

## **Pan-European opinion poll on occupational safety and health**

**Results across 36 European countries**

**Final report**

Conducted by Ipsos MORI Social Research Institute at the request of the European Agency for Safety and Health at Work (EU-OSHA).

This document does not represent the point of view of EU-OSHA. The interpretations and opinions contained in it are solely those of the authors.

[PowerPoint presentations with national results illustrated in graphs](#)

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# 1. Key findings across Europe

The European Agency for Safety and Health at Work (EU-OSHA) commissioned Ipsos MORI to develop and conduct a survey of the general public about occupational health and safety. Ipsos MORI carried out surveys in 36 European countries, conducting a total of 35,540 interviews between 24<sup>th</sup> October 2011 and 17<sup>th</sup> January 2012.

Below, we summarise the findings from the survey across Europe.

## 1.1 New and emerging risks in occupational safety and health

- Around eight in ten of the general public across Europe think that the number of people who will suffer from stress over the next five years will increase (77%), with as many as 49% expecting this to 'increase a lot'. While not directly comparable, the ESENER survey similarly found around three-quarters of managers who think stress is an issue (79%).
  - Views differ to some extent between the active (working) and inactive population (80% and 75% expect job-related stress to increase), with workers significantly more likely to expect it to 'increase a lot' (52% vs. 46%).
  - There are large national variations in those who expect job-related stress to 'increase a lot'. Those in Greece are most worried about rising stress (83% 'increase a lot'), while Norwegians are least worried (16% 'increase a lot').

## 1.2 Importance of occupational safety and health for economic competitiveness and helping people work longer

- Most Europeans agree that good occupational safety and health practices are necessary for economic competitiveness (86% across Europe agree; 56% 'strongly agree').
  - Views are similar among the active (working) and inactive population (86% and 85% agree respectively).
  - Among the general public, there is some variation by age, with 61% of those aged 55+ 'strongly agreeing' compared to 49% of those aged under 35.
  - Regional differences are not particularly apparent, although there are some noticeable national differences within regions. Cyprus has the highest proportion of people who 'strongly agree' that workplaces need to follow good occupational health and safety practices in order to be economically competitive (81%) while Spain has the lowest (35% 'strongly agree').
- There is broad consensus that good occupational health and safety practices are important to help people work longer before they retire (87%, including 56% who say they are 'very important').
  - This high level of agreement is evident across all age groups and types of employment.
  - Regional differences are not particularly apparent, although there are some noticeable national differences within regions. Iceland has the highest proportion of people who consider good occupational health and safety practices as 'very important' to help people work longer before they retire (77%) and Hungary has the lowest (37% say it is 'very important').

### 1.3 Working together for risk prevention

- On the whole, workers feel confident that an occupational health and safety problem raised with a supervisor would be addressed (74%, including 40% 'very confident'), although again a significant minority are not confident about this (23%, including 7% 'not at all confident').
  - Employees working for temp agencies are more doubtful than the average employee that health and safety problems raised with their supervisor would be addressed (39% not very or at all confident compared to 23% for the average employee).
  - Employees in small companies are less likely to feel confident than those in larger companies. For example, 27% of those in companies with less than 10 employees do not feel confident compared to just 19% in companies with more than 250 employees.
  - Regional patterns are evident with the Nordic countries and North Western Europe most likely to feel confident that a health and safety problem raised would be addressed and the South Eastern and Southern European countries least likely.<sup>1</sup>
  
- Generally Europeans consider themselves well informed about occupational health and safety (67%, including 24% 'very well informed'), but a significant minority say they are not informed (27%, including 8% 'not at all informed').
  - Around eight in ten workers are informed (82%, including 33% 'very well informed') compared to half of those who do not work (50% informed and 14% 'very well informed').
  - Again, there is a clear difference between the average (active) worker and those working for temp agencies. Around a third of people working for temp agencies say they are *not* informed on occupational health and safety risks (32%), compared to only 18% of all who are actively employed.
  - Organisation size also appears to affect the extent to which employees feel informed. For example, 42% of those who work in large organisations (with 250+ employees) consider themselves 'very well informed' compared to only 28% in companies with less than 10 employees.
  - Among the general public, younger and older people are more likely to feel not informed (29% of 18-34 year olds and 31% aged 55+ compared to only 22% aged 35-54). As in the 2009 poll, men feel better informed than women on health and safety risks at the workplace (70% vs. 64%). There is also a difference in feeling 'very well informed' (28% for men vs. 21% for women).
  - Similar regional differences are apparent with the Nordic countries and those in North Western Europe most likely to feel 'very well informed' and South Eastern and Southern European countries the least.
  
- The proportion of people who feel 'very well informed' about occupational health and safety has increased since the 2009 survey (from 20% to 26% for EU countries).<sup>2</sup>

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<sup>1</sup> 'Nordic countries' comprise Denmark, Finland, Iceland, Norway and Sweden; 'North Western Europe' comprises Austria, Belgium, France, Germany, Ireland, Liechtenstein, Luxembourg, Netherlands and the United Kingdom (UK). 'South Eastern Europe' comprises Albania, Bulgaria, Croatia, Macedonia, Montenegro, Romania, Serbia and Turkey; 'Southern Europe' comprises Cyprus, Greece, Italy, Malta, Portugal and Spain.

<sup>2</sup> The 2009 study was conducted among the 27 EU Member States so the comparison is based on these countries only. However, it should be treated with caution as some countries have changed methodology over the two waves (face-to-face to telephone approach, or vice versa).

## 2. Country summaries

This chapter outlines the key findings for each of the countries, including a comparison of those who are working and not working. As mentioned earlier, we have only compared findings with the 2009 survey for Q2 where the methodology is the same.

We have presented the countries in alphabetical order and grouped them into European Union Member States, EEA countries and Candidate and Potential Candidate countries.

Where we have commented on the country findings compared to the European-wide results this is based on average scores for all 36 countries.

### 2.1 EU Member States

#### Austria

**Fieldwork:** 1,013 interviews were carried out by telephone with adults aged 18+ in Austria from 2<sup>nd</sup> to 11<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Austria** suggest that:

#### **Job-related stress is expected to increase in Austria over the next five years**

Three in four people in Austria expect job-related stress to rise in the next five years (76%), with over a third saying it will 'increase a lot' (36%). The overall proportion is similar to that of Europe as a whole where 77% expect job-related stress to increase, however Europeans overall are much more likely to say it will 'increase a lot' (49%).

- There is no statistically significant difference of opinion between workers and those who do not work.
- Among the general public, middle-aged Austrians are most likely to think that job-related stress will increase (83% aged 35-54 vs. 76% of over 55s and 68% of 18-34 year olds).

#### **The Austrian public thinks good health and safety practices play a very important role in economic competitiveness and when raising the retirement age**

Nine in ten Austrians agree that workplaces need to follow good health and safety practices in order to be economically competitive (89%). This is a similar proportion to the European average, where 86% agree

- There is no statistically significant difference of opinion between workers and those who do not work.

Over four in five Austrians (85%) say good health and safety practices are important to help people work for longer before retirement, a similar proportion to Europe overall (87%).

- Austrian workers are more likely to hold this view than those who do not work (89% vs. 80%).

Among the general public, Austrians with a higher monthly household income are most likely to say this is important (91% of those earning more than €3,000 and 88% of those earning €1,501 - €3,000 vs. 78% of those earning up to €1,500).

**Workers in Austria are confident that health and safety issues will be addressed in their workplace**

Eight in ten Austrian employees are confident that a health and safety issue raised with their workplace supervisor would be addressed (78%). This is a similar proportion to across Europe (74%).

**The Austrian public feels more informed about health and safety in the workplace**

Seven in ten Austrians consider themselves informed about safety and health risks in the workplace (72%). This is similar to the European average (67%).

- Over eight in ten workers consider themselves informed compared to fewer than six in ten of those who do not work (84% vs. 57% respectively).
- Among the general population, men are more likely to consider themselves informed than women (78% vs. 68% respectively).

## Belgium

**Fieldwork:** 1,002 interviews were carried out by telephone with adults aged 18+ in Belgium from 2<sup>nd</sup> to 16<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, province, type of area (city, town or rural area) and social class. Data are weighted to match the profile of the population aged 18+.

Overall, findings from Belgium suggest that:

**Job-related stress is expected to increase in Belgium over the next five years**

Eight in ten Belgians believe that the number of people suffering from job-related stress will rise in the next five years (82%), with 52% saying it will 'increase a lot'. This is higher than the European average where 77% expect job-related stress to increase, and 49% believe it will 'increase a lot'.

- Belgian workers are more likely to expect job-related stress to increase than people not in work (85% vs. 79%).

**The Belgian public agrees that good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Nine in ten Belgians believe that good health and safety practices play an important role in economic competitiveness (89%, including 53% who 'strongly agree'). This is a similar proportion to the European average, where 86% agree.

- There are no statistically significant differences between workers and those who do not work in Belgium.
- Among the general public, Belgian men are more likely to 'strongly agree' that health and safety practices play an important role in economic competitiveness (56% vs. 49% of women).

Nine in ten Belgians say that good health and safety practices are important to help people work for longer before they retire (89%).

- Workers are more likely to hold this view than those who do not work (91% vs. 88%).

**Belgian employees are confident that health and safety issues would be addressed in their workplace**

Two-thirds of Belgian employees are confident that if they raise a health and safety issue in their workplace that it would be addressed (62%). Belgian employees are less confident than Europeans as a whole that workplace health and safety issues would be addressed by a supervisor (74% across Europe).

**Fewer Belgians consider themselves informed about health and safety in the workplace than Europeans as a whole**

Belgians are also less likely to consider themselves informed about health and safety risks in the workplace than Europeans overall (50% vs. 67%).

- While seven in ten workers consider themselves informed (72%), a significant minority (27%) do not feel informed.

## Bulgaria

**Fieldwork:** 1,147 face-to-face interviews were conducted with adults aged 18+ in Bulgaria from 21<sup>st</sup> to 28th November 2011. This was a nationally representative sample with quotas set by gender age and type of area. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Bulgaria** suggest that:

### **Job-related stress is expected to increase in Bulgaria over the next five years**

Nearly nine in ten Bulgarians expect job-related stress to increase over the next five years (87%), with just 1% believing that it will decrease during this period. Bulgarians are more likely than the average European (77%) to say that job-related stress will increase and only in Greece is there a higher proportion of people who think this (83%).

- Workers in Bulgaria are more likely than those who do not work to expect job-related stress to increase in Bulgaria over the next five years (90% vs. 84%).
- Among the general public, concerns about job-related stress increase as education level rises (95% of those with higher level of education expect it to increase in the next five years, compared with 71% of those with a basic education).

### **The Bulgarian public considers themselves informed about health and safety in the workplace**

Six in ten Bulgarians consider themselves informed about health and safety risks in the workplace (59% vs. 29% not informed). This is a notable improvement since 2009 when just 32% felt informed and nearly six in ten (59%) were not well informed. While Bulgaria does still lag behind the European average on the overall measure, (67% informed vs. 27% not informed), it is encouraging that the proportion feeling 'very well informed' is in line with the average (25% vs 24%).

- Around eight in ten workers in Bulgaria feel informed about health and safety practices in the workplace compared to far fewer who do not work (82% vs. 37% respectively)
- Among the general public, fewer people over the age of 55 report being informed about health and safety practices than those aged 18-34, and particularly those aged 35-54 (45%, 62% and 76% respectively).

### **The Bulgarian public believes that good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Over eight in ten Bulgarians agree that good health and safety practices are important for their country to be economically competitive (84%, with 57% who 'strongly agree'). This is broadly in line with the European averages (86% agree and 56% 'strongly agree').

- More workers in Bulgaria agree that good health and safety practices are important for economic competitiveness than those who do not work (89% vs.79%).

- Bulgarians who feel more informed about health and safety risks in the workplace are more likely to agree that good health and safety practices are important for economic competitiveness when compared with those who do not feel informed (91% vs. 77%).

Three-quarters of Bulgarians believe that good health and safety practices are important to help people work for longer before they retire (74%, with 42% saying they are 'very important'). This is significantly lower than the European average (87% 'important' and 56% 'very important').

### **Bulgarian employees are confident that health and safety issues would be addressed in their workplace**

Two-thirds of Bulgarian workers are confident that if they raised a health and safety issue with their supervisor it would be addressed (65%). However, a significant minority are not confident about this (26%). Bulgarians have less confidence here than the average European (74% confident and 23% not confident) and there is a much smaller proportion of those who are 'very confident' in Bulgaria (27% vs. 40% across Europe).

## Cyprus

**Fieldwork:** 1,001 interviews were carried out by telephone with adults aged 18+ in Cyprus from 26<sup>th</sup> October to 23<sup>rd</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, district and urbanisation. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Cyprus** suggest that:

### **Job-related stress is expected to increase in Cyprus over the next five years**

Eight in ten Cypriots believe that job-related stress will increase over the next five years (84%), with 69% expecting it to 'increase a lot'. This is higher than across Europe as a whole where 77% expect job-related stress to increase, and 49% believe it will 'increase a lot'.

- There is no difference of opinion in the active (working) population and those who do not work in Cyprus.

### **Cypriots strongly believe that good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

More than nine out of ten Cypriots believe that good health and safety practices are important for their country's economic competitiveness (94%). Cyprus has the highest proportion who 'strongly agree' of the 36 countries surveyed (81% compared to 56% across Europe as a whole).

- Again, there is no difference in the views of workers and those who do not work in Cyprus.

Three-quarters of Cypriots believe that good health and safety practices are important to enable people to work for longer before they retire (74%), lower than the European average (87%).

- Those who are inactive (not working) are more likely than those who do work in Cyprus to feel that good health and safety practices will allow people to work for longer (80% vs. 73% respectively).

**Cypriot workers are confident that health and safety issues would be addressed in their workplace**

Seven in ten Cypriot workers are confident that any health and safety issues they raise in their workplace will be addressed (72%), which is very much in line with the European average (74%).

**The Cypriot public consider themselves informed about health and safety in the workplace**

The proportion of Cypriots who consider themselves informed about health and safety risks in the workplace has increased since 2009 (from 67% to 84%). Furthermore, this is significantly higher than the European average (67% informed).

- There is no significant difference in feeling informed between the active (working) population and those who are not in work.

## Czech Republic

**Fieldwork:** 1,032 interviews were carried out by telephone with adults aged 18+ in the Czech Republic from 4<sup>th</sup> to 17<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, region, location size and educational level. Data are weighted to match the profile of the population aged 18+.

Overall, findings from the **Czech Republic** suggest that:

**Job-related stress is expected to increase in the Czech Republic over the next five years**

Three-quarters of Czechs say that job-related stress will increase over the next five years (76%), with 46% believing that it will 'increase a lot'. This is in line with the European average (77% expect job-related stress to increase, and 49% believe it will 'increase a lot').

- There is no statistically significant difference between the views of Czech workers and those who do not work.
- Among the general public, Czech women are more likely than men to believe that job related stress will increase (82% vs. 71%).

**Czechs agree that good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Two-thirds of Czechs agree that good health and safety practices play an important role in ensuring the economic competitiveness of their country (66%), a lower proportion than the European average (86%).

- There is no statistically significant difference between the views of Czech workers and those who do not work.

Three-quarters of Czechs say good health and safety practices are important to enable people to work longer before retiring (75%), which is lower than across Europe overall (87%).

- Czech workers and those who do not work have similar views.
- Among the general population, Czech women are more likely to hold this view than men (77% vs. 72%).

**Compared to the European average, a lower proportion of Czech workers are confident that a health and safety problem would be addressed in their workplace**

On balance, Czech workers are confident that if they raised an issue of health and safety in their workplace that it would be addressed by a supervisor (53% are confident and 43% are not confident). However, they are significantly less confident than the average European (53% vs. 74%).

**Czechs consider themselves informed about health and safety in the workplace**

Almost three quarters of Czechs consider themselves informed about health and safety risks in the workplace (73%) which is significantly higher than across Europe as a whole (67%).

- Almost nine in ten workers consider themselves informed compared to just half of those who do not work (86% vs. 54% respectively).
- Men are more likely to say they are informed than women (76% vs. 71%).

## Denmark

**Fieldwork:** 967 interviews were carried out by telephone with adults aged 18+ in Denmark from 25<sup>th</sup> October to 14<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by gender, age and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Denmark** suggest that:

**Job-related stress is expected to increase in Denmark over the next five years**

Around two thirds (64%) of Danes expect job-related stress to increase in the next five years and 22% say it will 'increase a lot'. This is considerably lower than across Europe as a whole where 77% expect job-related stress to increase, and 49% believe it will 'increase a lot'.

Indeed, Denmark ranks 35 out of the 36 countries (just above Norway) in terms of the proportion expecting job-related stress to 'increase a lot'.

- Danish workers are more likely to expect job-related stress to increase than those who do not work (68% vs. 59%).
- Among the general public, Danish women are more likely than men to believe there will be an increase in job-related stress (69% vs. 60%).

### **The Danish public thinks good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Four in five Danes agree that good health and safety practices are important to ensure Denmark's economic competitiveness (82%). This is broadly in line with the European average (86%).

- There is no statistically significant difference of opinion between Danish workers and those who do not work.

Nine in ten Danes believe that good health and safety practices are important in order to help people work for longer when they retire (93%) a higher proportion than the European average (87%). Indeed, Denmark has the second highest proportion of people who say it is 'very important' (71%), just behind Iceland (77%) and significantly more than the European average (56%).

- Danish workers are more likely to think it is 'very important' than those who do not work (76% vs. 65%).

### **Danish workers are confident health and safety issues will be addressed in their workplace**

Four in five Danish employees are confident that if they raised a health and safety problem in their workplace with their supervisor it would be addressed (83%), a higher proportion than the European average (74%).

### **The Danish public considers themselves well informed about health and safety in the workplace**

Over eight in ten Danes consider themselves informed about health and safety risks in the workplace (83%) which is significantly higher than the European average (67%). However, most feel 'fairly well informed' (50%) than 'very well informed' (33%).

- Nine in ten Danish workers feel informed compared to seven in ten of those who do not work (92% vs. 69% respectively). Similarly, a significantly higher proportion of workers feel 'very well informed' compared to non-workers (38% vs. 25%).
- Men are more likely to consider themselves informed than women (85% vs. 80%).

The proportion of people in Denmark who consider themselves informed is unchanged since the 2009 survey (both 83%), although a higher proportion now feel 'very well informed' having increased from 28% in 2009 to 33% in 2011.

## Estonia

**Fieldwork:** 970 telephone interviews were conducted with adults aged 18+ in Estonia between 25<sup>th</sup> October and 14<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by gender, age, region and nationality. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Estonia** suggest that:

### Job-related stress is expected to increase in Estonia over the next five years

Around seven in ten Estonians expect the number of people suffering from job-related stress to rise over the next five years (71%), with 39% believing that it will 'increase a lot'. This is a lower proportion than across Europe as a whole where 77% expect job-related stress to increase, and 49% that it will 'increase a lot'.

- There is no significant difference of opinion between workers and those who do not work.
- Women are more likely than men to expect job-related stress to increase (74% vs. 67%), as are those on lower incomes (80% of those with a monthly income of up to €447 vs. 63% of those on €960 or more).

### The Estonian public are well informed about health and safety in the workplace

Eight in ten Estonians feel well informed about health and safety risks in the workplace (79%), though 15% do not feel informed. This compares well against the European average (67%).

- Nine in ten workers in Estonia feel informed about health and safety risks in the workplace compared to six in ten of those who do not work (90% vs. 58%).
- Men are more likely than women to feel informed (84% vs. 76% respectively).
- Differences by age are also apparent; 87% of those aged 35-54 feel informed compared to 78% of those aged 18 to 34 and 71% of those aged over 55.

### The Estonian public thinks good health and safety practices play a very important role in economic competitiveness and when raising the retirement age

Nine in ten Estonians agree that workplaces need to follow good health and safety practices in order to be economically competitive (92%, including 72% who 'strongly agree'). This is much higher than the European average (72% 'agree' and 56% 'strongly agree') making Estonia joint third highest-placed country out of the 36 surveyed on this measure (with Albania, and Cyprus and Romania just ahead).

The survey also shows the majority of Estonians believe that good health and safety practices are important to enable people to work for longer before they retire (92%, with 69% believing them to be 'very important'), placing Estonia fourth on this measure out of the 36 countries surveyed. Across Europe as a whole, 56% believe good practices to be 'very important'.

Encouragingly, there is consensus on both these questions across all age groups and employment status in Estonia.

### **Estonian workers are confident health and safety issues will be addressed in their workplace**

Seven in ten Estonian workers are confident that any health and safety issues they raise with their supervisor would be addressed (68%). However three in ten (29%) are not confident that this would be the case, with one in ten (11%) stating they are 'not at all confident'. This finding compares less favourably with the European average (74% 'confident').

## **Finland**

**Fieldwork:** 993 telephone interviews were conducted with adults aged 18+ in Finland from 25<sup>th</sup> October to 14<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Finland** suggest that:

### **Job-related stress is expected to increase in Finland over the next five years**

Eight in ten Finns expect the number of people suffering from job-related stress to increase in the next five years (79%), with a third believing it will 'increase a lot' (33%). At the overall level, views here are very much in line with the European average (77%), but it is notable that fewer Finns believe that job-related stress is likely to 'increase a lot' (33% vs. 49% across Europe).

- There is no significant difference in the views of workers and those who do not work.

### **The Finnish public considers themselves well informed about health and safety in the workplace**

Four in five Finns believe that they are well informed about health and safety risks in the workplace (81%), with 45% feeling 'very well informed'. This is much higher than the average for Europe where two thirds feel 'informed', and just a quarter 'very well informed' (67% and 24% respectively). Finland has the second highest proportion feeling 'very well informed' out of the 36 countries surveyed.

- Nine in ten workers consider themselves informed (92%, including 53% 'very well informed') compared to six in ten of those who do not work (59%, including 30% 'very well informed').
- Among the general public, those aged 35-54 are more likely to feel informed (90%) than those aged 18-34 (81%) or over 55 (70%).
- Although the proportion of those who feel well informed overall has stayed broadly the same since 2009 (80% vs. 77%) there has been a marked increase in those who feel *very well* informed (from 39% to 45%).

### **The Finnish public thinks that good health and safety practices play an important role in economic competitiveness, and when raising the retirement age**

The vast majority of Finns believe that good health and safety practices are important to ensure that their country is economically competitive, and six in ten 'strongly agree' with this statement (94% and 62% respectively). Both these figures are higher than the average data across Europe (86% agree, including 56% 'strongly agree').

- There is no significant difference of opinion between workers and those who do not work.

There is also broad consensus that good health and safety practices are important to help people work for longer before they retire (91% important and 61% 'very important'). This is broadly in line with the European average (87% important and 56% 'very important').

- Those who work are more likely to view good health and safety practices as 'important compared to those not working (92% vs. 87%).
- Women are more likely than men to feel good health and safety practices are important to help people work for longer before retirement (93% vs. 89%).

### **Finnish workers are confident that health and safety issues would be addressed in their workplace**

The majority of Finnish workers are confident that if they raised an issue of health and safety with their supervisor that it would be addressed (87% confident; including 57% 'very confident'). Finns are more confident than the average European that their concern in this area would be addressed (87% vs. 74% for Europe) and rank fifth out of the 36 countries surveyed for workers who are 'very confident' about this matter.

## **France**

**Fieldwork:** 966 interviews were carried out by telephone with adults aged 18+ in France from 28<sup>th</sup> to 29<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, social grade, urbanity, region and number of household members. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **France** suggest that:

### **Job-related stress is expected to increase in France over the next five years**

Four in five French people expect that job-related stress will increase over the next five years (80%), with half (52%) expecting it to 'increase a lot'. This is in line with the European average where 77% expect job-related stress to increase, and 49% believe it will 'increase a lot'.

- Workers are more likely to hold this view than those who do not work (83% vs. 77%).

**The French public agrees that good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Nine in ten French people believe that good health and safety practices are important for France to remain economically competitive (90%) – slightly above the average for Europe (86%).

- There is no statistically significant difference of opinion between French workers and those who do not work.

Nearly nine in ten French people believe that good health and safety practices are important to help people to work for longer before they retire (88%), a similar proportion to the European average (87%).

- There is no statistically significant difference of opinion between French workers and those who do not work.

**French employees are confident that health and safety issues will be addressed in their workplace**

The majority of French employees are confident that if they raised a concern about health and safety in their workplace with their supervisor it would be addressed (71%), which is in line with the European average (74%).

**The French public considers themselves informed about health and safety in the workplace**

Two-thirds of the French public consider themselves informed about health and safety risks in the workplace (66%), again in line with the European average (67%).

- Three-quarters of French workers consider themselves informed compared to just under six in ten of those not in work (75% vs. 55% respectively).
- Men are more likely than women to consider themselves informed (73% vs. 61%).

While the proportion of people in France who feel well informed is similar to the 2009 survey (66% and 69%), a higher proportion now feel 'very well informed' (15% to 23%).

## Germany

**Fieldwork:** 997 interviews were carried out by telephone with adults aged 18+ in Germany from 24<sup>th</sup> October to 1<sup>st</sup> November 2011. This was a nationally representative sample with quotas set by age, gender and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from Germany suggest that:

### **Job-related stress is expected to increase in Germany over the next five years**

Four in five Germans believe that job-related stress will increase in Germany over the next five years (85%), with almost two thirds (64%) believing that it will 'increase a lot'. This is a significantly higher proportion than the European average where 77% expect job-related stress to increase, and 49% that it will 'increase a lot'. Indeed, Germany ranks fourth highest out of the 36 countries surveyed for job-related stress to 'increase a lot'.

- There is no statistically significant difference of opinion between German workers and those who do not work.

### **The German public agrees that good health and safety practices play a very important role in economic competitiveness and when raising the retirement age**

Around nine in ten Germans agree that good health and safety practices are important for Germany to be economically competitive (91%), which is higher than the average across Europe (86%).

- There is no statistically significant difference of opinion between German workers and those who do not work.

Nearly nine in ten Germans believe that good health and safety practices are important to allow people to work for longer before they retire (88%), a similar proportion to the European average (87%).

- There is no statistically significant difference of opinion between German workers and those who do not work.

### **German workers are confident that health and safety issues will be addressed in their workplace**

Eight in ten German workers are confident that a health and safety problem would be addressed in their workplace if they raised it with their supervisor (83%). This is higher than the European average (74%).

### **The German public consider themselves informed about health and safety in the workplace**

Seven in ten Germans consider themselves informed about health and safety in the workplace (74%), a higher proportion than the European average (67%).

- Over eight in ten German workers consider themselves informed compared to just six in ten of those who do not work (85% vs. 58% respectively).

The proportion of people in Germany who feel well informed is slightly higher than the 2009 survey (71% and 74%), and there has been a notable rise in those who feel 'very well informed' (22% to 27%).

## Greece

**Fieldwork:** 1,000 telephone interviews were conducted with adults aged 18 to 64 in Greece from 4<sup>th</sup> to 25<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, and type of area. Data are weighted to match the profile of the population aged 18 to 64.

Overall, findings from **Greece** suggest that:

### **Job-related stress is expected to increase a lot in Greece over the next five years**

Over nine in ten Greeks believe that job related stress will increase in their country over the next five years (93%), with the majority believing that it will 'increase a lot' (83%). It is noticeable that Greeks are most worried about rising stress out of all the countries surveyed across Europe (77% of Europeans expect it to increase, including 49% 'increase a lot').

- Workers are even more concerned about job-related stress (86% expect it to 'increase a lot' over the next five years compared to 79% of those who do not work).
- Women are more likely than men to believe job-related stress will increase (96% vs. 91%), as are those aged 18 to 34 years old compared to those aged 55 and over (96% vs. 87%).

### **The Greek public feels less informed than the average European about health and safety in the workplace**

Just over half the Greek public feel well informed about health and safety risks in the workplace (56%). However, a significant minority (43%) do not feel well informed about these risks, with 14% reporting that they are 'not at all informed'. Greeks feel much less informed than the average European (27% not informed, including 8% 'not at all informed' across Europe).

- Just over six in ten workers in Greece feel informed (63%) and over one in three feels uninformed (36%). Among those not in work, 42% feel informed.

More positively, there has been an increase in those saying they are 'very well informed' about health and safety risks in the workplace (16% in 2011 vs. 11% in 2009).

**The Greek public believes that good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is broad consensus among Greeks that good health and safety practices are important for their country to be economically competitive (81% agree, including 57% who 'strongly agree'). This is similar to the European average (86% agree and 56% 'strongly agree').

Three-quarters of Greeks believe that good health and safety practices are important to help people to work for longer before they retire (77%), with half (50%) believing that such practices are 'very important'. This is less than the average for Europe (87% important). It is also notable that one in five Greeks believe that good health and safety practices are *not* important, which is twice as many as across Europe (20% vs. 9% respectively).

**Greek workers are largely confident that health and safety issues would be addressed in their workplace**

Around six in ten Greek workers are confident that if they brought up an issue of health or safety to their supervisor it would be addressed (63%). However, more than a third of employees are not confident that such issues would be addressed (36%), with 17% 'not at all confident'. This compares poorly to the European average (23% not confident).

- Female workers are more confident than male workers that their concerns about health and safety would be addressed (67% vs. 60%).

## Hungary

**Fieldwork:** 1,000 interviews were conducted by telephone with adults aged 18+ in Hungary between 24<sup>th</sup> October and 4<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, region and educational level. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Hungary** suggest that:

**Job-related stress is expected to increase in Hungary over the next five years**

Around seven in ten Hungarians expect job-related stress to rise over the next five years (69%), with 43% believing that it will 'increase a lot'. This is lower than the European average where 77% expect job-related stress to increase, and 49% believe it will 'increase a lot'.

- Hungarian workers are more likely to say they expect job-related stress to increase than those who do not work (76% vs. 63%).
- Among the general public, men are more likely than women in Hungary to expect job-related stress to increase (74% vs. 65%). Differences by age are also apparent, with younger people more likely to think stress will increase compared to those nearer retirement (71% of 18-34 year olds and 76% of 35-54 year olds vs. 59% of 55+ year olds).

**The Hungarian public agrees that good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Around three quarters of Hungarians agree that workplaces need to follow good health and safety practices in order to be economically competitive (77%). This is lower than the average for Europe, where 86% agree with this view.

- Hungarian workers are more likely than those who do not work to agree that good health and safety practices play an important role (83% vs. 71%).

Around three quarters of Hungarians also agree that good health and safety practices are important to enable people to work for longer before they retire, although this is again lower than the European average (74% vs. 87%).

- Hungarian workers are more likely to agree that good health and safety practices are important to enable people to work for longer before they retire than those who are not in work (78% vs. 70%).
- Those with a higher educational level are more likely to see good health and safety practices as important (85% of those who attended university and 80% of those who finished their education at high school vs. 67% of those who finished their education at elementary school and 70% who finished their education at trade school).

**Hungarian workers are confident health and safety issues will be addressed in their workplace**

Six in ten Hungarian workers are confident that a health and safety problem raised with their supervisor in their workplace would be addressed (61%). However one in three (36%) is not confident that this would be the case, including one in eight (13%) who are 'not at all confident'. Moreover, Hungarian employees are less confident about this than European employees in general (61% vs. 74% respectively).

**The Hungarian public consider themselves informed about health and safety in the workplace**

On balance, Hungarians consider themselves informed about health and safety risks in the workplace (71% say they are informed vs. 27% who say they are not informed). This is broadly in line with the European average (67% informed). However, far fewer Hungarians feel 'very well informed' than their counterparts in other European countries (11% compared to 24% on average) with the majority just 'fairly well informed' (60% vs. 43% on average).

- Over eight in ten workers consider themselves informed compared to six in ten of those not working (85% vs. 58%).

There has been no significant change in feeling informed in Hungary since the previous survey (69% in 2009 and 71% 2011).

## Ireland

**Fieldwork:** 952 interviews were conducted by telephone with adults aged 18+ in Ireland between 8<sup>th</sup> and 20<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, social class and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Ireland** suggest that:

### **Job-related stress is expected to increase in Ireland over the next five years**

Around seven in ten Irish people expect job-related stress to rise over the next five years (69%), with 44% saying it will 'increase a lot'. This is lower than the European average, where 77% expect job-related stress to increase, and 49% believe it will 'increase a lot'.

- Irish workers are more likely than those who do not work to expect work related stress to increase (72% vs. 66%).

### **The Irish public thinks good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Around four in five Irish people agree that workplaces need to follow good health and safety practices in order to be economically competitive (83%). This is broadly in line with the European average (86%).

- There is no statistically significant difference between the views of Irish workers and those who do not work.

Nine in ten Irish people believe good health and safety practices are important to enable people to work for longer before they retire (89%), again in line with the average across Europe (87%).

- There is no statistically significant difference between the views of Irish workers and those who do not work.

### **Irish workers are confident that health and safety issues will be addressed in their workplace**

Nine in ten workers in Ireland are confident that a health and safety problem raised with their supervisor in their workplace would be addressed (89%). This is significantly higher proportion than the average for Europe as a whole (74% confident). Indeed, Ireland ranks second only to the UK out of the 36 countries surveyed in the proportion of workers who say they are 'very confident' (69% Ireland vs. 40% Europe).

### **The Irish public consider themselves informed about health and safety in their workplace**

Around nine in ten Irish people consider themselves informed about health and safety risks in the workplace (88%) which is again significantly higher than the European average (67%). Indeed, Ireland has the highest proportion of the general public feeling 'very well informed' out of the 36 countries surveyed (53% compared to 24% on average).

- Over nine in ten Irish workers feel informed about health and safety risks in the workplace compared to eight in ten of those who do not work (93% vs. 81% respectively).
- Among the general public the middle aged are most likely to consider themselves informed (92% of those aged 35-54 vs. 86% of both 18-34 year olds and 55+ year olds).

A higher proportion of people in Ireland now feel well informed about occupational health and safety risks compared to the 2009 survey (88% and 84% respectively), and there has been a significant increase in those who consider themselves 'very well informed' (53% from 41%).

## Italy

**Fieldwork:** 1,000 telephone interviews were carried out with adults aged 18+ in Italy from 8<sup>th</sup> to 11<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, region and working status. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Italy** suggest that:

### **Job-related stress is expected to rise in Italy over the next five years**

Over seven in ten (73%) people in Italy expect job-related stress to rise in the next five years, and two in five (39%) believe that it will 'increase a lot'. Conversely, only 11% of respondents believe that the number of people suffering from job-related stress will decrease over the same period. By comparison, across Europe, 49% think job-related stress will 'increase a lot' and 7% think there will be a decrease.

- There is very little difference in expectations between workers and non-workers although the latter are more likely to think that job-related stress will 'increase a lot' (55% against 45%).
- Perhaps related to the above finding, Italians in the lowest social grades are more likely believe there will be an increase in job-related stress (79%) than those in the upper (65%) and middle grades (71%).
- Yet among workers, those in manual employment are least likely of all professions to anticipate an increase in work-related stress (67% against 77% clerical and 80% managerial). Conversely, they are more likely to say it will decrease (13%).

**The Italians think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Almost nine in ten (87%) of the general public in Italy agree that following good health and safety practices are important in order for Italy to be economically competitive. Just nine per cent disagree, a little higher than the 6% across Europe. The proportion of Italians who 'strongly agree' that good occupational health and safety practices are important for economic competitiveness (62%) is significantly higher than the European average (56%).

There are no differences in opinion between workers and non-workers on this; (88% and 87% respectively).

Furthermore, nine out of ten Italians (90%) think that good health and safety practices are important if people are to work longer before they retire – including 61% who say it is 'very important'. Italians are significantly more likely than Europeans in general to view this aspect of health and safety as important (87%).

- Workers are significantly more likely than non-workers to place importance on health and safety practices to prolong one's working life (93% and 89% respectively).
- Younger people place more importance on this than older people: 94% of 18-34 year olds say good health and safety practices are an important factor if people are to work longer before they retire compared to 86% of over 55s.

**A significant minority of Italian workers are not confident health and safety issues in their workplace will be addressed**

Three in ten Italian workers are not confident that a health and safety issue raised with their workplace supervisor would be addressed (30%, including 9% who say they are 'not at all confident'). This is higher than the European average (23% and 7% respectively) although, still, the majority of Italian workers (64%) are confident that an issue would be addressed.

**The majority of the Italian public feels well informed about health and safety in the workplace**

People in Italy feel as informed about workplace health and safety risks in 2011 as they did in 2009 (currently 71% informed vs. 69%, and currently 27% not informed vs. 29%).

- As would be expected, those who are working feel more informed than those who are not (87% versus 58%), however that still leaves one in eight Italian workers saying they do not feel informed about workplace health and safety (12%). Manual workers in particular appear to be less well informed (21%) as are respondents in the lower social grades (43%).
- Among the general public, eight in ten (79%) men consider themselves well informed about workplace health and safety risks compared to 65% of women. Older people aged 55+ years are generally less well informed with 37% not informed compared to 26% of those aged 18-34 years and 18% of those aged 35-54 years.

## Latvia

**Fieldwork:** 965 interviews were conducted by telephone with adults aged 18+ in Latvia from 25<sup>th</sup> October to 14<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by gender, age and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Latvia** suggest that:

### **Job-related stress is expected to increase in Latvia over the next five years**

Over six in ten Latvians expect job-related stress to increase in their country over the next five years (63%), with people divided over whether it will 'increase a little' or 'increase a lot' (34% and 29% respectively). Furthermore, while most on balance expect job-related stress to increase, this is lower than the European average (77% increase, including 49% 'increase a lot').

- A similar proportion of workers and those who do not work expect job-related stress to increase over the next five years (65% and 59% respectively).
- Among the general public, women are more likely to expect an increase in job-related stress (70% vs. 56% of men). People in households with lower monthly income are also more likely to expect an increase.

### **Latvians agree that good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is broad consensus among Latvians that good health and safety practices are important for their country to be economically competitive (86%, including 61% who 'strongly agree' with the statement). This is similar to the overall European findings (86% agree and 56% 'strongly agree').

- While the majority of Latvians 'strongly agree' that good health and safety practices are important for economic competitiveness, workers are less likely to do so than non workers (56% vs. 70% respectively).

The survey also shows that nine in ten Latvians believe that good health and safety practices are important to help people to work for longer before they retire (90%). While the overall proportion is similar to Europe as a whole (87%), a significantly higher proportion of Latvians say these practices are 'very important' (67% compared to 56% 'very important' across Europe).

- Workers and non-workers are equally likely to say that good health and safety practices are 'very important' to help people to work for longer (67% vs. 65%).
- However, among the general public, women are much more likely than men to consider them as 'very important' (73% vs. 59%). People with a higher level of education are also more likely to share this view.

**Latvian workers are confident that health and safety issues will be addressed in their workplace, however a significant proportion is not confident**

On balance, Latvian workers are confident that if they brought up an issue of health or safety with their supervisor it would be addressed (58%); however, a significant minority are not confident about this (39%). Latvians are less confident than the average European worker on this matter (74% confident and 23% not confident across Europe).

- Overall only one-quarter of Latvian workers feel 'very confident' that if they brought up an issue of health or safety with their supervisor it would be addressed (26% compared to 40% across Europe).
- In Latvia, male workers are significantly more likely to feel 'very confident' about this (30% vs. 22% for female workers).

**Latvians generally consider themselves informed about health and safety in the workplace**

Over seven in ten Latvians feel well informed about occupational health and safety (74%), rising to over eight in ten workers (85%). A significant minority in Latvia say that they are not very or not at all informed (23%), including 13% of those who are working. However, Latvians feel more informed than the average European (67% informed vs. 27% not informed across Europe).

- Overall three in ten of the general public in Latvia consider themselves 'very well informed' (29%, rising to 39% among workers).
- Among the general public, those who are less likely to feel 'very well informed' in Latvia are women (25% vs. 33% of men), older people (20% aged 55+ compared to 34% of 35-54 year olds and 30% of 18-34 year olds). People with a lower level of education and in a lower income household are also less likely to consider themselves informed.

## Lithuania

**Fieldwork:** 968 interviews were conducted by telephone with adults aged 18+ in Lithuania from 25<sup>th</sup> October to 14<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by gender, age and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Lithuania** suggest that:

**Job-related stress is expected to increase in Lithuania over the next five years**

Two thirds of Lithuanians expect job-related stress to increase in their country over the next five years (65%), including 26% who expect it to 'increase a lot'. This is lower than the average for Europe as a whole, with 77% expecting stress to increase, including 49% 'increase a lot'.

- There is no difference of opinion here between workers and non-workers.

- Among the general public, women are more likely than men to expect job-related stress to increase (72% vs. 58%), as are those aged 35 and above (74% aged 35-54 and 68% aged 55+ vs. 55% aged 18-34)

**Lithuanians agree that good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is broad consensus among Lithuanians that good health and safety practices are important for their country to be economically competitive (86%, including 64% who 'strongly agree'). This is similar to across Europe although more in Lithuania 'strongly agree' with the statement (86% agree and 56% 'strongly agree' in Europe).

- There is no statistically significant difference of opinion here between workers and non-workers (86% and 85% agree with the statement respectively).
- Among the general public, a higher proportion of women agree (88% vs. 82% of men), as well as older people (88% aged 55+ compared to 83% aged 18-34). Those with a higher level of education are also more likely to hold this view.

Nine in ten Lithuanians believe that good health and safety practices are important to help people to work for longer before they retire (89%, including 62% who consider them 'very important'). These findings are similar to those for Europe overall (87% important and 56% 'very important').

- Workers and non-workers are equally likely to perceive that good health and safety practices are 'very important' to help people to work longer (61% vs. 63%).
- However, among the general public, women are more likely to consider them as 'very important' than men (68% vs. 55%). There are no significant differences by age.

**Lithuanian workers are confident that health and safety issues will be addressed in their workplace**

The majority of workers in Lithuania are confident that if they brought up an issue of health or safety with their supervisor it would be addressed (76%); although a significant minority are not confident about this (21%). The findings in Lithuania are similar to Europe as a whole (74% confident and 23% not confident across Europe).

- Workers in households with higher monthly income are more likely to feel confident that if they raised such an issue with their supervisor it would be addressed (66% of those with monthly income up to 899LTL vs. 82% with 3300 or more LTL).

**Lithuanians generally consider themselves informed about health and safety in the workplace**

Seven in ten Lithuanians feel well informed about occupational health and safety (72%), rising to nine in ten workers (89%). A significant minority consider themselves not informed (23%, although this falls to 11% of workers). The findings are similar to Europe as a whole (67% informed vs. 27% not informed for the general public across Europe).

- Overall one-quarter of the general public in Lithuania consider themselves 'very well informed' (24%, rising to 34% of workers).
- Among the general public, those who are more likely to feel 'very well informed' are people aged 35-54 (30% compared to 23% of 18-34 year olds and 19% aged 55+). Those with a higher level of education and living in households with higher monthly income are also more likely to feel 'very well informed'.

## Luxembourg

**Fieldwork:** 1,009 interviews were conducted by telephone with adults aged 18 to 65 in Luxembourg from 24<sup>th</sup> October to 10<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by gender, age and region. Data are weighted to match the profile of the population aged 18 to 65.

Overall, findings from **Luxembourg** suggest that:

### **Job-related stress is expected to increase in Luxembourg over the next five years**

Almost eight in ten Luxembourgers expect job-related stress to increase in their country over the next five years (77%), with the majority believing that it will 'increase a lot' (44%). These findings reflect the European-wide results (77% increase, including 49% 'increase a lot').

- Workers are more likely to expect job-related stress to increase over the next five years (79% vs. 75% of those who do not work).
- Among the general public, those in the middle-aged group are more likely to expect job-related stress to increase (80% aged 35-54) than younger people (73% aged 18-34).

### **Luxembourgers think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is broad consensus among Luxembourgers that good health and safety practices are important for their country to be economically competitive (89%, including 52% who 'strongly agree'). Again this is similar to the overall European findings (86% agree and 56% 'strongly agree').

- There is little difference in views among workers and non-workers on this issue (90% and 86% respectively agree that good health and safety practices are important for their country's economic competitiveness).

The survey also shows around nine in ten Luxembourgers believe that good health and safety practices are important to help people to work for longer before they retire (88%), with half saying they are 'very important' (52%). These results are similar to Europe as a whole (87% important and 56% 'very important').

- Both workers and non-workers hold this view (88% and 87% respectively), however, a significantly higher proportion of workers say good health and safety practices to enable people to work longer are 'very important' (55% compared to 46% of those who do not work).
- Among the general public, there is a general pattern that the higher the educational level and monthly household income the more likely it is considered that good health and safety practices are important.

**Most Luxembourg workers are confident that health and safety issues will be addressed in their workplace, although a significant minority are not confident**

The majority of workers in Luxembourg are confident that if they brought up an issue of health or safety with their supervisor it would be addressed (74%); however a significant minority are not confident such issues would be addressed (24%). On the whole Luxembourgers are as confident as the average European (74% confident and 23% not confident across Europe).

**Luxembourgers generally consider themselves informed about health and safety in the workplace**

Seven in ten Luxembourgers feel well informed about occupational health and safety (72%), rising to over eight in ten workers (83%). A significant minority say that they are not very or not at all informed (25%), including 17% of those who are working. Overall the results are fairly similar to the European findings (67% informed vs. 27% not informed for the general public).

- Among the general public, those who are less likely to feel well informed in Luxembourg are women (68% vs. 76% of men), younger people (68% aged 18-34 compared to 75% of 35-54 year olds). People with a higher level of education are also more likely to consider themselves informed (84% of those with High BAC+5 compared to 65% with schooling up to primary/secondary first cycle).

The proportion of people in Luxembourg who feel well informed is similar to the 2009 survey (70% and 72%).

## Malta

**Fieldwork:** 1,000 interviews were conducted by telephone with adults aged 18+ in Malta from 31<sup>st</sup> October to 5<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by gender, age and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Malta** suggest that:

**Job-related stress is expected to increase in Malta over the next five years**

Seven in ten people in Malta expect job-related stress to increase in their country over the next five years (74%, including 46% who say it will 'increase a lot'). These results are broadly in line with the European averages (77% increase and 49% 'increase a lot').

- Those in the middle age group (35-54) are much more likely to expect stress to 'increase a lot' (55% vs. 39% of 18-34 year olds and 45% aged 55+).

**The Maltese public thinks good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is strong consensus in Malta that good health and safety practices are important for the country to be economically competitive (89%, including 70% who 'strongly agree' with this view). A similar proportion across Europe hold this view (86% important), although fewer 'strongly agree' (56%).

- There is no significant difference between the views of workers and people who do not work.

The survey also shows three-quarters of the public in Malta believe that good health and safety practices are important to help people to work for longer before they retire (75%), with the majority saying they are 'very important' (58%). People in Malta are as likely as the average European to say this is 'very important' (58% vs. 56% across Europe), although rather more across Europe say it is important (87%).

- Again, workers and those who not work have similar views.

**Workers in Malta are confident health and safety issues will be addressed in their workplace**

Seven in ten workers in Malta are confident that if they brought up an issue of health or safety to their supervisor it would be addressed (72%) – although a significant minority (24%) are not confident. Around half are 'very confident' that a problem would be addressed (46%). The findings are very similar to Europe as a whole where 74% are confident and 23% not confident.

**The Maltese public generally feels informed about health and safety in the workplace**

Almost two-thirds of the public in Malta feels well informed about occupational health and safety (63%), rising to eight in ten workers (80%). A significant minority say they are not very or not at all informed (27%), including almost one in five (19%) of those who are working. Again the results are similar to the European findings (67% informed vs. 27% not informed for the public).

- Eight in ten workers in Malta consider themselves informed (80%, including 37% 'very well informed') compared to under half of those who do not work (45%, including 14% 'very well informed').
- Among the general public, those who are less likely to feel well informed in Malta are women (51% informed vs. 74% of men) and older people aged 55+ (50% informed vs. 73% of 18-34 year olds and 66% of 35-54 year olds).
- There is also a pattern by educational attainment with the more highly educated more likely to feel well informed.

Compared to 2009, a slightly higher proportion now feels informed about occupational health and safety (59% informed and 35% not informed in 2009) and almost twice as many now feel 'very well informed' (14% in 2009 compared to 26% in 2011).

## The Netherlands

**Fieldwork:** 959 interviews were conducted by telephone with adults aged 18+ in The Netherlands from 26<sup>th</sup> October to 21<sup>st</sup> November 2011. This was a nationally representative sample with quotas set by gender, age and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **The Netherlands** suggest that:

### **Job-related stress is expected to increase in The Netherlands over the next five years**

Almost seven in ten Dutch expect job-related stress to increase in their country over the next five years (68%), with people divided over whether it will 'increase a little' or 'increase a lot' (31% and 37% respectively). Furthermore, while most on balance expect job-related stress to increase, it is a smaller proportion than Europe as a whole (77% increase, including 49% 'increase a lot').

- A similar proportion of workers and non-workers expect job-related stress to increase over the next five years (71% and 66% respectively).

### **The Dutch agree good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is broad consensus among the Dutch that good health and safety practices are important for their country to be economically competitive (85%, including 54% who 'strongly agree' with the statement). This is similar to the overall European findings (86% agree and 56% 'strongly agree').

The survey also shows that nine in ten of the Dutch general public believe that good health and safety practices are important to help people to work for longer before they retire (92%, including 55% who consider them 'very important'). These findings are similar to Europe overall (87% important and 56% 'very important' across Europe).

- Workers and non-workers are equally likely to perceive that good health and safety practices are 'very important' to help people to work for longer (56% vs. 53%).
- However, among the general public, those aged 35-54 are more likely to consider them as 'very important' than younger people (59% vs. 47% of 18-34 year olds).

### **Dutch workers are confident that health and safety issues will be addressed in their workplace**

The majority of workers in The Netherlands are confident that if they brought up a health or safety problem with their supervisor it would be addressed (89%); only one in ten are not confident about this (11%). On the whole Dutch workers are more confident than the average European worker on this matter (74% confident and 23% not confident across Europe). Only six out of the 36 countries surveyed have a higher proportion of workers who are 'very confident' that health and safety issues will be addressed in their workplace (UK, Ireland, Iceland, Poland, Finland and Norway).

- Younger workers in The Netherlands are even more confident that health and safety matters would be addressed (98% vs. 85% of those aged 35-54 and 82% aged 55+).

**The Dutch generally consider themselves informed about health and safety in the workplace**

Almost eight in ten Dutch feel well informed about occupational health and safety (76%), rising to nine in ten workers (92%). One in ten considers themselves not informed (10%), including 6% of those who are working. Overall, the Dutch feel more informed than the average European (67% informed vs. 27% not informed for the general public across Europe).

- One in three members of the general public in The Netherlands consider themselves 'very well informed' (34%, rising to 44% of workers).
- Among the general public, those who are less likely to feel 'very well informed' in the Netherlands are women (28% vs. 40% of men), older people (28% aged 55+ compared to 38% of 35-54 year olds).

There has been an increase in the proportion who feel informed since the 2009 poll (61% felt informed then and 11% uninformed). In particular the proportion of the general public who consider themselves 'very well informed' has increased from 23% in 2009 to 34% in 2011.

## Poland

**Fieldwork:** 1,002 interviews were conducted by telephone with adults aged 18+ in Poland from 21<sup>st</sup> to 23<sup>rd</sup> October 2011. This was a nationally representative sample with quotas set by gender, age, region and population size of area. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Poland** suggest that:

**Job-related stress is expected to increase in Poland over the next five years**

Three-quarters of Poles expect job-related stress to increase in their country over the next five years (73%, including 40% who say it will 'increase a lot'). This is broadly in line with the European average figures (77% increase and 49% 'increase a lot').

- Workers are more likely than those who do not work to expect 'job-related stress' to increase (76% vs. 69%).

**Poles think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is strong consensus in Poland that good health and safety practices are important for the country to be economically competitive (93%, including 63% who 'strongly agree'). This compares favourably against the average across Europe (86% agree and 56% 'strongly agree').

- There is no significant difference of opinion between those who work and those who do not.
- Among the general public, older people aged 55+ are more likely to 'strongly agree' (67% aged 55+ vs. 57% of 18-34 year olds)

The survey also shows that nine in ten Poles believe that good health and safety practices are important to help people to work for longer before they retire (92%), with two-thirds saying they are 'very important' (67%). While a similar proportion across Europe think they are important (87%), Poles are much more likely to say they are 'very important' (67% vs. 56%) and rank sixth out of the 36 countries surveyed on this.

- Workers are more likely to say this is important (94% vs. 89% of those who do not work).

#### **Poles are confident health and safety issues will be addressed in their workplace**

Nine in ten Polish workers are confident that if they brought up an issue of health or safety to their supervisor it would be addressed (89% vs. 7% not confident), which is higher than the average for Europe (74% are confident and 23% not confident). Indeed, over half here are 'very confident' that a problem would be addressed (58%) – one of the highest among the countries surveyed, and behind only the UK, Ireland and Iceland.

- Confidence about this issue varies by age; younger and middle-aged workers are more likely to be confident (94% 18-34 year olds and 90% of 35-54 year olds vs. 77% aged 55+).

#### **The Polish public generally feel informed about health and safety in the workplace**

Seven in ten Poles feel well informed about occupational health and safety (71%, including 32% who are 'very well informed'). This rises to over eight in ten workers (85%). A significant minority say that they are not very or not at all informed (21%), including 14% of those who are working. Overall the results are similar to the European average (67% informed vs. 27% not informed).

- Among the general public, women are less likely to feel well informed (65% vs. 76% of men), as well as people aged 55+ (61% vs. 76% of 18-34 year olds and 74% of 35-54 year olds).
- Those who work in smaller companies (under 10 employees) are much less likely to feel 'very well informed' (36% vs. 51% with 250+ workers), as are those with basic education (27% vs. 43% with higher education).

## Portugal

**Fieldwork:** 1,003 interviews were conducted by telephone with adults aged 18+ in Portugal from 26<sup>th</sup> October to 10<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by gender, age and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Portugal** suggest that:

### **Job-related stress is expected to increase a lot in Portugal over the next five years**

Over eight in ten Portuguese expect job-related stress to increase in their country over the next five years (84%), with the majority believing that it will 'increase a lot' (60%). Indeed, the survey shows that the Portuguese are significantly more likely than the average European to say job-related stress will 'increase a lot' (60% vs. 49% across Europe) and only five countries (Greece, Bulgaria, Cyprus, Germany and Romania) have a higher proportion.

- Workers are more likely to expect job-related stress to 'increase a lot' over the next five years compared to those who do not work (62% vs. 56% respectively).
- Among the general public, women are more likely to expect job-related stress to 'increase a lot' (66% vs. 52% of men). Perhaps reflecting gender divisions of labour, clerical employees are much likely to say it will 'increase a lot' compared to manual workers (67% vs. 46%).
- Those who work in larger organisations are more likely to say stress will increase (94% with 250+ employees, 92% with 50-249 employees, 87% 10-49 employees and 78% 0-9 employees).

### **The Portuguese think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is broad consensus among the Portuguese that good health and safety practices are important for their country to be economically competitive (89%, including 49% who 'strongly agree' with the statement). This is broadly in line with the European-wide results (86% agree and 56% 'strongly agree').

- Workers are even more likely to 'strongly agree' (54% vs. 42%), particularly those in managerial/professional occupations and clerical employees (60% and 54%) compared to manual workers (40%).

The survey also shows that over eight in ten Portuguese believe that good health and safety practices are important to help people to work for longer before they retire (84%), with half saying they are 'very important' (49%). Again, this is broadly in line with the European-wide results (87% important and 56% 'very important').

- Workers are more likely to say this is important (87% vs. 81% of those who do not work), and those in clerical employment are more likely than those in manual employment (90% vs. 78%).
- Among the general public, younger Portuguese are significantly more likely to say good occupational health and safety is important (93% vs. 85% of 35-54 year olds and 78% of people aged 55+). There is also a general trend by education level – those with higher education attainment are more likely to say it is important.

### **Portuguese workers are divided about whether health and safety issues will be addressed in their workplace**

Only half of Portuguese workers are confident that if they brought up an issue of health or safety to their supervisor it would be addressed (50% vs. 45% not confident). Only 13% are 'very confident' that issues would be addressed – the lowest proportion out of all the countries surveyed and around a third of the European average (40% 'very confident' across Europe). A further 13% are 'not at all confident' about these matters which is double the proportion across Europe (7%). On the whole the Portuguese are much less confident than the average European (74% confident vs. 50% in Portugal; 23% not confident vs. 44% in Europe).

- There are some differences by gender, age and size of organisation. For example, male workers are much less likely to be 'very confident' (9% vs. 17% of female workers), as are younger and middle-aged workers (11% 18-34 year olds vs. 12% 35-54 year olds vs. 22% aged 55+). Those who work in companies with 250+ employees are much more likely to be 'not confident' (58% vs. 42% in companies with 10-249 employees).

### **The Portuguese public generally feels informed about health and safety in the workplace**

Seven in ten Portuguese feel well informed about occupational health and safety (68%), rising to over eight in ten workers (83%). A significant minority say that they are not very or not at all informed (30%), including 17% of those who are working. Overall the results are very similar to the European findings (67% informed vs. 27% not informed across Europe).

- Over eight in ten workers consider themselves informed (83% vs. 49% of those who do not work). Those who work in smaller companies are less likely to feel well informed (79% in companies with under 10 employees vs. 90% with 50+ employees), as are manual workers (77% informed vs. 88% of managerial/professional occupations).
- Among the general public, women feel less well informed (62% vs. 74% of men), as do people aged 55+ (48% vs. 81% of 18-34 year olds and 77% of 35-54 year olds).

Compared to 2009, the survey suggests the general public in Portugal does feel more informed about occupational health and safety. Around six in ten considered themselves informed two years ago (61% compared to 68% now) and there has been a rise in those who feel 'very well informed' (16% vs. 25% in 2011).

## Romania

**Fieldwork:** 1,041 interviews were conducted face-face with adults aged 18+ in Romania from 9<sup>th</sup> to 15<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by gender, age, region and size of area. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Romania** suggest that:

### **Job-related stress is expected to 'increase a lot' in Romania over the next five years**

Eight in ten Romanians expect job-related stress to increase in their country over the next five years (80%), with the majority believing that it will 'increase a lot' (63%). Indeed, the survey shows that Romanians are significantly more likely than the average European to say job-related stress will 'increase a lot' (63% vs. 49% across Europe) and only four countries (Greece, Bulgaria, Cyprus and Germany) have a higher proportion.

- Workers are more likely to expect job-related stress to increase when compared to those not in work (84% vs. 77% respectively).
- Among the general public, Romanians aged 35-54 are more likely to say job-related stress will 'increase a lot' (68% vs. 59% of 18-34 year olds).

### **Romanians think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is broad consensus among Romanians that good health and safety practices are important for their country to be economically competitive (87%, including 75% who 'strongly agree' with the statement). Indeed, out of the 36 countries surveyed, only Cyprus has a greater proportion of people who 'strongly agree' that good occupational health and safety is important for economic competitiveness (81%) and the European average is significantly lower (56%).

- Workers are more likely to agree with the statement than those not in work (93% vs. 84% respectively).
- Among the general public, men are more likely than women in Romania to agree good health and safety practices are important for their country to be economically competitive (89% vs. 84%), as are those who live in medium/large towns and cities (94% vs. 82% who live in rural areas and small towns) and people with a higher level of education (92% post high school/university vs. 78% up to 8<sup>th</sup> grade schooling).

The survey also shows over eight in ten Romanians believe that good health and safety practices are important to help people work for longer before they retire (82%), with the majority saying they are 'very important' (62%). More Europeans on average believe it to be important (87%) but fewer agree it is 'very important' (56%).

- Again, workers are more likely to consider this important than those not working (89% vs. 79%).
- Among the general public, Romanians aged 35-54 are significantly more likely to say good practices are 'very important' than their younger or older counterparts (70% vs. 61% of 18-34 year olds and 56% of people aged 55+). Workers in managerial or professional occupations are also more likely to say they are 'very

important' (73% vs. 64%). There is also a pattern by level of education with increasing importance placed on this the higher the education level attained.

**Romanian workers are less confident health and safety issues will be addressed in their workplace**

On balance, Romanians are not confident that if they raised a health or safety problem with their supervisor it would be addressed (49% *not confident* vs. 38% confident). Less than one in five (18%) Romanian workers are 'very confident' that issues would be addressed which is less than half the European average (40%). Conversely, 18% are 'not at all confident' about these matters compared to just 7% across Europe. Consequently, Romanians are much less confident than the average European (74% confident vs. 38% in Romania) and it ranks bottom of the 36 countries surveyed for this measure.

**Almost half the Romanian public does not feel informed about health and safety in the workplace**

Romanians are much less likely than the average European to feel informed about health and safety risks in the workplace (44% vs. 67% across Europe). Indeed, as many do not feel informed with almost one in five saying they are 'not at all informed' (46% informed; 18% not at all). Again, Romania performs poorly on this measure compared to the other 35 countries surveyed (13% 'very well informed' compared to 24% on average).

- As would be expected workers feel much more informed (73% vs. 44% overall in Romania) although still 27% of workers say they are not informed. Those who work in smaller workplaces are less likely to feel informed (63% of those who work in organisations with under 10 employees vs. 79% of those with 10-49 employees vs. 83% 50-249 employees vs. 79% 250+ employees). There is also some variation by occupation with households with the CIE in managerial professions or clerical employment more likely to feel informed than those where the CIE is a manual worker (70% and 68% vs. 48%).
- Among the general public, men feel better informed than women (52% vs. 37%), as well as younger and middle-age groups (50% of 18-34 year olds vs. 55% of 35-54 year olds vs. only 31% aged 55+). People with a higher educational level, those who live in larger town/cities and have a higher monthly household income also more likely to feel informed.

The results are similar to the survey conducted in 2009 (when 46% considered themselves informed and 44% not informed). However, there has been a slight increase in those who feel 'very well informed' (from 8% in 2009 to 13% now).

## Slovakia

**Fieldwork:** 1,041 interviews were conducted face-to-face with adults aged 18+ in Slovakia from 1<sup>st</sup> to 8<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Slovakia** suggest that:

### **Job-related stress is expected to increase in Slovakia over the next five years**

Eight in ten Slovaks expect job-related stress to increase in their country over the next five years (80%), with the majority believing that it will 'increase a lot' (47%). These findings are similar to the European-wide results (77% increase, including 49% 'increase a lot').

- Workers are slightly more likely to expect job-related stress to increase over the next five years (83% vs. 78% of those who do not currently work). There are also some differences depending on the occupation of the worker; for example, those who are in managerial and professional occupations are significantly more likely than administrative and clerical workers to expect job-related stress to increase over the next five years (91% vs. 74%).

### **Slovaks think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is broad consensus among Slovaks that good health and safety practices are important for their country to be economically competitive (72%, including 37% who 'strongly agree'). However, Slovaks are less likely to agree with this view than the average European (86% agree and 56% 'strongly agree' across Europe) – in fact only two countries out of the 36 surveyed had fewer 'strongly agreeing' that good health and safety practices are important in economic competitiveness (Slovenia, 35% and Spain, 35%).

- There is no significant difference of opinion between those who work and those who do not (73% and 69% respectively). However, there is some variation depending on the occupation of the respondent (for example at least four in ten workers who are in management/professional, executive or administrative occupations 'strongly agree' compared to only 28% of manual workers).

The survey also shows that almost nine in ten Slovaks believe that good health and safety practices are important to help people to work for longer before they retire (87%), with half saying they are 'very important' (51%). These results are similar to Europe as a whole (87% important and 56% 'very important').

- While the majority of workers and non-workers hold this view, workers are even more likely to say good health and safety practices are important to help people work for longer (92% vs. 81%).

**Most Slovak workers are confident that health and safety issues will be addressed in their workplace, although a significant minority are not confident**

The majority of Slovak workers are confident that if they brought up an issue of health or safety to their supervisor it would be addressed (63%); however a significant minority are not confident such issues would be addressed (32%). Only 17% are 'very confident' that issues would be addressed – the second lowest proportion out of the 36 countries surveyed (just above Portugal at 13%) and under half of the European average (40%). On the whole Slovaks are less confident than the average European (74% confident vs. 63% in Slovakia and 23% not confident vs. 32% in Slovakia).

- There are some differences by occupation with those in executive occupations twice as likely to feel 'very confident' that a health and safety problem would be addressed compared to manual workers (28% vs. 13%).

**Slovaks generally feel informed about health and safety in the workplace**

Six in ten Slovaks feel well informed about occupational health and safety (61%), rising to eight in ten workers (81%). A significant minority say that they are not very or not at all informed (31%), including 18% of those who are working. Overall the results are fairly similar to the European average findings (67% informed vs. 27% not informed for the general public).

- Among the general public, those who are less likely to feel well informed in Slovakia are women (57% vs. 65% of men), younger and older people (47% of those aged 55+ and 57% aged 18-34 compared to 75% of 35-54 year olds).
- Among workers, those in managerial/professional occupations are most likely to feel informed (94%), followed by executive occupations (91%), administrative/clerical staff (79%) and manual workers (76%).

Compared to the 2009 survey, there has been an increase in those who consider themselves informed about health and safety in the workplace (from 51% to 61% and a corresponding fall in those who feel not informed from 36% to 31% among). Encouragingly twice as many feel 'very well informed' compared to the 2009 poll (18% vs. 9%).

## Slovenia

**Fieldwork:** 1,000 interviews were carried out by telephone with adults aged 18 to 65 in Slovenia from 9<sup>th</sup> – 18<sup>th</sup> November. This was a nationally representative sample with quotas set by age, gender and region. Data are weighted to match the profile of the population aged 18 to 65.

Overall, findings from Slovenia suggest that:

**Job-related stress is expected to increase in Slovenia over the next five years**

Almost nine in ten Slovenians believe that job-related stress will increase over the next five years (85%), with 58% expecting it to 'increase a lot'. This is higher than the average for Europe where 77% expect to see an increase in job-related stress and 49% expect it to

'increase a lot'. Although there are no significant differences between those in work and those who are not, there are some differences by gender and age:

- Women are more likely than men to think job-related stress will increase over the next five years (87% compared to 82%).
- The middle-age group is more likely to think job-related stress will increase compared to those aged 18 to 34 years (87% vs. 79% respectively).

### **The Slovenian public think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Four in five Slovenians agree that good health and safety practices are important for Slovenia to remain economically competitive. While at the overall level Slovenia is in line with the average for Europe (86%), Slovenians are less likely to 'strongly agree' with this statement (35% vs 56% across Europe).

- There is no statistically significant difference of opinion between workers and those not in work.

Around nine in ten Slovenians also say that good safety and health practices are important if Slovenians are to work for longer before they retire (91%) and six in ten think such practices are 'very important' (60%). This is broadly in line with the average across Europe (87% important and 56% 'very important').

- Again, there is no statistically significant difference of opinion between workers and those not in work.

### **Most Slovenian workers are confident that a health and safety problem would be addressed in their workplace**

Two-thirds (66%) are confident that a health and safety problem would be addressed in their workplace if raised with a supervisor, but a sizeable minority (31%) is not confident. Furthermore, a significantly higher proportion across Europe would feel confident an occupational health and safety problem would be addressed (74%).

- In Slovenia, there is a clear relationship between feeling confident that a health and safety concern would be addressed and feeling informed about health and safety in the workplace. Workers who feel confident their concerns would be addressed are more likely to be those who feel informed (71% of those who feel informed are confident an occupational health and safety problem would be addressed compared to just 39% of those who feel uninformed).

### **The Slovenian public feels more informed about health and safety in the workplace compared to other countries in Europe**

Around three-quarters (73%) of the Slovenian public feels well informed about health and safety risks in the workplace, while one on five (21%) does not. This is better than the European average (67% informed and 27% uninformed) and represents a significant shift

from the 2009 survey (up from 61% informed and a doubling of those who feel 'very well informed' from 11% to 21%).

- Almost nine in ten workers feel informed compared to just over half of those who do not work (86% vs. 55% respectively).
- The vast majority of University educated Slovenians (84%) and those whose household income is over €30,000 (89%) feel informed compared to far fewer of those whose highest education is at the primary level (55%) and earning less than €1,000 (57%).

## Spain

**Fieldwork:** 999 telephone interviews were carried out with adults aged 18+ in Spain from 31<sup>st</sup> October to 4<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, region and population size of area. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Spain** suggest that:

### **Job-related stress is expected to rise in Spain over the next five years**

Seven in ten (69%) people in Spain expect job-related stress to rise in the next five years, and nearly half (47%) think that it will 'increase a lot'. At the overall level, this is more optimistic than the average view in Europe where 77% think job-related stress will increase, but similar when considering just those who think it will 'increase a lot' (49% across Europe). Seven percent think there will be a decrease, both in Spain and Europe-wide.

- There is little difference in expectations between workers and non-workers although the former are more likely to think that job-related stress will 'increase a lot' (49% against 45%).
- Among the general public in Spain, women are more likely than men to think that job-related stress will increase (71% vs. 65% respectively).

### **The Spanish think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Three-quarters (76%) of the general public in Spain agree that following good health and safety practices is important for Spain to be economically competitive. Out of the 36 countries surveyed, Spain has the lowest proportion of people who 'strongly agree' that good occupational health and safety practices are important for economic competitiveness (35%), with the European average is significantly higher (56%).

- There is no difference in opinion between workers and non-workers.

Furthermore, four in five of the general public (79%) think that good health and safety practices are important if people are to work longer before they retire.

- There are no differences in opinion between workers and non-workers on this. Workers are, however, more likely than non-workers to regard this as 'very important' (45% vs. 38%).

- Younger people place more importance on this than older people: 84% of 18-34 year olds say good health and safety practices are an important factor if people are to work longer before they retire compared to 73% of over 55s.

**A significant minority of Spanish workers are not confident health and safety issues in their workplace will be addressed**

Almost three in ten Spanish workers are not confident that a health and safety issue raised with their workplace supervisor would be addressed (28%, including 14% who say they are 'not at all confident'). This is higher than the European average (23% and 7% respectively) although, still, the majority of Spanish workers (70%) are confident that an issue would be addressed.

**The majority of the Spanish public feels well informed about health and safety in the workplace**

People in Spain feel as informed about health and safety risks in the workplace as they did in 2009 (63% informed and 34% not informed in both surveys).

- As would be expected, those who are working feel more informed than those who are not (79% versus 49%). However, still one in five (20%) of Spanish workers say they do not feel informed about workplace health and safety.
- Among the general public, seven in ten men consider themselves well informed about workplace health and safety risks compared to around half of women (70% vs. 56% respectively).

## Sweden

**Fieldwork:** 968 interviews were carried out by telephone with adults aged 18+ in Sweden from 25<sup>th</sup> October to 14<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age. Data are weighted to match the profile of the population aged 18+.

Overall, findings from Sweden suggest that:

**Job-related stress is expected to increase in Sweden over the next five years**

Seven in ten of the Swedish public believe that job-related stress will increase over the next five years (70%, including 34% expecting it to 'increase a lot'). This is more optimistic than seen across Europe in general, where the average expecting an increase in job-related stress is 77%.

- Workers and those who do not work share similar views. However, among the general public Swedish women are more likely than men to think job-related stress will increase (75% versus 65%).

**The Swedish public think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Around nine in ten (88%) Swedish people agree that good health and safety practices are important for Sweden to be economically competitive and two-thirds (68%) 'strongly agree'. A similar proportion of Europeans agree overall (86%), although fewer 'strongly agree' (56%). Eight in ten Swedes say that good safety and health practices are important if people are to work for longer before they retire (80%, including 56%'very important'). This is broadly in line with the European average, (87% important and 56%'very important').

- Again, there is no statistically significant difference of opinion between those who work and those who do not.
- Younger people aged 18 to 34 are especially likely to think that good safety and health practices are important if people are to work for longer before they retire (86%), however.

**The majority of Swedish workers think a health and safety problem would be addressed in their workplace if raised with their supervisor**

Four in five (81%) Swedish workers are confident that a workplace health and safety issue would be addressed by a supervisor. This compares favourably with the European average (74%).

- There is a clear relationship between feeling confident that a health and safety concern would be addressed and feeling informed about health and safety in the workplace. 85% of those who feel informed also feel confident that an occupational health and safety problem would be addressed compared to just 51% of those who feel uninformed).

**The Swedish public generally feels well informed about health and safety in the workplace**

Around three-quarters of the Swedish public feels well informed about health and safety risks in the workplace (73%). This compares favourably with the European average (67%).

- Almost nine in ten workers feel informed about workplace health and safety risks compared to half of those who do not work (88% vs.47% respectively).
- Among the general public, men consider themselves more informed than women about health and safety risks in the workplace (77% versus 68%).

The proportion that feels 'fairly well informed' in Sweden has fallen since the previous survey in 2009 (45% to 41%), although there has been no change in those who feel 'very well informed' (both 32%).

## United Kingdom

**Fieldwork:** 1,001 telephone interviews were conducted with adults aged 18+ in the United Kingdom from 28<sup>th</sup> to 31<sup>st</sup> October 2011. This was a nationally representative sample with quotas set by age, gender and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from the **United Kingdom (UK)** suggest that:

### Job-related stress is expected to increase in the UK over the next five years

Four in five people in the UK expect the number of people suffering from job-related stress to increase in the next five years (78%), with 54% expecting it will 'increase a lot' and only 4% that it will decrease over the same period. This is in line with the European average results (77% expect an increase and 6% a decrease).

- There is little difference in expectations between workers and non-workers although the latter are more likely to think that job-related stress will 'increase a lot' (57% against 51%).
- There is a greater expectation among people employed in large organisations (50+ employees) that job-related stress will increase when compared to much smaller organisations of between 1-9 employees (82% vs. 72% respectively).
- Among the general public, women are more likely than men in the UK to think that job-related stress will increase in the next five years (82% vs. 74%).
- Those with children in the household (60%) and those with a disability (64%) are more likely than the general public as a whole to think job-related stress will 'increase a lot' (54%).

### The UK public considers themselves informed about health and safety in the workplace

Slightly fewer people overall in the UK feel informed about health and safety risks in the workplace compared with the 2009 survey (81% vs. 85%). However, while the proportion that feels 'fairly well informed' has decreased over the period (43% to 37%), those who feel 'very well informed' has increased slightly during the same period (from 42% to 44%).

Furthermore, the UK public feels much better informed about workplace health and safety than the average European (67% across Europe feel well informed, with only 24% reporting they are 'very well informed'). It is noticeable that almost twice as many people in the UK consider themselves 'very well informed' (44% vs. 24% for Europe). Indeed, the UK has the third highest proportion of the general public feeling 'very well informed' out of the 36 countries surveyed; bettered by Ireland (53%) and Finland (45%).

- As would be expected, those who are working feel more informed than those who are not (92% versus 67%), leaving a small minority, 8%, of UK workers (18% of non-workers) saying they do not feel informed about workplace health and safety.
- These patterns are very similar to those of 2009 when 91% of workers and 74% of non-workers said they felt informed and 8% and 17% respectively did not.
- A majority of workers say they feel 'very well informed' irrespective of organisation size: 0-9 employees (52%), 10-49 (58%), 50-249 (55%) and 250+ (63%).
- Part-time workers are relatively less likely to say they feel 'very well informed' than their full-time counterparts (50% against 59%) but are only slightly more likely to consider themselves not informed (7% against 6%).

- Among the general public, seven in ten (70%) men consider themselves well informed about workplace health and safety risks compared to 56% of women.

**The UK public believe that good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Eight in ten people in the UK agree that good occupational health and safety is important for the UK to be economically competitive (80%, including 51% who 'strongly agree'). This is slightly less positive than across Europe as a whole (86% agree and 56% 'strongly agree').

- Those who do not work are more likely than workers to believe that following good health and safety practices is important for the UK to be economically competitive but both groups are strongly positive (84% vs. 77%).

Furthermore, nine in ten think that good health and safety practices are important to help people work for longer before they retire (89%), which is a little higher than the overall European findings (87%). In the UK, 60% consider this to be 'very important'; the European average is 56%.

- There is no statistically significant difference of opinion between those who work and those who do not.
- Among the general public, young people in the UK are as likely as those closer to the age of retirement to think good health and safety practices are important in helping people work longer (91% of 18-34 year olds believe it is important, compared with 87% of 35-54 year olds and 89% of over 55s).

**Workers in the UK are confident that health and safety issues would be addressed in their workplace**

Nine in ten UK workers are confident that a health and safety problem raised with their supervisor would be addressed (91%). Indeed, the UK has the highest proportion of workers who say they are 'very confident' on this matter out of the 36 countries surveyed (71% vs. 40% across Europe as a whole).

## 2.2 EEA Countries

### Iceland

**Fieldwork:** 1,002 interviews were conducted by telephone with adults aged 18+ in Iceland between 26<sup>th</sup> October and 28<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Iceland** suggest that:

#### **Job-related stress is expected to increase in Iceland over the next five years**

Around half of Icelanders expect job-related stress to rise over the next five years (47%), with 27% saying it will 'increase a lot'. This is a far lower proportion than Europe as a whole where 77% expect job-related stress to increase, and 49% believe it will 'increase a lot'. Indeed, Iceland has the lowest proportion of all the 36 countries surveyed expecting job-related stress to increase.

- There is no statistical difference between the views of workers and those who do not work in Iceland.

#### **The Icelandic public thinks good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Around four in five Icelanders agree that workplaces need to follow good health and safety practices in order to be economically competitive (84%), a similar proportion to Europe as a whole (86%).

- There is no statistical difference in the views of workers and those who do not work in Iceland.
- Among the general public, older Icelanders are even more likely to hold this view (89% of those aged 55+ agree).

Nine in ten Icelanders say good health and safety practices are important to enable people to work for longer before they retire (89%), a similar proportion to Europe overall (87%).

- There is no statistical difference between the views of workers and those who do not work in Iceland.
- Among the general public, Icelandic women are more likely to hold this view when compared with men (92% vs. 87%).

#### **Icelandic workers are confident that health and safety issues will be addressed in their workplace**

Almost nine in ten Icelandic workers are confident that if they raised a health and safety problem with their supervisor it would be addressed (86%). Icelandic employees are more confident that workplace health and safety issues would be addressed by a supervisor when compared with the average for Europe (74%). Indeed, Iceland has the third highest

proportion of workers out of the 36 countries surveyed (after the UK and Ireland) who say they are 'very confident' (62% vs. 40% across Europe).

- Icelandic workers aged 35-54 (89%) and those in managerial professions (91%) are most confident that an occupational health and safety problem would be addressed.

### **The Icelandic public consider themselves informed about health and safety in their workplace**

Around nine in ten Icelanders consider themselves informed about health and safety risks in the workplace (87%). This is a significantly higher proportion than across Europe as a whole (67%). Indeed, Iceland has the fourth highest proportion of the general public feeling 'very well informed' out of the 36 countries surveyed (40% vs. 24% across Europe).

- Nine in ten workers in Iceland say they are informed compared with three quarters of those not in work (92% vs. 78%).
- Among the general public, men and those aged 35-54 are most likely to feel well informed (90% and 93% respectively).

## **Liechtenstein**

**Fieldwork:** 200 interviews were carried out by telephone with adults aged 18+ in Liechtenstein from 1<sup>st</sup> to 3<sup>rd</sup> December 2011. Quotas were set on gender, age and working status. Data are weighted to match the profile of the population aged 18+.

Overall, findings from Liechtenstein suggest that:

### **Job-related stress is expected to increase in Liechtenstein over the next five years**

Seven in ten of the Liechtensteiner public believe that job-related stress will increase over the next five years (70%), with three in ten (29%) expecting it to 'increase a lot'. In Europe as a whole, three quarters think that job-related stress will increase (77%).

- The views of workers do not differ significantly to those who do not work.

Albeit from a low base size, older Liechtensteiners aged 55 years or more are much more likely to think job-related stress will 'increase a lot' (40% vs. 18% of 18 to 34 year olds).

### **The Liechtensteiner public thinks good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Eight in ten (81%) Liechtensteiners agree that good health and safety practices are important for Liechtenstein to remain economically competitive; 43% 'strongly agree'. This is broadly in line with the European average (86%).

- There is no statistically significant difference of opinion between workers and those not in work.

- Older Liechtensteiners are again more likely to hold a firmer opinion with 57% of the 55 plus age group 'strongly agreeing'

Nine in ten Liechtensteiners say that good safety and health practices are important if people are to work for longer before they retire (91%), including three in five (59%) who say such practices are 'very important'. The findings are again broadly in line with the European averages (87% agree and 56% 'strongly agree').

- Again, there is no statistically significant difference of opinion between workers and those not in work.

**The majority of Liechtensteiner workers are confident that a health and safety problem would be addressed in their workplace if raised with their supervisor**

Over eight in ten workers are confident that health and safety concerns in their workplace would be addressed if raised with their supervisor (84%). This is significantly higher than the average across Europe (74%).

**The Liechtensteiner public feels well informed about health and safety in the workplace**

Four in five of the Liechtensteiner public feels well informed about health and safety risks in the workplace (81%). This again compares very favourably to the European average (67%).

- Overall, nine in ten workers in Liechtenstein say they feel informed (89%), compared to six in ten of those who do not work (63%).

## Norway

**Fieldwork:** 961 interviews were conducted by telephone with adults aged 18+ in Norway from 25<sup>th</sup> October to 14<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by gender and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Norway** suggest that:

**Job-related stress is expected to increase in Norway over the next five years**

Over six in ten Norwegians expect job-related stress to increase in their country over the next five years (63%), although most think it will 'increase a little' rather than 'increase a lot' (47% and 16% respectively). Furthermore, while most on balance do expect job-related stress to increase, fewer people here see this as an issue when compared to the rest of Europe (77% increase; 49% 'increase a lot' across Europe). Norway has the lowest proportion of all the 36 countries surveyed expecting job-related stress to 'increase a lot'.

- A similar proportion of workers and non-workers expect job-related stress to increase over the next five years (65% and 60% respectively).
- Among the general public, women are more likely to expect an increase in work-related stress than men (67% vs. 59%), as do those aged 35-54 compared to those aged 18-34 (71% vs. 53%).

**Norwegians think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

There is broad consensus among Norwegians that workplaces need to follow good health and safety practices for their country to be economically competitive (87%, including 59% who 'strongly agree'). This is similar to the European averages (86% agree and 56% 'strongly agree').

- There is no statistically significant difference of opinion between workers and those not in work

The survey also shows nine in ten Norwegians believe that good health and safety practices are important to help people to work for longer before they retire (92%), with almost six in ten saying they are 'very important' (58%). These results are similar to the European averages (87% important and 56% 'very important').

- Those who do not work are more likely to say good occupational health and safety as important to help people work for longer (95% vs. 90%).
- Among the general public, those aged 55+ are more likely than younger age groups to say this (94% vs. 90% respectively).

**Most Norwegian workers are confident that health and safety issues will be addressed in their workplace**

The majority of workers in Norway are confident that if they brought up an issue of health or safety with their supervisor it would be addressed (89%); only one in ten are not confident about this (10%). On the whole Norwegians are more confident than the average European worker on this matter (74% confident and 23% not confident across Europe). Furthermore, only five out of the 36 countries surveyed have a higher proportion who are 'very confident' that health and safety issues will be addressed in their workplace (UK, Ireland, Iceland, Poland and Finland).

**Norwegians generally consider themselves informed about health and safety in the workplace**

Eight in ten Norwegians feel well informed about occupational health and safety (79%), rising to nine in ten among workers (91%). One in three here feels 'very well informed' (32%). A minority says that they are 'not very' or 'not at all' informed (12%), which falls to just 7% among workers. Overall, Norwegians feel much more informed than the average European (67% are informed; 24% 'very well' informed and 27% not informed).

- Two in five workers consider themselves 'very well informed' which contrasts with just one in five among those who are not working (39% vs. 19% respectively).
- Among the general public, those who are less likely to feel 'very well informed' in Norway are women (25% vs. 39% of men), younger and older people (26% aged 18-34 and 27% aged 55+ compared to 42% of 35-54 year olds).
- People with a higher level of education and in a higher income household are also more likely to consider themselves informed.

## 2.3 Candidate and Potential Candidate countries

### Albania

**Fieldwork:** 1,306 interviews were carried out by telephone with adults aged 18+ in Albania from 24<sup>th</sup> October – 7<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by gender, age, type of area (rural/urban) and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from Albania suggest that:

#### **Job-related stress is expected to increase in Albania over the next five years**

Three-quarters (75%) of Albanians believe that job-related stress will increase in their country over the next five years, with 44% believing that it will 'increase a lot' and only around one in ten (11%) that it will decrease to any degree. This closely reflects the averages across Europe (77% increase; 49% 'increase a lot'; 7% decrease).

- Overall, a similar proportion of workers and non-workers expect job-related stress to increase, but workers are less likely than the population as a whole to think it will 'increase a lot' (39%).
- Among the general public, women are more likely than men to believe that job-related stress will increase (78% vs. 71% respectively).

#### **The Albanian public thinks good health and safety practices play a very important role in economic competitiveness and when raising the retirement age**

Nine in ten Albanians believe that good health and safety practices are important for Albania to be economically competitive (90%, with 72% 'strongly agreeing'). In comparison, 86% of Europeans think good health and safety practices are important in order for their country to be economically competitive, with 56% 'strongly agreeing'. Indeed, out of the 36 countries surveyed, only Cyprus and Romania have a greater proportion of people who 'strongly agree' (81% and 75% respectively), while Estonia reports the same (72%).

- Furthermore, 89% of workers on temporary agency contracts 'strongly agree' that good health and safety practices are an important component of Albania's economic competitiveness. This is 14 percentage points higher than the equivalent response from all workers (75%).

Seven in ten Albanians believe that good health and safety practices are important to help people work for longer before they retire (70%). This compares to 87% of Europeans who think this.

- While a similar proportion of workers and non-workers believe good occupational health and safety is important, workers are more likely to think it is 'very important' (52% vs. 42%).
- Among the general public in Albania, 18-34 year olds are also more likely to hold this view (75% say it is important).

### **Albanian workers are largely confident health and safety issues will be addressed in their workplace**

Albanian workers are less confident than workers in most other European countries that if they raised a health and safety problem in their workplace with their supervisor it would be addressed. Around half (51%) are 'very or fairly confident' that their concern would be addressed, compared to 41% who are not confident.

- Workers in micro-firms (less than 10 employees) are the least confident group (46%).

### **The Albanian public does not feel informed about health and safety in the workplace**

Only two in five (39%) Albanians feels informed about health and safety in the workplace, compared with over half (56%) who do not feel well informed and one in five does not feel 'well informed at all' (20%). In Europe as a whole, 67% feel well informed versus 27% who do not.

As may be expected, workers do feel more informed than the general public. Half say they are well informed including a quarter who are 'very well informed' (52% and 23% respectively). Nevertheless, this means almost half the workforce (45%) is not well informed.

- Among the general public, men are more likely to feel informed about health and safety in the workplace than women (45% vs. 33% respectively).

## **Croatia**

**Fieldwork:** 1,000 interviews were carried out by telephone with adults aged 18+ in Croatia from 24<sup>th</sup> October – 7<sup>th</sup> November. This was a nationally representative sample with quotas set by gender, age, education level, population size of area and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from Croatia suggest that:

### **Job-related stress is expected to increase in Croatia over the next five years**

Two thirds (67%) of the Croatian public believe that job-related stress will increase over the next five years, with half (50%) expecting it to 'increase a lot'. Views here are more optimistic than across Europe as a whole, where three-quarters of people expect job-related stress to rise (77%).

- There are no significant differences of opinion between those who are in work and those who are not.

In Croatia, opinions vary according to level of income and educational attainment:

- Those in higher earning households and with higher levels of education are more likely to think job-related stress will increase over the next five years. Around seven in ten (71%) Croatians with a university education think job-related stress will increase compared to six in ten (58%) with a primary level of education.

- Similarly, three-quarters (76%) of those with a monthly household income of at least HRK 8,500 expect job-related stress to increase compared to 62% of those whose household income is HRK 4,000 or less.

**The Croatian public think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Eight in ten (80%) Croatian people agree that good health and safety practices are important for Croatia to be economically competitive, and half 'strongly agree'. In comparison, 86% of Europeans think good health and safety practices are important in order for their country to be economically competitive.

- Croatian workers are more likely than those who do not work to agree with the statement (86% vs. 76%).
- Men (83%) and young people aged 18 to 34 (87%) are also more likely to agree.

Nearly eight in ten (78%) Croatians say that good safety and health practices are important if Croatians are to work for longer before they retire, rising to nine in ten workers (86%). Nearly two-thirds (63%) in Croatia think such practices are 'very important'. Across Europe as whole, 87% say occupational health and safety practices are important, including 56% who think they are 'very important'.

- Level of education and household income affect how people answer both these questions. Around nine in ten Croatians who have a university education or earn HRK 8,500 agree good health and safety practices are important for both economic competitiveness and to allow people to work longer before they retire. This compares to around two-thirds of people with a primary education or those earning HRK 4,000 or less.

**Croatian employees are unsure whether health and safety issues will be addressed in their workplace**

Croatian workers were asked how confident they are that a health and safety problem in their workplace would be addressed if raised with their supervisor. Opinion is split evenly between those who were (50%) and were not (45%) confident that a problem would be addressed.

This compares unfavourably with Europe as a whole where on average three-quarters (74%) of those surveyed said they were confident that their health and safety concerns would be addressed by supervisors.

**The Croatian public feels less informed about health and safety in the workplace compared to others in Europe**

Whilst half (51%) of the Croatian public feels well informed about health and safety risks in the workplace, two in five (39%) do not feel well informed. This compares poorly with the European average where two thirds (67%) feel informed about health and safety risks in the workplace.

- Around seven in ten Croatian workers feel informed (71% compared to 37% of those who do not work).

- Among the general public, men are more likely to feel well informed than women (56% vs. 46%).
- There is again a significant difference depending on educational attainment and household income, with the university educated and members of higher income households feeling much more informed than people educated up to primary school level, as well as those from lower income households.

## Former Yugoslav Republic of Macedonia

**Fieldwork:** 1,003 telephone interviews were conducted with adults aged 18+ in the Former Yugoslav Republic of Macedonia from 24<sup>th</sup> October to 7<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, region and type of area (rural or urban). Data are weighted to match the profile of the population aged 18+.

Overall, findings from the **Former Yugoslav Republic of Macedonia (FYROM)** suggest that:

### **Job-related stress is expected to rise in FRYOM over the next five years**

Seven in ten (70%) people in the FYROM expect job-related stress to rise in the next five years, and just over four in ten (44%) believe that it will 'increase a lot'. A relatively high 14% of respondents believe that the number of people suffering from job-related stress will decrease over the same period. By comparison, across Europe, 49% think job-related stress will 'increase a lot' and 7% think there will be a decrease.

- There is little difference in expectations between workers and non-workers although the former are more likely to think that job-related stress will 'increase a lot' (46% against 43%).
- Among the general public in FRYOM, expectations that job-related stress will increase are similar among men and women.

### **The FYROM population think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Just over eight in ten (83%) of the general public in FYROM agree that following good health and safety practices are important for the country to be economically competitive. This includes 56% who 'strongly agree'. Just eight per cent disagree. These figures are very much in line with the European average.

- Workers and non-workers broadly agree on this; 81% and 85% respectively take this view.

There is also strong backing for the proposition that good health and safety practices are important if people are to work longer before they retire; four in five of the general public (84%) think this is important including a majority, 54%, who consider it 'very important'.

- Workers and non-workers share this view; 85% and 82% respectively consider health and safety important if people are to work longer. The two groups are equally likely to think it 'very important' – 54% and 53%.

- Importance is also placed on this across different age groups – eight in ten or more of 18-34s, 35-54s and 55+s (86%, 84% and 80% respectively). Middle-age groups, 35-54s, are most likely to consider this to be ‘very important’ (58%).

**A significant minority of FYROM workers are not confident health and safety issues in their workplace will be addressed**

The proportion of workers who are *not* confident that a health and safety issue raised with their workplace supervisor would be addressed is higher in FYROM than in most other European countries and FYROM ranks sixth of the 36 countries surveyed in terms of the proportion stating ‘not at all confident. While more than half (52%) say they are either ‘very or fairly confident’, just over four in ten (43%) say they are ‘not confident’ including 17% who say they are ‘not at all confident’. The average for Europe is 74% confident and 23% not confident.

**The majority of the FYROM public do not feel well informed about health and safety in the workplace**

On balance, more people in the FYROM say they *do not* feel informed about health and safety in the workplace than feel informed (53% vs. 43% respectively). Just under one in five (18%) is ‘not at all informed’.

This contrasts sharply with the situation across Europe where the majority of the public feels informed; (67% informed vs. 27% not informed). Only Albania reports a greater proportion of ‘not informed’.

- As would be expected, those who are working feel more informed than those who are not (62% versus 31%), however that still leaves almost four in ten (37%) FYROM workers saying they do not feel informed about workplace health and safety.
- Among the general public, half of men consider themselves well informed about workplace health and safety risks compared to just a third of 35% of women (52% vs. 35% respectively).

## Montenegro

**Fieldwork:** 1,006 interviews were conducted by telephone with adults aged 18+ in Montenegro between 24<sup>th</sup> October and 7<sup>th</sup> November 2011. This was a nationally representative sample with quotas set by age, gender, urbanity and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from **Montenegro** suggest that:

**Job-related stress is expected to increase in Montenegro over the next five years**

Around four in five Montenegrins expect job-related stress to rise over the next five years (79%), with half (51%) believing that it will ‘increase a lot’. This is in line with the European averages (77% increase, 49% ‘increase a lot’).

- There is no statistically significant difference between the views of workers and those who do not work.
- Among the general public, those with a higher educational level in Montenegro are more likely to expect job-related stress to increase (82% of those who attended Faculty College and 80% of those that finished their education at secondary level vs. 67% who finished at primary level).

**The Montenegrin public think good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Around eight in ten Montenegrins agree that workplaces need to follow good health and safety practices in order to be economically competitive (82%). This is similar to the European-wide findings, where 86% across Europe agree.

- There is no statistically significant difference between the views of workers and those who do not work.

Eight in ten Montenegrins say that good health and safety practices are important to enable people to work for longer before they retire (83%). This is again similar to Europe as a whole (87%).

- Workers in Montenegro are even more likely to say good occupational health and safety is important to work longer (86% vs. 81% of those who do not work).
- Among the general public, younger people are more likely to say it is important (87% of 18-34 year olds and 84% of 35-54 year olds vs. 77% of those aged 55+), as are those with a higher educational level (86% of those who attended faculty college and 85% of those who finished their education at secondary level vs. 72% of those who finished their education at primary level) and those with a higher monthly household income (88% of those earning €1,001+, 89% €751-€1,000 a month, and 84% of those earning €351-€750 a month vs. 77% of those who earn up to €350 a month).

**Montenegrin workers are split on whether health and safety issues will be addressed in their workplace**

Equal proportions of Montenegrin workers are confident and not confident that if they raised a health and safety problem with their supervisor in their workplace it would be addressed (49% vs. 48%). Workers in Montenegro are far less confident on this issue than the average European worker (74% confident across Europe).

- Younger workers in Montenegro are most likely to feel confident (58% of 18-34 year olds vs. 44% of 35-54 year olds and 38% of 55+ year olds).

**On balance the Montenegrin public do not consider themselves informed about health and safety in their workplace**

Reflecting their split views on whether health and safety issues will be addressed in their workplace, half of Montenegrins do not consider themselves informed about health and safety risks in the workplace, while just under half consider themselves informed (51% say they are not informed vs. 47% who say they are informed). Again fewer Montenegrins

consider themselves informed about health and safety risks in the workplace compared to Europeans overall (67% informed across Europe).

- Two-thirds of workers in Montenegro consider themselves informed (65% vs. 36% of those who do not work)
- Among the general public, men, the middle-aged and those with a higher educational level are most likely to consider themselves informed (53% of men vs. 43% of women, 54% of 35-54 year olds vs. 44% of 18-34 year olds and 42% of those aged 55+, and 61% of those who attended faculty college vs. 46% who finished their education at secondary level and 23% who stayed in education only up to primary level).

## Serbia

**Fieldwork:** 1,062 interviews were carried out by telephone with adults aged 18+ in Serbia from 6<sup>th</sup> – 17<sup>th</sup> January 2012. This was a nationally representative sample with quotas set by gender, age, education level, population size of area and region. Data are weighted to match the profile of the population aged 18+.

Overall, findings from Serbia suggest that:

### **Job-related stress is expected to increase in Serbia over the next five years**

Nearly four in five (78%) of the Serbian public believes that job-related stress will increase over the next five years, which is the same as the European average (77%). Over half (54%) of Serbians expect job-related stress to 'increase a lot'.

- Serbian workers are more likely than those not in work to think job-related stress will increase (82% versus 75%).
- Educational attainment and income also affects responses to this question. For example, those with a full faculty level of education are more likely than those with a primary education to think job-related stress will increase in the next five years (84% versus 69%). Similarly, those earning over DIN64,000 are more likely to think stress will increase compared to those earning less than DIN16,000 (86% versus 71%).

### **The Serbian public thinks good health and safety practices play an important role in economic competitiveness and when raising the retirement age**

Nine in ten (89%) Serbian people agree that good health and safety practices are important for Serbia to remain economically competitive; two-thirds (65%) 'strongly agree'. At the overall level, this is broadly in line with the European average (86%), although fewer Europeans 'strongly agree' with this view (56%).

- There are no significant differences of opinion between those who are in work and those who are not.

Almost nine in ten (86%) Serbians also say that good safety and health practices are important if Serbians are to work for longer before they retire. This is again in line with the

European average (87%). Seven in ten in Serbia think such practices are ‘very important’ (70%).

- Workers are more likely to think good safety and health practices are important for a longer working life than those that are not in work (90% against 83%).

For both of these questions, variations by education and income are again evident. Compared to those with the least education or lowest income, Serbians with the highest level of education or a highest household income are more likely to both agree good health and safety practices are important for economic competitiveness, and to think such practices are important in helping people work for longer.

### **Serbian workers are unsure whether health and safety issues will be addressed in their workplace**

Serbian workers were asked how confident they are that a health and safety problem would be addressed in their workplace if raised with their supervisor. Opinion was split between those who are confident (50%) and those who are not (43%). There is a relationship between this question and how informed workers feel about health and safety in the workplace. Workers who feel confident their concerns would be addressed are more likely to be those that are informed (59% of the informed group feel confident compared to just 32% of the uninformed group).

Overall, fewer workers in Serbia are confident a health and safety problem would be addressed by their supervisor when compared to the European average (74% confident across Europe).

### **The Serbian public feels less informed about health and safety in the workplace compared to other countries in Europe**

Around half (48%) of the Serbian public feels well informed about health and safety risks in the workplace, whereas the same proportion do not feel well informed or say they are ‘not at all informed’. Two thirds (67%) of the European public feel informed about health and safety risks in the workplace, which is 19 percentage points higher than the finding for the Serbian public.

- Seven in ten workers feel informed about occupational health and safety risks (69% compared to 32% of those who do not work).
- Among the general public, men feel more informed than women (54% compared to 44%). Those with a full faculty highest level of education consider themselves more informed than those with a primary level education (72% compared to 24%). Serbians living in high income households (earning DIN64,000 or more) feel more informed than those in low income (DIN16,000 or less) households (69% versus 20%).

## Turkey

**Fieldwork:** 1,004 interviews were carried out face-to-face with adults aged 18+ in Turkey from 4<sup>th</sup> to 25<sup>th</sup> November 2011. Data are weighted to match the profile of the population aged 18+.

Overall, findings from Turkey suggest that:

### **Job-related stress is expected to increase in Turkey over the next five years**

Four in five (81%) of the Turkish public believe that job-related stress will increase over the next five years, with 41% expecting it to 'increase a lot'. In Europe as a whole, three-quarters think that job-related stress will increase (77%).

- For Turkey, the overall figures do not change depending on whether or not the respondent works, although workers are more likely to say it will 'increase a lot' (46%) and those not in work that it will 'increase a little' (47%). However, workers in clerical (88%) and manual (83%) positions are more likely to think job-related stress will increase compared to managers (71%).

### **The Turkish public think good health and safety practices play an important role in economic competitiveness, and when raising the retirement age**

Similar to Europeans overall, 85% of Turkish people agree that good health and safety practices are important in order for Turkey to remain economically competitive, and 45% 'strongly agree'.

- Workers are more likely than those not in work to agree with this (88% versus 81%), especially if they are self-employed (93%).

Nine in ten (91%) of all Turks say that good safety and health practices are important if Turks are to work for longer before they retire and 49% think such practices are 'very important'. The comparative figures for Europe are 87% and 56% respectively.

- Again, working status affects responses with 94% saying it is important compared to 85% of those not in work. Self-employed workers are again particularly likely to say this is important (96%).
- Among the general public, women (93%) are also more likely than men (88%) to say good safety and health practices are important if people are to work longer.

### **The majority of Turkish workers are confident that if they raised a health and safety problem in their workplace it would be addressed**

Turkish workers were asked how confident they are that a health and safety problem would be addressed if they raised it with their supervisor. Whilst around six in ten (63%) are confident they would be addressed, a sizeable minority (34%) are not confident. Overall, a lower proportion are confident about this than across Europe as a whole (74%).

- In Turkey, those who feel confident their concerns would be addressed are more likely to feel well informed on occupational health and safety issues. Seven in ten

(75%) of the informed group say they are confident compared to 41% of the uninformed group.

- Manual workers (53%) are also less likely to think workplace health and safety issues would be addressed compared to clerical workers (68%) and managers (77%).

<p><b>Two-thirds of Turkish workers feel well informed about health and safety in the workplace</b></p>
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The Turkish general public are divided about whether they feel well informed about health and safety risks in the workplace. Roughly half (49%) feel 'fairly' or 'very well informed' with a similar proportion (48%) saying they are 'not very well' or 'not at all informed' about workplace health and safety risks. Two thirds (67%) of the European public feel informed about health and safety risks in the workplace, which is 18 percentage points higher than the finding for the Turkish public. Indeed, Turkey has the lowest proportion (with FYROM) of the general public feeling 'very well informed' out of the 36 countries surveyed (10% compared to 24% on average).

- As might be expected, workers are much more likely to feel informed than those not in work (67% compared to 27%) and, as before, manual workers feel differently to clerical workers and managers (47% vs. 68% and 78% well informed).
- Among the general public, Turkish women feel more informed than men (61% versus 37%).

## 3. Technical summary

### Background

The European Agency for Health and Safety at Work (EU-OSHA) was set-up in 1996 by the European Union (EU). EU-OSHA is the main EU reference point for safety and health at work. Its central role is to contribute to the improvement of working life in the EU.

The first pan-EU poll for EU-OSHA was conducted in 2009, consisting of five questions asked of the general public in the 27 EU Member States.

Ipsos MORI were commissioned to conduct the second pan-European poll on occupational safety and health, also consisting of five questions (including one from the 2009 survey) eliciting the opinions of the general public and workers. Two demographic questions were asked across all countries allowing for the analysis of workers by size of organisation and the type of contract held (e.g. indefinite, fixed term, temp agency).

The contract for this second pan-European study covered the 27 EU Member States, as well as the EEA countries of Iceland, Norway and Liechtenstein and six candidate and potential candidate countries (Albania, Croatia, Montenegro, Former Yugoslav Republic of Macedonia (FYROM), Serbia and Turkey).

The fieldwork was conducted using telephone interviews within wider Omnibus surveys where possible. In cases where this was not possible, bespoke telephone surveys or face-to-face methods were used. The contract stipulated that results were to be analysed at an individual country level and also at the aggregate level across the 36 countries.

### Research objectives

The main objective of the study is to provide information to support the Agency and its collaboration with Focal Points. It is also hoped that the research will stimulate media interest in occupational health and safety issues, especially those which resonate with current and planned Agency activity.

### Questionnaire

The questionnaire was developed in partnership by Ipsos MORI and EU-OSHA. In designing the questionnaire, a key consideration was to ensure that the questionnaire would provide the information to support EU-OSHA's work with its Focal Points and be topical so of interest to the media.

Ipsos MORI initially drew up a longer list of questions for the survey (divided into the main themes) which were reviewed by EU-OSHA. EU-OSHA, with their advisory groups, decided on a final set of five topical questions and two demographic questions. The final questions consisted of closed questions covering: (i) job-related stress; (ii) working to an older age; (iii) knowledge of workplace health and safety risks; (iv) confidence in one's supervisor addressing a health and safety problem; and (v) importance of health and safety for economic competitiveness. The demographic questions focused on contract type (i.e. whether indefinite, fixed term or temporary contract) and size of workplace (i.e. number of

employees). EU-OSHA decided to retain one question from the 2009 survey: *Regarding safety and health risks at the workplace, do you consider yourself ....?* Very well informed/Fairly well informed/Not very well informed/Not at all informed/Don't know. A copy of the final questionnaire is included in Appendix A.

The questions were piloted on an Omnibus survey in Great Britain between 29<sup>th</sup> September and 2<sup>nd</sup> October 2011. A total of 1,002 interviews were conducted with a representative sample of the general public. The main aim of the pilot was to test respondents' understanding of the questions. In addition, we wanted to review the proportion of 'Don't knows' to make sure the questions were working as intended, as well as checking the level of understanding among the sections of the general public that are not currently working. Some minor changes were made to the questionnaire following the pilot.

Once the final questionnaire (in English) was signed-off by EU-OSHA, it was circulated to our international offices and local partners for translation into local languages.

## Data collection

The majority of countries used a telephone approach, with interviews conducted by CATI (Computer Assisted Telephone Interviewing) where possible. In five countries (i.e. Bulgaria, Czech Republic, Romania, Slovakia and Turkey), interviews were conducted by face-to-face as the lower telephone penetration rates mean interviewing is less representative of the general population.

Existing omnibus surveys were used in most countries. In twelve countries suitable omnibus services were not available (i.e. Albania, Belgium, Cyprus, Hungary, Iceland, Liechtenstein, Luxembourg, Malta, Former Yugoslav Republic of Macedonia (FYROM), Montenegro, Portugal and Slovenia) so ad hoc surveys were conducted.

## Sampling

Most of the telephone omnibus surveys were based on Random Digit Dialling (RDD). The starting point for the selection of these samples is a database comprising all exchange codes allocated for residential use in each country. A representative sample is then drawn by randomising the last digits of each number, and incorporating quotas when selecting respondents. To ensure a random selection of households, some countries set extra rules, in addition to using the quotas. For example, in the Czech Republic a respondent may not be interviewed more than once a month, interviewing of relatives is not permitted and not more than one respondent can be interviewed within a single apartment building.

To ensure sufficient coverage of the general public, some countries (e.g. Denmark, Estonia, Finland) incorporate an element of mobile phone sampling to ensure inclusion of mobile only households.

In each country, except Liechtenstein, c. 1,000 interviews were conducted with the general public. The exception is Liechtenstein where 200 interviews were conducted as it was not practical to conduct a larger sample size. In some countries (e.g. Denmark, France, Ireland, Netherlands), the omnibus surveys are based on general public aged 14+ or 15+. As we are excluding respondents aged under 18 from the analysis, the sample size in these countries is c. 950-965. In three countries, the omnibus study exclude people aged 65 or over (Greece, Luxembourg and Slovenia).

## Weighting

The sampling methods used for the omnibus and ad hoc general public surveys are designed to be nationally representative. When aggregating the results at the overall level for the 36 European countries (or for groups of countries, e.g. EU Member States vs. 3 EEA members, 6 candidate countries), the data was also weighted by the population size of each country so smaller countries (e.g. Liechtenstein, Malta) are not over-represented in the results.

## Interpretation of the data

It should be remembered that final data from the quantitative survey are based on a sample of adults from each of the countries, rather than the entire population. Therefore, results are subject to sampling tolerances, and not all differences are statistically significant. Throughout this report, we report only on differences that are statistically significant at the 95% level of confidence (although calculations of statistical significance should be considered indicative, given that surveys are not truly random probability surveys).

In this report, aggregated scores (e.g. “strongly agree” plus “tend to agree”) are based on combining the two percentages rather than the counts used in the data tables (which may differ by one percentage point). This is to match the PowerPoint reports that have been produced for each country. Not all findings, or response options, have been commented on in this report but are available in the data tables. Furthermore, percentages may not sum to 100% when we have excluded ‘Don’t know’ responses.

We have compared results for Q2 (extent to which general public consider themselves informed about safety and health risks at the workplace) for each country with the same methodology used in 2009.

# Appendices

## Appendix A: Questionnaire

### Introduction

INTRO TO READ OUT TO ALL AD HOC

**Good morning/afternoon/evening, my name is .... I'm [IF TELEPHONE calling] from [ADD AGENCY], the independent research organisation. We are conducting a short survey about health and safety at the workplace in [ADD COUNTRY]. The interview should only take about five minutes.**

**I would like to reassure you that all your answers you give will be treated in the strictest confidence and it will not be possible for our client to identify any individual from the information you provide.**

READ OUT ON OMNIBUS

**Now some questions about health and safety at the workplace in [ADD COUNTRY].**

### Demographic questions

GENERAL PUBLIC

**QE3 Which of the following best describes your working status?**

READ OUT 1 TO 8. SINGLE CODE ONLY

1. Employed with an indefinite contract
2. Employed with a fixed term contract
3. Employed with a temporary employment agency contract in a single workplace
4. Employed with a temporary employment agency contract across multiple workplaces
5. Self-employed
6. Unemployed
7. In education or training
8. Retired
9. Other working (DO NOT READ OUT)
10. Other not working (DO NOT READ OUT)
11. Don't know (DO NOT READ OUT)

WORKERS ONLY CODE 1 TO 5 OR 9 AT QE3

**QE1 Excluding yourself, how many people in total are employed in your workplace?**

**Please exclude people working at other sites or premises.**

CODE TO BAND. SINGLE CODE ONLY

- a) 0
- b) 1
- c) 2-4
- d) 5-9
- e) 10-49
- f) 50-99
- g) 100-249
- h) 250-499
- i) 500+
- j) Don't know (DO NOT READ OUT)

**Main questions**

GENERAL PUBLIC

**Q1 Do you think the number of people suffering from job-related stress in [ADD COUNTRY] will increase, decrease or stay around the same over the next five years?**

READ OUT SCALE. REVERSE SCALE 1 TO 5. SINGLE CODE ONLY

1. Increase a lot
2. Increase a little
3. Stay around the same
4. Decrease a little
5. Decrease a lot
6. Don't know (DO NOT READ OUT)

GENERAL PUBLIC

**Q2 Regarding safety and health risks at the workplace, do you consider yourself ....?**

READ OUT SCALE. REVERSE SCALE 1 TO 4. SINGLE CODE ONLY

1. Very well informed
2. Fairly well informed
3. Not very well informed
4. Not at all informed
5. Don't know / no answer (DO NOT READ OUT)

GENERAL PUBLIC

**Q3 Many European governments are considering or have decided to increase their retirement age because people are living for longer. In your view, how important, if at all, are good health and safety practices to help people work for longer before they retire?**

READ OUT 1 TO 4. REVERSE 1 TO 4. SINGLE CODE ONLY

1. Very important
2. Fairly important
3. Not very important
4. Not at all important
5. Don't know (DO NOT READ OUT)

WORKERS ONLY CODE 1 TO 4 OR 9 AT QE3

**Q4 If you raised a health and safety problem in your workplace with your supervisor, how confident are you that it would be addressed?**

READ OUT SCALE. REVERSE SCALE 1 TO 4. SINGLE CODE ONLY

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
5. Not applicable (DO NOT READ OUT)
6. Don't know (DO NOT READ OUT)

GENERAL PUBLIC

**Q5 How much do you agree or disagree with the following statement. In order for [INSERT COUNTRY] to be economically competitive, workplaces need to follow good health and safety practices?**

READ OUT SCALE. REVERSE SCALE 1 TO 5. SINGLE CODE ONLY

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree
6. Don't know (DO NOT READ OUT)

## Appendix B: Guide to statistical reliability

The final data are based on a sample, rather than the entire population in each country, so the percentage results are subject to sampling tolerances. These vary with the size of the sample and the percentage figure concerned. For example, assuming an unbiased random sample, for a question where 50% of the 35,540 sampled in this survey give a particular answer, the chances are 95 in 100 that this result would not vary more or less than  $\pm 0.5$  percentage points from the true figure – the figure that would have been obtained had the entire population been interviewed. Examples of tolerances that apply in this report are given in the table below.

Sample size on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
35,540 (all respondents across Europe)	$\pm 0.3$	$\pm 0.5$	$\pm 0.5$
19,502 (all workers across Europe)	$\pm 0.4$	$\pm 0.6$	$\pm 0.7$
1,306 members of the general public in Albania (largest national sample)	$\pm 1.6$	$\pm 2.5$	$\pm 2.7$
200 members of the general public in Liechtenstein (smallest national sample)	$\pm 4.2$	$\pm 6.4$	$\pm 6.9$

Tolerances are also involved in the comparison of results between different elements of the sample. A difference must be of at least a certain size to be statistically significant. The following table is a guide to the sampling tolerances applicable to comparisons between key subgroups in this survey.

Sample sizes on which survey results are based	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
16,942 men vs. 18,598 women in all countries across Europe	$\pm 0.6$	$\pm 1.0$	$\pm 1.0$
19,502 workers vs. 15,978 not working in all countries across Europe	$\pm 0.6$	$\pm 1.0$	$\pm 1.0$

It is important to note that, strictly speaking, the above confidence interval calculations assume an unbiased random sample. However, in practice it is reasonable to assume that these calculations provide a good indication of the true confidence intervals.