



European Agency
for Safety and Health
at Work

Online Survey to the Publications User Panel



Final Report

23 June 2009

CARSA

CS
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Centre for
Strategy & Evaluation
Services



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Final report

1. Survey results and analysis

1.1 Overall survey figures

Total number of users in the panel:	1407	(adjusted for failing e-mail addresses)
Total number of respondents:	287	(20%)

The total number of respondents was 287 (20%) and the development of the number of responses over time is presented in the next graph.

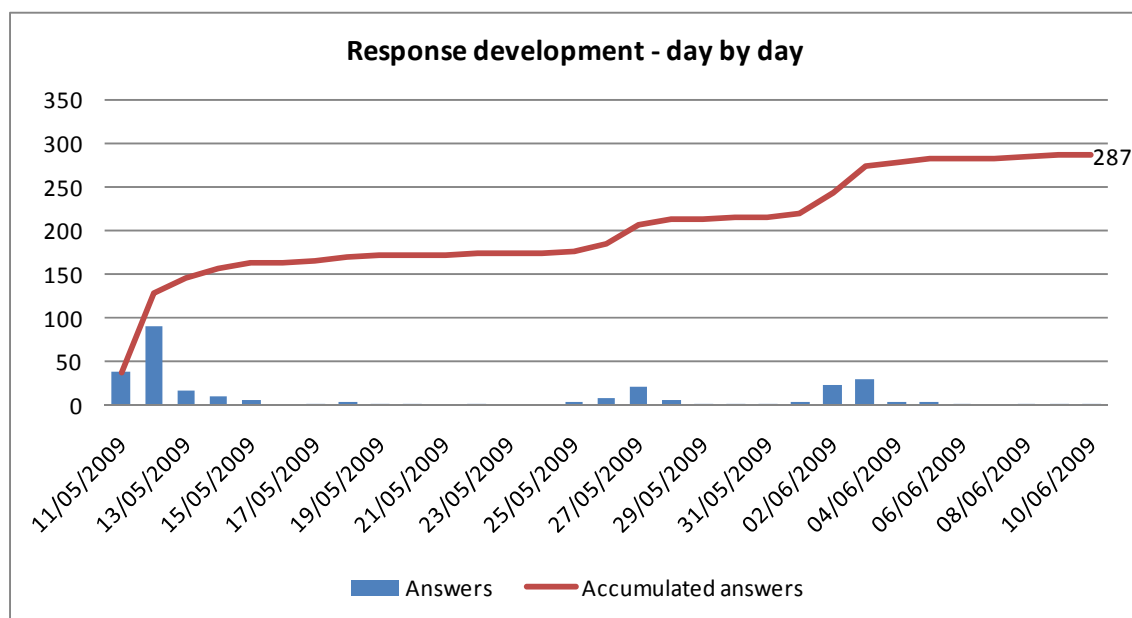


Figure 1: Response development



1.2 User panel characteristics

The following table presents a comparison of the main characteristics of the "full panel" and the respondents of this survey.

<i>Main characteristics</i>	Full User Panel		Survey respondents	
	Description	Number	Percentage	Number
<i>Total number</i>	1478		287	
Age				
Under 25	5	0,3%	0	0,0%
25 - 44	586	39,7%	120	41,8%
45 - 60	754	51,0%	142	49,5%
Over 60	133	9,0%	25	8,7%
Gender				
Male	1.150	77,8%	230	80,14%
Female	328	22,2%	57	19,86%
Organisation type				
Public body	205	13,9%	41	14,3%
Lobby Group	3	0,2%	0	0,0%
Non-Governmental Organisation	25	1,7%	2	0,7%
Trade Union	59	4,0%	13	4,5%
Employers Association	28	1,9%	6	2,1%
Research Institute	86	5,8%	16	5,6%
Statutory Insurance Organisation	18	1,2%	3	1,0%
OSH Service Provider	198	13,4%	31	10,8%
OSH Service Intermediary	14	1,0%	3	1,0%
Public Company	126	8,5%	19	6,6%
Private Company	567	38,4%	114	39,7%
Journalist	9	0,6%	0	0,0%
Labour Inspection	41	2,8%	17	5,9%
Student	11	0,7%	2	0,7%
Other	88	6,0%	20	7,0%
Size of organisation				
1-9 employees	218	14,8%	31	10,8%
10-49 employees	149	10,1%	19	6,6%
50-249 employees	261	17,7%	58	20,2%
250 or more employees	760	51,4%	163	56,8%
Not applicable	90	6,1%	16	5,6%



Online Survey to the Publications User Panel

<i>Main characteristics</i>	Full User Panel		Survey respondents	
	Description	Number	Percentage	Number
<i>Country of origin</i>				
United Kingdom	220	14,9%	63	22,0%
Portugal	155	10,5%	28	9,8%
Italy	171	11,6%	23	8,0%
Spain	126	8,5%	22	7,7%
Ireland	59	4,0%	15	5,2%
Romania	52	3,5%	15	5,2%
Germany	71	4,8%	13	4,5%
Greece	53	3,6%	11	3,8%
Belgium	79	5,4%	11	3,8%
Netherlands	27	1,8%	11	3,8%
France	53	3,6%	7	2,4%
Sweden	23	1,6%	6	2,1%
<i>From other countries</i>	389	26,3%	62	21,6%

The table shows that **the respondents of the survey are a representative sample of the User Panel and consequently they are also representative for the users of the EU-OSHA website**. Only small differences can be noted with respect to the percentages of the main characteristics. It could perhaps be noted that 22% of the respondents were from UK while in the full panel the corresponding figure is only 14,9%. The higher percentage of UK citizens in this study are likely to be related to that the questionnaire was only presented in English, whereas the survey under SC3, when the Panel was created, was made in all EU languages.

1.3 The survey responses

In this section we present the compilation of all the answers to the survey and the corresponding analysis —question by question, in the order they are presented in the questionnaire. Typically we have chosen to present the number of answers and the corresponding percentage; alternatively the number of answers and the corresponding average score. Two graphs are normally presented per question with different focus, e.g. focus on the five separate publications or on the alternatives 1-5.



Online Survey to the Publications User Panel

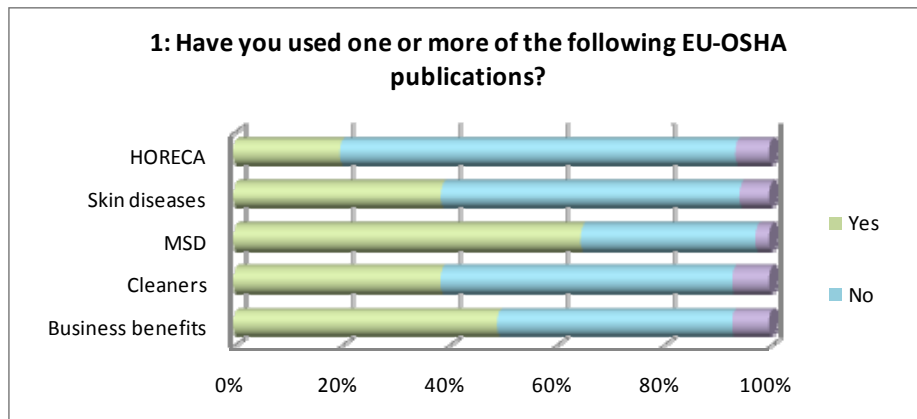
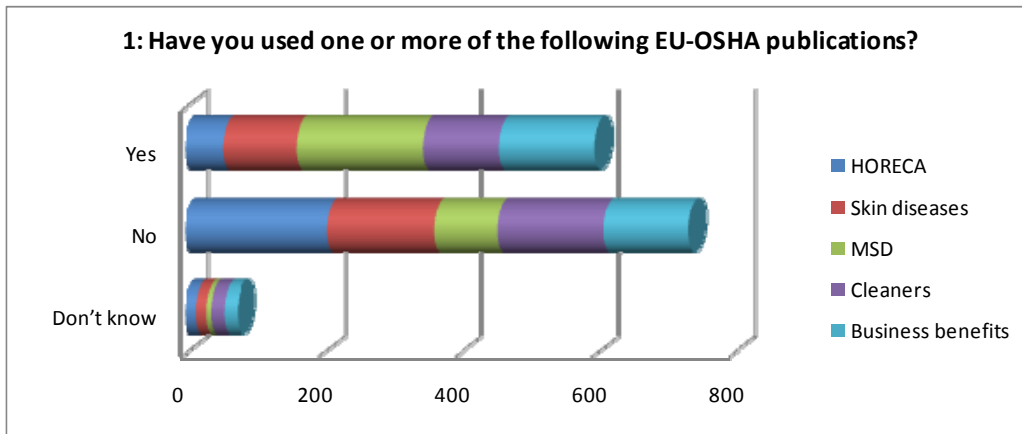
Question 1: Have you used one or more of the following EU-OSHA publications?

Acronym	Publication
HORECA	Protecting workers in hotels, restaurants and catering (Work Environment Information Unit; 163 pages; published 2008) - http://osha.europa.eu/en/publications/reports/TE7007132ENC_horeca/view ;
Skin diseases	Occupational skin diseases and dermal exposure in the European Union (EU-25): policy and practice overview (European Risk Observatory Report; 107 pages; published 2008) - http://osha.europa.eu/en/publications/reports/TE7007049ENC_skin_diseases/view
MSD	Work-related musculoskeletal disorders: Prevention report (A European campaign on musculoskeletal disorders; 105 pages; published 2008) - http://osha.europa.eu/en/publications/reports/TE8107132ENC/view
Cleaners	Cleaners and dangerous substances (E-fact 41; 13 pages; published 2008) - http://osha.europa.eu/en/publications/e-facts/efact41/view
Business benefits	The business benefits of good occupational safety and health (Factsheet 77; published 2007) - http://osha.europa.eu/en/publications/factsheets/77/view

Question 1	Yes	%	No	%	Don't know	%
Protecting workers in hotels, restaurants and catering	56	20%	208	74%	17	6%
Occupational skin diseases and dermal exposure in the EU	109	39%	157	56%	15	5%
Work-related musculoskeletal disorders: Prevention report	184	65%	92	33%	7	2%
Cleaners and dangerous substances	110	39%	155	55%	19	7%
Business benefits of good occupational safety and health	140	49%	125	44%	19	7%
Total:	599	42%	737	52%	77	5%



Online Survey to the Publications User Panel



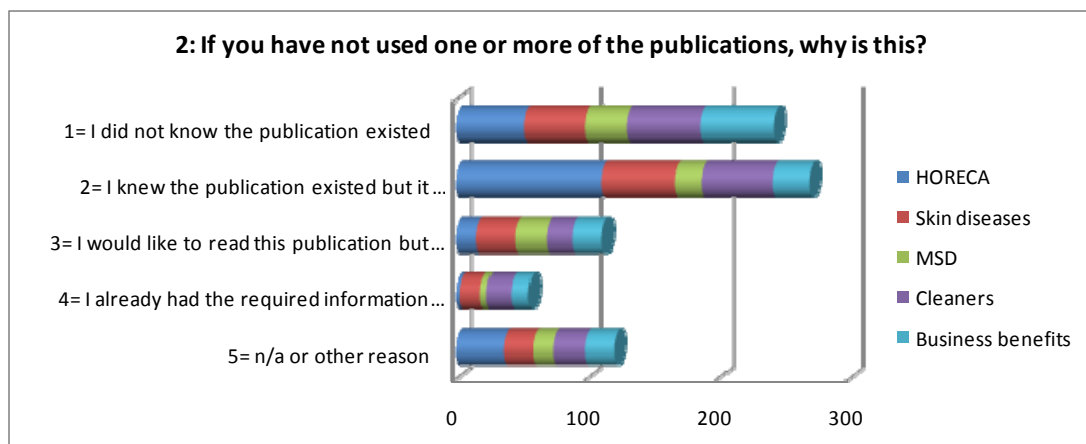
As already mentioned the response rate was 20%, with 287 answered questionnaires in total. From the view of the separate publications the number of positive answers varies from 56 to 184. 46 respondents (16%) have not read any of the five publications whereas 18 respondents (6%) have read all five publications. The average number of read publications is 2,1.



Question 2: If you have not used one or more of the publications, why is this?

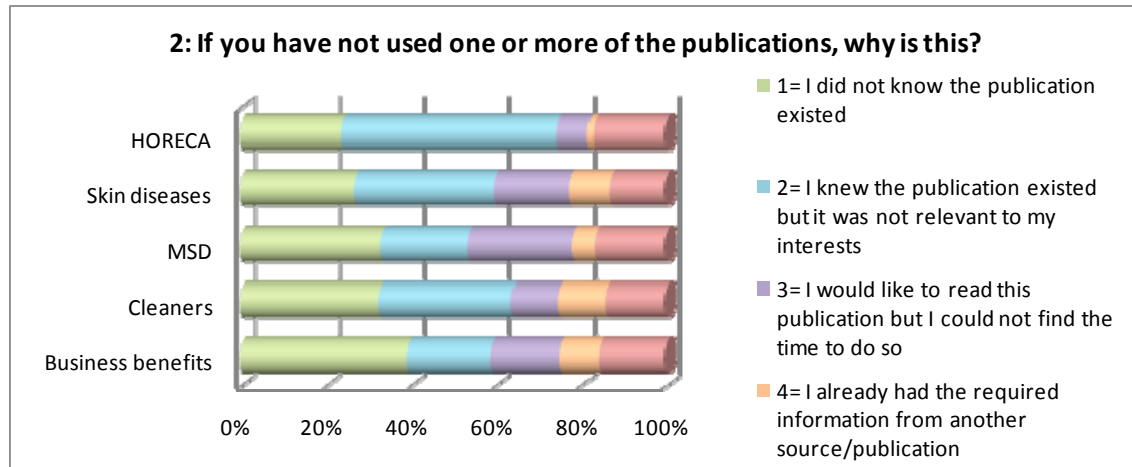
1= I did not know the publication existed; 2= I knew the publication existed but it was not relevant to my interests; 3= I would like to read this publication but I could not find the time to do so; 4= I already had the required information from another source/publication; 5= n/a or other reason

Question 2	1	%	2	%	3	%	4	%	5	%
Protecting workers in hotels, restaurants and catering	53	24%	112	51%	16	7%	3	1%	37	17%
Occupational skin diseases and dermal exposure in the EU	46	27%	56	33%	30	18%	16	9%	22	13%
Work-related musculoskeletal disorders: Prevention report	32	33%	20	21%	24	25%	5	5%	16	16%
Cleaners and dangerous substances	56	33%	54	31%	19	11%	19	11%	24	14%
Business benefits of good occupational safety and health	56	39%	28	20%	23	16%	13	9%	22	15%
Total:	243	31%	270	31%	112	15%	56	7%	121	15%





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Option "1= I did not know the publication existed" and "2= I knew the publication existed but it was not relevant to my interests" are the most common answers (> 60%).

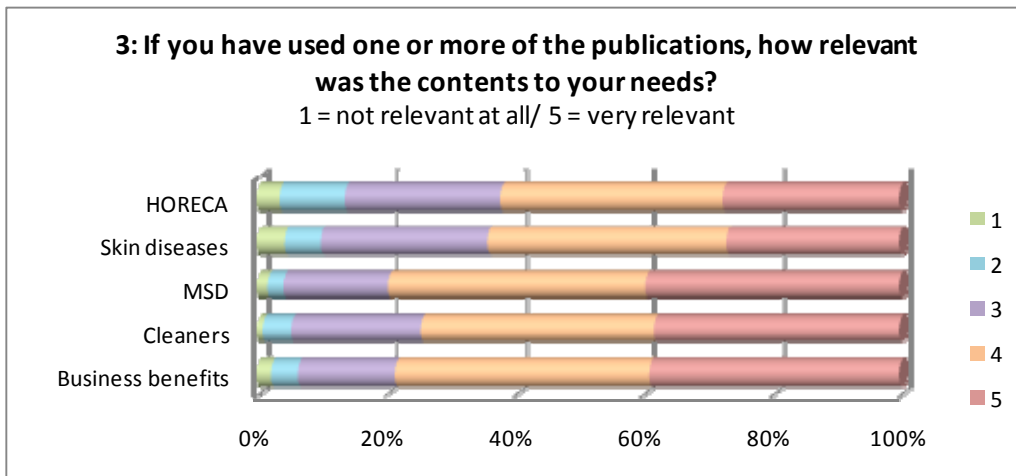
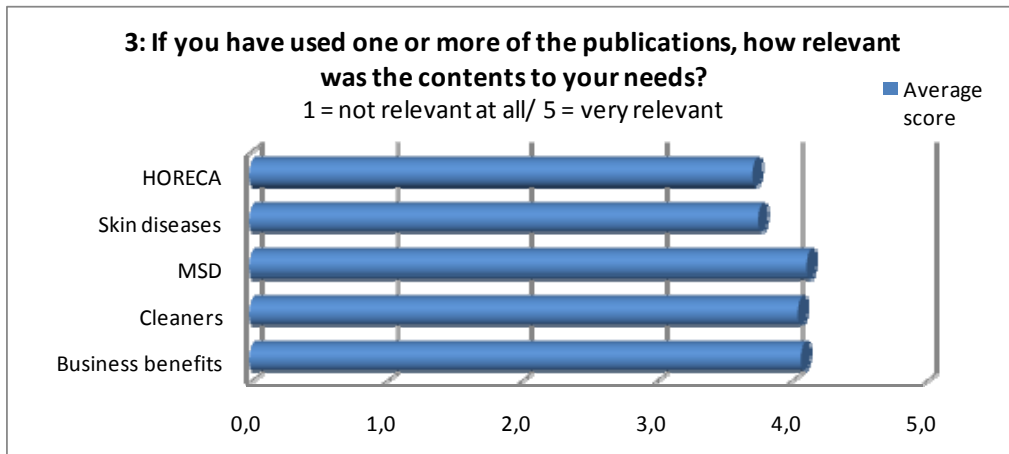
Question 3: If you have used one or more of the publications, how relevant was the contents to your needs?

1 = not relevant at all/ 5 = very relevant

Question 3	1	2	3	4	5	Average score
Protecting workers in hotels, restaurants and catering	2	6	14	20	16	3,7
Occupational skin diseases and dermal exposure in the EU	5	6	29	41	30	3,8
Work-related musculoskeletal disorders: Prevention report	3	5	30	74	73	4,1
Cleaners and dangerous substances	1	5	22	40	42	4,1
Business benefits of good occupational safety and health	3	6	21	55	54	4,1
Overall percentage:	2%	5%	19%	38%	36%	4,0



Online Survey to the Publications User Panel



The relevance is rated high for all five publications with an average total score of 4,0.

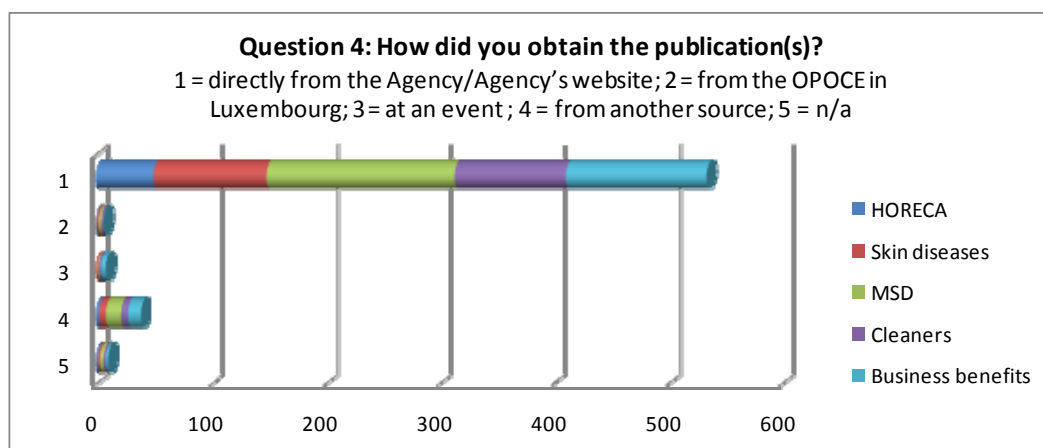


Online Survey to the Publications User Panel

Question 4: How did you obtain the publication(s)?

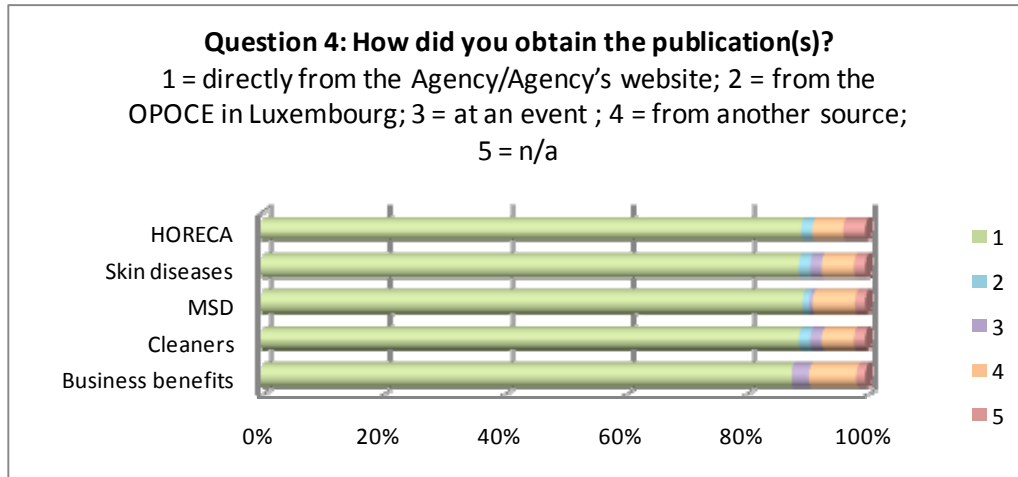
1 = directly from the Agency or the Agency's website; 2 = from the OPOCE in Luxembourg; 3 = at an event; 4 = from another source; 5 = n/a

Question 4	1	%	2	%	3	%	4	%	5	%
Protecting workers in hotels, restaurants and catering	51	89%	1	2%	0	0%	3	5%	2	4%
Occupational skin diseases and dermal exposure in the EU	98	89%	2	2%	2	2%	6	5%	2	2%
Work-related musculoskeletal disorders: Prevention report	165	90%	2	1%	1	1%	13	7%	3	2%
Cleaners and dangerous substances	98	89%	2	2%	2	2%	6	5%	2	2%
Business benefits of good occupational safety and health	123	88%	0	0%	4	3%	11	8%	2	1%
Total:	535	89%	7	1%	9	1%	39	6%	11	2%





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The most common way of obtaining the publication is, outstandingly, option 1 — directly from the Agency or the Agency's website (89% overall).

There was a small number of open responses to a subsidiary question: 'If you obtained the publication at an event or from another source, please explain which event/source this was'. Other sources included a colleague, a client, the internet and a conference (no indication of which conference), through subscription on work safety magazine, and a health and safety roadshow. The information on alternative is not really specific enough to provide useful feedback.

Question 5: How timely was the publication (i.e. was the theme still topical and relevant to you/your organisation's priorities with regard to health and safety at work)?

Please provide an answer for each publication you have read.

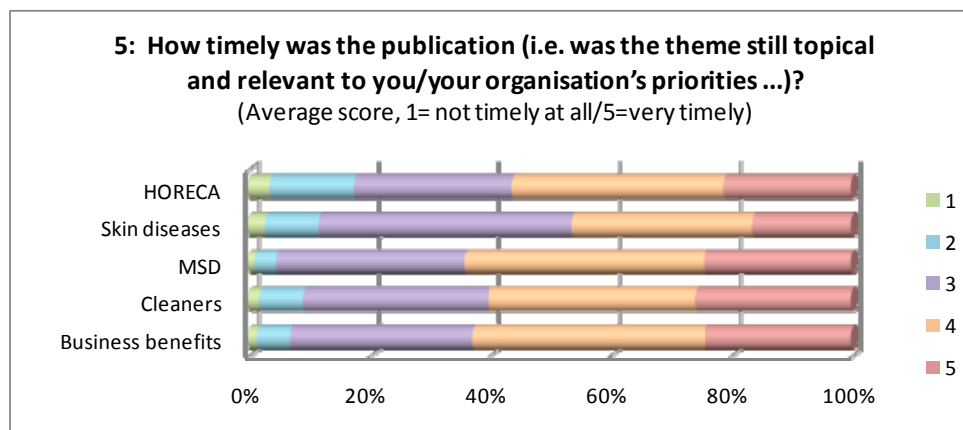
1 = not timely at all/5 = very timely

Question 5	1	2	3	4	5	Average score
Protecting workers in hotels, restaurants and catering	2	8	15	20	12	3,6
Occupational skin diseases and dermal exposure in the EU	3	10	46	33	18	3,5



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Work-related musculoskeletal disorders: Prevention report	2	7	57	73	45	3,8
Cleaners and dangerous substances	2	8	33	37	28	3,8
Business benefits of good occupational safety and health	2	8	42	54	34	3,8
Overall percentage:	2%	7%	32%	36%	23%	3,7



The timeliness is rated high for all the publications, in average the score is 3,7.



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Question 6: How well produced was the publication? Please provide an answer for each publication you have read with regard to:

- (a) writing style;
- (b) presentation (layout/ appearance, structure and length);
- (c) coverage of the topic;
- (d) language.

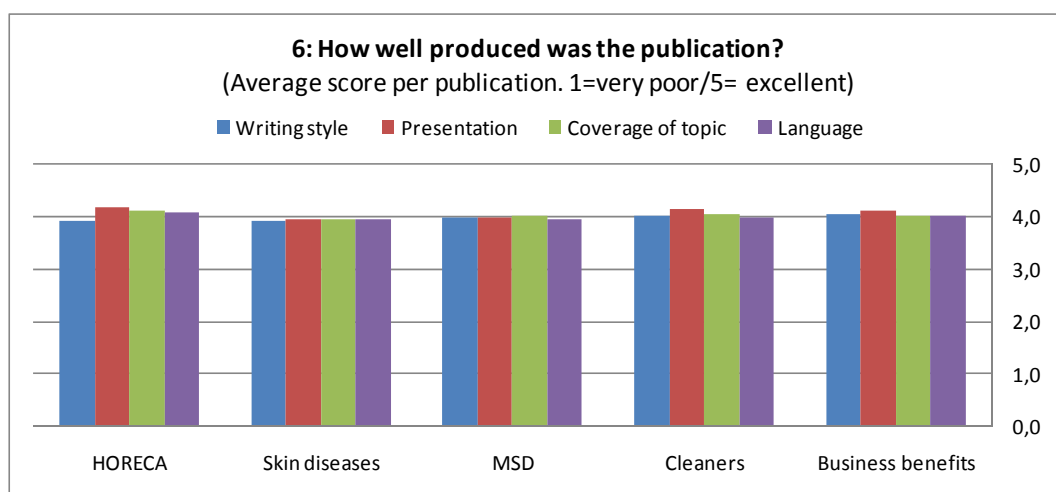
In each case, 1=very poor/5= excellent

Question 6						
(a) Writing style	1	2	3	4	5	Average score
Protecting workers in hotels, restaurants and catering	0	3	13	25	15	3,9
Occupational skin diseases and dermal exposure in the EU	0	4	24	58	24	3,9
Work-related musculoskeletal disorders: Prevention report	0	7	32	102	44	4,0
Cleaners and dangerous substances	0	3	19	58	28	4,0
Business benefits of good occupational safety and health	0	3	27	69	41	4,1
Total:	0	20	115	312	152	4,0
Overall percentage:	0%	3%	19%	52%	25%	
(b) Presentation	1	2	3	4	5	Average score
Protecting workers in hotels, restaurants and catering	0	1	11	21	23	4,2
Occupational skin diseases and dermal exposure in the EU	1	3	24	53	28	4,0
Work-related musculoskeletal disorders: Prevention report	1	7	37	89	51	4,0
Cleaners and dangerous substances	0	1	19	52	37	4,1
Business benefits of good occupational safety and health	1	2	27	59	50	4,1
Total:	3	14	118	274	189	4,1
Overall percentage:	1%	2%	20%	46%	32%	
(c) Coverage of topic	1	2	3	4	5	Average score



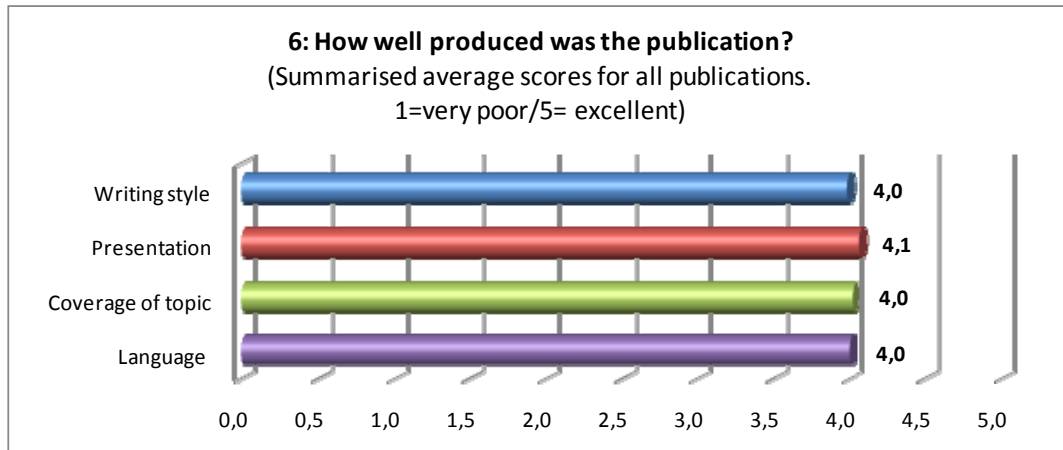
Online Survey to the Publications User Panel

Question 6						
Protecting workers in hotels, restaurants and catering	0	1	12	23	20	4,1
Occupational skin diseases and dermal exposure in the EU	2	3	24	51	30	3,9
Work-related musculoskeletal disorders: Prevention report	1	6	38	85	55	4,0
Cleaners and dangerous substances	0	5	21	46	36	4,0
Business benefits of good occupational safety and health	0	5	31	59	43	4,0
Total:	3	20	126	264	184	4,0
Overall percentage:	1%	3%	21%	44%	31%	
(d) Language						
	1	2	3	4	5	Average score
Protecting workers in hotels, restaurants and catering	1	3	9	20	23	4,1
Occupational skin diseases and dermal exposure in the EU	0	8	20	51	31	4,0
Work-related musculoskeletal disorders: Prevention report	2	9	38	82	54	4,0
Cleaners and dangerous substances	2	2	25	46	34	4,0
Business benefits of good occupational safety and health	1	6	28	58	47	4,0
Total:	6	28	120	257	189	4,0
Overall percentage:	1%	5%	20%	43%	32%	





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As visualised very clearly by the graphs above all four qualitative aspects of the publications, (a) writing style; (b) presentation; (c) coverage of the topic; and (d) language, score 4 or very close to 4, with hardly no noteworthy differences between the different publications.

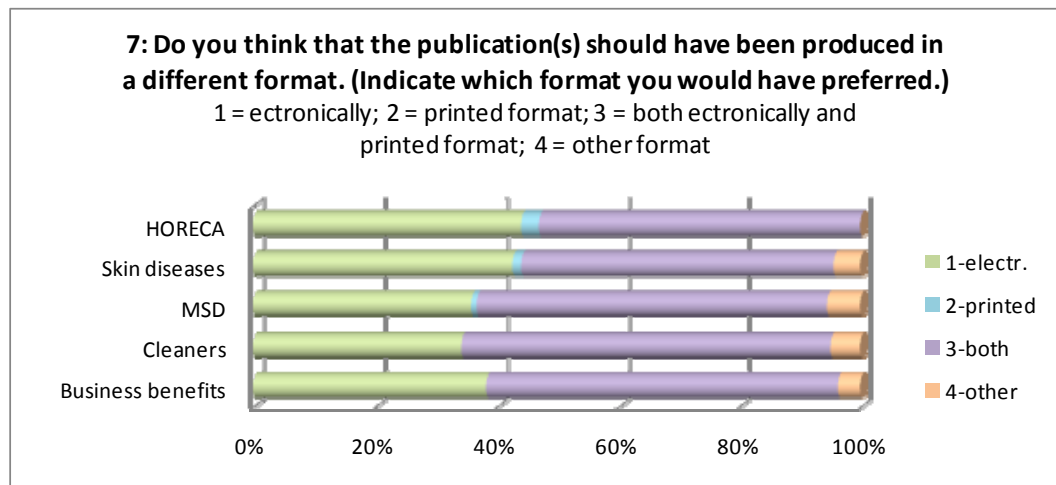
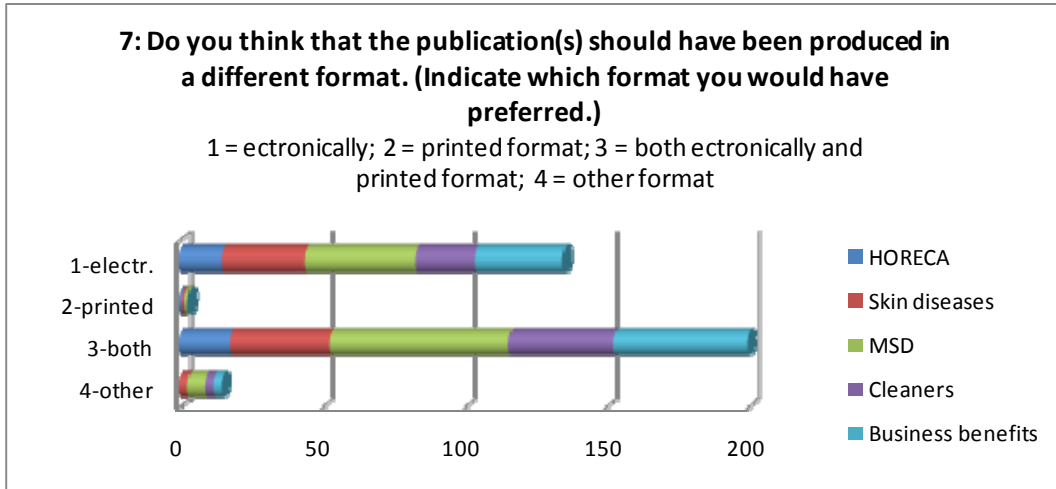
Question 7: Do you think that the publication(s) should have been produced in a different format? If the existing format was acceptable, go on to the next question. If an alternative would have been better, please indicate which format you would have preferred:

1 = electronically; 2 = printed format; 3 = both electronically and in printed format; 4 = other format

Question 7	1	%	2	%	3	%	4	%
Protecting workers in hotels, restaurants and catering	15	44%	1	3%	18	53%	0	0%
Occupational skin diseases and dermal exposure in the EU	29	43%	1	1%	35	51%	3	4%
Work-related musculoskeletal disorders: Prevention report	39	36%	1	1%	63	58%	6	6%
Cleaners and dangerous substances	21	34%	0	0%	37	61%	3	5%
Business benefits of good occupational safety and health	31	38%	0	0%	47	58%	3	4%
Total:	136	39%	5	1%	203	56%	19	4%



Online Survey to the Publications User Panel

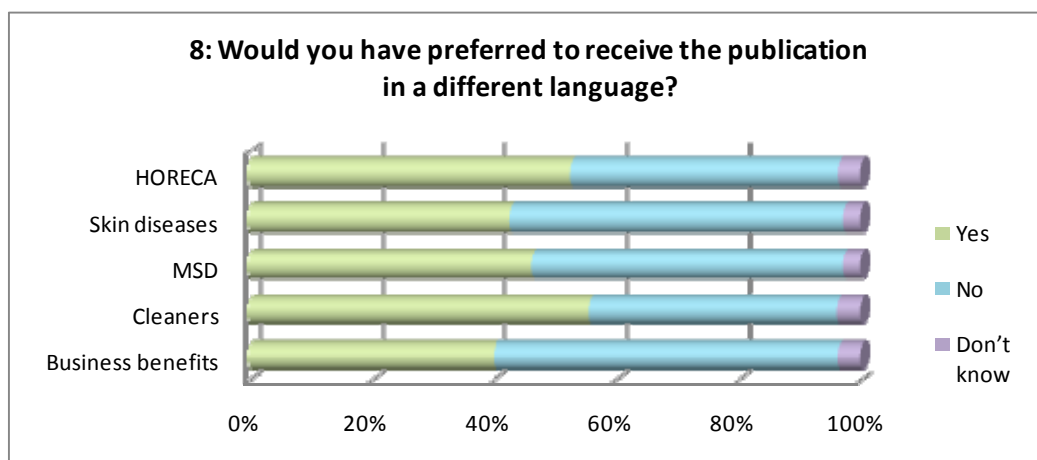
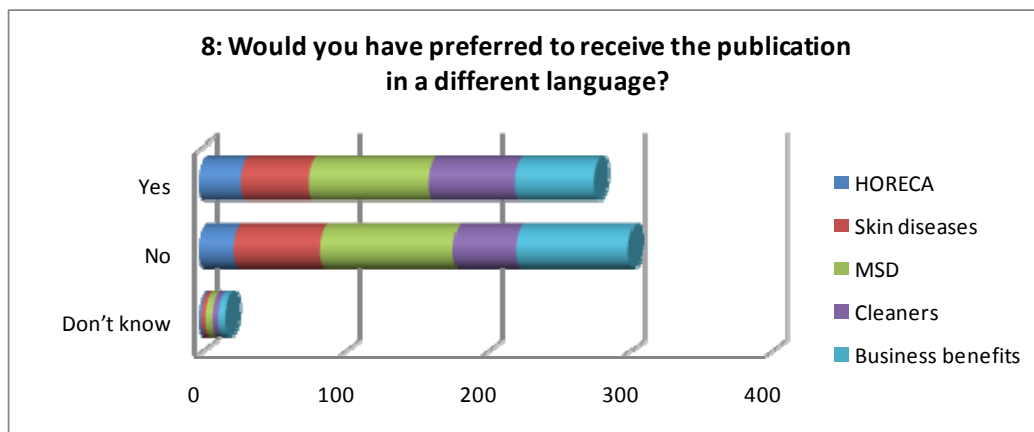


Option 3, both electronically and printed, got the highest number of responses (in average 56%). Option 1, electronically, got close to 40% of the votes.



Question 8: Would you have preferred to receive the publication in a different language?

Question 8	Yes	%	No	%	Don't know	%
Protecting workers in hotels, restaurants and catering	30	53%	25	44%	2	4%
Occupational skin diseases and dermal exposure in the EU	47	43%	60	55%	3	3%
Work-related musculoskeletal disorders: Prevention report	85	46%	94	51%	5	3%
Cleaners and dangerous substances	60	56%	44	41%	4	4%
Business benefits of good occupational safety and health	56	40%	79	56%	5	4%
Total:	278	47%	302	49%	19	3%



Overall, close to 50% of the user panel members would have preferred the publications in another language.

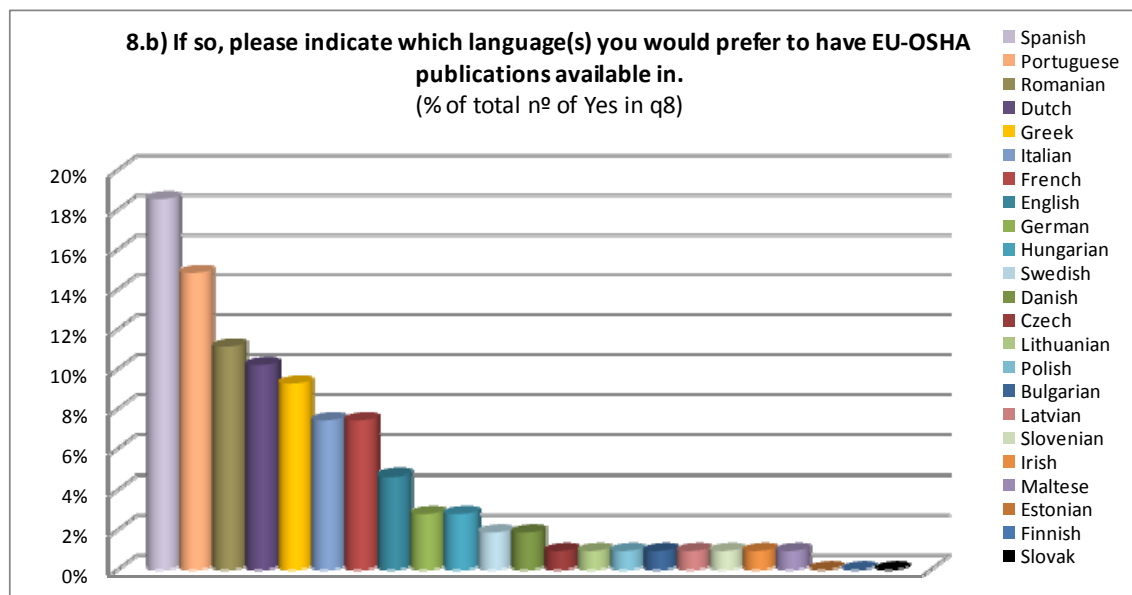


Online Survey to the Publications User Panel

8 b) If the answer is 'yes' for any of the publications you have read, please indicate which language(s) you would prefer to have EU-OSHA publications available in: (List of EU languages).

Totally 108 respondents indicating a language (38% of all the respondents), distributed as presented below.

Question 8 b) – preferred language							
<i>Bulgarian</i>	<i>Czech</i>	<i>Danish</i>	<i>Dutch</i>	<i>English</i>	<i>Estonian</i>	<i>Finnish</i>	<i>French</i>
1	1	2	11	5	0	0	8
1%	1%	2%	10%	5%	0%	0%	7%
<i>German</i>	<i>Greek</i>	<i>Hungarian</i>	<i>Irish</i>	<i>Italian</i>	<i>Latvian</i>	<i>Lithuanian</i>	<i>Maltese</i>
3	10	3	1	8	1	1	1
3%	9%	3%	1%	7%	1%	1%	1%
<i>Polish</i>	<i>Portuguese</i>	<i>Romanian</i>	<i>Slovak</i>	<i>Slovenian</i>	<i>Spanish</i>	<i>Swedish</i>	
1	16	12	0	1	20	2	
1%	15%	11%	0%	1%	19%	2%	



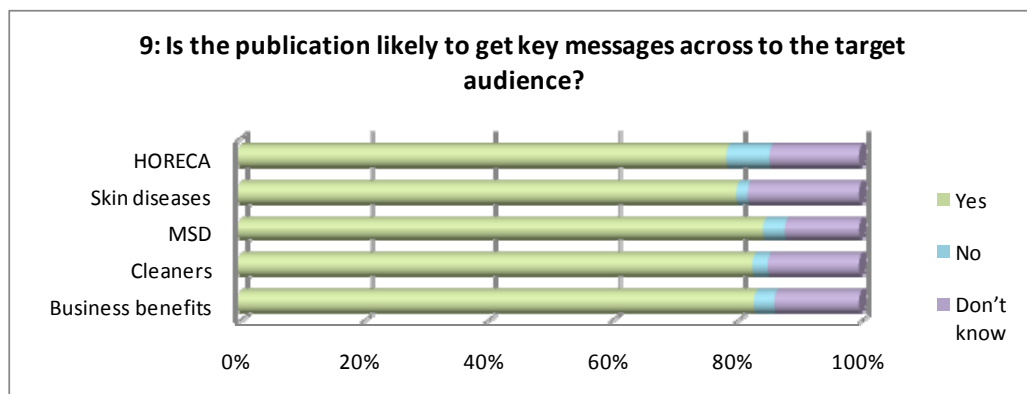
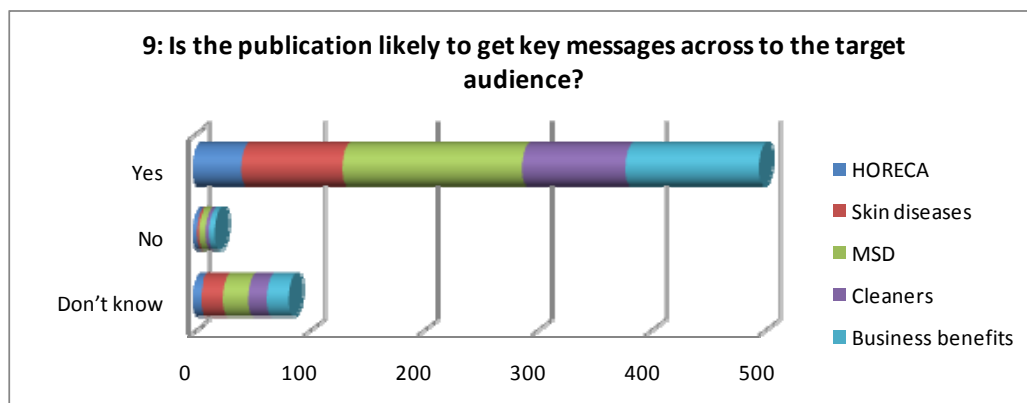
Spanish and Portuguese are the most commonly marked languages, followed by Romanian, Dutch, Greek, Italian and French.



Online Survey to the Publications User Panel

Question 9: Is the publication likely to get key messages across to the target audience? Please provide an answer for each publication you have used:

Question 9	Yes	%	No	%	Don't know	%
Protecting workers in hotels, restaurants and catering	44	79%	4	7%	8	14%
Occupational skin diseases and dermal exposure in the EU	89	80%	2	2%	20	18%
Work-related musculoskeletal disorders: Prevention report	157	84%	7	4%	22	12%
Cleaners and dangerous substances	91	83%	3	3%	16	15%
Business benefits of good occupational safety and health	117	83%	5	4%	19	13%
Total:	498	82%	21	4%	85	14%



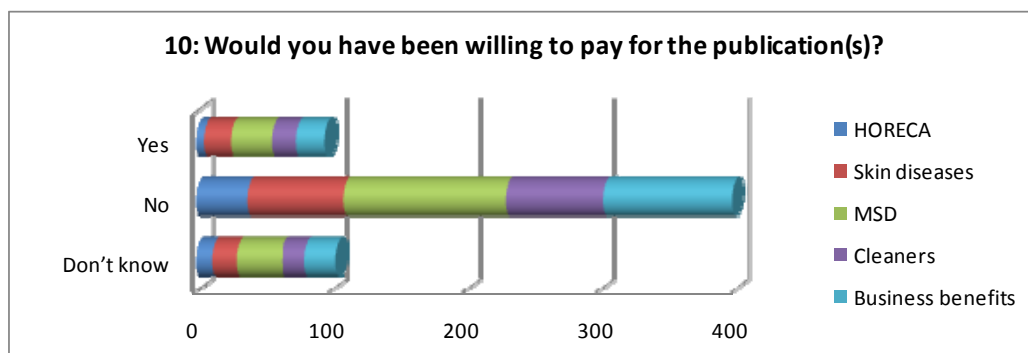


Online Survey to the Publications User Panel

The large majority (roughly 80%) of the respondents, for all five publications, thinks that the key messages are getting through to the audience.

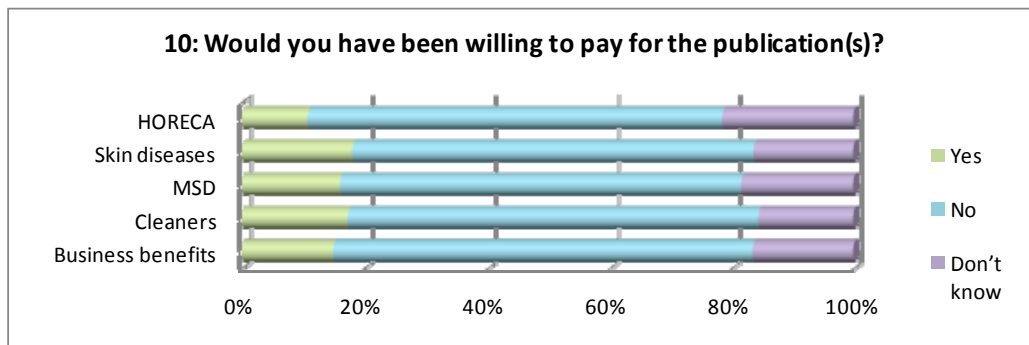
Question 10: Would you have been willing to pay for the publication(s)?

Question 10	Yes	%	No	%	Don't know	%
Protecting workers in hotels, restaurants and catering	6	11%	38	68%	12	21%
Occupational skin diseases and dermal exposure in the EU	20	18%	72	65%	18	16%
Work-related musculoskeletal disorders: Prevention report	30	16%	121	65%	34	18%
Cleaners and dangerous substances	19	17%	73	67%	17	16%
Business benefits of good occupational safety and health	21	15%	95	68%	23	17%
Total:	96	16%	399	67%	104	18%





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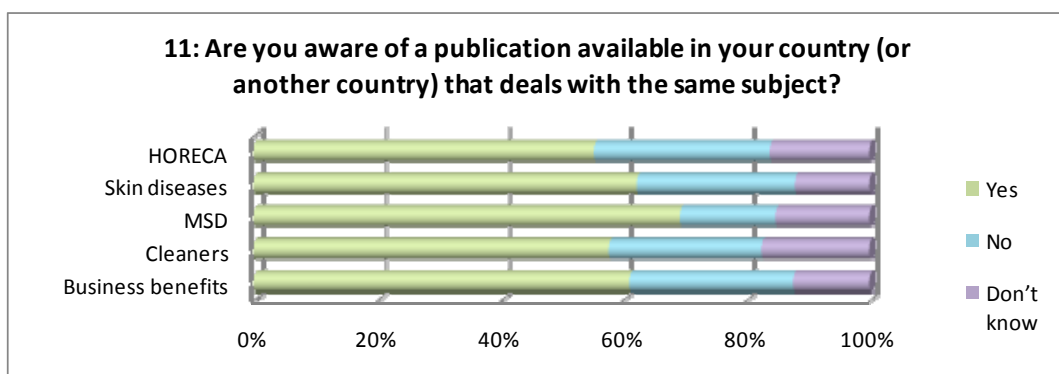
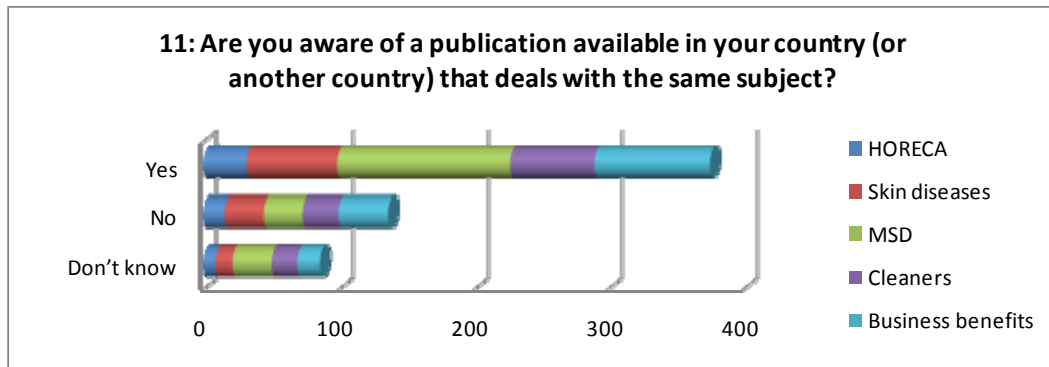
Overall, 67% are not willing to pay for the publications, whereas 16% are willing. A rather high proportion of the respondents (18%) state that they Don't know, however since no price indication was given this is maybe not so surprising.

Question 11: Are you aware of a publication available in your country (or another country) that deals with the same subject? Please provide an answer for each publication you have used:

Question 11	Yes	%	No	%	Don't know	%
Protecting workers in hotels, restaurants and catering	31	55%	16	29%	9	16%
Occupational skin diseases and dermal exposure in the EU	68	62%	28	26%	13	12%
Work-related musculoskeletal disorders: Prevention report	128	69%	29	16%	28	15%
Cleaners and dangerous substances	63	58%	27	25%	19	17%
Business benefits of good occupational safety and health	85	61%	37	27%	17	12%
Total:	375	61%	137	24%	86	15%



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Roughly 60% overall, of the readers are aware of publications dealing with the same subject.

Question 11 b): If you are aware of a publication in your country that deals with the same subject, to what extent did the EU-OSHA publication add value (e.g. by providing a European dimension)?

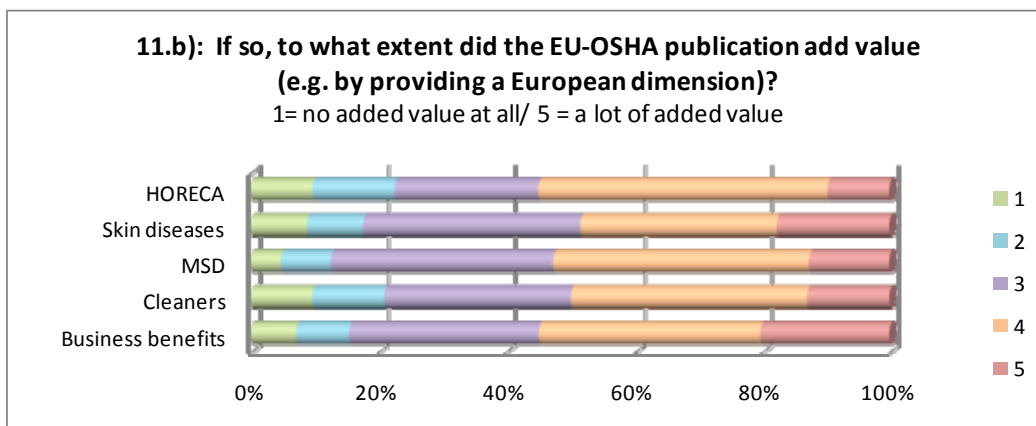
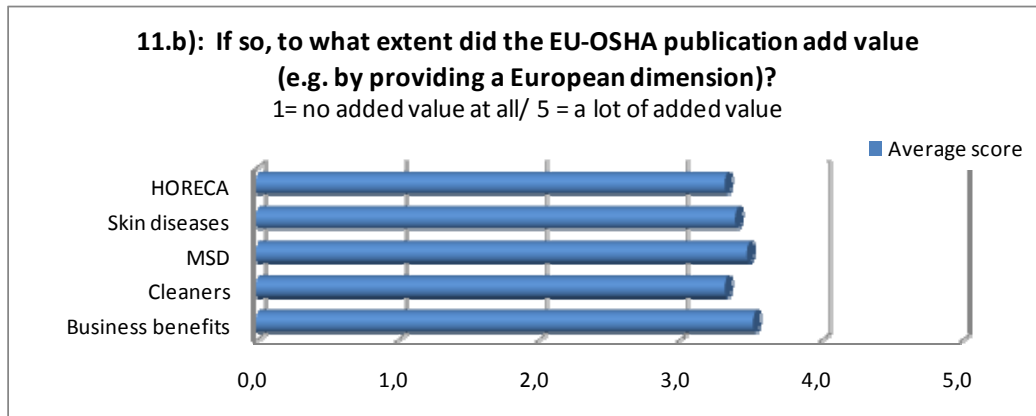
1= no added value at all/ 5 = a lot of added value

Question 11 b)	1	2	3	4	5	Average score
Protecting workers in hotels, restaurants and catering	3	4	7	14	3	3,3
Occupational skin diseases and dermal exposure in the EU	6	6	23	21	12	3,4
Work-related musculoskeletal disorders: Prevention report	6	10	44	51	16	3,5



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Cleaners and dangerous substances	6	7	18	23	8	3,3
Business benefits of good occupational safety and health	6	7	25	29	17	3,5
Overall percentage:	8%	10%	35%	42%	5%	3,4



The respondents overall score of 3,4 (again similar results for all five publications) indicates that the EU-OSHA publications add some value to other existing publications in the same area. This is noted to be the lowest score of the survey.

Quite a large number of respondents elaborated on their answers. The most common explanation involved stressing the benefits of a wider European perspective on particular subjects. Examples are provided below:

- 'If you are aware of a publication in your country that deals with the same subject, to what extent did the EU-OSHA publication add value (e.g. by providing a European dimension)'



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- 'We tend to view publications from our point of reference or regulatory climate. These publications provide another perspective from another country or group of countries.'
- 'EU-OSHA publications are very useful in my work. Besides providing a European dimension, the information is serious and the subjects are very important'.
- 'The same information provided in each source, however I do use the fact that the publication is an international one to highlight the perceived importance of the subject'.
- 'Because we are a multinational, the overview from a European dimension adds the value. This because you can refer not only to national interpretations but also the European ones'.
- 'It added information from a wider European workplace perspective'.

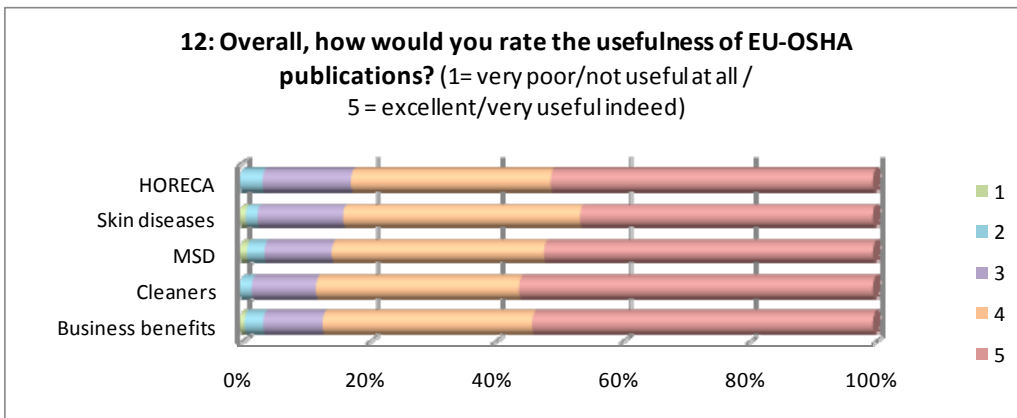
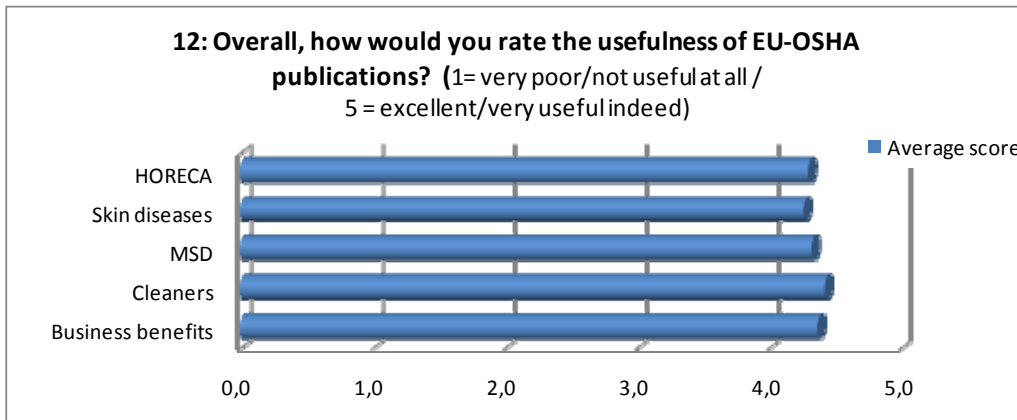
Question 12: Overall, how would you rate the usefulness of EU-OSHA publications?

1 = very poor/not useful at all / 5 = excellent/very useful indeed

Question 12	1	2	3	4	5	Average score
Protecting workers in hotels, restaurants and catering	0	2	8	18	29	4,3
Occupational skin diseases and dermal exposure in the EU	1	2	15	41	51	4,3
Work-related musculoskeletal disorders: Prevention report	2	5	20	62	96	4,3
Cleaners and dangerous substances	0	2	11	35	61	4,4
Business benefits of good occupational safety and health	1	4	13	46	75	4,4
Overall percentage:	1%	3%	11%	34%	52%	4,3



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The usefulness of the publications is rated 4,3 in average, which is the highest score of the survey.



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Question 13: *How could the publication(s) you have read be improved?*

Please use the space below to comment on this or any other issue relating to the publications.

User panel members were asked in an open question to comment on possible improvements. A lot of suggestions were made. The most common suggestions were to include more practical examples in publications and to ensure that appropriate/straightforward language is used. Examples of the feedback on possible improvements are provided below:

- 'Perhaps it would be useful to have more practical information. Something like instruction cards'.
- 'They were appropriate for the target audience. More easy to apply practical advice for basic users, more supporting research for advanced users'.
- 'Allow the reader to refer to specific and related laws or regulations on each subject by providing other links and addresses'.
- 'Adding at the end of any publication a summary for a quick consultation'.
- 'The provision of specific tools that might be used as a basis for development of management systems would have been a useful addition to all the publications. An abstract or overview would be helpful too'.
- 'Perhaps some plain language case studies relevant to various organisations could help.'
- 'The EU-OSHA Organisation has done a marvellous job in providing us with quality research in health and safety with a macro view. Perhaps more details can be provided in the theory as well as data to support findings. In view of the lack of basic information, sometimes it may be necessary to provide basic information to guide readers in relevant topics'
- 'I think that they must be in a form of presentation e.c. PDF or Power point, have more examples and working situations'.
- 'I would try to use more illustrations and symbols. I am convinced that people are trying to avoid to read a lot of text, but are attracted to self explanatory images'.
- 'We could be informed per e-mail each time new publications are produced or on a monthly basis with appropriate links to them.'

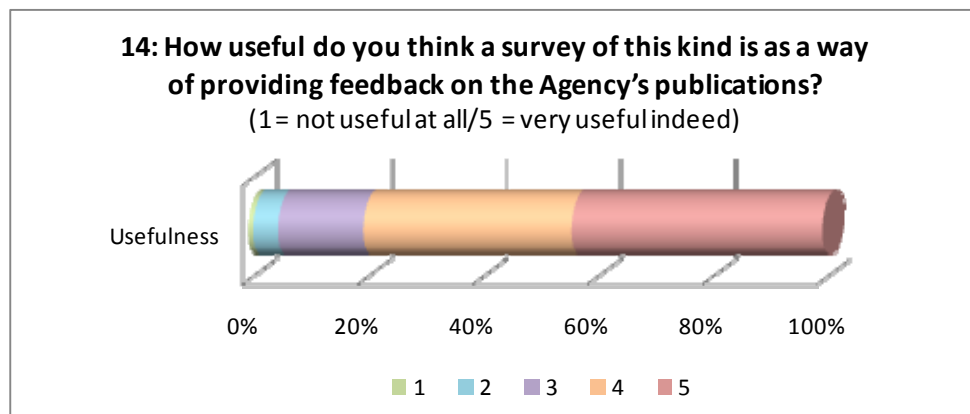


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Question 14: How useful do you think a survey of this kind is as a way of providing feedback on the Agency's publications?

1 = not useful at all/5 = very useful indeed)

Question 14	1	2	3	4	5	Average score
"Usefulness of this type of survey"	2	10	35	85	102	4,2
Percentage:	1%	4%	15%	36%	44%	



The usefulness of this type of survey is rated very high, 4,2 in average.

Question 15: Are there any other questions that we should have asked about the publications produced by the Agency?

A number of suggestions were made. The most common comment was that the Agency should ask for views on subjects for future publications. Examples of the feedback are provided below:

- 'You could make the question of which topics people would expect the agency would produce in the near future'.
- 'The questionnaire is a bit long'.
- 'To ensure that the questionnaire feedback is effective, it may be helpful to complete it in two stages. The first being to establish if the publications have been used and if so how and



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the second stage being an opportunity to critically evaluate the publication. That would allow those who have partially read the publication (e.g. for reference purposes), to read the publication more fully. This process should surely result in much more meaningful feedback'.

- 'Something like: any other different subject you would like to explore?'
- This is a good question! - What about: How did you use the publication?'
- 'Did the guidance offered assist in resolving an occupational health & safety problem in the workplace'.
- 'Perhaps it would be worthwhile asking how the communication of publications could be improved. Additionally when i went and searched for some of these publications I found it difficult to actually find them using the search function. that will limit the usefulness.'
- 'About other subjects relevant for the safety and for the protection of European workers (e. g. stress)'.