

Psychosocial workload factors

Workplace:

The Occupational Safety and Health authority is utilising this survey to examine the employees' experiences on **harmful workload factors** for the OSH enforcement. Based on the survey responses, enforcement measures can be targeted on issues which are most often causing strain for the employees.

Survey responses are provided anonymously and they are processed confidentially. Individual responses will not be disclosed to the employer. During the occupational safety and health inspection, the results of the survey are presented to the employer on a group level, so that no individual respondent can be identified.

Workload factors relating to the way in which work is organised

Workload factors relating to the way in which work is organised concern the ways how work and work tasks are planned and distributed and how the preconditions for performing work are ensured.

How often have the following issues caused you harmful strain at work during the past six months?	The situation is good			The situation is bad		
	Has not caused strain at all	Has caused strain rarely	Has caused strain occasionally	Has caused strain fairly often	Has caused strain very often	Does not apply to my work
1. Unclear job descriptions or responsibilities	1	2	3	4	5	6
2. Unrealistic or unreasonable goals	1	2	3	4	5	6
3. Excessive workload relative to working hours	1	2	3	4	5	6
4. Working outside regular working hours	1	2	3	4	5	6
5. Irregular working hours, shift work or night work	1	2	3	4	5	6
6. Disadvantages, faults or malfunctions related to equipment or the work environment	1	2	3	4	5	6
7. Factors interfering with concentration at work (e.g. noise)	1	2	3	4	5	6

Workload factors relating to the content of the work

Workload factors relating to the content of the work are factors associated with the work tasks and the nature of the work.

How often have the following issues caused you harmful strain at work during the past six months?	The situation is good			The situation is bad		Does not apply to my work
	Has not caused strain at all	Has caused strain rarely	Has caused strain occasionally	Has caused strain fairly often	Has caused strain very often	
8. Lack of variation, monotony	1	2	3	4	5	6
9. Working with unclear instructions or expectations	1	2	3	4	5	6
10. Information overload or uncontrolled information flow	1	2	3	4	5	6
11. Performing several tasks simultaneously	1	2	3	4	5	6
12. Constant interruptions while working	1	2	3	4	5	6
13. High responsibility related to the work (e.g. responsibility over the safety and health of others or financial accountability)	1	2	3	4	5	6
14. Challenging or difficult work tasks	1	2	3	4	5	6
15. Challenging or difficult situations with customers	1	2	3	4	5	6
16. Threat of violence related to the job	1	2	3	4	5	6

Workload factors relating to the social functionality in the work community

Workload factors relating to the social functionality in the work community are factors associated with the cooperation and interaction in the work community.

How often have the following issues caused you harmful strain at work during the past six months?	The situation is good			The situation is bad		Does not apply to my work
	Has not caused strain at all	Has caused strain rarely	Has caused strain occasionally	Has caused strain fairly often	Has caused strain very often	
17. Problems related to mutual cooperation and interaction between colleagues	1	2	3	4	5	6
18. Lack of support from colleagues in performing the work	1	2	3	4	5	6
19. Problems related to cooperation and interaction with the supervisor	1	2	3	4	5	6
20. Lack of support from the supervisor in performing the work	1	2	3	4	5	6
21. Harassment or other recurring inappropriate treatment occurring in my work community	1	2	3	4	5	6
22. Discrimination based on age, state of health, origin, opinion or another reason related to the employee's person	1	2	3	4	5	6

