

# SDU

## Workplace Assessment and Well-being Survey 2018

### Guidelines for respondents

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#### How the questionnaire survey works

##### Workplace Assessment and Well-being

The aim of carrying out the APV is to find out whether there are problems with the workplace environment, where they occur and how they can be resolved.

The aim of carrying out the Well-being Survey is to examine employees' satisfaction and well-being at work, which explains why there is special focus on the psychological working environment.

The Central Liaison Committee and the Central Workplace Environment Committee are responsible for the decision to carry out these two studies every three years as a common measurement across all units at SDU.

As an APV, the study is performed in accordance with the Working Environment Authority's regulations on health and safety and as a well-being survey the study is carried out in accordance with the government's cooperation agreement on constructive cooperation based on trust and dialogue.

The APV and Well-being Survey only have value if there is a high rate of participation, so that the data that form the basis for conclusions is representative, and if the results are translated into specific initiatives for the improvement of the working environment.

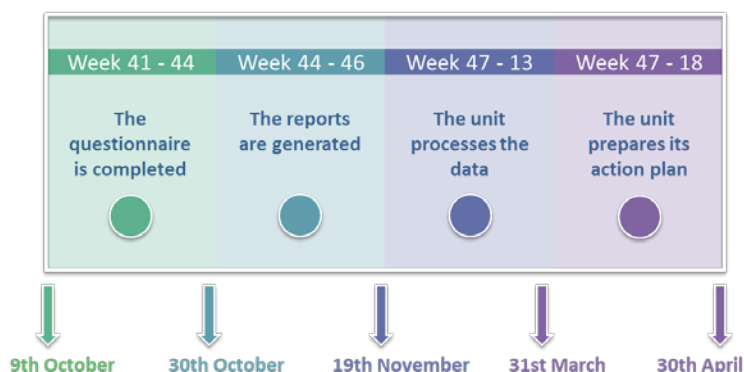
Further information about the APV and well-being measurement can be found on SDU.net.

##### Procedure

From Tuesday 9 October to Tuesday 30 October 2018 a common questionnaire study will be carried out among SDU's employees.

The results will be processed by Rambøll Management, who will forward their assessments as reports to SDU so that they can be available on 19 November.

Following this, individual units will process their results. The head of the unit, its



workplace environment group and staff will turn the results of the APV and Well-being Survey into specific initiatives that will be presented in a schedule and action plan.

### **Respondents**

The questionnaire respondents are all employed by the University of Southern Denmark. However, certain employees will not be asked to participate in the survey. They are:

- Employees who have received pay for an average of less than 7.24 hours (= 1 day) a week over the last six-month period.
- Employees with the following occupational titles: assessor, external examiner, exam manager, invigilator, part-time lecturer, academic adviser, guest speaker, visiting lecturer, visiting professor, paid by fee without a title, student teacher, clinical instructor, office girl, office boy, dissector, student, teaching assistant.
- Employees undergoing severance or who are on a leave of absence.
- Employees who were appointed after 31 July 2018.
- Employees with second jobs (employees who work at more than one location at the University of Southern Denmark, are placed at the unit/institute where they have their primary employment).

### **Background information**

The respondent is identified by the following background information in the survey:

- E-mail address for distributing the questionnaire and sending out any reminders
- Cost centre (unit, sub-unit if required and main area) for use in reporting to main areas and units
- Campus towns, as regards Esbjerg, Kolding, København, Odense, Slagelse and Sønderborg for use in reporting the results of the workplace assessment of the physical working environment
- Job category for use in reporting the results of the workplace assessment of the psychological working environment. The following categories are used: professor, senior lecturer, lecturer, postdoc, PhD, AC-technical and administrative personnel, technical staff, and administrative staff
- Gender (male/female) for use in reporting the results of the workplace assessment of the psychological working environment/ well-being survey
- Choice of language (Danish or English), which is an indirect indication of whether the respondent is Danish or of another nationality.

## **How to respond to the questionnaire**

### **Response deadline**

The questionnaire will be sent out on 9 October and respondents have until 30 October to complete it.

### **Time required to complete the questionnaire**

The Workplace Assessment of the psychological working environment and employee well-being takes only about 4–5 minutes to complete.

The length of time it takes to complete the workplace assessment of the physical working environment depends on the individual respondent. This is because the total number of questions varies in relation to the individual respondent's job function and the consequent total number of problem areas that must be described. The questionnaire can be completed in about 3-4 minutes if you have nothing to note and indicate that everything is satisfactory. The completion time increases by 1–2.5 minutes per area that you define as being "not satisfactory". This length of time varies because there may be anything from one to five sub-questions that require a response.

### **Anonymity**

Your responses concerning the psychological working environment are anonymous. See also the section below headed "Where does the individual's response appear?".

### Reminder

If you have not started or completed your response to the questionnaire, you will receive a reminder. **The reminder is automatically generated from the program SurveyXact and forwarded by Rambøll Management.** Information about who has or has not responded will not be passed on to SDU. The reminders will be sent on 23 October and 29 October.

## How the questionnaire works technically

### Access to the questionnaire

The questionnaire is an online questionnaire, which uses a questionnaire application called SurveyXact. You will receive an e-mail with the following subject line: Workplace Assessment and Well-being Survey SDU 2018. The e-mail will contain a personal link. By clicking on the link you will gain access to the questionnaire. **Do not share this link with others.**

### How to navigate through the questionnaire

You may want to make corrections as you progress. Click on "Previous" or "Next" to move forward or back (do not use the navigation buttons in your browser).

### Taking a break from filling in the questionnaire

You may stop answering the questions whenever you want and choose to complete the questionnaire at a later point in time. The questionnaire will automatically save your answers every time you move onto another page, i.e. when you click "Next". To return to the questionnaire, simply click on the link in the email you received.

### Printing out the questionnaire and your responses

To print out your answers, click on the printer symbol on the last page of the questionnaire. **You will also receive a receipt e-mail from Rambøll with a link to your finished answers.**

If you want to have a complete overview of the questionnaire, you can print out the empty questionnaire (PDF format), which is found on the same page as these guidelines on the [SDU.net](#).

The survey template is split into two sections, one dealing with the psychological working environment/well-being and the other with the physical working environment. These sections can, therefore, be printed out separately.

### Completion of the questionnaire

When you have completed the questionnaire, click on "End" on the last page. **You will receive a receipt e-mail from Rambøll with a link to your answers.**

## How the questionnaire is constructed

The questionnaire consists of a series of questions, which you are asked to respond to spontaneously and on the basis of your own experience.

Firstly, you will be asked to complete a Workplace Assessment of the Psychological Working Environment along with an employee well-being survey; here your answers will be anonymous. Secondly, you will be presented with a Workplace Assessment of the physical working environment; here your answers will not be anonymous.

### Workplace Assessment of the Psychological Working Environment and Employee Well-Being

You will be presented with 33 questions related to your psychological working environment and well-being. The questions will cover the following categories:

- Job satisfaction
- Work tasks
- Cooperation
- Direct line management
- Relationship with direct line management
- Well-being
- Offensive behaviour

The questionnaire is constructed in the following way: You will be asked to respond in one of three ways to a specific question about a particular topic: *Yes, No, Don't know/Not relevant*.

- If you answer *Yes* this means that taking all things into consideration, you believe that that particular aspect of your workplace is in order.
- If you answer *No* this means that taking all things into consideration, you believe that that particular aspect of your workplace is not in order and that it can be improved.
- If you answer *Don't know/Not relevant*, this means that that particular aspect is not relevant to your workplace or that you cannot or prefer not to answer the question.

Whatever your response to the main topic questions, you will also be asked more detailed questions in each of the categories. You will be asked to respond in one of the following ways:

- *To a high degree* or *To some degree*, which expresses the degree to which you agree with the question.
- *To a lesser degree* or *To almost no degree*, which expresses the degree to which you disagree with the question.
- If you answer *Don't know/Not relevant*, this means that that particular aspect is not relevant to your workplace or that you cannot or prefer not to answer the question.

In the sections "Well-being" and "Offensive behaviour", you are presented with responses that describe the extent of problems.

**If you have often experienced work-related stress or experienced inappropriate behaviour, you will be asked additional questions in order to explain further.**

At the end of the questionnaire, you are given the option of writing a response in a comments field, if you think the questions have not dealt with a particular issue/aspect in regards to your work situation.

### **Questions in relation to your direct line management**

The workplace assessment of the psychological working environment/well-being survey only assesses your direct line management and no other managerial level. The questionnaire is about the working environment and job satisfaction and as such will relate to your immediate environment.

The workplace assessment of the psychological working environment/well-being survey assesses management performance. It is not an assessment of the individual manager.

When you respond to questions 15 - 27 in the two main categories Direct line management and Relationship with direct line management, you are therefore asked to focus on the quality of management and not on the specific manager as a person. The questions related to your direct line management are not about how satisfied employees are with their local managers but about how management navigates, promotes cooperation and good results, etc.

### **Workplace Assessment of the Physical Working Environment**

The workplace assessment of the physical working environment covers the following six categories:

- Arrangement of your workplace

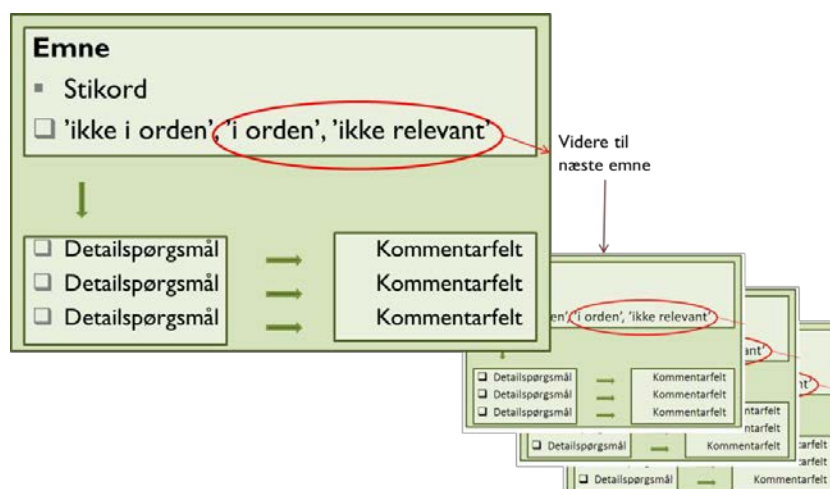
- Workplace indoor climate
- Ergonomic factors
- Working in laboratories and workshops
- Machinery and equipment
- Accidents and emergency measures

You will initially be asked to indicate which of the job functions below apply to you by ticking the appropriate box. You will then be brought to the relevant topics in the Workplace Assessment of the Physical Working Environment

- 1) The category “I work in front of a computer for more than two hours a day in an office, at a counter or in connection with experimental work etc.” gives access to questions "Specially related to your workplace".
- 2) The category “I teach in a classroom” gives access to questions "Specially related to the arrangement of your workplace".
- 3) The category “I work in one or more of the following areas: Chemical substances, biological materials, laboratory animals, other laboratory facilities/experimental installation, teaching workshop” gives access to questions relating to "working with chemical substances", 'working with biological agents/GMO in laboratories", "working with laboratory animals" and "radiation or powerful magnetic fields (e.g. lasers, isotopes or NMR scanner)".
- 4) The category “I handle or can come into contact with chemicals and work in a trade, in transport, warehousing and storage etc “gives access to the same questions that are listed under 3.

Each topic has example headings showing which factors the topic is about.

- If you answer *Satisfactory*, this means that you believe the factors listed on the page are 100% satisfactory at your workplace. You are automatically taken to the next topic
- If you answer *Not satisfactory*, this means that you believe there are factors, including those of a minor nature, that are not satisfactory. If you answer *Not satisfactory*, you are then given the option of describing in more detail what is wrong and you can suggest a solution in the commentary field.
- If you answer *Not relevant*, this means that that you feel the topic is not relevant to your work (e.g. you do not work in a laboratory or with machinery, etc.) or that you cannot or prefer not to answer the question. You are automatically taken to the next topic.



## Processing of responses

### Where do individual responses appear?

The responses are sent to Rambøll, a company that stores data for the University of Southern Denmark and produces reports based on the collected responses.

This means that University of Southern Denmark employees will not see your personal responses, but they will be able to read a report that shows the distribution/patterns of responses. The results of questions that receive less than five responses are not included in the report.

Your responses to the questionnaire are included in your unit's report. A unit is typically an institute or a faculty secretariat or a service area, for example IT Services or Financial Services in Central Administration. Sub-units have been created in certain units, and these sub-units will receive their own report. If you belong to such a sub-unit, then your responses will be included in its report. An overview of the units and sub-units is published on [SDU.net](#).

Similarly, your responses will be included in reports that present the results at the individual faculty/Central Administration level and your responses will be included in reports of the overall results for the University of Southern Denmark as a whole.

Your responses will be anonymous with regard to the workplace assessment of the psychological working environment/well-being survey and the *reports* for the workplace assessment of the physical working environment.

Your unit manager and your health and safety group will receive an extract of the respondents' responses in the comments field that is given at the end of the workplace assessment of the psychological working environment/well-being survey. These responses are presented unedited and are sent separately from the other responses to the questionnaire. In this sense, these responses will be anonymous. The manager and the health and safety group are required to use discretion in relation to responses given in the comments field to ensure that responses are not exposed to others, but are treated confidentially.

In contrast to the workplace assessment of the psychological working environment/well-being survey, your unit manager and your health and safety group will receive **Free text responses from the physical workplace assessment with information about who replied.**

## Questions and help

### Contact

If you have any questions related to form, content, method, etc., please contact: Bjarne Graabech Sørensen, Deputy Rector. Tel.: +45 6550 1025, e-mail: [bgs@sdu.dk](mailto:bgs@sdu.dk)

If you have any questions related to the questionnaire's function, please contact:  
Rambøll hotline: 5161 8076, email: [surveysupport@ramboll.com](mailto:surveysupport@ramboll.com).

If you have any questions about the above or other practical queries, you can contact the secretariat for the study, which is conducted by the Workplace Environment Office at SDU, head of department Merete Skov Habermann, tel. 6550 4333, mail: [apvtrivsel@sdu.dk](mailto:apvtrivsel@sdu.dk)

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