

Swedish Agency for Work Environment Expertise

Healthy and good work environment 2019–2020

(ORG 2019–2020)

Introduction to the survey

The purpose of this survey is to monitor and analyse the development of the work environment and work environment activity in Swedish working life, and in particular to shed light on their development in various industries.

Responses are sought from executives at selected companies. Your cooperation as the head of your company is very important, and your responses will contribute to the reliability of the survey and cannot be replaced by those of anyone else.

It is okay if your responses are estimates, as completing the survey should take an average of two (2) minutes per topic.

The form is divided into the following topics:

- A. About you who are responding to the survey
- B. Staffing in the company
- C. Flexibility in time and place
- D. Language skills
- E. Job tasks
- F. Teamwork
- G. The layout of the premises
- H. Training and competence development
- I. Worker reviews and performance-based compensation
- J. Priorities and variety
- K. Quality work and documentation
- L. Management group and IT systems
- M. Resources and involvement in work environment work
- N. Orientation of the work environment activity
- O. Studying and mitigating risks in the work environment
- P. Events in the work environment
- Q. Changes within the company
- R. Changes during 2020

The information in the survey must pertain to the organisation number below:

Organisation number	CFAR no.	Name	Title
---------------------	----------	------	-------

A. ABOUT YOU WHO ARE RESPONDING TO THE SURVEY

A. PART 1

A1. What position do you presently hold in the company?

Multiple responses can be marked.

- | |
|--|
| <ol style="list-style-type: none">1. CEO2. Owner/holder3. Deputy CEO4. Other executive5. Not an executive, other position, namely: |
|--|

A. PART 2

Conditions: Selection: If answer option 4 in question A1.

A2. What other types of executive positions do you hold?

Multiple responses can be marked.

1. CFO
2. HR manager
3. Administrative and/or planning manager
4. Information, communication and/or PR manager
5. Sales and/or marketing manager
6. Other administrative and/or service manager
7. IT manager
8. Purchasing, logistics and/or transport manager
9. Research and/or development manager
10. Executive in an architectural and/or engineering enterprise
11. Property and/or administrative manager
12. Construction, facility and/or mining operations manager
13. Production manager in manufacturing
14. Administrator in forestry and/or agriculture etc.
15. Head of elementary or secondary school, adult education
16. Head of preschool enterprise
17. Other administrator in education
18. Manager in healthcare and nursing
19. Manager in social and curative work
20. Manager in elderly care
21. Head and/or leader of a community of faith
22. Banking, finance and/or insurance executive
23. Hotel and/or conference manager
24. Restaurant and/or kitchen manager
25. Manager in trade
26. Manager in wellness, athletics and/or leisure operations
27. Manager within other service industry
28. Other executive position, namely:

B. STAFFING IN THE COMPANY

B1. What proportion (%) of people in the company worked part-time in 2019?

- 1. 0%
- 2. 1–9%
- 3. 10–24%
- 4. 25% or more
- 98. Don't know

B2. What proportion (%) of people in the company held fixed-term positions in 2019, i.e. in the form of hourly workers and project-based workers?

Do not include people engaged from consulting or staffing firms.

- 1. 0%
- 2. 1–9%
- 3. 10–24%
- 4. 25% or more
- 98. Don't know

B3. What proportion (%) of people in the company came from a staffing firm or were consultants in 2019?

Tick the option that is most accurate for staffing firms versus consultants.

	From staffing firm	Consultants	Combined share (if they cannot be distinguished)
1.	0%		
2.	1–9%		
3.	10–24%		
4.	25% or more		
98.	Don't know		

C. FLEXIBILITY IN TIME AND PLACE

C. PART 1

C1. What proportion (%) of workers in the company could adjust the time when they began or ended their daily work in 2019?
(e.g. flexi-time)

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75–100%
98. Don't know

C2. What proportion (%) of workers in the company regularly worked remotely in 2019?

1. 0%
2. 1–4%
3. 5–19%
4. 20–49%
5. 50–100%
98. Don't know

C. PART 2

C3. On average, how many days per week did workers work remotely in 2019?
Include all workers who worked remotely.

- Less than 1 day per week, not systematically, a few times now and then
- 1 day per week
- 2–3 days per week
- 4–5 days per week
- Don't know

D. LANGUAGE SKILLS

D1. What proportion (%) of people in the company could be managed in Swedish in 2019?

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75–100%
98. Don't know

E. JOB TASKS

Now here are some questions concerning who, in a normal situation (usually), is responsible for job tasks.

E1. Who did the daily planning of workers' daily job tasks in the company in 2019?

Multiple responses can be marked.

1. Employee who performed the job task
2. Manager or foreman
3. Other:
98. Don't know

E2. Who did the weekly planning of workers' daily job tasks in the company in 2019?

Multiple responses can be marked.

1. Employee who performed the job task
2. Manager or foreman
3. Other:
98. Don't know

E3. Who handled the daily customer contact in the company in 2019?

Multiple responses can be marked.

1. Employee who performed the job task
2. Manager or foreman
3. Other:
98. Don't know

E4. Who handled the purchasing needed for the day-to-day work in the company in 2019?

Multiple responses can be marked.

1. Employee who performed the job task
2. Manager or foreman
3. Other:
98. Don't know

F. TEAMWORK

F1. What proportion (%) of the workers in the company worked in projects, teams or groups in which they decided jointly how the work would be carried out in 2019?

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75–100%
98. Don't know

F2. What proportion (%) of the workers in the company were involved in improvement projects within the company in 2019?

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75–100%
98. Don't know

F3. On average, how often were organised meetings held between managers with HR responsibilities and workers in 2019?

1. Never
2. 1–2 times per year
3. 1–2 times per trimester
4. 1–2 times per quarter
5. 1–2 times per month
6. 1–2 times per week
7. Daily
98. Don't know

G. THE LAYOUT OF THE PREMISES

G. PART 1

G1. What proportion (%) of people in the company did office work tasks in 2019?

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75–100%
98. Don't know

G. PART 2

Conditions: Selection: If answer option 2-5 in question G1.

G2. You have answered that XX of all people in the company did office work tasks during 2019. What proportion of them had the following office types? The percentage you have answered in question G1, for example 25-49% will be automatically direct you to the right column (field) in question G2.

Multiple choices are possible.

Try to make as good an estimate as possible.

		1	2	3	4	5	98
		0%	1-24%	25-49%	50-99%	100%	Don't know
	Own office						
	Shared office, 2–3 people						
	Landscape, 4–9 people						
	Landscape, 10–24 people						
	Landscape, 25 people or more						
	Activity-based office landscape with no fixed workstation						
	Other solution:						

G3. Were the workers involved in configuring the office workplaces in the company in 2019?

1. No
2. Yes
98. Don't know

H. TRAINING AND COMPETENCE DEVELOPMENT

H. PART 1

H1. What proportion (%) of workers in the company took part in training during paid working hours 2019?

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75–100%
98. Don't know

H2. Of those workers who took part in training in the company, how many days on average did they spend doing so in 2019?

1. Less than one day
2. 1–3 days
3. 4–5 days
4. 6–10 days
5. More than 10 days
98. Don't know

H3. What percentage of the company's turnover did outside training costs account for in 2019?

1. No training costs
2. Up to 1%
3. 1–2%
4. 3–5%
5. More than 5%, ca. ____%
6. Open amount, training costs in Swedish kronor: SEK ____
98. Don't know

H4. What proportion (%) of workers in the company took part in training for which the employer granted leave without pay in 2019?

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75–100%
98. Don't know

H. PART 2

H5. Did the daily work for the workers in the company exhibit elements of organised competence development in 2019?

1. Info box: Organised competence development means that the work has been laid out so that the worker develops competence during at least certain work stages. No
2. Yes
98. Don't know

H. PART 3

Conditions: Selection: If answer option 2-5 in question H5.

H6. What proportion (%) of the working hours consisted of organised competence development in 2019?

1. Up to 1%
2. 1–3%
3. 4–5%
4. 6–10%
5. More than 10%, ca. ____%
98. Don't know

H. PART 4

H7. What proportion (%) of workers in the company had so-called “on-the-job-training” in 2019?

Inforuta: That is, received instruction or training to improve their skills while performing their regular job duties?

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75% or more
98. Don't know

H. PART 5

H8. What proportion (%) of the working hours consisted of on-the-job-training in 2019?

1. Up to 1%
2. 1–3%
3. 4–5%
4. 6–10%
5. More than 10%, ca. ____%
98. Don't know

I. WORKER REVIEWS AND PERFORMANCE-BASED COMPENSATION

I1. What proportion (%) of workers in the company underwent a performance or worker review at least once in 2019?

- 1. 0%
- 2. 1–24%
- 3. 25–49%
- 4. 50–74%
- 5. 75–100%
- 98. Don't know

I2. What proportion (%) of workers in the company had part of their compensation based on their personal performance in 2019?

- 1. 0%
- 2. 1–24%
- 3. 25–49%
- 4. 50–100%
- 98. Don't know

I3. What proportion (%) of workers in the company had part of their compensation based on the performance of a group of workers in 2019?

- 1. 0%
- 2. 1–24%
- 3. 25–49%
- 4. 50–100%
- 98. Don't know

J. PRIORITIES AND VARIETY

J1. What proportion (%) of the workers did you follow up on regarding the balance between the demands of their job tasks and their resources (authority) in the company in 2019?

“Authority” refers here to the freedom of action available to make decisions and perform the work.

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75–100%
98. Don't know

J2. Was there a system for prioritising job tasks in the company in 2019?

E.g. routines, instructions, documentation or a schedule for the order in which job tasks are to be done.

1. No
2. Yes
98. Don't know

J3. Describe the variety in the job tasks for workers in 2019, generally speaking.

1	2	3	4	98
Very little or no variety	Little variety	Quite a bit of variety	A great deal of variety	Don't know
The work requires them to repeat the same work steps many times per hour			Some of the working hours are used to understand or solve difficult problems	

K. QUALITY WORK AND DOCUMENTATION

K. PART 1

K1. Did workers in the company document good work routines or experiences in 2019?

- 1. No
- 2. Yes but not regularly
- 3. Yes, regularly
- 98. Don't know

K2. Did the company follow up on and evaluate the quality of its production processes or services in 2019?

- 1. No
- 2. Yes, but not regularly
- 3. Yes, regularly
- 98. Don't know

K3. Did the company measure customer satisfaction or analyse complaints in 2019? Examples may be via surveys, focus groups or other methods for collecting data.

- 1. No
- 2. Yes, but no regularly
- 3. Yes, regularly
- 98. Don't know

K. PART 2

Conditions: Selection: If answer option 2 or 3 in question K2 or K3.

K4. What proportion (%) of workers in the company were involved in work on issues pertaining to customer satisfaction and/or quality in 2019?

- 1. 0%
- 2. 1–24%
- 3. 25–49%
- 4. 50–100%
- 98. Don't know

L. MANAGEMENT GROUP AND IT SYSTEMS

L. PART 1a

L1. How many people were in the management group in the company in 2019?

1. Have no management group

txt [x] people

L. PART 1b

Condition for Part 1b: Selection: If you specify any number of people in the management group bigger than 0.

L2. What positions were represented in the company's senior management group in 2019? Multiple responses are possible; choose the main position that each person discharged, or their highest position.

1. CEO
2. Owner/holder
3. Deputy CEO
4. Financial manager
5. HR manager
6. Administrative and/or planning manager
7. Information, communications and/or PR manager
8. Sales and/or marketing manager
9. Other administrative and/or service manager
10. IT manager
11. Purchasing, logistics and/or transport manager
12. Research and/or development manager
13. Manager within an architecture and/or engineering enterprise
14. Property and/or administrative manager
15. Construction, facility and/or mining operations manager
16. Production manager in manufacturing
17. Administrator in forestry and/or agriculture etc.
18. Head of elementary or secondary school, or adult education
19. Head of preschool enterprise
20. Other administrator in education
21. Manager in healthcare and nursing
22. Manager in social and curative work
23. Manager in elderly care
24. Head and/or leader of a community of faith
25. Banking, finance and/or insurance manager
26. Hotel and/or conference manager
27. Manager in trade
28. Manager in wellness, athletics and/or leisure
29. Manager in another service industry
30. Other position, namely:

L. PART 2

L2. Which IT systems were used to manage the company's operations in the following areas in 2019?

Respond for each option a–e(f) by ticking column 1, 2, 3 and, if relevant, column 4 (systems) and 98 (Don't know) if relevant.

	1	2	3	98	4
IT system for:	No	About to be implemented	Yes	Don't know	This system is fully or partially integrated with other systems
a. Information exchanges between different functions in the company					
b. Work environment activity					
c. Information security					
d. Routines, including managerial support					
e. HR planning and staffing					
f. Other; you may but need not specify the system: If you chose this option, it is important that you also tick one of columns 1, 2, 3, and 4 (systems) and 98 (Don't know) if relevant.					

M. RESOURCES AND INVOLVEMENT IN WORK ENVIRONMENT ACTIVITY

M. PART 1

M1. Was work environment activity included in the job tasks of the first-line managers in the company in 2019?

1. No
2. Yes
98. Don't know

M2. Was there a safety representative in the company in 2019?

1. No safety representative at all
2. No safety representative present at the company, but there was a regional safety representative
3. Safety representative present at the company

M. PART 2

Conditions: Selection: If answer option 2 or 3 in question M2.

M3. Was a safety representative given the opportunity to be involved in the company's work environment activity in 2019? This applies to regional safety representatives as well.

1. No
2. Yes, sometimes
3. Yes, usually
4. Yes, always
98. Don't know

M. PART 3

M4. Were workers in the company given the opportunity to be involved in the organisation's work environment activity in 2019?

1. No
2. Sometimes
3. Usually
4. Yes, always
98. Don't know

M5. Were the people in the company who carried out work environment activity in 2019 given resources for this? E.g. equipment, office space, time or financial means

1. No
2. Yes, to some extent
3. Yes, to a large extent
98. Don't know

N. ORIENTATION OF WORK ENVIRONMENT ACTIVITY

N. PART 1

N1. How was the work environment activity in the company carried out within the following areas in 2019?

Multiple responses can be marked for each row.

		1	2	3	4	98
		Included in regular operations	Dedicated occupational health service organised as separate part of the organisation	Temp workers, expert help, external occupational health service	N/A	Don't know
a	Rehabilitation					
b	Work adaptation					
c	Prevention of work accidents and occupational diseases					
d	Promotion of health factors <i>Proactive promotional initiatives to keep the healthy healthy and make the healthy healthier</i>					
e	Other orientation, namely:					
txt						

N. PART 2

N2. Which areas of competence were used in the company in 2019?

Multiple responses can be marked for each row.

		1	2	3	4	98
		Include d in regular operati ons	Dedicated occupational health service organised as separate part of the organisation	Temp workers, expert help, external occupatio nal health service	N/ A	Do n't kno w
	Competence in work environment activity					
A	- Physician in occupational health service					
B	- Psychologist, behavioural scientist					
C	- Organisation consultant					
D	-Physiotherapist/ergonomist					
E	- Work environment engineer					
F	- Health coach					
G	- Other competence, namely:					
txt						

O. STUDYING AND MITIGATING RISKS IN THE WORK ENVIRONMENT

O. PART 1

O1. Did you in the company work to prevent repetitive stress injuries in your work environment activity in 2019?

1. No
2. Yes
98. Don't know

O2. Did you in your company work on the social work environment in your work environment activity in 2019?

Tick "Yes" if you worked in at least one area of the social work environment in your work environment activity, e.g. collaboration among workers or prevention of offensive special treatment.

1. No
2. Yes
98. Don't know

O3. Did you work both to study and mitigate risks of discrimination in 2019 within the following areas?

		1	2	98
		Yes	No	Don't know
a	Working conditions			
b	Terms of employment			
c	Recruitment			
d	Promotion			

O. PART 2

O4. How did you proceed in studying the work environment in the company in 2019?
Multiple responses can be marked.

1	Safety inspections
2	Reporting systems (e.g. for near-accidents; a near-accident is an undesired event that could lead to illness or accident)
3	Employee surveys (e.g. questionnaires/interviews)
4	Discussed at workplace meetings
5	Discussed in employee or performance reviews
6	Special measurements (physical environment)
7	Medical examinations/tests
8	Investigate workplace accidents, illnesses or serious near-accidents
9	Other way, namely:
10	The work environment was not studied

O5. Did you make assessments of the risks you found in your work environment in 2019?

1. No, no risk assessments were made
2. Some risk assessments were made
3. Yes, all risks are assessed
98. Don't know

O. PART 3

Conditions: Selection: If answer option 2 or 3 in question O5.

O6. Did you document, in writing, the risk assessments made in the company in 2019?

1. No, no written documentation
2. Some assessments were documented in writing
3. Yes, all assessments are documented in writing
98. Don't know

Conditions: Selection: If answer option 2 or 3 in question O5.

O7. Were those measures that were not implemented immediately included in a written action plan for the company in 2019?

1. No, that was not done
2. Sometimes
3. Usually
4. Yes, always
98. Don't know

O. PART 4

O8. Did you follow up to ensure that work environment measures implemented in the company in 2019 had the intended effect?

1. No
2. Sometimes
3. Usually
4. Yes, always
98. Don't know

O. PART 5

O9. How was the work environment activity in the company carried out with respect to the following work environment regulations in 2019? Multiple choices are possible for each row.

		1	2	3	4	98
		Included in regular operations	Dedicated occupational health service organised as separate part of the organisation	Temp workers, expert help, external occupational health service	N / A	Don't know
a	Regulations regarding systematic work environment work					
	Regulations regarding organisational and social work environment:					
b	- Workload					
c	- Offensive special treatment					
d	- Work hours, particularly organisation of the work hours					
e	Regulations regarding violence and threats in the work environment, etc.					
f	Regulations regarding ergonomics for the prevention of musculoskeletal disorders					
g	Regulations regarding the configuration of the workplace					
h	Regulations regarding other common risks in the work environment, regardless of whether they are chemical or physical risks					
i	Regulations regarding work equipment and personal protective equipment, as well as trucks, trimmers, ladders/scaffolds, etc.					
j	Regulations regarding specific risks associated with certain types of work, such as asbestos, work with explosives, winter road maintenance, etc.					
k	The limit values for airway exposure in the work environment for a large number of chemical substances					
l	Medical tests and physical examinations in working life, e.g. in connection with night work, exposure to allergenic chemical substances, or work as a skin diver.					

P. EVENTS IN THE WORK ENVIRONMENT

P1. Did any workplace accidents occur in the company in 2019?

“Accident” refers to a physical or mental injury resulting from sudden event. Accidents can result in anything from minor injury to death.

- 1. No
- 2. Yes
- 98. Don't know

P2. Did any illness caused by work, i.e. disease or other disorders that were not workplace accidents, occur in the company in 2019?

It is the severity of the experience, its duration and the ability to function that determines whether illness is present. Examples of illness and disease can include stress reactions and musculoskeletal disorders.

- 1. No
- 2. Yes
- 98. Don't know

P3. Did any serious near-accidents that did not result in an accident or illness occur in the company in 2019?

- 1. No
- 2. Yes
- 98. Don't know

Q. CHANGES IN THE COMPANY

Q. PART 1

Q1. Did any major change occur in the following areas of the company in 2019?

Limit the changes to those that were concluded or completed in 2019.

		1	2	3	4	98
		No, no changes	Decreased	Increased	N/A	Don't
a	The proportion of temporary workers compared to workers within the organisation					
b	Working remotely, teleworking					
c	Workers who can be managed in Swedish					
d	Responsibility for job tasks delegated to workers					
e	Work in a group (team)					
f	Office employee involvement in conforming their own premises					
g	Knowledge requirements (qualification requirements, requirements in the work)					
h	The workers' training and competence					
i	Employee reviews					
j	Variety in the job tasks					
k	Quality work and documentation of work routines					
l	Work environment activity					
m	Changes of managers					
n	Consolidation or division of units/work groups					
o	Introduction of technical systems/IT solutions					
	Organisation of the work hours:					
p	- additional hours, overtime, hours on call					
q	- night work, shift work					
r	- divided work shifts (e.g. tours of duty)					
	The work environment in the workplace in terms of:					
s	- the social work environment					
t	- work equipment, such as special chairs or desks					
u	- technical work equipment that, for example, makes it easier to carry or shift heavy loads or facilitates physically strenuous work					

Q. PART 2

Q2. What proportion (%) of workers were actively involved in shaping the changes on the preceding page?

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75–100%
98. Don't know

Q3. What proportion (%) of people in the company was affected by the changes entered on the preceding page?

Include, for example, training, meeting participation or learning how to work differently.

1. 0%
2. 1–24%
3. 25–49%
4. 50–74%
5. 75–100%
98. Don't know

R. CHANGES IN 2020

R. PART 1

The following three questions are intended to address changes in the company's operations this year (2020), and whether those changes are attributable to the Coronavirus pandemic. These questions differ in terms of timeframe from those you have already answered in the survey.

R1. Are the company's operations being carried out to the planned extent this year (2020)? Choose the answer that best describes the situation in the company.

1. The company's operations have been carried out to a roughly normal extent in 2020.

Conditions: Selection: If 1 on question R1 jump to question R3.

The company's operations have changed in 2020

2. It has not been possible to conduct the company's operations as planned (normal); they have been or will be shut down.
3. The company's operations are being carried out to a reduced extent.
4. The company's operations have been carried out to a reduced extent, but are about to be or will be restored to their previously planned (normal) extent.
5. The company's existing operations/production have been expanded/undergone a volume increase.
6. New operations/production has been started or will be started in the company.
7. The company has both expanded its existing operations/production and started up new operations/production, or has plans for both.

R. PART 2

Conditions: About answer options 2-7 in question R1.

R2. Is the Coronavirus pandemic the main underlying reason for your answers on the preceding page?

1. No
2. Yes
98. Don't know

R. PART 3

R3. What approach will the company take to create a good work environment during the Coronavirus pandemic?

Select the answer that best describes your situation.

1. The company's workers are on site, and no special work environment routines have been introduced except for frequent hand washing and social distancing on the premises.
2. Those who can do so are working remotely from home, but otherwise we are trying to function as normally as possible.
3. A number of different measures have been adopted; the pandemic is having an extensive impact on the enterprise and, in turn, its work environment.

With regard to answer choice 3 you may, but need not, specify the measures that have been adopted:

ENDING

Note here whether the information you have provided requires comment, or if you have any views on the survey.

How long did it take to generate and enter the requested data?

Statistics Sweden is working actively to reduce the time that companies and organisations spend on submitting data. As a result, we would be grateful if you would answer our voluntary questions.

___ hours ___ minutes