GI3.14 % distribution additional information preferences per section (Q14)**

Q14	No. Answers	Percentage/Total
About us	229	1,18%
Good Practice	3.637	18,76%
European Risk Observatory	1.974	10,18%
Topics	2.144	11,06%
Sectors	1.473	7,60%
Priority Groups	802	4,14%
Campaigns	1.492	7,69%
Press Room	362	1,87%
Publications	2.485	12,82%
Legislation	2.667	13,75%
Statistics	1.804	9,30%
Other	321	1,66%

**GI3.15 % distribution of potential candidates for the user panels (Q15)**

Q15	No. Answers	Percentage/Total
Yes	3.296	60,44%
No	2.157	39,56%

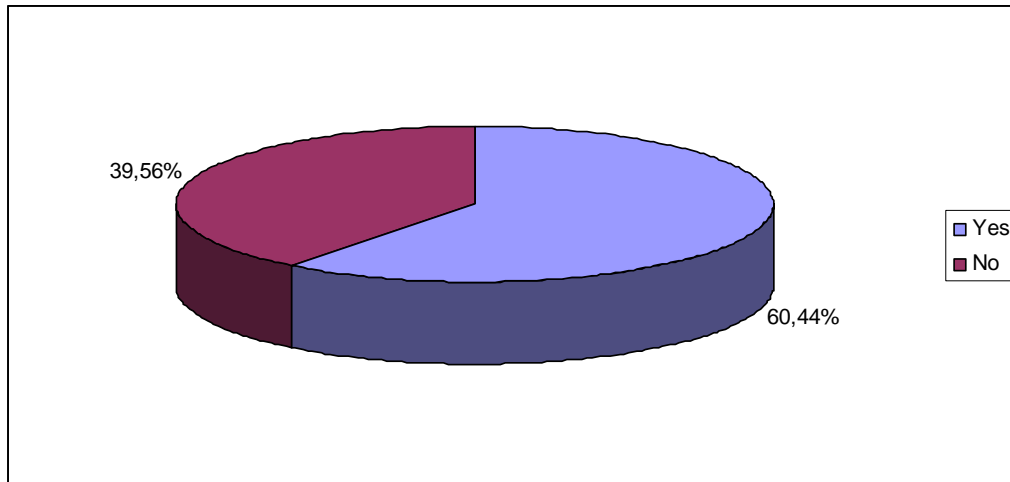


Figure 7: % distribution of potential candidates for the user panels (Q15)

### 5.1.2 Results comparison: 2005 vs. 2007

This chapter presents some tables and graphs which allow comparing the results between the online survey that was launched in 2005 and the survey launched in 2007.

#### 1. Number of answers received

2007: 5.453 (survey duration: 4 weeks)

2005: 6.959 (survey duration: 5 weeks)

Subscribers	5.344	98%
Web Visitors	109	2%

Subscribers	6.817	97,96%
Web Visitors	142	2,04%

#### 2. Type of organisations which answer the survey (Q1)

Evolution of the scope and type of organisations; As in 2005, a majority of:

- National organisations
- Private companies

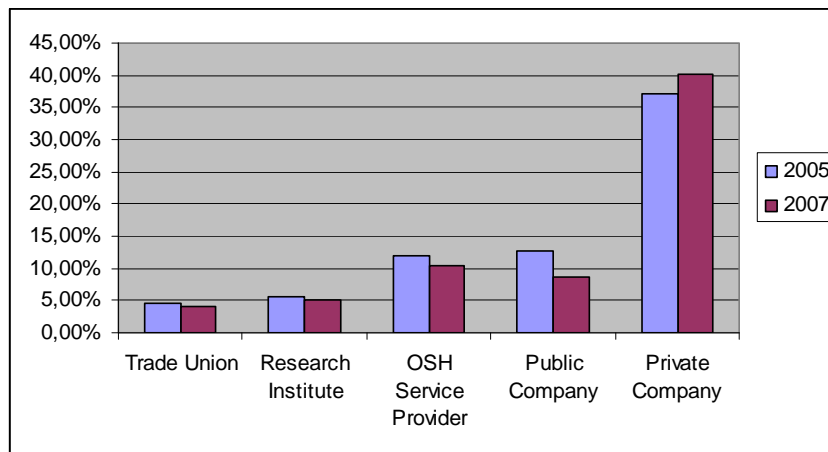
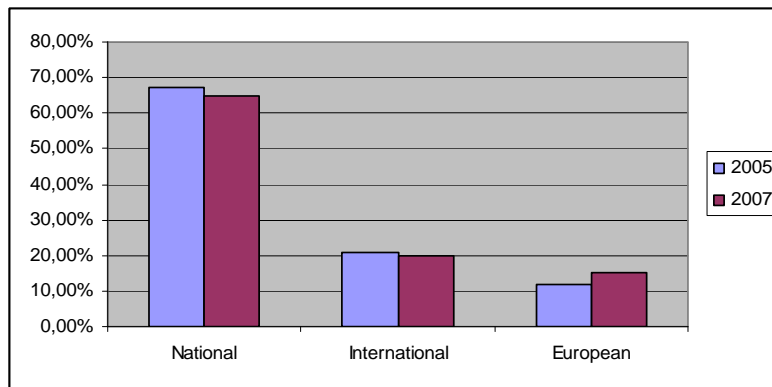


Figure 8: 2005 vs. 2007 - Type of organisations which answer the survey (Q1)

**3. Sector of activity of the users (Q2)**

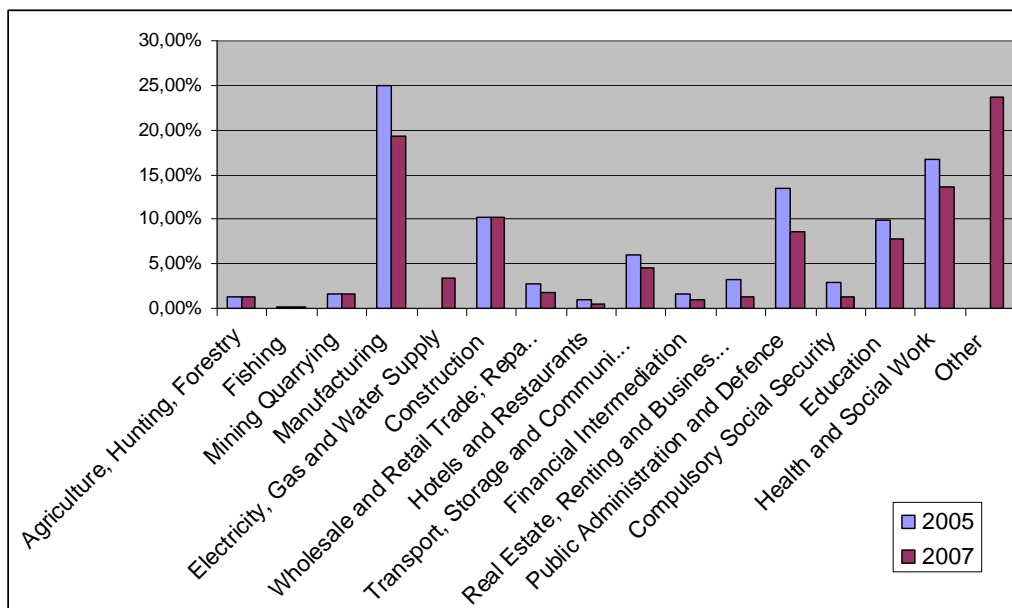


Figure 9: 2005 vs. 2007 - Sector of activity of the users (Q2)

Differences can be explained by the section "Other" that was not included in the online survey 2005.

	Difference
Agriculture, Hunting, Forestry	0,03%
Fishing	-0,12%
Mining Quarrying	-0,12%
Manufacturing	-5,58%
Electricity, Gas and Water Supply	3,41%
Construction	-0,08%
Wholesale and Retail Trade, Repair of Motor Vehicles, Household	-1,02%
Hotels and Restaurants	-0,55%
Transport, Storage and Communication	-1,30%
Financial Intermediation	-0,66%
Real Estate, Renting and Business Activities	-1,93%
Public Administration and Defence	-4,92%
Compulsory Social Security	-1,70%
Education	-2,05%
Health and Social Work	-3,13%
Other	23,60%

-19,73%

#### 4. Evolution of the percentage distribution of each organisation size (Q3)

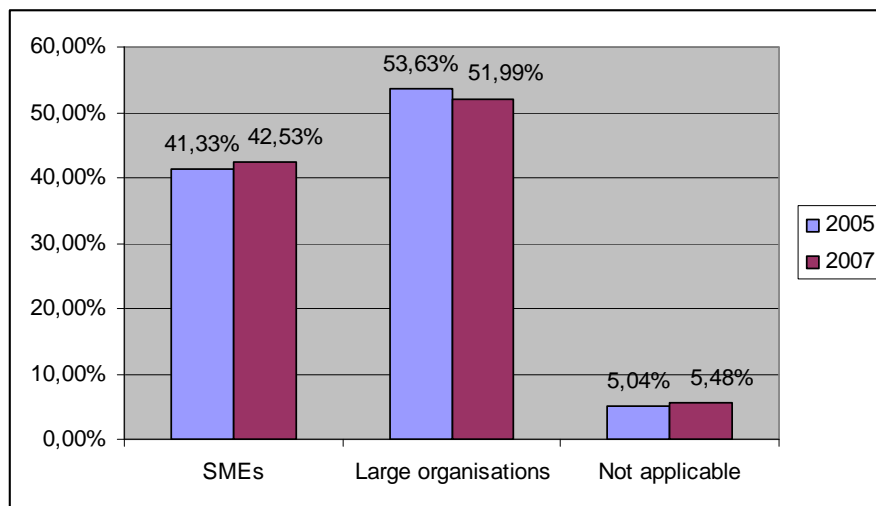


Figure 10: 2005 vs. 2007 - Evolution of the percentage distribution of each organisation size (Q3)

In this case, an analysis of the answers from SMEs shows the following figures:

	2005	2007
micro enterprises	29,62%	30,57%
small enterprises	23,85%	24,19%
medium enterprises	46,52%	45,24%

#### 5. Evolution of the representation of each country (Q4)

	Percentage		Ranking	
	2007	2005	2007	2005
United Kingdom	14,78%	17,14%	1	1
Spain	9,76%	12,20%	2	2
Italy	9,15%	9,33%	3	3
Portugal	7,89%	6,55%	4	5
Germany	6,97%	8,98%	5	4
Belgium	5,63%	5,12%	6	6
France	4,88%	4,70%	7	7
Ireland	3,39%	3,32%	8	8
Netherlands	3,12%	3,19%	9	9
Greece	2,53%	1,70%	10	15
Romania	2,51%	0,98%	11	19
Finland	2,38%	2,20%	12	12
Australia	2,37%	2,46%	13	10
United States	2,09%	2,26%	14	11

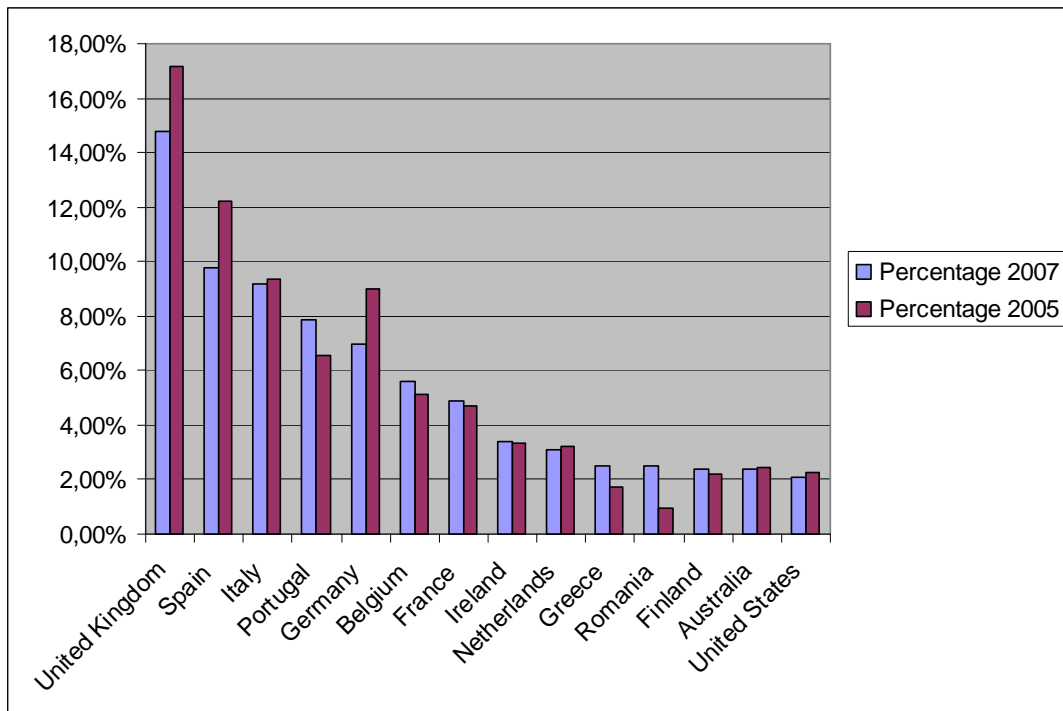


Figure 11: 2005 vs. 2007 - Evolution of the representation of each country (Q4)

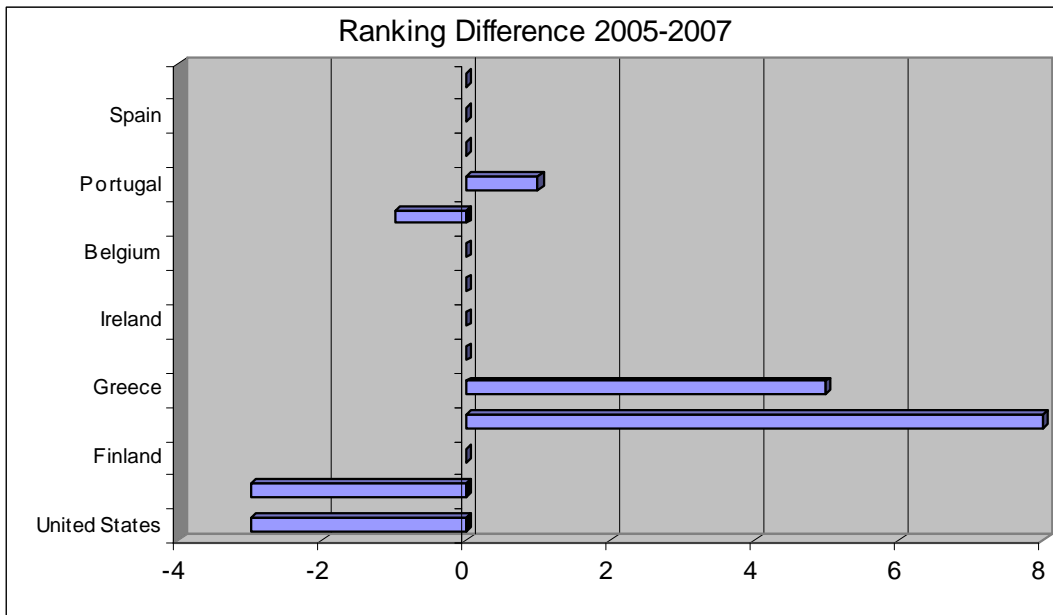
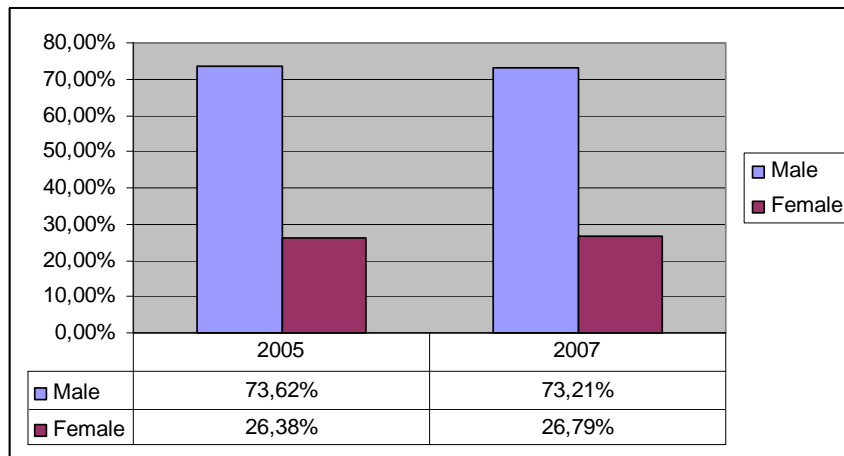


Figure 12: 2005 vs. 2007 – Differences in the ranking of countries (Q4)

**6. Gender and age comparison (Q5)**



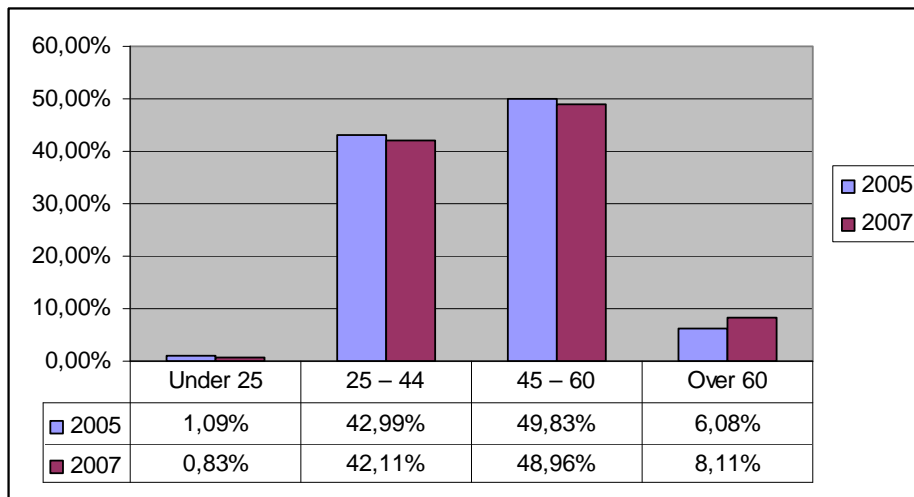


Figure 13: 2005 vs. 2007 – Gender and age comparison (Q5)

**7. Type of user, classified according to the use of the information received (Q6)**

- The percentage of users only and re-disseminators only has increased
- The proportion of users that re-disseminate decreased significantly

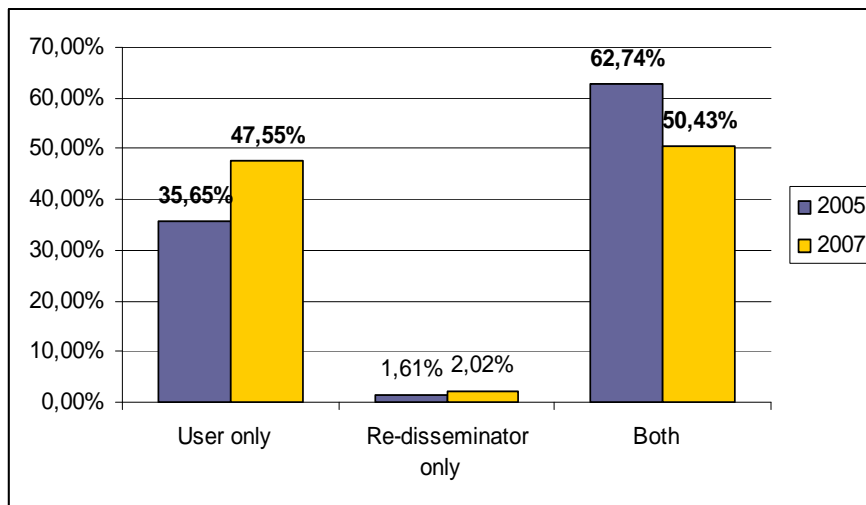


Figure 14: 2005 vs. 2007 – Percentage of users and re-disseminators (Q6)

**8. Frequency of visits (Q8)**

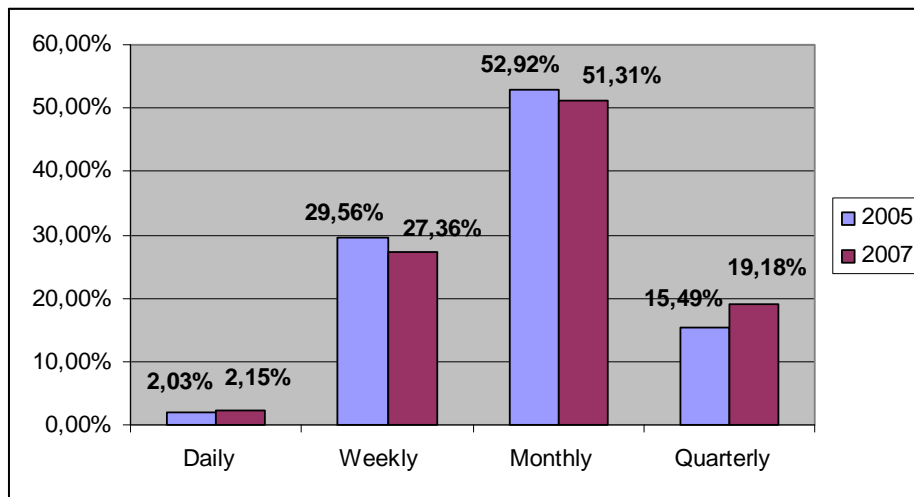


Figure 15: 2005 vs. 2007 – Frequency of visits (Q8)

9. Evolution of the overall satisfaction and fulfilment of needs (Q9, Q11)

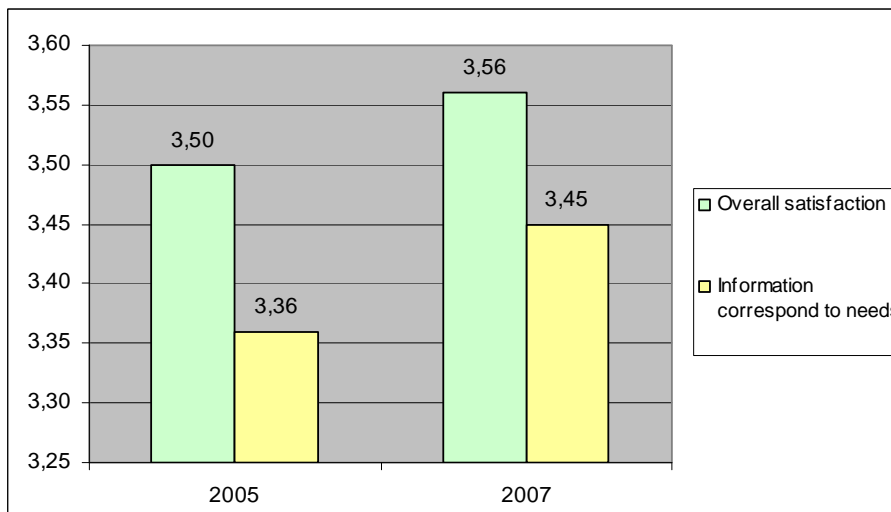


Figure 16: 2005 vs. 2007 – Overall satisfaction and fulfilment of needs (Q9, Q11)

10. Evolution of the averages representing the degree of usefulness per section (Q10)

Sections	2005	2007	Progress
About us	3,23	3,30	2,20%
Good practice	3,64	4,00	9,07%
European Risk Observatory	3,66	3,76	2,73%
Topics	3,85	3,89	1,05%
Sectors	3,52	3,67	4,02%
Priority groups	3,37	3,51	3,85%
Campaigns	3,70	3,78	2,12%
Press room	3,24	3,30	1,92%
Publications	3,89	3,95	1,62%
Legislation	3,94	3,91	-0,70%
Statistics	3,60	3,71	2,88%

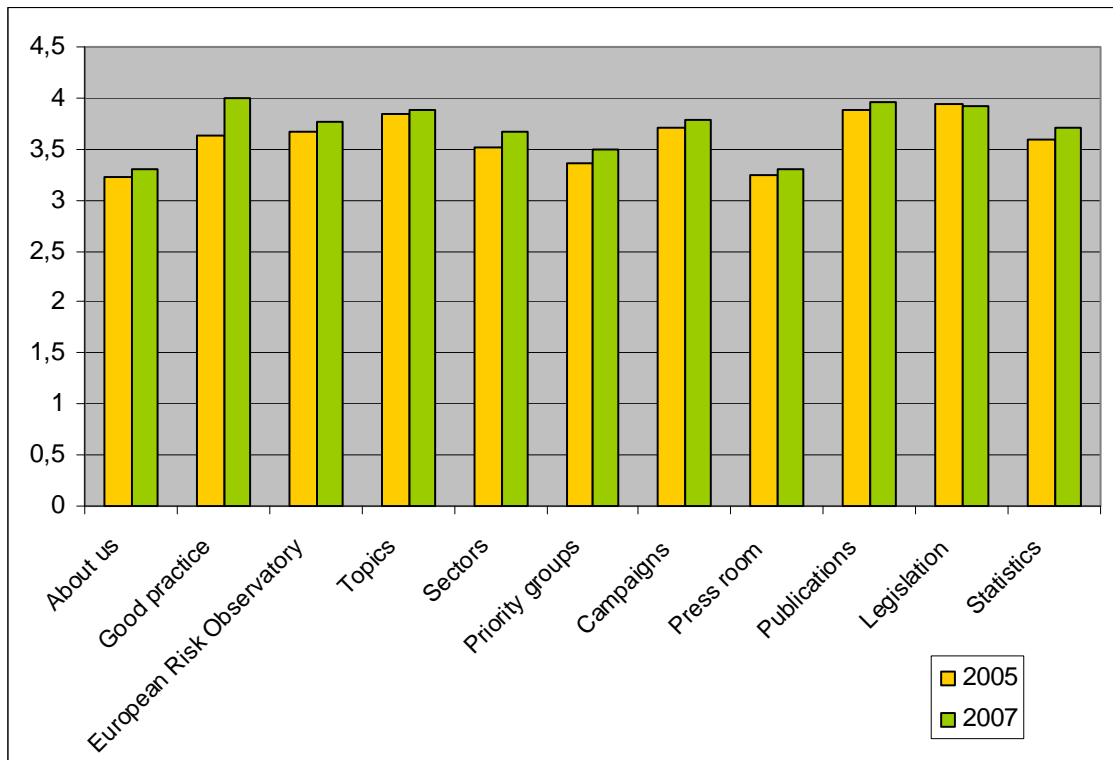


Figure 17: 2005 vs. 2007 – Usefulness of sections (Q10)

11. Evolution of the publications in terms of percentage of readers (Q13b)

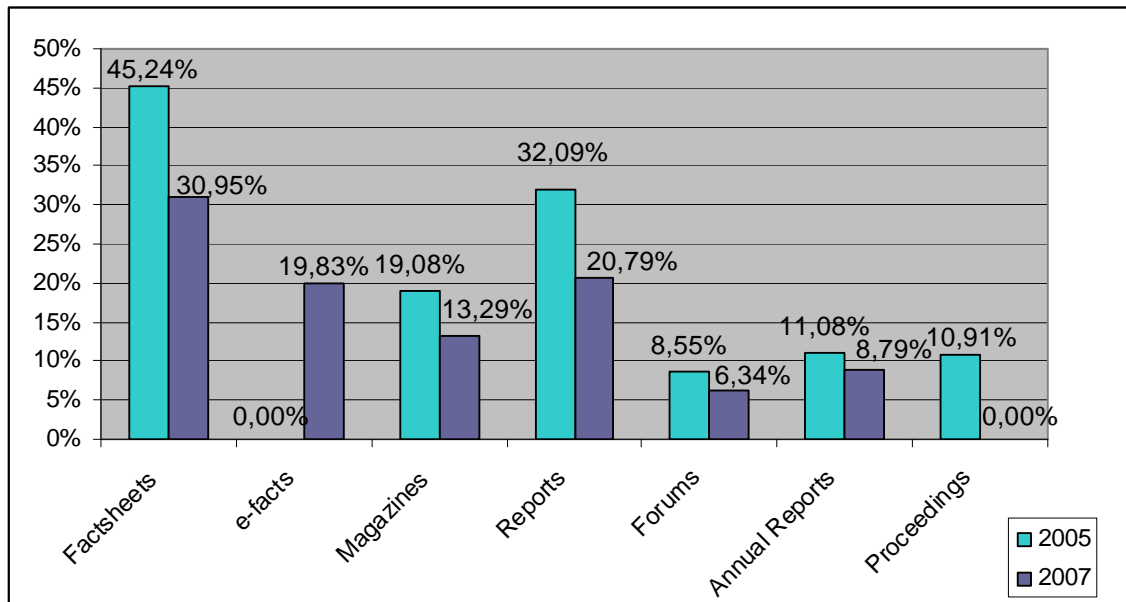


Figure 18: 2005 vs. 2007 – Publications evolution (percentage of readers) (Q13b)

At this point, and in order to see whether the total number of readers has increased or decreased, a brief analysis has been carried out, considering the total number of subscribers:

	2007	2005
Number of readers	3.680	3.706
Percentage over answers	67,51%	53,25%
Percentage over subscribers	10,22%	12,35%

	2007	2005
Factsheets	2.906	3.148
e-facts	1.862	1.328
Magazines	1.248	2.233
Reports	1.952	595
Forums	595	-
Annual Reports	825	771
Proceedings	-	759

## 5.2 Specific Indicators

The figures of the specific indicators are summarised in the following tables:

### 5.2.1 SI1: Analysis of SMEs and large companies' perception

The differences between the perceptions of users working for SMEs and large companies are:

#### SI1.1 Details on SMEs' constitution

Micro companies	709
Small companies	561
Medium companies	1.049
Total SMEs	2.319
Large companies	2.835
N/A	299

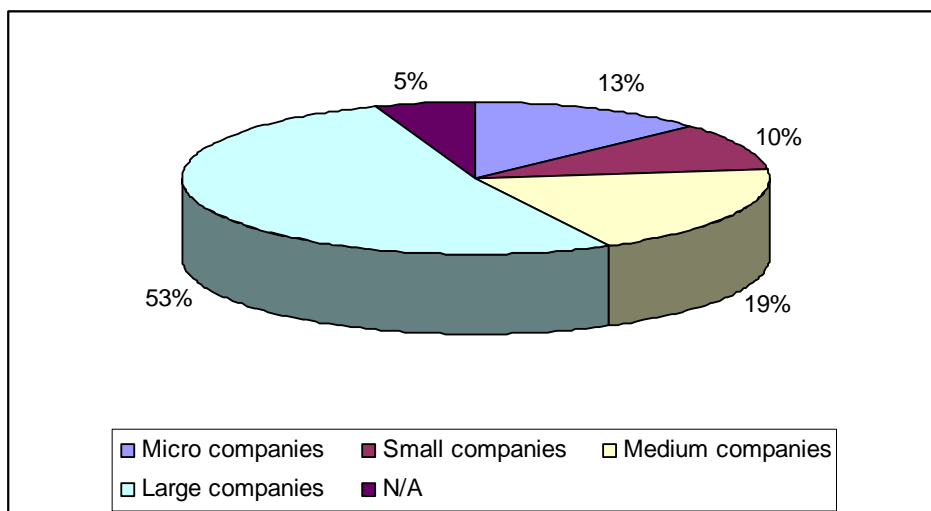


Figure 19: Details on SMEs constitution

### SI1.2 Analysis of Micro enterprises per type of organisation

Q1b, Q3	No. Answers	Percentage micro / Question	Percentage micro / SMEs
Public body	13	1,83%	0,56%
Lobby Group	4	0,56%	0,17%
Non-Governmental Organisation	22	3,10%	0,95%
Trade Union	11	1,55%	0,47%
Employers Association	20	2,82%	0,86%
Research Institute	18	2,54%	0,78%
Statutory Insurance Organisation	2	0,28%	0,09%
OSH Service Provider	215	30,32%	9,27%
OSH Service Intermediary	10	1,41%	0,43%
Public Company	4	0,56%	0,17%
Private Company	310	43,72%	13,37%
Journalist	16	2,26%	0,69%
Labor Inspection	5	0,71%	0,22%
Student	3	0,42%	0,13%
Other	56	7,90%	2,41%

### SI1.3 Analysis of Small enterprises per type of organisation

Q1b, Q3	No. Answers	Percentage small / Question	Percentage small / total SMEs
Public body	54	9,63%	2,33%
Lobby Group	1	2,33%	0,04%
Non-Governmental Organisation	22	3,92%	0,95%
Trade Union	23	4,10%	0,99%
Employers Association	33	5,88%	1,42%
Research Institute	38	6,77%	1,64%
Statutory Insurance Organisation	2	0,36%	0,09%
OSH Service Provider	68	12,12%	2,93%
OSH Service Intermediary	10	1,78%	0,43%
Public Company	10	1,78%	0,43%
Private Company	248	44,21%	10,69%
Journalist	8	1,43%	0,34%
Labor Inspection	13	2,32%	0,56%
Student	1	0,18%	0,04%
Other	30	5,35%	1,29%

### SI1.4 Analysis of Medium enterprises per type of organisation

Q1b, Q3	No. Answers	Percentage medium / Question	Percentage medium / SMEs
Public body	129	12,30%	5,56%
Lobby Group	7	0,67%	0,30%
Non-Governmental Organisation	17	1,62%	0,73%
Trade Union	42	4,00%	1,81%
Employers Association	23	2,19%	0,99%
Research Institute	54	5,15%	2,33%
Statutory Insurance Organisation	3	0,29%	0,13%
OSH Service Provider	82	7,82%	3,54%
OSH Service Intermediary	10	0,95%	0,43%
Public Company	68	6,48%	2,93%
Private Company	527	50,24%	22,73%
Journalist	2	0,19%	0,09%
Labor Inspection	27	2,57%	1,16%
Student	5	0,48%	0,22%
Other	53	5,05%	2,29%

### SI1.5 Analysis of SMEs per type of organisation

Q1b, Q3	No. Answers	Percentage SMEs / Question
Public body	196	8,45%
Lobby Group	12	0,52%
Non-Governmental Organisation	61	2,63%
Trade Union	76	3,28%
Employers Association	76	3,28%
Research Institute	110	4,74%
Statutory Insurance Organisation	7	0,30%
OSH Service Provider	365	15,74%
OSH Service Intermediary	30	1,29%
Public Company	82	3,54%
Private Company	1.085	46,79%
Journalist	26	1,12%
Labor Inspection	45	1,94%
Student	9	0,39%
Other	139	5,99%

### SI1.6 Analysis of large companies per type of organisation

Q1b, Q3	No. Answers	Percentage large companies / Question
Public body	596	21,02%
Lobby Group	3	0,11%
Non-Governmental Organisation	38	1,34%
Trade Union	121	4,27%
Employers Association	16	0,56%
Research Institute	154	5,43%
Statutory Insurance Organisation	44	1,55%
OSH Service Provider	160	5,64%
OSH Service Intermediary	15	0,53%
Public Company	386	13,62%
Private Company	1.069	37,71%
Journalist	10	0,35%
Labor Inspection	80	2,82%
Student	10	0,35%
Other	133	4,69%

### SI1.7 Analysis of Private SMEs per sector

Q1b, Q2, Q3	No. Answers	Percentage private SMEs / Question
Agriculture, Hunting, Forestry	12	1,11%
Fisheries	0	0,00%
Mining & Quarrying	14	1,29%
Manufacturing	302	27,83%
Electricity, Gas and Water Supply	35	3,23%
Construction	186	17,14%
Wholesale and Retail Trade; Repair of Motor Vehicles, Household	37	3,41%
Hotels and Restaurants	6	0,55%
Transport, Storage and Communication	32	2,95%
Financial Intermediation	8	0,74%
Real Estate, Renting and Business Activities	29	2,67%
Public Administration and Defence	1	0,09%
Compulsory Social Security	3	0,28%
Education	33	3,04%
Health and Social Work	71	6,54%
Other	316	29,12%

### SI1.8 Analysis of Private large companies per sector

Q1b, Q2, Q3	No. Answers	Percentage large companies / Question
Agriculture, Hunting, Forestry	12	1,12%
Fisheries	0	0,00%
Mining & Quarrying	29	2,71%
<b>Manufacturing</b>	<b>423</b>	<b>39,57%</b>
Electricity, Gas and Water Supply	49	4,58%
Construction	145	13,56%
Wholesale and Retail Trade; Repair of Motor Vehicles, Household	33	3,09%
Hotels and Restaurants	10	0,94%
Transport, Storage and Communication	80	7,48%
Financial Intermediation	18	1,68%
Real Estate, Renting and Business Activities	11	1,03%
Public Administration and Defence	1	0,09%
Compulsory Social Security	0	0,00%
Education	8	0,75%
Health and Social Work	61	5,71%
Other	189	17,68%

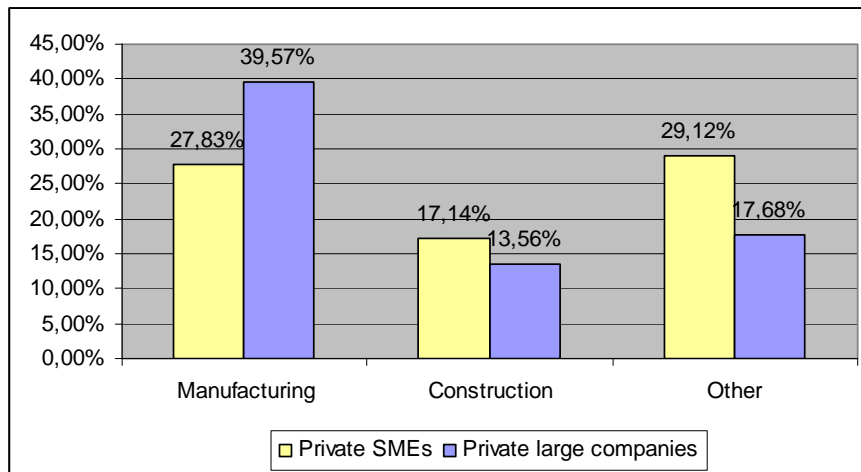


Figure 20: Comparison between private SMEs and private large companies per sector

### SI1.9 Analysis of SMEs' overall satisfaction

Q9a	No. Answers	Percentage/SME total
1	19	0,82%
2	138	5,95%
3	863	37,21%
4	1.060	45,71%
5	239	10,31%

Average: 3,59

### SI1.10 Analysis of large companies' overall satisfaction

Q9a	No. Answers	Percentage/Large total
1	25	0,88%
2	217	7,65%
3	1.036	36,54%
4	1.321	46,60%
5	236	8,32%

Average: 3,54

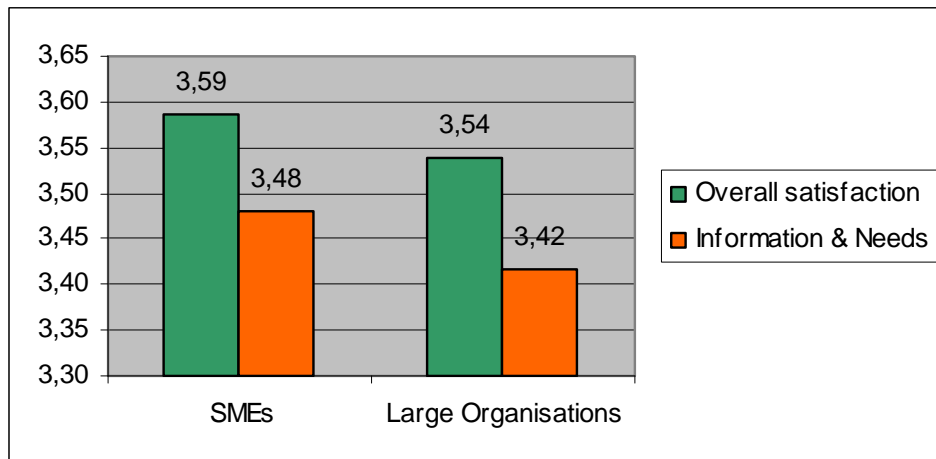


Figure 21: Comparison of overall satisfaction and fulfilment of needs between SMEs and large companies

#### SI1.11 Analysis of SMEs' satisfaction scale per sections

Q10	No. Answers						Average
	1	2	3	4	5	N/A	
About us	47	332	690	587	258	405	3,35
Good practice	17	97	367	954	686	17	4,03
European Risk Observatory	25	144	505	844	464	25	3,80
Topics	14	93	448	978	520	14	3,92
Sectors	19	135	566	867	362	19	3,73
Priority groups	21	175	652	718	268	21	3,57
Campaigns	27	154	497	735	541	27	3,82
Press room	56	250	669	572	234	56	3,38
Publications	26	115	366	793	704	26	4,01
Legislation	29	123	415	711	697	29	3,97
Statistics	37	179	517	742	461	37	3,73

#### SI1.12 Analysis of large companies' satisfaction scale per sections

Q10	No. Answers						Average
	1	2	3	4	5	N/A	
About us	82	448	870	761	229	445	3,25
Good practice	31	146	463	1.227	772	196	3,97
European Risk Observatory	33	186	707	1.073	483	353	3,72
Topics	24	159	558	1.267	578	249	3,86
Sectors	22	212	810	1.037	345	409	3,61
Priority groups	37	267	907	867	264	493	3,45
Campaigns	27	236	673	930	598	371	3,75
Press room	63	434	876	686	211	565	3,24
Publications	40	179	537	1.002	760	317	3,90
Legislation	54	220	493	951	745	372	3,86
Statistics	46	258	652	908	525	446	3,67

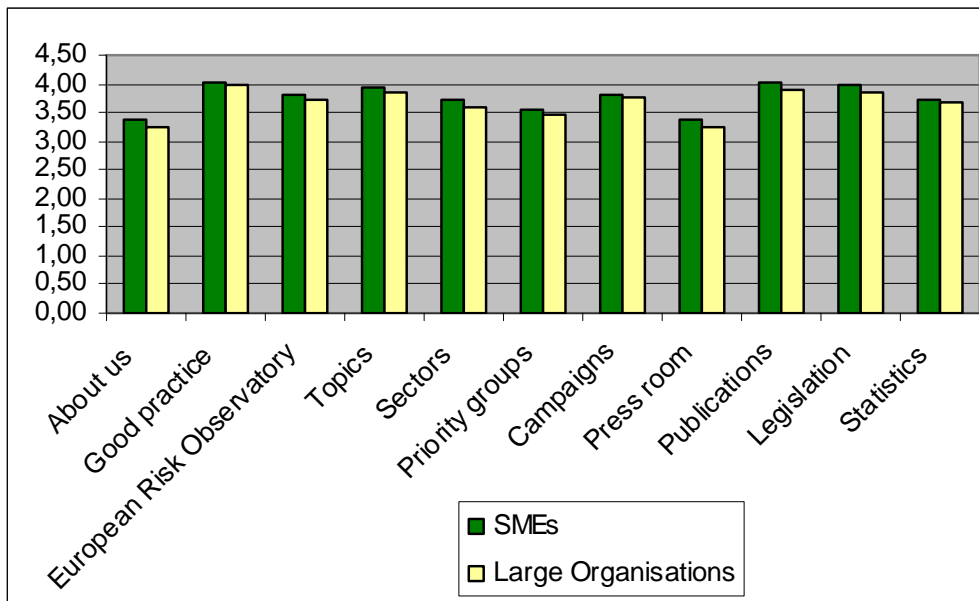


Figure 22: Comparison of satisfaction scale per section between SMEs and large companies

#### SI1.13 Analysis of SMEs' fulfilment of needs from the website

Q11	No. Answers	Percentage/Question
1	16	0,69%
2	191	8,24%
3	979	42,22%
4	932	40,19%
5	201	8,67%

Average: 3,48

#### SI1.14 Analysis of large companies' fulfilment of needs from the website

Q11	No. Answers	Percentage/Question
1	17	0,60%
2	290	10,23%
3	1.214	42,82%
4	1.121	39,54%
5	193	6,81%

Average: 3,42

#### SI1.15 Analysis of usefulness of the Agency's services according to SMEs

Q12	No. Answers						Average
	1	2	3	4	5	N/A	
OSHmail	27	92	357	884	789	170	4,08
Alert Service	32	126	459	675	422	605	3,78
Syndication tool	60	184	585	476	150	864	3,32
News Section	16	106	476	867	387	467	3,81
Events section	48	220	567	644	291	549	3,51
Search	25	120	486	772	481	435	3,83

**SI1.16 Analysis of usefulness of the Agency's services according to large companies**

Q12	No. Answers						Average
	1	2	3	4	5	N/A	
OSHmail	41	126	461	1.136	887	184	4,02
Alert Service	50	160	539	878	456	752	3,73
Syndication tool	83	282	715	501	160	1.094	3,21
News Section	23	142	614	1.064	423	569	3,76
Events section	72	324	711	784	276	668	3,40
Search	37	221	648	889	523	517	3,71

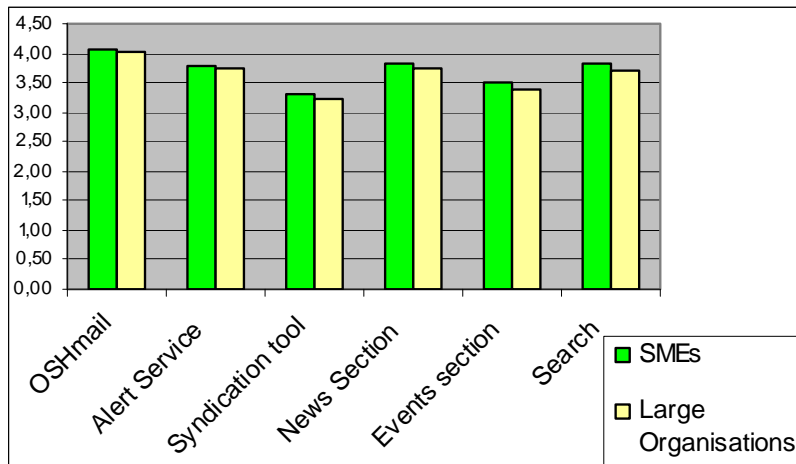


Figure 23: Comparison of usefulness of the Agency' services between SMEs and larges companies

### 5.2.2 SI2: "New" versus "Old" Member States

This specific indicator compares the main differences between the perceptions of the users from the "Old" and the "New" Member States. We have considered the following distribution of countries:

- "Old" Member States - EU15: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden, United Kingdom.
- "New" Member States: Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovak Republic, Slovenia.

#### SI2.1 % distribution of answers from each group

	No. Answers	% over the total answers
Old Member States	4.132	75,77%
New Member States	429	7,87%

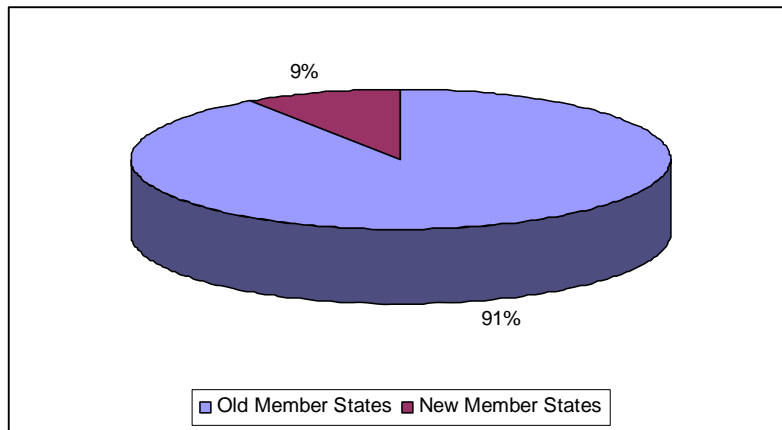


Figure 24: % distribution of answers in EU27 from each group of members

### SI2.2 Analysis of "Old" Member States' overall satisfaction

Q9a	No. Answers	Percentage/Question
1	40	0,97%
2	328	7,94%
3	1.626	39,35%
4	1.854	44,87%
5	284	6,87%

Average: 3,49

### SI2.3 Analysis of "New" Member States' overall satisfaction

Q9a	No. Answers	Percentage/Question
1	3	0,70%
2	11	2,56%
3	100	23,31%
4	240	55,94%
5	75	17,48%

Average: 3,87

### SI2.4 Analysis of "Old" Member States' fulfilment of needs from the website

Q11	No. Answers	Percentage/Question
1	32	0,77%
2	425	10,29%
3	1.862	45,06%
4	1.565	37,88%
5	248	6,00%

Average: 3,38

### SI2.5 Analysis of "New" Member States' fulfilment of needs from the website

Q11	No. Answers	Percentage/Question
1	1	0,23%
2	27	6,29%
3	120	27,97%
4	220	51,28%
5	61	14,22%

Average: 3,73

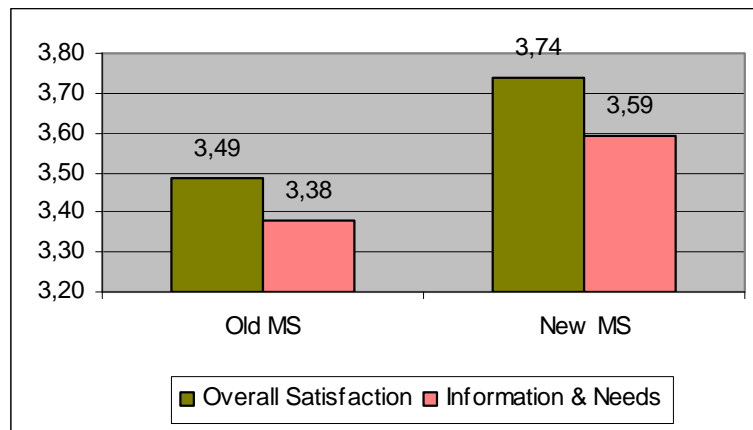


Figure 25: Comparison of overall satisfaction and fulfilment of needs between “New” and “Old” Member States

### 5.2.3 SI3: Analysis of users that are both users and re-disseminators of information

This chapter presents the specific analysis for those users who consider themselves as users and re-disseminators of information.

#### SI3.1 Analysis of both users and disseminators per type

Q6, TYPE (subscriber, visitor)	No. Answers	Percentage both / question
Subscriber	2.695	50,43%
Visitor	55	50,46%

#### SI3.2 Analysis of both users and disseminators per gender

Q6, Q5a	No. Answers	Percentage both / question
Male	2.083	75,75%
Female	667	24,25%

#### SI3.3 Analysis of both users and disseminators per age group

Q6, Q5b	No. Answers	Percentage both / question
Under 25	8	0,29%
25 - 44	955	34,73%
45 - 60	1.510	54,91%
Over 60	277	10,07%

#### SI3.4 Analysis of both users and disseminators per length of use

Q6, Q7	No. Answers	Percentage both / question
Less than a year	574	20,87%
1 to 5 years	1.788	65,02%
Over 5 years	388	14,11%

### SI3.5 Analysis of both users and disseminators per frequency of use

Q6, Q8	No. Answers	Percentage both / question
Daily	70	2,55%
Weekly	871	31,67%
Monthly	1.406	51,13%
Quarterly	403	14,65%

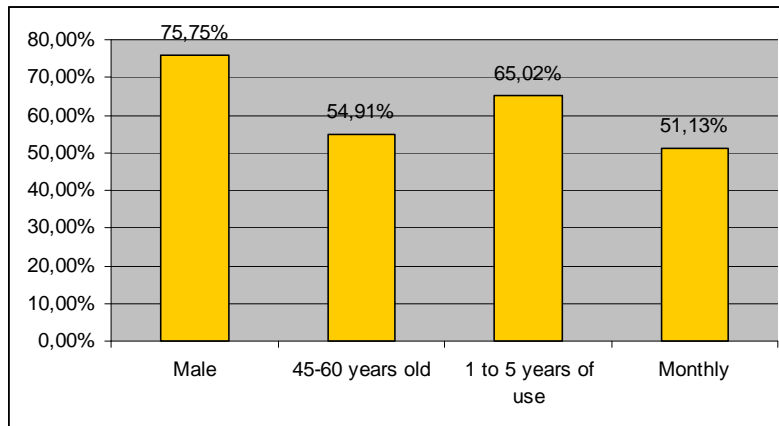


Figure 26: Typical profile among user acting as both users and disseminator

### SI3.6 Analysis of both users and disseminators' overall satisfaction

Q9a	No. Answers	Percentage/Question
1	16	0,58%
2	175	6,36%
3	914	33,24%
4	1.359	49,42%
5	286	10,40%

Average: 3,63

### SI3.7 Analysis of users' overall satisfaction

Q9a	No. Answers	Percentage/Question
1	29	1,12%
2	198	7,64%
3	1.038	40,03%
4	1.113	42,92%
5	215	8,29%

Average: 3,50

### SI3.8 Analysis of disseminators' overall satisfaction

Q9a	No. Answers	Percentage/Question
1	4	5,48%
2	6	8,22%
3	0	0,00%
4	49	67,12%
5	14	19,18%

Average: 3,86

**SI3.9 Analysis of both users and disseminators' fulfilment of needs from the website**

Q11	No. Answers	Percentage/Question
1	10	0,36%
2	205	7,45%
3	1.079	39,24%
4	1.223	44,47%
5	233	8,47%

Average: 3,53

**SI3.10 Analysis of users' fulfilment of needs from the website**

Q11	No. Answers	Percentage/Question
1	22	0,85%
2	286	11,03%
3	1.189	45,85%
4	915	35,29%
5	181	6,98%

Average: 3,37

**SI3.11 Analysis of disseminators' fulfilment of needs from the website**

Q11	No. Answers	Percentage/Question
1	4	3,64%
2	8	7,27%
3	46	41,82%
4	41	37,27%
5	11	10,00%

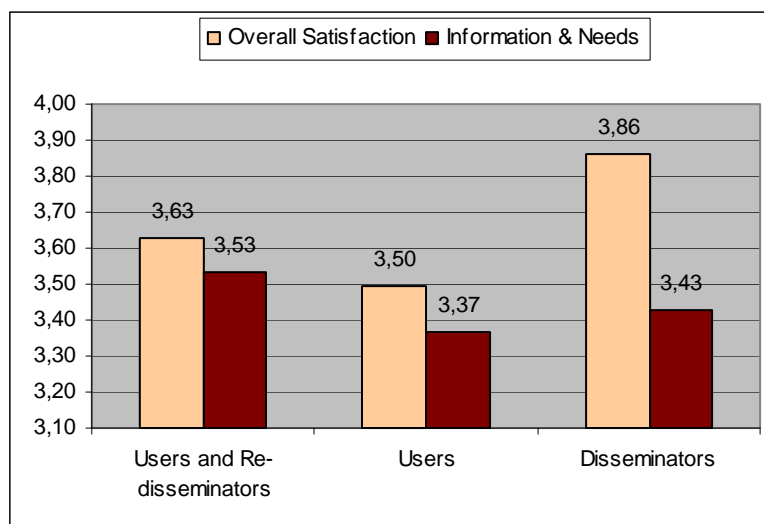


Figure 27: Comparison of overall satisfaction and fulfilment of needs between users, disseminators and both

## 6 STUDY CONCLUSIONS

Based on the results obtained, the following conclusions can be extracted:

- High number of responses obtained: 5.453 in total. This number of responses corresponds to 15% over the total number of subscribers (around 36.000). This figure, which is lower than for the previous online survey, validates the results and their representativeness over the sample.

On the other hand, the duration of the survey (four weeks instead of five in 2005), may also have had some impact on the total number of responses.

- English is from far the language that has been the most used with 62,08% of the total users who answered the survey. Spanish comes in second position (7,76% of the total users) and French in third position (5,91% of the total users).

Language	Nº Answers	Percentage/Total
EN	3385	62,08%
ES	423	7,76%
FR	322	5,91%
DE	302	5,54%
IT	302	5,54%
PT	197	3,61%
NL	140	2,57%
FI	63	1,16%
RO	58	1,06%
EL	57	1,05%
SV	45	0,83%

Language	Nº Answers	Percentage/Total
DA	36	0,66%
HU	22	0,40%
PL	17	0,31%
CS	16	0,29%
SL	15	0,28%
LT	14	0,26%
SK	12	0,22%
BG	9	0,17%
ET	8	0,15%
LV	8	0,15%
MT	2	0,04%

On the other hand, it can be highlighted that:

- 5 languages (EN, ES, FR, DE, IT) cover 86,81% of the answers received.
  - 7 languages (EN, ES, FR, DE, IT, PT, NL) cover 92,99% of the answers received.
  - 10 languages (EN, ES, FR, DE, IT, PT, NL, FI, RO, EL) cover 96,26% of the answers received.
  - 12 languages (SV, DA, HU, PL, CS, SL, LT, SK, BG, ET, LV, MT) only represent 3,74% of the answers received.
- A majority of answers come from national organisations. 40,09% of the users are working for private companies. 19,35% of the users are more specifically working in the manufacturing sector. Finally, the people who answered the survey are at 51,99% coming from large companies. Put together, this profile represents only 3,39% of the total number of users.
  - The typical user profile is a male (at 73,21%), between 45 and 60 years old (at 48,96%), acting as both information user and re-disseminator (at 50,43%), who accesses the Agency's website for more than 1 year and less than 5 years (at 61,32%) and on a monthly basis (51,31%). Put together, this profile represents 7,98% of the total number of users.

- The following table sums up some other common types of users:

<b>Profile Description</b>	<b>Percentage over the total</b>
- Private Company - Manufacturing Sector - 250 or more employees	7,76%
- Male - Accessing the web for more than 1 and less than 5 years	46,49%
- Male - Accessing the web for more than 1 and less than 5 years - Monthly	24,81%

- Visitors (109) vs. Subscribers (5.344). Based on the difference between the number of answers received from Visitors and Subscribers, we can say that the majority of website users become a subscriber after a certain period of time. Only 7,48% of visitors are using the web site for more than 5 years, and the 49,53% are accessing the web site for less than one year.
- Quantitatively, the following general conclusions are reached:
  - The “Good Practice” section is the most useful (4,00) for the users, while “About us” (3,30) and “Press room” (3,30) seem to be the less useful ones.
  - The users perceive that the information correspond to their needs (3,45 out of 5, which is better than in 2005: 3,36 out of 5).
  - The “OSHmail” (4,05) is considered the most useful and the “Syndication tool” (3,27) is considered the less useful service.
  - The users mainly demand additional information about the “Good Practice” section (18,76%) and “Legislation” (13,75%).
  - The “Factsheets” (30,95%) and “Reports” (20,79%) are the most popular publications.
- From the chapter about comparisons, there can be seen that comparatively to 2005, users have a better perception of both the overall satisfaction of the Agency’s website, and the usefulness of the information provided.
- Since 2005, we can see that the percentage of readers decreased for most of the publications. It is especially true for the Factsheets and the Reports. However, the new publication “e-facts” knows a great success with 19,83% of readers.
- 42% of the answers come from SMEs and 53% come from large organisations. Comparatively, SMEs are more satisfied than large organisations. Indeed, the overall satisfaction and the usefulness of information scores are higher for SMEs, (respectively 3,59 and 3,54), than for large companies, (respectively 3,48 and 3,42).
- The same kind of conclusion can be drawn from “new” Member States, which are more satisfied than “old” Member States. Indeed, the overall satisfaction and the usefulness of information scores are higher for new Member States, (respectively 3,74 and 3,59), than for old Member States, (respectively 3,49 and 3,38). However, only 7,87% of EU27 users who answered the survey were originating from a “new” Member State while 75,77% of EU27 users who answered were from an

“old” Member State. The high quantity of “old” Member States versus the low quantity of “new” Member States who answered the survey may have played a role in the scores results.

- Finally, concerning users and re-disseminators of information, users who are both users and disseminators are more satisfied than simple users. Indeed, the overall satisfaction and the usefulness of information scores are higher for both users and re-disseminators, (respectively 3,63 and 3,53), than for simple users (respectively 3,50 and 3,37).

## 7 RECOMMENDATIONS

An in-depth analysis of the survey results has produced a set of recommendations as follows:

- 1) The Agency should first analyse in detail all of the information captured during the survey, and secondly, define key areas that require the capturing of more detailed information, with a view to improving the user's experience.
- 2) New member state participation is very low. It only represents 9% of the total EU-27. The question is the following: how to develop the use of the Agency's website and online tools in these regions?  
Recommended actions:
  - Advertising/Information campaign in new Member States' domestic organizations about the website.
  - Workshops in regional governments.
  - Survey targeted toward new Member States' organizations so that the EU-OSHA can capture:
    - o in which specific domains there is a lack of information,
    - o the needs of informative actions to be implemented in these countries.
- 3) The number of readers of Publications seems to be decreasing, compare to the total number of subscribers, which is increasing. Some actions should be put in place in order to change this tendency.
- 4) Among SMEs, we have seen that users are coming mainly from medium enterprises. While micro and small enterprises still represents a non negligible share of SMEs (respectively 30,6% and 24,2%). Special attention should be put on their needs, even if they are not the typical profile of user (Large and medium sized companies represent the large majority of users).
- 5) It has been shown that users mainly demand additional information about the Good Practice and Legislation section. It is thus essential to capture the kind of information users would like to see displayed or developed.
- 6) The section Legislation needs some actions to be *re-launched*. It is the only one with a decrease of usefulness of content for the users.
- 7) The less useful sections should be revised: About us and Press room.
- 8) The website could be updated on a weekly basis.
- 9) The low number of users of some languages would recommend their removal, in terms of cost-benefit efficiency.

## ANNEXES

### 1 ANNEX 1: SUBSCRIBERS

The results obtained from subscribers are presented in this annex.

**G11. Total Number of responses from subscribers: 5.344**

**G11.1a % distribution of International / European / National organisations (Q1a).**

Q1a	No. Answers	Percentage/Question	Percentage / total
International	1.073	20,08%	19,68%
European	804	15,04%	14,74%
National	3.467	64,88%	63,58%

**G11.1b % distribution per organisation type (Q1b).**

Q1b	No. Answers	Percentage/Question	Percentage / total
Public body	802	15,01%	14,71%
Lobby Group	17	0,32%	0,31%
Non-Governmental Organisation	105	1,96%	1,93%
Trade Union	212	3,97%	3,89%
Employers Association	95	1,78%	1,74%
Research Institute	282	5,28%	5,17%
Statutory Insurance Organisation	51	0,95%	0,94%
OSH Service Provider	551	10,31%	10,10%
OSH Service Intermediary	48	0,90%	0,88%
Public Company	470	8,79%	8,62%
Private Company	2.144	40,12%	39,32%
Journalist	43	0,80%	0,79%
Labor Inspection	134	2,51%	2,46%
Student	41	0,77%	0,75%
Other	349	6,53%	6,40%

**G11.2 % distribution per sector of activity (Q2).**

Q2	No. Answers	Percentage/Question	Percentage/Total
Agriculture, Hunting, Forestry	73	1,37%	1,34%
Fisheries	6	0,11%	0,11%
Mining & Quarrying	84	1,57%	1,54%
Manufacturing	1.032	19,31%	18,93%
Electricity, Gas and Water Supply	181	3,39%	3,32%
Construction	545	10,20%	9,99%
Wholesale and Retail Trade; Repair of Motor Vehicles, Household	95	1,78%	1,74%
Hotels and Restaurants	25	0,47%	0,46%
Transport, Storage and Communication	247	4,62%	4,53%
Financial Intermediation	54	1,01%	0,99%
Real Estate, Renting and Business Activities	74	1,38%	1,36%
Public Administration and Defence	458	8,57%	8,40%
Compulsory Social Security	65	1,22%	1,19%
Education	413	7,73%	7,57%
Health and Social Work	730	13,66%	13,39%
Other	1.262	23,62%	23,14%

**GI1.3 % distribution per organisation size (Q3).**

Q3	No. Answers	Percentage/Question	Percentage/Total
1-9 employees	696	13,02%	12,76%
10-49 employees	549	10,27%	10,07%
50-249 employees	1.021	19,11%	18,72%
250 or more employees	2.788	52,17%	51,13%
Not applicable	290	5,43%	5,32%

**GI1.4 % distribution per country (Q4).**

Countries without data or with only a few answers have not been included in the table.

Q4	No. Answers	Percentage/Question	Percentage/Total
United Kingdom	802	15,01%	14,71%
Spain	517	9,67%	9,48%
Italy	488	9,13%	8,95%
Portugal	417	7,80%	7,65%
Germany	380	7,11%	6,97%
Belgium	304	5,69%	5,57%
France	263	4,92%	4,82%
Ireland	184	3,44%	3,37%
Netherlands	166	3,11%	3,04%
Greece	136	2,54%	2,49%
Romania	132	2,47%	2,42%
Australia	126	2,36%	2,31%
Finland	123	2,30%	2,26%
United States	113	2,11%	2,07%
Sweden	98	1,83%	1,80%
Canada	96	1,80%	1,76%
Denmark	88	1,65%	1,61%
Austria	71	1,33%	1,30%
Switzerland	62	1,16%	1,14%
Malta	44	0,82%	0,81%
Argentina	40	0,75%	0,73%

Q4	No. Answers	Percentage/Question	Percentage/Total
Mexico	38	0,71%	0,70%
Poland	37	0,69%	0,68%
Turkey	36	0,67%	0,66%
Hungary	34	0,64%	0,62%
Cyprus	33	0,62%	0,61%
Brazil	32	0,60%	0,59%
Luxembourg	29	0,54%	0,53%
Slovenia	25	0,47%	0,46%
Czech Republic	24	0,45%	0,44%
Bulgaria	23	0,43%	0,42%
New Zealand, Peru, Slovak Republic	17	0,32%	0,31%
Colombia, India, Singapore	16	0,30%	0,29%
Lithuania	15	0,28%	0,28%
UAE	14	0,26%	0,26%
Chile, Norway	12	0,22%	0,22%
Estonia, Latvia, Venezuela	11	0,21%	0,20%
Serbia and , South Africa	10	0,19%	0,18%
China, Nigeria	7	0,13%	0,13%
Algeria, Bolivia, Egypt, Malaysia	6	0,11%	0,11%
Angola, Ecuador, Guatemala, Indonesia, Japan	5	0,09%	0,09%

Other countries:

- 4 answers (0.07%): Croatia, Hong Kong, Israel, Morocco, Panama, Philippines, Trinidad y Tobago.
- 3 answers (0.06%): Afghanistan, Cuba, Dominican Republic, Gibraltar, Iran, Macedonia, Oman, Thailand.
- 2 answers (0.04%): Albania, Aruba, Botswana, Brunei, Cameroon, Costa Rica, El Salvador, Kuwait, Monaco, Puerto Rico, Russia, South Korea, Sri Lanka, Syria, Taiwan, Tanzania, Uruguay.
- 1 answer (0.02%): Andorra, Armenia, Bahrain, Barbados, Bosnia and Herzegovina, Cape Verde, Congo, Ethiopia, Georgia, Ghana, Greenland, Honduras, Iceland, Iraq, Jordan, Libya, Mali, Mauritius, Nepal, Nicaragua, Pakistan, Paraguay, Qatar, Reunion, Saudi Arabia, Seychelles, Tunisia, Turks and Caicos Islands, Vietnam, Zimbabwe.

**GI1.5a % distribution per gender (Q5a).**

Q5	No. Answers	Percentage/Question	Percentage/Total
Male	3.920	73,35%	71,89%
Female	1.424	26,65%	26,11%

**GI1.5b % distribution per age group (Q5b).**

Q5b	No. Answers	Percentage/Question	Percentage/Total
Under 25	39	0,73%	0,72%
25 – 44	2.239	41,90%	41,06%
45 – 60	2.634	49,29%	48,30%
Over 60	432	8,08%	7,92%

**GI1.6 % distribution of users / disseminators / both (Q6).**

Q6	No. Answers	Percentage/Question	Percentage/Total
User only	2.542	47,57%	46,62%
Re-disseminator only	107	2,00%	1,96%
Both	2.695	50,43%	49,42%

**GI1.7 % distribution per length of use (Q7).**

Q7	No. Answers	Percentage/Question	Percentage/Total
Less than 1 year	1.518	28,41%	27,84%
1-5 years	3.296	61,68%	60,44%
Over 5 years	530	9,92%	9,72%

**GI1.8 % distribution per frequency of visits (Q8).**

Q8	No. Answers	Percentage/Question	Percentage/Total
Daily	99	1,85%	1,82%
Weekly	1.451	27,15%	26,61%
Monthly	2.762	51,68%	50,65%
Quarterly	1.032	19,31%	18,93%

**GI1.9a % distribution overall satisfaction scale (Q9a).**

Q9a	No. Answers	Percentage/Question	Percentage/Total
1	48	0,90%	0,88%
2	376	7,04%	6,90%
3	1.951	36,51%	35,78%
4	2.471	46,24%	45,31%
5	498	9,32%	9,13%

Average: 3,56

**GI1.9b % distribution satisfaction scale per benchmarking aspect (Q9b).**

Q9b	No. Answers						Average
	1	2	3	4	5	N/A	
About the design of the site	46	479	1.590	2.232	585	412	3,57
About the navigation	69	574	1.669	2.043	565	424	3,50
About the accessibility	47	374	1.388	2.212	836	487	3,70
About the search facilities	74	612	1.698	1.902	518	540	3,45
About the services of the site	54	439	1.494	2.023	660	674	3,60

**GI1.10 % distribution usefulness scale per section (Q10).**

Two tables are represented: one referring to the number of answers for Question 10 and the other one representing the weighting percentage for each answer.

Q10	No. Answers						Average
	1	2	3	4	5	N/A	
About us	134	817	1.609	1.388	499	897	3,29
Good practice	48	258	864	2.251	1.518	405	4,00
European Risk Observatory	60	346	1.256	1.977	994	711	3,76
Topics	38	267	1.040	2.326	1.133	540	3,88
Sectors	40	362	1.432	1.970	735	805	3,66
Priority groups	59	462	1.616	1.631	550	1.026	3,50
Campaigns	59	413	1.217	1.712	1.172	771	3,77
Press room	126	715	1.600	1.294	457	1.152	3,30
Publications	68	305	946	1.855	1.523	647	3,95
Legislation	86	364	937	1.726	1.497	734	3,91
Statistics	85	461	1.206	1.701	1.033	858	3,70

Q10	Percentage					
	1	2	3	4	5	N/A
About us	2,51%	15,29%	30,11%	25,97%	9,34%	16,79%
Good practice	0,90%	4,83%	16,17%	42,12%	28,41%	7,58%
European Risk Observatory	1,12%	6,47%	23,50%	36,99%	18,60%	13,30%
Topics	0,71%	5,00%	19,46%	43,53%	21,20%	10,10%
Sectors	0,75%	6,77%	26,80%	36,86%	13,75%	15,06%
Priority groups	1,10%	8,65%	30,24%	30,52%	10,29%	19,20%
Campaigns	1,10%	7,73%	22,77%	32,04%	21,93%	14,43%
Press room	2,36%	13,38%	29,94%	24,21%	8,55%	21,56%
Publications	1,27%	5,71%	17,70%	34,71%	28,50%	12,11%
Legislation	1,61%	6,81%	17,53%	32,30%	28,01%	13,74%
Statistics	1,59%	8,63%	22,57%	31,83%	19,33%	16,06%

**GI1.11 % distribution fulfilment of needs scale (Q11).**

Q11	No. Answers	Percentage/Question	Percentage/Total
1	36	0,67%	0,66%
2	496	9,28%	9,10%
3	2.265	42,38%	41,54%
4	2.136	39,97%	39,17%
5	411	7,69%	7,54%

Average: 3,45

**GI1.12 % distribution usefulness scale per service (Q12).**

Two tables are represented: one referring to the number of answers for Question 10 and the other one representing the weighting percentage for each answer.

Q12	No. Answers						Average
	1	2	3	4	5	N/A	
OSHmail	72	227	841	2.082	1.753	369	4,05
Alert Service	85	302	1.025	1.595	930	1.407	3,76
Syndication tool	148	485	1.344	1.006	322	2.039	3,26
News Section	40	257	1.122	2.006	844	1.075	3,79
Events section	128	572	1.314	1.475	597	1.258	3,45
Search	68	354	1.164	1.726	1.053	979	3,77

Q12	Percentage					
	1	2	3	4	5	N/A
OSHmail	1,35%	4,25%	15,74%	38,96%	32,80%	6,90%
Alert Service	1,59%	5,65%	19,18%	29,85%	17,40%	26,33%
Syndication tool	2,77%	9,08%	25,15%	18,82%	6,03%	38,15%
News Section	0,75%	4,81%	21,00%	37,54%	15,79%	20,12%
Events section	2,40%	10,70%	24,59%	27,60%	11,17%	23,54%
Search	1,27%	6,62%	21,78%	32,30%	19,70%	18,32%

**GI1.13a % distribution of readers of the Agency's publications (Q13a).**

Q13a	No. Answers	Percentage/Question	Percentage/Total
Yes	3.611	67,60%	66,22%
No	1.731	32,40%	31,74%

**GI1.13b % distribution per publication (Q13b).**

Q13b	No. Answers	Percentage/ Question	Percentage/ Total
Factsheets	2.856	31,00%	52,37%
e-facts	1.823	19,79%	33,43%
Magazines	1.225	13,30%	22,46%
Reports	1.924	20,88%	35,28%
Forums	574	6,23%	10,53%
Annual Reports	811	8,80%	14,87%

**GI1.14 % distribution additional information preferences per section (Q14).**

Q14	No. Answers	Percentage/Question	Percentage/Total
About us	218	1,15%	4,00%
Good Practice	3.586	18,86%	65,76%
European Risk Observatory	1.929	10,15%	35,38%
Topics	2.100	11,05%	38,51%
Sectors	1.443	7,59%	26,46%
Priority Groups	785	4,13%	14,40%
Campaigns	1.453	7,64%	26,65%
Press Room	349	1,84%	6,40%
Publications	2.438	12,82%	44,71%
Legislation	2.618	13,77%	48,01%
Statistics	1.780	9,36%	32,64%
Other	314	1,65%	5,76%

**GI1.15 % distribution of potential candidates for the user panels (Q15).**

Q15	No. Answers	Percentage/Question	Percentage/Total
Yes	3.222	60,29%	59,09%
No	2.122	39,71%	38,91%

## 2 ANNEX 2: VISITORS

The results obtained from visitors are presented in this annex

**GI2. Total Number of responses from visitors: 109**
**GI2.1a % distribution of International / European / National organisations (Q1a).**

Q1a	No. Answers	Percentage/Question	Percentage / total
International	22	20,18%	0,40%
European	12	11,01%	0,22%
National	75	68,81%	1,38%

**GI2.1b % distribution per organisation type (Q1b).**

Q1b	No. Answers	Percentage/Question	Percentage / total
Public body	19	17,43%	0,35%
Lobby Group	0	0,00%	0,00%
Non-Governmental Organisation	1	0,92%	0,02%
Trade Union	4	3,67%	0,07%
Employers Association	0	0,00%	0,00%
Research Institute	1	0,92%	0,02%
Statutory Insurance Organisation	1	0,92%	0,02%
OSH Service Provider	20	18,35%	0,37%
OSH Service Intermediary	2	1,83%	0,04%
Public Company	6	5,50%	0,11%
Private Company	42	38,53%	0,77%
Journalist	1	0,92%	0,02%
Labor Inspection	4	3,67%	0,07%
Student	1	0,92%	0,02%
Other	7	6,42%	0,13%

**GI2.2 % distribution per sector of activity (Q2).**

Q2	No. Answers	Percentage/ Question	Percentage/ Total
Agriculture, Hunting, Forestry	0	0,00%	0,00%
Fisheries	0	0,00%	0,00%
Mining & Quarrying	1	0,92%	0,02%
Manufacturing	23	21,10%	0,42%
Electricity, Gas and Water Supply	5	4,59%	0,09%
Construction	12	11,01%	0,22%
Wholesale and Retail Trade; Repair of Motor Vehicles, Household	2	1,83%	0,04%
Hotels and Restaurants	1	0,92%	0,02%
Transport, Storage and Communication	5	4,59%	0,09%
Financial Intermediation	0	0,00%	0,00%
Real Estate, Renting and Business Activities	0	0,00%	0,00%
Public Administration and Defence	12	11,01%	0,22%
Compulsory Social Security	2	1,83%	0,04%
Education	11	10,09%	0,20%
Health and Social Work	10	9,17%	0,18%
Other	25	22,94%	0,46%

**GI2.3 % distribution per organisation size (Q3).**

Q3	No. Answers	Percentage/Question	Percentage/Total
1-9 employees	13	11,93%	0,24%
10-49 employees	12	11,01%	0,22%
50-249 employees	28	25,69%	0,51%
250 or more employees	47	43,12%	0,86%
Not applicable	9	8,26%	0,17%

**GI2.4 % distribution per country (Q4).**

Countries without data or with only a few data have not been included in the table.

Q4	No. Answers	Percentage/Question	Percentage/Total
Spain	15	13,76%	0,28%
Portugal	13	11,93%	0,24%
Italy	11	10,09%	0,20%
Finland	7	6,42%	0,13%
Romania	5	4,59%	0,09%

Other countries:

- 4 answers: Netherlands, United Kingdom.
- 3 answers: Australia, Belgium, Bulgaria, France, Lithuania, Poland.
- 2 answers: Bolivia, Estonia, Greece, Hungary, India, Malta, Mexico.
- 1 answer: Argentina, Austria, Brazil, Cape Verde, Cyprus, Denmark, Ecuador, Ireland, Japan, Latvia, Libya, Luxembourg, Slovak Republic, Sweden, Turkey, United States, Venezuela.

**GI2.5a % distribution per gender (Q5a).**

Q5a	No. Answers	Percentage/Question	Percentage/Total
Male	72	66,06%	1,32%
Female	37	33,94%	0,68%

**GI2.5b % distribution per age group (Q5b).**

Q5b	No. Answers	Percentage/Question	Percentage/Total
Under 25	6	5,50%	0,11%
25 – 44	57	52,29%	1,05%
45 – 60	36	33,03%	0,66%
Over 60	10	9,17%	0,18%

**GI2.6 % distribution of users / disseminators / both (Q6).**

Q6	No. Answers	Percentage/Question	Percentage/Total
User only	51	46,79%	0,94%
Re-disseminator only	3	2,75%	0,06%
Both	55	50,46%	1,01%

**GI2.7 % distribution per length of use (Q7).**

Q7	No. Answers	Percentage/Question	Percentage/Total
Less than 1 year	53	48,62%	0,97%
1-5 years	48	44,04%	0,88%
Over 5 years	8	7,34%	0,15%

**GI2.8 % distribution per frequency of visits (Q8).**

Q8	No. Answers	Percentage/Question	Percentage/Total
Daily	18	16,51%	0,33%
Weekly	41	37,61%	0,75%
Monthly	36	33,03%	0,66%
Quarterly	14	12,84%	0,26%

**GI2.9a % distribution overall satisfaction scale (Q9a).**

Q9a	No. Answers	Percentage/Question	Percentage/Total
1	1	0,92%	0,02%
2	3	2,75%	0,06%
3	38	34,86%	0,70%
4	50	45,87%	0,92%
5	17	15,60%	0,31%

Average: 3,72

**GI2.9b % distribution satisfaction scale per benchmarking aspect (Q9b).**

Q9b	No. Answers						Average
	1	2	3	4	5	N/A	
About the design of the site	2	5	19	43	20	20	3,83
About the navigation	1	6	23	41	19	19	3,79
About the accessibility	1	7	22	34	23	22	3,82
About the search facilities	1	10	31	29	15	23	3,55
About the services of the site	1	6	29	31	20	22	3,72

**GI2.10 % distribution usefulness scale per section (Q10).**

Two tables are represented: one referring to the number of answers for Question 10 and the other one representing the weighting percentage for each answer.

Q10	No. Answers						Average
	1	2	3	4	5	N/A	
About us	0	9	25	39	22	14	3,78
Good practice	2	1	8	44	37	17	4,23
European Risk Observatory	0	5	9	44	32	19	4,14
Topics	0	2	13	41	38	15	4,22
Sectors	2	4	13	44	28	18	4,01
Priority groups	2	2	23	40	20	22	3,85
Campaigns	0	4	11	32	42	20	4,26
Press room	1	12	20	32	19	25	3,67
Publications	1	5	9	33	39	22	4,20
Legislation	0	4	14	32	37	22	4,17
Statistics	0	3	18	36	32	20	4,09

Q10	Percentage					
	1	2	3	4	5	N/A
About us	0,00%	8,26%	22,94%	35,78%	20,18%	12,84%
Good practice	1,83%	0,92%	7,34%	40,37%	33,94%	15,60%
European Risk Observatory	0,00%	4,59%	8,26%	40,37%	29,36%	17,43%
Topics	0,00%	1,83%	11,93%	37,61%	34,86%	13,76%
Sectors	1,83%	3,67%	11,93%	40,37%	25,69%	16,51%
Priority groups	1,83%	1,83%	21,10%	36,70%	18,35%	20,18%
Campaigns	0,00%	3,67%	10,09%	29,36%	38,53%	18,35%
Press room	0,92%	11,01%	18,35%	29,36%	17,43%	22,94%
Publications	0,92%	4,59%	8,26%	30,28%	35,78%	20,18%
Legislation	0,00%	3,67%	12,84%	29,36%	33,94%	20,18%
Statistics	0,00%	2,75%	16,51%	33,03%	29,36%	18,35%

**GI2.11 % distribution fulfilment of needs scale (Q11).**

Q11	No. Answers	Percentage/Question	Percentage/Total
1	0	0,00%	0,00%
2	3	2,75%	0,06%
3	49	44,95%	0,90%
4	43	39,45%	0,79%
5	14	12,84%	0,26%

Average: 3,62

**GI2.12 % distribution usefulness scale per service (Q12).**

Two tables are represented: one referring to the number of answers for Question 10 and the other one representing the weighting percentage for each answer.

Q12	No. Answers						Average
	1	2	3	4	5	N/A	
OSHmail	1	2	17	39	30	20	4,07
Alert Service	1	1	20	32	26	29	4,01
Syndication tool	1	1	22	27	15	43	3,82
News Section	0	2	20	34	25	28	4,01
Events section	1	3	28	29	17	31	3,74
Search	2	5	21	28	24	29	3,84

Q12	Percentage					
	1	2	3	4	5	N/A
OSHmail	0,92%	1,83%	15,60%	35,78%	27,52%	18,35%
Alert Service	0,92%	0,92%	18,35%	29,36%	23,85%	26,61%
Syndication tool	0,92%	0,92%	20,18%	24,77%	13,76%	39,45%
News Section	0,00%	1,83%	18,35%	31,19%	22,94%	25,69%
Events section	0,92%	2,75%	25,69%	26,61%	15,60%	28,44%
Search	1,83%	4,59%	19,27%	25,69%	22,02%	26,61%

**GI2.13a % distribution of readers of the Agency's publications (Q13a).**

Q13a	No. Answers	Percentage/Question	Percentage/Total
Yes	69	63,30%	1,27%
No	40	36,70%	0,73%

**GI2.13b % distribution per publication (Q13b).**

Q13b	No. Answers	Percentage/Question	Percentage/Total
Factsheets	50	40,00%	0,92%
e-facts	39	31,20%	0,72%
Magazines	23	18,40%	0,42%
Reports	28	22,40%	0,51%
Forums	21	16,80%	0,39%
Annual Reports	14	11,20%	0,26%

**GI2.14 % distribution additional information preferences per section (Q14).**

Q14	No. Answers	Percentage/Question	Percentage/Total
About us	11	2,92%	0,20%
Good Practice	51	13,53%	0,94%
European Risk Observatory	45	11,94%	0,83%
Topics	44	11,67%	0,81%
Sectors	30	7,96%	0,55%
Priority Groups	17	4,51%	0,31%
Campaigns	39	10,34%	0,72%
Press Room	13	3,45%	0,24%
Publications	47	12,47%	0,86%
Legislation	49	13,00%	0,90%
Statistics	24	6,37%	0,44%
Other	7	1,86%	0,13%

**GI2.15 % distribution of potential candidates for the user panels (Q15).**

Q15	No. Answers	Percentage/Question	Percentage/Total
Yes	74	67,89%	1,36%
No	35	32,11%	0,64%

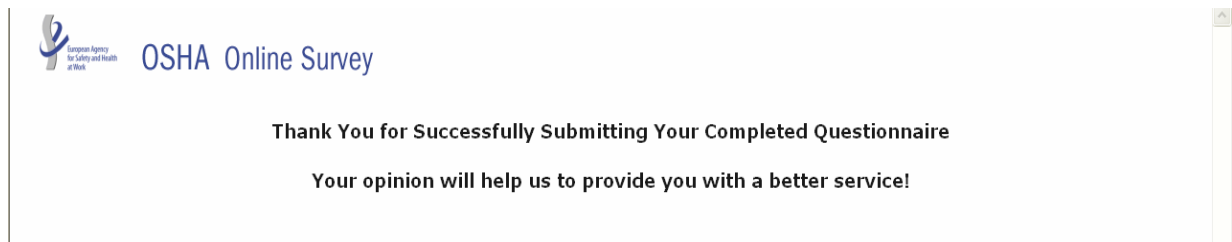
### 3 ANNEX 3: SURVEY VISUAL APPEAL

This annex briefly presents the visual appeal created for the on-line survey:


#### BANNER



#### INTRODUCTORY TEXTS AND E-MAILS



#### QUESTIONNAIRE: SURVEY INDICATORS; QUESTIONS; JAVA SCRIPT



## Online Survey for Agency Web Visitors

In order to further improve the quality and usefulness of the information we provide for you on our website, the European Agency for Safety and Health at Work is currently conducting an online survey of its information users. To achieve this, we need to better understand the profiles, needs and interests of our Visitors. Please help us by taking a few minutes to complete our "Online Questionnaire for Agency Web Visitors".

**Please click on each question to complete the Questionnaire.**

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

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

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

1-9 employees


10-49 employees

50-249 employees

250 or more employees

Not applicable

Press the following check button when you have finished answering this question.



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

⊗ **11. To what extent does the information on the EU-OSHA website correspond to your needs?**

⊗ **12. How useful do you find the following services of the Agency?**

⊗ **13. Are you a reader of any of the Agency's Publications?**

⊗ **14. What additional information would you like the Agency's website to provide?**

**End of Questionnaire**

The EU-OSHA wants to create groups of users that will evaluate new Agency services. Would you like to be considered as a potential candidate for these user groups?

Yes  No

Please enter your email address

If you take part in a user panel, your personal information will only be used for user panel survey purposes.

**< Please Click to Send >**