

High response rate
(questionnaire screening)

Clear results that
permit interpretation

Staff involvement
(focus groups)

Specific, effective sugges-
tions for problem resolution

Sustainable measures

Occupational health

Who We Are

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Please take part ...

Contributing factors to successful implementation
(according to Austrian Workers' Compensation
Board/AUVA)

- Clearly defined responsibilities and procedures;
- Integration of workplaces from all corporate areas
- Input from external work psychologists;
- Selection of surveying instruments, taking into account the four stress dimensions;
- Active involvement of the Works Council/staff representatives;
- Continuing integration and informing of the staff through circulars, online, direct and indirect communication;
- Presumably as of autumn 2017: Communication of initial results to the staff;
- As of autumn 2017: Planning measures, taking into account the principles of risk prevention (see Austrian workers protection act (ArbeitnehmerInnenschutzgesetz, ASchG), section 7);
- Presumably as of autumn 2019: Review of the effectiveness of measures taken, adaptation whenever necessary (see ASchG section 4, paras. 4–5).

Assessment of Mental Workload



Assessment of mental workload

Assessing psychological stress at work is obligatory for employers, in accordance with the Austrian workers protection act (ASchG), sections 4, 5 and 7. The survey only covers the situation at the workplace and the conditions under which you are working (but no personal problems). The results enable the development of sustainable measures to prevent and reduce negative conditions and their consequences.

As required by law, the following dimensions are covered by the survey:

- Tasks and type of work (e.g. emotional stress due to contact with difficult customers, high responsibility, permanent concentration, etc.)
- Work organisation (e.g. high speed, no clearly defined responsibilities, frequent interruptions, etc.)
- Work environment (e.g. noise, high/low temperatures, lighting, equipment, etc.)
- Organisational atmosphere (e.g. type of leadership, communication, team spirit, room for manoeuvre, etc.)

How is the assessment carried out?

The survey must be conducted with standardised instruments (ÖNORM EN ISO 10075-3).

1. Questionnaire screening

A questionnaire (SALSA: salutogenetic subjective work analysis by Martin Rimann and Ivars Udris) provides an opportunity for all staff to take an active part in the survey of work-related stress.

The questionnaire will be distributed online, through an individualised link, and comprises 61 questions and 12 additional questions (social demography, organisational unit, type of employment contract, weekly work hours, type of work, location) and takes 10 to a maximum of 15 minutes to complete.

For the analysis, anonymised data are used, broken down by location and type of work. The screening is aimed at identifying hot spots. (To ensure anonymity, the analysis does not include groups of < 7 staff.)

2. Location-related focus groups

In the focus groups, group interviews are conducted by the work psychology team, to enable a more detailed analysis and develop suggestions for problem resolution.



3. Definition and documentation of measures

Based on the suggestions for problem resolution, measures are defined, which are preferably oriented towards work conditions and collective effects, then ranked and documented in occupational safety and health documents.

4. Implementation and assessment of measures

The measures are implemented on the basis of a clearly defined schedule. As a next step, their effectiveness is reviewed, and whenever necessary, they are adapted and optimised.