

# European Opinion Poll on Occupational Safety and Health

May 2013

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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 poll of full-time, part-time and self-employed workers aged 18+ about occupational health and safety. Ipsos MORI carried out fieldwork in 31 European countries, conducting a total of 16,622 interviews between 23rd November 2012 and 5th February 2013.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances. Although comparisons between country and European data may be included for reference purposes, only those differences between groups of workers at country level (e.g. by age or gender) that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3 of this report.

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

### 1.1 The proportion of workers aged 60+

**A majority of workers in Europe expect a higher proportion of workers aged 60+ in the workplace by 2020**

Across Europe, half of those polled (52%) expect the proportion of workers aged 60+ in their workplace to increase by 2020, although a large minority (43%) think this is unlikely.

Opinion varies widely between countries and blocs. Notably, among the EU15 countries over half (56%) see this as likely, while among the NMS12 group a similar proportion sees this as unlikely (55%). In Cyprus, Italy and the United Kingdom over 6 in 10 workers think there will be a higher proportion of people aged 60+ in their workplace in 2020. In Hungary, Latvia and Lithuania around the same proportion thinks this is unlikely.

On balance, workers aged 55+ think it is likely there will be a higher proportion of people aged 60+ in their workplace in 2020 (59%), as do those aged 35-54 (54%), though only 45% of younger workers aged 18-34 take the same view.

Workers in workplaces with more than 50 staff are most likely to think there will be a higher proportion of older workers aged 60+ there in 2020 than workers in smaller workplaces (59% vs. 49%).

Workers in non-manual roles (53%), including professional or managerial (57%), and administrative or clerical workers (56%) are more likely to think there will be a higher proportion of workers aged over 60 in the workplace by 2020 than do manual workers (49%). Customer service workers and machine operators tend to think this is unlikely on balance (51% and 50% unlikely, respectively).

### 1.2 Policies and programmes to assist older workers

**There is little awareness of any policies or programmes currently in place to support older workers**

Only 12% of workers across Europe are aware of existing policies or programmes at their workplace to make it easier for older workers to continue working up to or beyond the retirement age. However, this varies significantly between countries, with nearly one-quarter aware of such policies or programmes in Switzerland (24%), Denmark (23%) and the United Kingdom (23%). On the other

hand, fewer than one in twenty workers are aware of existing policies or programmes to support older workers in their workplace in Bulgaria (4%), Italy (also 4%), Cyprus (3%) and Greece (1%).

Across Europe, the awareness of existing policies or programmes to assist people working up to or beyond the retirement age increases as workplace size increases, from 7% of workers in the smallest workplaces (0-9 other workers) up to 19% of workers in the largest workplaces (more than 250 workers).

Six in 10 (61%) of those workers who are not aware of any existing policies are in favour of their introduction. The call for such policies is greatest among workers in the EU15 group (63%). Four in 10 workers across Europe overall are not in favour of the introduction of such policies (39%). Workers in the NMS12 group of countries are more likely to express this opinion (46%).

Female workers across Europe are more likely than male workers to favour the introduction of programmes or policies to assist older workers (64% of women vs. 58% of men). Older workers aged 55+ are only slightly more likely than younger workers to favour such an introduction; 64% of workers aged 55+ would like to see programmes and policies introduced, but so would 61% of 35-54 year-old workers and 60% of 18-34 year-old workers.

### 1.3 Perceptions about workers aged 60+

**Comparatively few workers think older workers take more time off work due to illness, have more accidents at work or are less productive when compared with other workers**

#### **Time off work due to illness**

Overall, one in three workers (35%) across Europe think that older workers take more time off work due to illness than other workers, while over half (54%) are of the opinion that other workers are more likely to do this.

In the EFTA countries, just one in six workers (17%) think older workers are more likely to take more time off due to illness than other workers. This contrasts again with the NMS12 countries where 43% take this view. Perceptions also differ by age, with 41% of younger workers aged 18-34 believing that workers aged 60+ take more time off due to illness than other workers, but only 26% of workers aged 55+ agreeing.

In Austria, Greece and Slovenia, over half of workers think older workers are more likely to take time off for illness than other workers.

#### **Productivity**

Overall, around 3 in 10 workers (28%) think that older workers aged 60+ are less productive at work than other workers, while twice as many (60%) are of the opinion that other workers are less productive than older colleagues.

This division of opinion is broadly reflected across individual countries and blocs, although there are still some significant differences. Notably, among the EFTA group, just one in five workers thinks that older workers are less productive than other workers (18%), and only one in four workers in the EU15 group of countries think the same (24%). In contrast, more workers in NMS12 countries believe older workers are less productive than other workers, though at 46% it is still less than half.

In Cyprus, the Czech Republic, Greece, Slovakia and Slovenia, over half of workers think that older workers are less productive than other workers.

### Accidents at work

Overall, just one in five workers (22%) think that older workers tend to have more accidents at work than other workers, while almost two-thirds (64%) are of the opinion that other workers are more likely to have accidents.

This relationship is consistent across occupational groups, though manual workers tend to think a higher proportion of older workers have accidents when compared to the average (26%). Workers at the largest workplaces across Europe (250+ workers) are significantly less likely than average to believe that older workers tend to have more accidents than other workers, with only 16% saying this.

In Greece as many as half of workers (49%) think that older workers are more likely to have accidents at work than other workers.

### Suffer from work-related stress

Four in 10 workers (42%) think that older workers tend to suffer more from work-related stress than other workers, while more workers think the converse (48%).

This division of opinion is broadly reflected across individual countries and blocs, although there are still some significant differences. In the EFTA countries, just one in three workers think older workers are more likely to suffer from work-related stress than other workers (32%). By contrast, in the NMS12 countries, half of workers believe that older workers suffer more from work-related stress than others (50%).

In the Czech Republic, Greece, Hungary, Italy, Lithuania, Poland and Slovenia, over half of workers think older workers are more likely to suffer from work-related stress than other workers. By contrast, fewer than 30% of workers in Cyprus, Denmark, Finland, Norway, Sweden and the United Kingdom share this perception.

Perceptions do not vary as noticeably by age as we might expect, with no significant differences here.

Manual workers are more likely than non-manual workers to think that older workers suffer more from work-related stress than other workers. 47% of manual workers take this view, compared with 40% of non-manual workers.

**A majority of workers in Europe think that workers aged 60 and over are less able to adapt to changes at work than other workers**

### Adapting to changes at work

Overall, 6 in 10 workers (60%) think that workers aged 60+ are less able to adapt to changes at work than other workers. One in three (33%) believe that it is other workers who are less able to adapt to changes at work.

Perhaps not surprisingly, workers aged under 55 years old are more likely to think older workers are less able to adapt to change than their colleagues aged 55+ (62% vs. 49%).

This division of opinion is broadly reflected across individual countries and blocs, although there are still some significant differences. Notably, among the EFTA group 7 in 10 (70%) think that older workers are less able to adapt to change.

In Greece and Slovenia more than 8 in 10 workers think that older workers are less able to adapt to changes at work than other workers. Cyprus is the only country where fewer than half (50%) of workers believe older workers are less adaptable to changes than others.

There are no notable differences by occupational group.

## 1.4 Perceptions about work-related stress

**Across Europe, the most common causes of work-related stress are perceived to be job reorganisation or job insecurity, and hours worked or workload**

When asked to choose from a list of six possible causes of work-related stress, 7 in 10 workers select job reorganisation or job insecurity (72%). Hours worked or workload comes next, with two-thirds (66%) of workers selecting this. Being subjected to unacceptable behaviours such as bullying or harassment is seen as one of the most common causes of work-related stress for 6 in 10 workers (59%), 57% identify a lack of support to fulfil their role from colleagues or superiors as a common cause of work-related stress, followed by 52% who select a lack of clarity on roles and responsibilities, and finally the limited opportunity to manage work patterns is selected by 46% of European workers.

It is notable that women in the workplace, those in the middle age band (35-54) and workers in non-manual roles generally select more causes out of the six read out than their counterpart groups. Conversely, workers in workplaces with 10 workers or less select fewer causes of work-related stress than workers at larger workplaces.

Job reorganisation or job insecurity is the highest-ranked cause of work-related stress in nearly all countries, though hours worked or workload is ranked highest in Austria, Cyprus, Iceland, Lithuania, Malta, Romania and Spain. These two causes are ranked joint highest in Portugal, Slovenia and Sweden. Only in Liechtenstein does another cause – unacceptable behaviours such as bullying or harassment – rank higher than either.

Health or care workers are more likely than average to select hours worked/workload (77%), unacceptable behaviours such as bullying and harassment (64%) and lack of support from colleagues or superiors to fulfil their role (61%).

**Half of workers say work-related stress is common, yet more think it is controlled well**

Half of workers in Europe (51%) believe that cases of work-related stress are common in their workplace. In Cyprus and Greece, however, more than 8 in 10 workers say stress is common (88% and 81% respectively) and in Slovenia almost three-quarters say this (72%). Across Europe under half say work-related stress is rare (45%).

Perceptions about work-related stress differ somewhat by gender and age. Female workers are more likely than male workers to say that stress is common where they work (54% vs. 49%). Workers aged 18-54 are more likely to perceive levels of work-related stress as common (53%), compared with workers aged 55+ (44%). Health or care workers are significantly more likely than other occupational groups to say stress is common in their workplace (61%).

A higher proportion of workers say stress is handled well at their workplace than say it is not (54% and 41% respectively). Workers in workplaces with 10 or fewer workers are more likely to say that work-related stress is handled well when compared with workers in larger workplaces (60% vs. 51%). Part-time and younger workers aged 18-34 are also both more likely than other types of worker to say that cases of work-related stress are controlled well within their workplace (both 57%).

There is a link between perceptions about the prevalence of work-related stress and how well it is controlled. Seven in 10 workers across Europe who say work-related stress is rare in their workplace also say it is controlled well (72%). Conversely, over half (58%) of the workers who say work-related stress is common where they work believe that it is not controlled well.

It is notable that in workplaces where workers say there are already policies in place to make it easier to continue working up to or beyond retirement age, around half (51%) say that work-related stress is rare; significantly above the average (45%). Similarly, two-thirds (66%) of workers in workplaces with these policies already in place say stress in their organisation is handled well (contrasting with the average of 54% across Europe who say stress is handled well).



## 2 Country Summaries

This chapter outlines the key findings for each of the 31 participating countries.

We have presented the countries in alphabetical order and grouped them into European Union Member States and EFTA countries.

Where we have commented on the country findings compared to the European-wide results this is based on average scores for all 31 countries (with data weighted to reflect the size of each country's working population).

## 2.1 EU Member States

### 2.1.1 Austria

**Fieldwork:** 520 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Austria from 3-14 December 2012 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only 15% of workers in Austria believe older workers have more accidents at work than other workers**

Only 15% of workers in Austria believe that older workers aged 60+ have more accidents at work than other workers, below the European average of 22%. Similarly, only one in five workers in Austria (20%) think that older workers aged 60+ are less productive at work than other workers (compared to the European average of 28%).

However, over half (54%) of workers in Austria believe that workers aged 60+ are less able to adapt to changes at work than other workers, though again this is below the European average (60%). Furthermore, 56% of workers aged 18-54 in Austria hold this view, compared with just 41% of workers aged 55+.

**There is little awareness of any policies or programmes to support older workers, and no consensus on whether to expect a higher proportion of workers aged 60+ in the workplace by 2020**

Around one in nine workers (11%) in Austria are aware of any existing policies or programmes at their workplace to support people working up to or beyond the retirement age, similar to the European average of 12%, though 17% of workers in workplaces with more than 50 workers say they are aware of such policies.

In line with Europe as a whole, 6 in 10 workers in Austria (61%) who are not aware of any existing policies being in place for older workers favour their introduction, and this applies to significantly more workers aged 55+ (73%) and those in workplaces with more than 50 workers (also 73%).

Half of workers in Austria (49%) believe it is likely that the proportion of workers aged 60+ in their workplace will increase by 2020, though 48% think it is unlikely. By comparison, across Europe 52% expect an increased proportion of workers aged 60+ at their workplace by 2020.

### **Hours worked or workload is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, nearly two-thirds of workers in Austria (64%) select hours worked or workload, just ahead of job reorganisation or job insecurity (62%), being subjected to unacceptable behaviours such as bullying or harassment (58%) and lack of support to fulfil the role from colleagues or superiors (also 58%). Hours worked or workload is perceived to be a more common cause of work-related stress for full-time workers (68% vs. 57% of part-time workers), and for those in workplaces with 50+ workers (69% vs. 61% of those in smaller workplaces).

Workers across Europe as a whole select job reorganisation or job insecurity as the most common cause of work-related stress (72%), followed by hours worked or workload (66%).

### **Work-related stress is said to be common by 45% of workers in Austria**

Less than half (45%) of workers in Austria believe cases of work-related stress are common in their workplace, and 52% say they are rare. Austria compares favourably to Europe as a whole where 51% say cases of work-related stress are common and 45% say they are rare. In Austria, full-time workers (50%) and those in workplaces with 50+ workers (53%) are more likely than average to say cases of work-related stress are common.

Overall, 47% of workers in Austria say work-related stress is controlled well at their workplace, though 48% say the reverse. Six in 10 of those workers who say work-related stress is common in their workplace also believe it is not well-controlled (61%), whilst only 37% of those who say work-related stress is rare in their workplace say it is not controlled well. By comparison, across Europe 54% say work-related stress is controlled well where they work.

## 2.1.2 Belgium

**Fieldwork:** 551 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Belgium from 6-14 December 2012 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

Overall, the findings from **Belgium** suggest that:

**A minority of workers in Belgium believe that workers aged 60+ are less productive or have more time off due to illness than other workers**

Three in 10 workers in Belgium (30%) think that older workers aged 60+ are less productive at work than other workers, though younger workers aged 18-34 are more likely to say this than workers aged 35+ (37% vs. 26% respectively). More workers in Belgium (37%) believe that those aged 60+ take more time off work due to illness than other workers, but few (19%) believe that workers aged 60+ have more accidents at work than other workers. In all of these areas, opinion in Belgium is very close to the European average.

However, 6 in 10 workers in Belgium (59%) believe that older workers aged 60+ are less able to adapt to change at work than other workers, though this is again in line with the European average of 60%. Furthermore, 62% of workers aged 18-54 in Belgium take this view, compared with just 40% of workers aged 55+.

**There is little awareness of workplace programmes and policies to support older workers in Belgium**

Around one in nine workers in Belgium (11%) are aware of programmes and policies in their workplace to support older workers who wish to continue working up to or beyond the retirement age, in line with the European average (12%). Of those workers who are not aware of programmes or policies for older workers in their workplace, around 6 in 10 (63%) believe that such policies should be introduced at their workplace which broadly reflects the findings across Europe as a whole. Older workers in Belgium aged 55+ are more likely (77%) to agree with the introduction of these policies than younger workers aged 18-34 (58%) and those aged 35-54 (64%).

Despite nearly two-thirds of workers in Belgium believing such policies should be introduced at their workplace, only around half (48%) believe it is likely that there will be a higher proportion of people aged 60+ in their workplace in 2020. Almost the same proportion of workers believes that an increase in the proportion of people aged 60+ at their workplace by 2020 is unlikely (46%). Women are more likely than men to expect an increased proportion of workers aged 60+ where they work (by 53% vs. 44%).

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress in Belgium**

When asked to choose from a list of six possible causes of work-related stress, two-thirds of workers in Belgium select job reorganisation or job insecurity (66%), followed by hours worked or workload (60%). These are similar to the European averages, with 72% of European workers selecting job reorganisation or job insecurity, and 66% selecting hours worked or workload as common causes of work-related stress, ahead of other potential causes such as bullying or harassment.

Female workers in Belgium are more likely than men to believe hours worked or workload is a common cause of work-related stress (66% vs. 55%), and younger workers aged 18-34 are more likely to say that lack of support from colleagues or superiors is a common cause of work-related stress than older workers aged 55+ (53% vs. 30%).

**Half of workers in Belgium think that cases of work-related stress are rare where they work**

Half of workers in Belgium (50%) think that cases of work-related stress are rare in their workplace, though a similar proportion (46%) think that such cases are common. This is a reversal of the situation across Europe, where 51% of workers say cases of work-related stress are common and 45% say they are rare.

Two-thirds (66%) of workers in Belgium think that the control of work-related stress is handled well in their workplace, though a significant minority (30%) think that it is not handled well. There are no significant sub-group differences among workers in Belgium in this area.

### 2.1.3 Bulgaria

**Fieldwork:** 510 face-to-face interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Bulgaria from 10-18 December 2012 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

#### **A minority of workers in Bulgaria think that older workers take more time off work due to illness than other workers**

Only 3 in 10 workers in Bulgaria (30%) believe that older workers aged 60+ take more time off work due to illness than other workers, which is below the European average of 35%, though there is a marked difference in Bulgaria between the proportion of workers aged 18-34 and workers aged 55+ who take this view (38% vs. 15%).

Although more than half of workers in Bulgaria think that older workers tend to be less adaptable to change at work than other workers (56%), this is also a little lower than the European average of 60%.

However, workers in Bulgaria are more likely than average (by 44% to 28% across Europe) to believe that older workers aged 60+ are less productive at work than other workers. Younger workers aged 18-34 in Bulgaria are again more likely to think this than older workers (52%, compared with 44% of 35-54 year old workers and 31% of workers aged 55+).

#### **There is very low awareness of workplace programmes or policies to support older workers in Bulgaria**

Just 4% of workers in Bulgaria are aware of programmes and policies at their workplace to make it easier for workers to continue working up to or beyond retirement age, which is one of the lowest proportions of the 31 countries polled (Bulgaria is ranked joint third lowest-placed country on this measure and the European average is 12%). Among all other workers in Bulgaria who are not aware of such policies, around 6 in 10 (58%) favour their introduction, which is similar to the European average of 61%.

Despite being broadly in favour of such policies, just 34% of workers in Bulgaria think it is likely that there will be a higher proportion of workers aged 60+ at their workplace in 2020, with 45% saying it is unlikely and a further 17% who say they do not have any workers aged 60+ in their workplace now and expect the situation to remain the same in 2020. By comparison, across Europe 52% say it is likely that there will be a higher proportion of workers aged 60+ at their workplace in 2020.

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, job reorganisation or job insecurity is perceived to be the most common cause of work-related stress for workers in Bulgaria (selected by 57%).

This is followed by being subject to unacceptable behaviours such as bullying or harassment (44%), and hours worked or workload (43%). Women are more likely than men to say that bullying or harassment is a common cause of work-related stress (50% vs. 39%), while younger workers aged 18-34 are more likely than average to say that hours worked or workload is a common cause (51% vs. 43%).

Across Europe as a whole, job reorganisation or job insecurity is also perceived to be the main cause of work-related stress, followed by hours worked or workload.

**Half of workers in Bulgaria think that cases of work-related stress are common where they work**

Half of workers in Bulgaria (52%) believe that cases of work-related stress are fairly or very common in their workplace. However, 7% believe there are no cases of work-related stress in their workplace, and a further 40% say that such cases are rare. This is broadly similar to the situation across Europe, where 51% of workers say work-related stress is common and 45% say that it is rare.

However, half (49%) of workers in Bulgaria think that cases of work-related stress are not handled well where they work, with just 9% believing that such cases are dealt with very well and a further 32% fairly well. Non-manual workers in Bulgaria are more likely than manual workers to say that cases of work-related stress are not dealt with well in their workplace (54% vs. 40%).

## 2.1.4 Cyprus

**Fieldwork:** 584 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Cyprus from 5-17 December 2012 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only one in four workers in Cyprus think that workers aged 60+ have more accidents at work than other workers**

Only one in four workers in Cyprus (26%) believe that workers aged 60+ have more accidents at work than other workers, which is similar to the European average (22%). A similar proportion in Cyprus (27%) think that workers aged 60+ suffer more from work-related stress than other workers, well below the European average (42%).

Around 4 in 10 workers in Cyprus (43%) believe that older workers aged 60+ are less able to adapt to changes at work than other workers, which is the lowest proportion of the 31 countries polled (and well below the European average of 60%). Male workers in Cyprus are much more likely than female workers to say older workers are less able to adapt to change (49% vs. 37% respectively).

However, over half (54%) of workers in Cyprus believe that older workers aged 60+ are less productive at work than other workers, whereas only 28% across Europe share this perception. Younger workers aged 18-34 in Cyprus are much more likely than workers aged 55+ (by 60% to 44%) to hold this opinion.

**Just 3% are aware of existing policies or programmes to support older workers, but 7 in 10 expect there to be a higher proportion of workers aged 60+ at their workplace in 2020**

The majority (70%) of workers in Cyprus think it is likely that the proportion of workers aged 60+ in their workplace will increase by 2020, while just over one-quarter (28%) think it is unlikely. In fact, Cyprus has the highest proportion of workers expecting an increase out of the 31 countries polled. Female workers in Cyprus are more likely to think there will be an increase than men (75% vs. 66%).

Only 3% of workers in Cyprus are aware of existing policies or programmes at their workplace to support people working up to or beyond the retirement age, which is one of the lowest proportions of the 31 countries polled and significantly below the European average (12%). Among workers who are not aware of any existing policies, 44% are in favour of their introduction, one of the lowest proportions of all the countries polled. Health or care workers tend to be most in favour of introducing policies to support older workers (65%), but only 40% of manual workers share this support.



**Hours worked or workload is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, 6 in 10 workers in Cyprus (61%) select hours worked or workload, which is by far the most common cause selected, followed by job reorganisation or job insecurity (40%). Other possible causes (limited opportunity to manage work patterns, lack of clarity on roles and responsibilities, lack of support from colleagues and superiors, and unacceptable behaviours such as bullying or harassment) are all selected by around one-third of workers.

Across Europe as a whole, job reorganisation or job insecurity is perceived to be the main cause of work-related stress, followed by hours worked or workload.

**Work-related stress is perceived to be more common in Cyprus than anywhere else in Europe, though half of workers think it is controlled well**

Nine in 10 workers in Cyprus (88%) believe that cases of work-related stress in their workplace are common and just 10% say such cases are rare. Cyprus has the highest proportion of workers in Europe who say work-related stress is 'very common' (51%) and is three times higher than the European average (16%). In Cyprus, the perception of work-related stress being common is highest among workers aged 35-54 (91%), full-time employed workers (92%), and those in administrative and clerical roles (94%). Workers in professional or managerial roles are twice as likely as average (20%) to say stress is rare.

Half of workers in Cyprus (51%) say that work-related stress is controlled well in their workplace, although 46% say the reverse (mirroring the European averages). Workers aged 55+ are most likely to say work-related stress is controlled well (61%).

## 2.1.5 Czech Republic

**Fieldwork:** 562 face-to-face interviews were carried out with full-time, part-time and self-employed workers aged 18+ in the Czech Republic from 30 November-14 December 2012 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

### **Only 3 in 10 workers in the Czech Republic say workers aged 60+ have more accidents at work than other workers**

Only 28% of workers in the Czech Republic believe that older workers aged 60+ have more accidents at work than other workers, which is only just above the European average of 22%. Even fewer workers aged 55+ and non-manual workers in the Czech Republic take this view (15% and 23% respectively).

However, half of workers in the Czech Republic (53%) think that older workers are less productive at work than other workers, with manual workers being more likely to think this (59%) than non-manual workers (48%). This contrasts with the 28% of all workers across Europe taking this view.

As many as two-thirds (66%) of workers in the Czech Republic believe that older workers aged 60+ are less able to adapt to changes at work than other workers, though this is also believed by 60% of workers across Europe. In the Czech Republic, male workers are more likely than female workers to think that older workers are less able to adapt to changes at work (71% and 60% respectively) and even half of older workers aged 55+ think this is the case (49%).

### **Few workers are aware of policies and programmes at their workplace to support older workers**

In the Czech Republic 8% of workers are aware of programmes or policies in their workplace designed to make it easier for people to work up to or beyond the retirement age, compared with the European average of 12%. Among all other workers in the Czech Republic, more than half (56%) favour the introduction of such policies, which is a little lower than the European average (61%).

Only 4 in 10 workers in the Czech Republic (40%) think that it is likely there will be a higher proportion of workers aged 60+ in their workplace by 2020, compared to 61% across Europe. Existing older workers aged 55+ are more likely than younger workers aged 18-34 to think this (47% compared to 30%).

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, 6 in 10 workers in the Czech Republic select job reorganisation or job insecurity (61%). The next most common cause is hours worked or workload, selected by 32%, with younger workers aged 18-34 (41%) and those in customer service occupations (44%) much more likely than average to select this. All other causes read out were selected by around one-quarter of workers or fewer.

**Over half of workers say that cases of work-related stress are common in their workplace, and opinions are divided on how well control of work-related stress is handled**

Over half of workers in the Czech Republic (55%) say that cases of work-related stress are common in their workplace, including 18% who say that such cases are 'very common' (compared to 51% and 16% across Europe). Non-manual workers are more likely than manual workers in the Czech Republic to say that cases of work-related stress are common in their workplace (60% and 50% respectively).

Workers in the Czech Republic are divided on how well the control of work-related stress is handled in their workplace; while 51% believe that it is handled well, 45% believe that it is not handled well (similar to the European average of 54% and 41% respectively). Part-time workers are more likely to think that the control of work-related stress is handled well in their workplace (68%) than full-time workers (46%), and 66% of self-employed workers take the same view.

## 2.1.6 Denmark

**Fieldwork:** 507 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Denmark from 14-25 January 2013 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Less than 1 in 10 workers in Denmark believe older workers take more time off work due to illness or have more accidents at work than other workers**

Only 4% of workers in Denmark believe that workers aged 60+ have more accidents at work than other workers, which is the lowest proportion of all the countries polled and well below the European average of 22%. Similarly, only 7% believe that workers aged 60+ take more time off work due to illness than other workers (again the lowest proportion of all the countries polled). The same pattern is evident in relation to those aged 60+ suffering more from work-related stress (11% vs. 42% across Europe) and being less productive at work (13% vs. 28% across Europe).

However, 6 in 10 (60%) workers in Denmark believe that workers aged 60+ are less able to adapt to changes at work than other workers, which is the same proportion as the European average. Two-thirds of workers (65%) aged 18-54 in Denmark take this view, compared with just 37% of workers aged 55+.

**Awareness of policies or programmes to support older workers is twice the European average, and an increased proportion of workers aged 60+ by 2020 is seen as likely**

Around one-quarter (23%) of workers in Denmark are aware of any existing policies or programmes at their workplace to support people working up to or beyond the working age, a rate surpassed only by Switzerland (24%), matched by the United Kingdom (23%) and around double the European average (12%). In Denmark, 31% of workers in large workplaces with more than 50 workers say they are aware of such policies.

Just over half (53%) of workers in Denmark who are not aware of any existing policies being in place for older workers favour their introduction (lower than the European average of 61%). Support is higher in Denmark among health or care workers (73%), and significantly more female workers (62%) than male workers (45%) are in favour of such policies.

Overall, 6 in 10 workers in Denmark (58%) believe it is likely that the proportion of workers aged 60+ in their workplace will increase by 2020, though 37% think it is unlikely. Workers in sites with more than 50 workers are more likely (70%) than average to expect an increase. By comparison, across Europe 52% of workers expect an increased proportion of workers aged 60+ at their workplace by 2020.

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible common causes of work-related stress, nearly three-quarters (73%) select job reorganisation or job insecurity, ahead of hours worked or workload (70%) and a lack of clarity on roles and responsibilities (63%). Job reorganisation or job insecurity is selected by 79% of health or care workers, while hours worked or workload is perceived to be a common cause of work-related stress for 72% of workers aged 18-54 compared with 60% of workers aged 55+.

Denmark is in line with Europe, as job reorganisation or job insecurity is perceived to be the most common cause of work-related stress (selected by 72% of European workers), followed by hours worked or workload (selected by 66%).

**Work-related stress is said to be very rare or fairly rare by 55% of workers in Denmark**

Overall, 4 in 10 workers in Denmark (38%) believe cases of work-related stress are common in their workplace, and 55% say they are rare. This is the reverse of the situation across Europe as a whole, with 51% saying cases of work-related stress are common and 45% saying they are rare. Furthermore, Denmark has the lowest proportion of workers who say work-related stress is 'very common' (5%, compared to the European average of 16%).

In Denmark, health or care workers and those in sites with more than 50 workers are more likely than average to say cases of work-related stress are common (57% and 46% respectively).

The majority of workers in Denmark (69%) say work-related stress is controlled well at their workplace, and only 22% say the reverse. Older workers aged 55+ and health or care workers are more likely than average to say that work-related stress is controlled well where they work (76% and 73% respectively), and even 58% of those workers who say work-related stress is common in their workplace believe it is well controlled.

Across Europe only 54% of workers say that work-related stress is controlled well where they work. Indeed, Denmark (along with Ireland and the United Kingdom) has one of the highest proportions who say it is controlled 'very well' (25%) out of the 31 countries polled and is around twice the European average (13%).

## 2.1.7 Estonia

**Fieldwork:** 701 interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Estonia from 14-25 January 2013 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

### **Very few workers in Estonia believe that workers aged 60+ take more time off work due to illness than other workers**

Only one in six workers in Estonia (16%) think that older workers aged 60+ take more time off work due to illness than other workers, which is significantly below the European average (35%). Similarly, only 16% of workers in Estonia believe that workers aged 60+ have more accidents at work than other workers, which is also below the European average of 22%, though there is a marked age difference in Estonia with 25% of 18-34 year olds taking this opinion compared with just 6% of workers aged 55+.

However, two-thirds (66%) of workers in Estonia believe that older workers aged 60+ are less able to adapt to changes at work than other workers, which is above the European average of 60%. In Estonia, younger workers aged 18-34 are more likely to think this (69%) than older workers aged 55+ (54%).

### **Few workers are aware of policies or programmes in their workplace to support older workers**

Only 9% of workers in Estonia are aware of existing programmes and policies at their workplace to support people working up to or beyond the retirement age, which is lower than the European average of 12%.

Among all workers in Estonia not aware of existing policies where they work, 55% believe that such policies should be introduced and 45% do not (the European equivalent figures are 61% and 39%). This split may reflect the fact that workers in Estonia are also divided on whether the proportion of older workers aged 60+ in their workplace will increase by 2020 (44% think that the proportion of older workers is likely to increase, while 47% think that it is unlikely).

### **Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress, though young workers are as concerned about hours worked or workload**

When asked to choose from a list of six possible causes of work-related stress, 7 in 10 workers in Estonia (71%) select job reorganisation or job insecurity, ahead of hours worked or workload (57%),

lack of clarity on roles and responsibilities (49%) and lack of support from colleagues or superiors (48%).

Younger workers aged 18-34 in Estonia are more likely to say that hours worked or workload is a common cause of work related stress (70%) than workers aged 35+ (50%), and this is equal to the 70% of 18-34 year-old workers who select job reorganisation or job insecurity. Workers in Estonia aged 18-34 are also more likely than average to say that being subject to unacceptable behaviours such as bullying or harassment is one of the most common causes of work-related stress (52%, compared to 34% of workers aged 35+).

**Fewer workers in Estonia say work-related stress is common where they work than across Europe overall**

Almost half of workers in Estonia (49%) believe that cases of work-related stress are rare in their workplace, although 41% believe that they are common. Estonia compares favourably with Europe as a whole where 51% say work-related stress is common and 45% that it is rare. Workers in Estonia aged 35-54 and those in the largest workplaces with more than 250 workers are more likely than average to say that cases of work-related stress are common (47% and 50% respectively).

Almost two-thirds (64%) of workers in Estonia believe that work-related stress is controlled well in their workplace, rising to 77% of workers who believe that such cases are rare. Those who think that cases of work-related stress in their workplace are common are more likely than average to say that work-related stress is not controlled well (46%, vs. 28% of all workers).

## 2.1.8 Finland

**Fieldwork:** 550 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Finland from 14-25 January 2013 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only 13% of workers in Finland believe older workers have more accidents at work than other workers**

Only 13% of workers in Finland believe that older workers aged 60+ have more accidents at work than other workers, below the European average of 22%. Similarly, only 23% of workers in Finland think that older workers aged 60+ take more time off work due to illness than other workers, again lower than the European average of 35%, and only 23% of workers in Finland believe that workers aged 60+ are less productive than other workers against a European average of 28%.

However, over half of workers in Finland (56%) believe that older workers aged 60+ are less able to adapt to changes at work than other workers, similar to the European average (60%). Younger workers aged 18-34 (59%) are more likely to take this view than workers aged 55+ (47%) in Finland.

**Around one in seven are aware of policies or programmes to support older workers, and no consensus on whether to expect a higher proportion of workers aged 60+ in the workplace by 2020.**

Around one in seven (14%) in Finland are aware of existing policies or programmes at their workplace to support people working up to or beyond the retirement age, in line with the European average (12%). In line with Europe as a whole, 6 in 10 workers in Finland (60%) who are not aware of any existing policies favour their introduction. There is a general consensus across all age groups on favouring the introduction of such policies.

Overall, around half of workers in Finland (47%) believe it is likely that the proportion of workers aged 60+ in their workplace will increase by 2020, though as many think it is unlikely (48%). Female workers are more likely (50%) than male workers (44%) to expect an increase, while younger workers aged 18-34 are less likely (36%) than older workers aged 35+ (51%). Health or care workers are significantly more likely (61%) than average to expect an increase. By comparison, across Europe 52% of workers expect an increased proportion of workers aged 60+ at their workplace by 2020.

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**



When asked to choose from a list of six possible causes of work-related stress, two-thirds (65%) select job reorganisation or job insecurity, ahead of hours worked or workload (58%) and a lack of clarity on roles and responsibilities (53%). Job reorganisation or job insecurity is perceived to be a more common cause of work-related stress by workers aged 18-54 (selected by 68%) than workers aged 55+ (selected by 53%). Similarly, hours worked or workload is seen as a more common cause by workers aged 18-54 (selected by 60%) than for workers aged 55+ (selected by 52%)

Finland is in line with Europe, as job reorganisation or job insecurity is perceived to be the most common cause of work-related stress (selected by 72% of European workers), followed by hours worked or workload (selected by 66%).

**Opinion is split on how common work-related stress is in the workplace, but 6 in 10 workers in Finland believe it is well controlled**

More than 4 in 10 workers in Finland (44%) believe that cases of work-related stress are common in their workplace, though even more (49%) say they are rare. This is the reverse to the situation across Europe as a whole, where 51% say cases of work-related stress are common and 45% say they are rare. Furthermore, Finland has the second lowest proportion of workers who say work-related stress is 'very common' (6%) and the European average is 16%. In Finland, female workers are significantly more likely (49%) than males (39%) to say such cases are common. Workers aged 35-54 are also more likely (52%) to say cases of work-related stress are common in their workplace, compared with just 37% of all other workers.

Overall, 60% of workers in Finland say work-related stress is controlled well at their workplace, and only 35% say the reverse. Younger workers aged 18-34 are more likely (66%) than workers aged 35+ (57%) to say work-related stress is controlled well in their workplace. Three-quarters of workers (73%) who say work-related stress is rare in their workplace also believe it is well-controlled, whilst only 45% of those who say work-related stress is common in their workplace say the same. Across Europe as a whole, 54% say work-related stress is controlled well where they work.

## 2.1.9 France

**Fieldwork:** 506 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in France on 14-15 December 2012 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only one in four workers in France think that older workers aged 60+ are less productive or take more time off work due to illness than other workers**

Only one in four workers in France believe that older workers aged 60+ tend to be less productive than other workers (26%) or take more time off work due to illness than other workers (27%), against the European averages of 28% and 35% respectively. Even fewer workers in France (20%) think that workers aged 60+ have more accidents at work than other workers, which is a view shared by 22% of workers across Europe as a whole.

By contrast, a majority of workers in France (54%) think that older workers aged 60+ are less able to adapt to changes at work than other workers, though this is below the European average of 60%. Younger workers aged 18-34 in France are more likely than older workers aged 55+ to say this (58% vs. 45% respectively).

**Around one in seven are aware of policies or programmes to support workers aged 60+, and no consensus on whether to expect a higher proportion of workers aged 60+ by 2020**

Around one in seven (14%) in France are aware of existing programmes and policies at their workplace to support people working up to or beyond the retirement age, similar to the European average (12%). One in four workers (23%) in sites with more than 50 workers say they are aware of such policies, yet only 10% of workers in smaller workplaces say the same. Of all workers who are not aware of existing programmes or policies to support older workers, almost two-thirds (63%) think that they should be introduced at their workplace and 37% do not. Seven in 10 women (69%) favour such policies, compared with 57% of men.

Workers in France believe it is just as likely (46%) as it is unlikely (48%) that there will be a higher proportion of workers aged 60+ within their workplace by 2020 (52% of all European workers say that an increased proportion of workers aged 60+ is likely). Six in 10 workers aged 55+ in France (59%) say it is likely that there will be a higher proportion of workers aged over 60 at their workplace by 2020, yet only 34% of workers aged 18-34 say this.

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, 8 in 10 workers in France (80%) select job reorganisation or job insecurity, and as many as 86% of 35-54 year-olds. The next most common perceived causes of work-related stress are unacceptable behaviours such as bullying or harassment, and hours worked or workload, selected by 73% and 69% of workers respectively. Health or care workers are significantly more likely than average to say hours worked or workload is a common cause of work-related stress, with 84% selecting it.

Across Europe as a whole, job reorganisation or job insecurity is also perceived to be the most common cause of work-related stress, with 72% selecting it, followed by hours worked or workload (66%).

**Half of workers say work-related stress is common, but most believe it is controlled well**

Half of workers in France (49%) believe cases of work-related stress are common in their workplace, similar to the 51% of workers saying this across Europe, with as many workers in France saying such cases are rare (48%). Younger workers in France aged 18-34 are more likely (54%) than older workers aged 55+ (38%) to say work-related stress is common in their workplace. Six in 10 (57%) of workers in sites with more than 50 employees say work-related stress is common, but only 36% of workers in workplaces with 10 or fewer employees say the same.

Despite this, over half of all workers (56%) say that work-related stress is handled well in their workplace, though around 4 in 10 (42%) disagree. This is similar to the situation across Europe where the corresponding figures are 54% and 41%. Only one-third (32%) of workers in France who say that work-related stress is common in their workplace also believe it is well controlled, while 8 in 10 (79%) of those who say work-related is rare in their workplace say it is controlled well. Part-time workers are more likely to say work-related stress is controlled well in their workplace than full-time workers (61% vs. 54%).

## 2.1.10 Germany

**Fieldwork:** 484 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Germany from 28 November-4 December 2012 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

Overall, the findings from **Germany** suggest that:

**Only 15% of workers in Germany believe that older workers aged 60+ are less productive or have more accidents than other workers**

Only around one in seven workers in Germany believes that older workers aged 60+ tend to be less productive at work than other workers (15%) or have more accidents at work than other workers (13%), which are among the lowest proportions of the 31 countries polled and significantly well below the European averages of 28% and 22% respectively.

However, around half of workers in Germany (52%) believe that older workers aged 60+ are less able to adapt to changes at work than other workers (though again this is one of the lowest proportions of all the countries polled). Younger workers in Germany aged 18-34 are much more likely to take this opinion than older workers aged 55+ (61% vs. 37% respectively).

**A higher proportion of workers aged 60+ by 2020 is seen as likely, and they should be better supported with policies and programmes for older workers**

Six in 10 workers in Germany (58%) expect the proportion of workers aged 60+ in their workplace to increase by 2020 (above the European average of 52%) and only 4 in 10 workers in Germany (39%) say this is unlikely. Two-thirds of workers in sites with more than 50 workers (65%) say it is likely that the proportion of workers aged 60+ within their workplace will increase by 2020, while only 53% of workers in smaller workplaces say the same.

Only a small proportion of workers in Germany (8%) are aware of existing programmes or policies at their workplace to support people working up to or beyond the retirement age, lower than the European average of 12%. Of those workers in Germany who are not aware of any existing programmes or policies at their workplace, nearly two-thirds (64%) think that such programmes and policies should be introduced.

**Job insecurity or job reorganisation and bullying/harassment are perceived to be among the most common causes of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, around 8 in 10 workers in Germany select job reorganisation or job insecurity (79%), being subjected to unacceptable behaviours such as bullying or harassment (78%) and hours worked or workload (76%). The latter is selected as a common cause of work-related stress by 9 in 10 health or care workers (90%).

Across Europe as a whole, job reorganisation or job insecurity is also perceived to be the most common cause of work-related stress, with 72% selecting it, though hours worked or workload comes next (66%).

**Around half of workers in Germany say that work-related stress is common and that it is not controlled well**

Overall, half (52%) of workers across Germany believe that cases of work-related stress are common in their workplace compared with 45% who say they are rare, which reflects opinion across Europe as a whole. Two-thirds of health or care workers in Germany (67%) say work-related stress is common, as do 66% of workers in the largest workplaces with 250 or more colleagues, but by contrast only 41% of workers in the smallest workplaces with fewer than 10 colleagues believe work-related stress is common where they work.

Nearly half of workers in Germany say work-related stress is not controlled well at their workplace (47%), though as many (48%) say that it is controlled well. Two-thirds (65%) of those workers who say work-related stress is common at their workplace also believe that it is not controlled well, while conversely 65% of workers saying work-related stress is rare at their workplace believe that it is controlled well. Workers in professional or managerial roles are more likely than average to believe work-related stress is controlled well where they work, with 60% saying this.

### 2.1.11 Greece

**Fieldwork:** 506 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Greece from 3-19 December 2012 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

#### **Workers in Greece are generally split in their perceptions about older workers aged 60+**

Around half of workers in Greece (49%) believe that older workers aged 60+ have more accidents at work than other workers. Just over half take the view that workers aged 60+ take more time off due to illness than other workers (55%), and are less productive than other workers (56%). Younger workers aged 18-34 in Greece are more likely than workers aged 35+ to believe workers aged 60+ are less productive than others (69% vs. 51% respectively).

Eight in 10 workers in Greece (81%) think that older workers aged 60+ are less able to adapt to changes at work than other workers, which is the second highest proportion of the 31 countries polled. Even among workers aged 55+ in Greece, three-quarters (76%) believe that older workers are less adaptable to change than other workers.

#### **There is very low awareness of policies or programmes to support older people, although a higher proportion of workers aged 60+ by 2020 is seen as likely**

Just over half (54%) in Greece believe that it is likely that there will be a higher proportion of workers aged over 60 within their workplace by 2020, though 4 in 10 (41%) say it is unlikely. This is similar to the European averages, for example, 52% say it is likely across Europe although Greece has one of the highest proportions of the 31 countries polled who consider this increase 'very likely' (40% vs. 26% across Europe). Nearly 6 in 10 workers in non-manual roles in Greece agree it is likely (57%), in contrast with fewer than half of workers in manual roles (46%).

Only 1% of workers in Greece are aware of existing programmes and policies at their workplace to support people working up to or beyond the retirement age, which is the lowest proportion of the 31 countries polled (Cyprus is the second lowest at 3% and the European average is 12%). Of all workers in Greece who are not aware of existing programmes or policies, two-thirds (64%) would favour the introduction of policies, though just over one-third (36%) do not support this. Seven in 10 women (71%) favour introducing new policies to assist older workers, significantly higher than the 59% of men who support this.

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress, especially by older workers**

Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress according to workers in Greece, with 85% selecting it when asked to select from six possible causes of work-related stress and 91% of workers aged 55+. This is followed by unacceptable behaviours such as bullying or harassment (selected by 74%), and lack of support from colleagues or superiors and working hours or workload (both selected by 70%).

Across Europe as a whole, job reorganisation or job insecurity is also perceived to be the most common cause of work-related stress, with 72% selecting it, followed by hours worked or workload (66%).

**Work-related stress is perceived to be more common in Greece than anywhere else in Europe except Cyprus**

Eight in 10 workers in Greece (81%) report that work-related stress is common in their workplace and only 17% say it is rare. Greece has the second highest proportion of workers who say work-related stress is 'very common' (46% just behind Cyprus at 51%) and is three times higher than the European average (16%).

Work-related stress is a particular issue for health or care workers in Greece, with 96% saying it is common in their workplace and two-thirds (65%) very common. Women are also significantly more likely than average to perceive work-related stress cases as being common where they work, with 86% saying this.

Despite this, over half of all workers in Greece (56%) say that work-related stress is handled well in their workplace, though four in 10 (42%) disagree. This is similar to the trend observed across Europe. Almost eight in ten (78%) of those workers in Greece who say that work-related stress is rare in their workplace also believe it is well controlled, while part-time workers are significantly more likely to say work-related stress is controlled well in their workplace (75%) than full-time workers and self-employed workers (51% and 57% of whom say the same).

## 2.1.12 Hungary

**Fieldwork:** 515 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Hungary from 11-17 December 2012 as part of an ad hoc survey set up specifically to collect data on this subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only one-third of workers in Hungary believe that workers aged 60+ have more accidents at work than other workers**

Only one-third of workers in Hungary (32%) believe that older workers aged 60+ have more accidents at work than other workers, and fewer than half think that workers aged 60+ are less productive than other workers or take more time off work due to illness than other workers (43% and 46% respectively).

Six in 10 workers in Hungary (63%) believe that older workers aged 60+ are less able to adapt to changes at work than other workers, compared with the European average of 60%. In Hungary, more male workers (67%) than female workers (58%) think this, but only 46% of health or care workers share this view. Older workers' views are no different to those of younger workers, as 65% of both 18-34 year olds and 55+ year olds believe that workers aged 60+ are less adaptable than other workers.

**Few workers are aware of policies or programmes at their workplace to support older workers, though the proportion of workers aged 60+ is seen as unlikely to increase**

Only 9% of workers in Hungary are aware of existing policies or programmes at their workplace to support people working up to or beyond the retirement age, though health or care workers are significantly more likely than average to be aware (21%). By comparison, 12% of workers are aware of such policies across Europe.

Among all workers in Hungary not aware of existing workplace policies to support older workers, only 45% favour the introduction of these, which is one of the lowest proportions of the 31 countries polled. Part-time workers (55%) and workers aged 55+ (53%) in Hungary are more inclined to favour these policies than other groups in Hungary.

This might be linked to only one-third of workers in Hungary (35%) expecting the proportion of workers aged 60+ in their workplace to increase by 2020, whereas nearly two-thirds (63%) say it is unlikely. This is different to the situation across Europe where 52% of workers expect the proportion of workers aged 60+ to increase. However, 51% of workers in professional or managerial roles in Hungary do expect the proportion of workers aged 60+ where they work to increase by 2020.



**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress, especially in larger workplaces**

When asked to choose from a list of six possible causes of work-related stress, 56% of workers in Hungary select job reorganisation or job insecurity, ahead of hours worked or workload (48%) and lack of support from colleagues or superiors (46%). Job reorganisation or job insecurity is selected by 61% of workers in sites with more than 50 workers, compared with 52% of workers in small workplaces with 10 or fewer workers. All of these trends reflect those observed across Europe overall.

**Just over half of workers say work-related stress is common, and many think it is not well controlled**

Overall, half of workers in Hungary (52%) believe that cases of work-related stress are common in their workplace, though almost as many (46%) say cases are rare, which reflects the position across Europe as a whole. Female workers, workers aged 35-54, part-time workers and health or care workers in Hungary are all more likely than average to say cases are common (57%, 59%, 62% and 63% respectively). On the other hand, 6 in 10 workers aged 55+ (60%) believe cases of work-related stress are rare where they work.

More than half of all workers in Hungary (55%) believe work-related stress is not controlled well at their workplace, including 70% of those workers who say cases of work-related stress are common. In contrast, 44% of workers in Hungary believe that work-related stress is controlled well at their workplace. Health or care workers are among the groups more likely to say work-related stress is handled well (62%), and 57% of those in smaller workplaces with 10 or fewer workers share this view.

### 2.1.13 Ireland

**Fieldwork:** 546 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Ireland from 26 November-16 December 2012 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only around one in five workers believe that workers aged over 60 are less productive or take more time off work due to illness than other workers**

Only around one in five workers in Ireland believe that older workers aged 60+ tend to be less productive than other workers (22%) or take more time off work due to illness than other workers (23%), below the European averages of 28% and 35% respectively. Even fewer workers in Ireland (13%) think that workers aged 60+ have more accidents at work than other workers, which is again below the 22% of all European workers who say this.

However, two-thirds of workers in Ireland (66%) believe that workers aged 60+ tend to be less able to adapt to changes at work than other workers, which is above the European average of 60%. Younger workers aged 18-34 (79%) and full-time workers (70%) in Ireland are more likely to say this than workers aged 55+ (54%) and part-time workers (58%). Manual workers are also more likely than non-manual workers to take this view (71% vs. 63%).

**A higher proportion of workers aged 60+ by 2020 is seen as unlikely, and there is little awareness of any policies or programmes to support them**

Overall, 44% of workers in Ireland expect the proportion of workers aged 60+ in their workplace to increase by 2020, but over a half (55%) think this is unlikely. This runs counter to the position in the United Kingdom where two-thirds (67%) expect the proportion of workers aged 60+ to increase. Half (49%) of workers aged 55+ in Ireland say that such an increase is likely, compared with just 37% of younger workers aged 18-34. Overall, 47% of workers in the largest workplaces with more than 250 employees expect a higher proportion of workers aged 60+ in the next few years, significantly more than the 37% of workers in the smallest workplaces with up to 10 employees.

Only 9% of workers in Ireland are aware of any existing policies or programmes at their workplace to support people working up to or beyond the retirement age, similar to the European average of 12%. Of those workers not aware of any policies being in place, 8 in 10 (78%) favour their introduction (which is the joint second highest proportion across Europe), and as many as 83% of health or care workers take this view.

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, three-quarters of workers in Ireland (76%) select job reorganisation or job insecurity. The next highest contributors to work-related stress are perceived to be hours worked or workload, and being subjected to unacceptable behaviours such as bullying or harassment, selected by 73% and 70% respectively. More women (74%) than men (66%) believe that being subjected to bullying or harassment is a common cause of work-related stress. These trends are virtually identical to those observed across Europe as a whole.

**A majority of workers say work-related stress is rare, and even more think it is controlled well**

Four in 10 workers in Ireland (42%) believe cases of work-related stress are common in their workplace, and 55% say they are rare, which is very similar to the United Kingdom where 44% say work-related stress is common, although a below the European average (51% common). A significantly higher proportion of younger workers aged 18-34 (50%) believe such cases are common in their workplace than those aged 35+ (38%). Health or care workers (65%) and workers in the largest workplaces with more than 250 employees (57%) are also more likely than average to take this view, but only 31% of workers in workplaces of up to 10 employees say the same.

Two-thirds of workers in Ireland (66%) believe work-related stress is controlled well at their workplace. Eight in 10 workers (80%) in the smallest workplaces with 10 or fewer employees take this view, as do 72% of all manual workers. One-third of workers in Ireland (33%) say work-related stress is not controlled well, rising to 45% among those in workplaces with more than 50 employees.

This again mirrors the United Kingdom, but across Europe only 54% of workers say that work-related stress is controlled well where they work. Indeed, Ireland has the highest proportion saying it is controlled 'very well' (28%) out of the 31 countries polled and is twice the European average (13%).

## 2.1.14 Italy

**Fieldwork:** 480 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Italy from 28 November-1 December 2012 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

### Four in 10 workers in Italy think workers aged 60+ are less productive than other workers

Four in 10 workers in Italy (40%) believe that older workers aged 60+ are less productive at work than other workers, though this perception varies according to age with 51% of 18-34 year old workers taking this view compared with only 31% of workers aged 55+. The average figure across Europe is 28%. Similarly, 48% of workers in Italy believe workers aged 60+ take more time off work due to illness than other workers, compared with 35% of workers across Europe as a whole.

However, around 7 in 10 workers in Italy (69%) believe that workers aged 60+ are less able to adapt to changes at work than other workers, above the European average (60%). In Italy, this includes a clear majority (62%) of current workers aged 55+.

### A higher proportion of workers aged 60+ is seen as likely in Italy, but few are aware of policies and programmes to support older workers

Two-thirds (66%) of workers in Italy think an increase in the proportion of workers aged over 60 at their workplace is likely by 2020 (this is one of the highest proportions of the 31 countries polled and significantly greater than the European average of 52%). Only 30% of all workers in Italy believe it is very or fairly unlikely. An increase in the proportion of older workers is thought most likely by those in sites with more than 50 workers (73% expect an increase, compared with 60% of workers at the smallest workplaces with 10 workers or fewer).

Only 4% of workers in Italy are aware of programmes and policies at their workplace to support people working up to or beyond the retirement age, which is one of the lowest proportions of all the countries polled (Italy is ranked joint third lowest-placed country on this measure and the European average is 12%). Of workers who are not aware of existing programmes and policies in Italy, around two-thirds (64%) believe that they should be introduced. Workers aged 55+ are significantly more likely to favour the introduction of policies to support older workers where they work than workers aged 18-54 (78% vs. 61% respectively).

**Job reorganisation or job insecurity, and hours worked or workload, are perceived to be the most common causes of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, a majority of workers in Italy (71%) select job insecurity or job reorganisation, followed by hours worked or workload (65%), lack of support from colleagues or superiors (63%), unclear roles and responsibilities (also 63%) and unacceptable behaviours such as bullying or harassment (62%).

The top two selected in Italy reflect the situation across Europe, where job reorganisation or job insecurity is perceived as the most common cause of work-related stress (72%), ahead of hours worked or workload (66%).

**More than half of workers in Italy say work-related stress is common, but also that it is controlled well**

More than half of all workers in Italy (55%) say that cases of work-related stress are common in their workplace, while 39% say they are rare, and 4% say there are no such cases. There is less consensus at European level, as 51% of workers say cases of work-related stress are common where they work and 45% say they are rare. .

Despite work-related stress being viewed as relatively common in Italy, many more workers (60%) believe work-related stress is controlled well at their workplace than say the opposite (34%). Across Europe 54% say work-related stress is controlled well and 41% say it is not controlled well. However, workers at sites with more than 10 workers in Italy are significantly more likely than workers at smaller workplaces to say work-related stress is not controlled well (43% vs. 26% respectively).

### 2.1.15 Latvia

**Fieldwork:** 621 interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Latvia from 14-25 January 2013 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only one in five workers in Latvia believe that older workers take more time off work due to illness or have more accidents at work than other workers**

Only one in five workers in Latvia think that older workers aged 60+ take more time off work due to illness than other workers (20%), or have more accidents at work than other workers (18%) – in both cases lower than the equivalent figures of 35% and 22% among all European workers.

On the other hand, 7 in 10 workers in Latvia (70%) believe that older workers tend to be less able to adapt to changes at work than other workers, above the European average (60%). In Latvia, younger workers aged 18-34 are significantly more likely to think this compared with workers aged 55+ (80% vs. 54% respectively).

**Few workers are aware of policies or programmes at their workplace to support older workers, though a majority are in favour of introducing such policies**

Just 6% of workers in Latvia are aware of programmes and policies at their workplace to support people working up to or beyond the retirement age, below the European average of 12%. Workers in workplaces with more than 50 people in Latvia are more likely to be aware of such policies (10%) than workers at workplaces smaller than this (4%). Among all workers not aware of existing programmes or policies for older workers, more than half (58%) favour their introduction, which is similar to the European average (61%), and as many as 67% of workers in manual roles in Latvia would support introducing such policies.

Only one-third (34%) of workers in Latvia think that it is likely that there will be a higher proportion of older workers aged 60+ in their workplace by 2020, with 62% saying the reverse (including 77% of younger workers aged 18-34). The position across Europe is somewhat different to Latvia, as 52% of all European workers think there is likely to be higher proportion of older workers aged 60+ where they work by 2020.

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, 7 in 10 workers in Latvia (70%) select job reorganisation or job insecurity, ahead of hours worked or workload (62%) and lack of support from colleagues and superiors (54%), which are similar to the Europe-wide figures.

Young workers aged 18-34 in Latvia are more likely than average to think that hours worked or workload (73%) and a lack of support from colleagues and superiors (62%) are common causes of work-related stress. Manual workers in Latvia are also more likely than average to believe that hours worked or workload is a common cause of work-related stress, with 68% saying this.

**Workers in Latvia are split on how common cases of work-related stress are and on how well it is controlled where they work**

Around half of workers in Latvia (53%) believe that cases of work-related stress are rare in their workplace, though a large minority (43%) say such cases are common. Women are significantly more likely than men to perceive work-related stress as being common where they work (47% vs. 39%), and as many as 60% of health or care workers say work-related stress is common. Half of all European workers (51%) say that work-related stress is common in their workplace, though the 43% figure in Latvia is similar to Estonia (41%) and Lithuania (38%).

Half of workers in Latvia (52%) think that work-related stress is not controlled well in their workplace, though a significant minority (42%) say that it is. This is the reverse of the situation across Europe, where more workers believe work-related stress is controlled well than not well (by 54% to 41%). Indeed, Latvia has one of the lowest proportions of the 31 countries polled who say work-related stress is controlled well.

Younger workers aged 18-34 in Latvia are more likely than average to think that work-related stress is handled well in their workplace (48%). Workers in the largest workplaces with more than 250 workers are more likely to say that work-related stress is not handled well than workers in the smallest workplaces with 10 or fewer workers (70% vs. 46%).

## 2.1.16 Lithuania

**Fieldwork:** 566 interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Lithuania from 14-25 January 2013 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only one-quarter of workers in Lithuania believe workers aged 60+ take more time off work due to illness or have more accidents than other workers**

Only one-quarter (26%) of workers in Lithuania think that older workers aged 60+ have more accidents at work than other workers, fairly similar to the European average of 22%. Similarly, only 27% believe that workers aged 60+ take more time off work due to illness than other workers, which is below the European average (35%).

However, more than three-quarters (78%) of workers in Lithuania believe that older workers aged 60+ are less able to adapt to changes at work than other workers, which is the third highest proportion of the 31 countries polled. In Lithuania, non-manual workers are more likely than manual workers to say this (82% vs. 69% respectively).

Workers in Lithuania are also more likely than European workers overall (by 50% to 28%) to think that older workers aged 60+ are less productive than other workers.

**Few workers are aware of policies and programmes at their workplace to support older workers**

Just 5% of workers in Lithuania are aware of programmes or policies in their workplace designed to make it easier for people to work up to or beyond the retirement age, which is around half the European average (12%). Manual workers in Lithuania are more likely than non-manual workers to be aware of such programmes and policies (9% compared to 4%). Among all workers in Lithuania not aware of such policies, 6 in 10 (62%) favour their introduction, which is in line with the 61% of European workers who take this view. Female workers in Lithuania are more likely than men to support such policies (65% compared to 58%).

Six in 10 Lithuanian workers (61%) think it is unlikely that there will be a higher proportion of older workers aged 60+ in their workplace by 2020, though 34% do say that it is likely. Older workers aged 55+ are more likely than younger workers aged 18-34 to expect an increased proportion of workers aged 60+ where they work by 2020 (47% and 22% respectively), and women are more likely than men to take this view (39% compared with 29%).



**Hours worked or workload is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, just over half of workers in Lithuania (53%) select hours worked or workload, slightly ahead of job reorganisation or job insecurity (50%). Younger workers aged 18-34 are more likely than average to select hours worked or workload (62%), as well as lack of clarity on roles and responsibilities (51% versus 43% overall selecting this). Non-manual workers are more likely than manual workers to select job reorganisation or job insecurity as a common cause of work-related stress (54% vs. 40% respectively).

**A majority of workers say that cases of work-related stress are rare in their workplace, but opinion is split on how well work-related stress is handled**

Nearly 6 in 10 workers in Lithuania (59%) say that cases of work-related stress are rare in their workplace, though a significant minority (38%) say that such cases are common. Lithuania compares favourably with Europe as a whole (51% common, 45% rare). Women in Lithuania are more likely than men to believe that work-related stress is common (47% compared to 29%). Half (50%) of those in workplaces with more than 50 workers say that cases of work-related stress is common, compared with only 35% of those in smaller workplaces. Similarly, 43% of non-manual workers believe that work-related stress is common where they work, but only 25% of manual workers say the same.

Workers in Lithuania are divided on how well the control of work-related stress is handled in their workplace; while 46% believe that it is handled well, 41% believe that it is not handled well. Younger workers aged 18-34 are more likely to think that the control of work-related stress is handled well in their workplace (55%) than workers aged 35-54 (44%) or workers aged 55+ (36%).

## 2.1.17 Luxembourg

**Fieldwork:** 549 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Luxembourg from 7-18 January 2013 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only one in six workers in Luxembourg believe older workers have more accidents than other workers**

Only one in six workers in Luxembourg (16%) believe that older workers aged 60+ have more accidents than other workers, and only 21% think that older workers are less productive than other workers. This is below the European averages, where 22% and 28% respectively share these views. Similarly, only 31% of workers in Luxembourg think that workers aged 60+ take more time off work due to illness than other workers, compared to 35% across Europe who say this.

However, two-thirds of workers in Luxembourg (65%) believe that workers aged 60+ are less able to adapt to changes at work than other workers, compared with the 60% of workers who think this across Europe as a whole. Female workers in Luxembourg are significantly more likely (72%) to take this view than male workers (60%). Although younger workers aged 18-34 (70%) are significantly more likely than average to say workers aged 60+ are less able to adapt to changes at work than other workers, a majority of older workers aged 55+ share this view (63%).

**Around one in eight are aware of policies or programmes to support older workers, and no consensus on whether to expect a higher proportion of workers aged 60+ by 2020**

Around one in eight (12%) in Luxembourg are aware of existing policies or programmes at their workplace to support people working up to or beyond the retirement age, matching the European average, though only 6% of part-time workers in Luxembourg say they are aware of such policies. Again in line with Europe as a whole, 6 in 10 workers in Luxembourg (61%) who are not aware of any existing policies favour the introduction of such policies, though this applies to significantly fewer workers aged 55+ (49%).

Overall, around half of workers in Luxembourg (48%) believe it is likely that the proportion of workers aged 60+ in their workplace will increase by 2020, though 46% think it is unlikely. Younger workers aged 18-34 are more likely (50%) than workers aged 55+ (37%) to expect such an increase, as are workers in the largest workplaces of 250+ employees (56%). By comparison, across Europe 52% of workers expect a higher proportion of workers aged 60+ at their workplace by 2020.

**Being subjected to bullying or harassment is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, 7 in 10 (70%) in Luxembourg select being subjected to unacceptable behaviours such as bullying or harassment, ahead of job reorganisation or job insecurity (65%) and lack of support from colleagues or superiors (56%).

Workers in Luxembourg are significantly more likely to select unacceptable behaviours such as bullying or harassment as a common cause of work-related stress than the European average (70%, compared to 59% across Europe). Conversely, hours worked or workload registers only as the fifth most common cause of work-related stress in Luxembourg (selected by 49%) but is the second most common cause across Europe (selected by 66%).

**Half of workers say work-related stress is common, though even more think it is controlled well**

Half of workers in Luxembourg (52%) believe that cases of work-related stress are common in their workplace, though 44% say they are rare. This is almost identical to the European average of 51% saying cases of work-related stress are common in their workplace and 45% saying cases are rare. In Luxembourg, female workers (58%) are significantly more likely than men (47%) to say such cases are common.

Despite this, nearly 6 in 10 workers in Luxembourg (58%) say work-related stress is controlled well at their workplace, while 39% say the reverse. Female workers (62%), younger workers aged 18-34 (64%) and workers in the smallest workplaces of up to 10 employees (71%) are all more likely than average to say cases of work-related stress are controlled well within their workplace. Overall, 73% of workers who say work-related stress is rare in their workplace also believe it is well-controlled, whilst only 44% of those who say work-related stress is common in their workplace say it is controlled well. Across Europe as a whole, 54% say work-related stress is controlled well.

### 2.1.18 Malta

**Fieldwork:** 495 face-to-face interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Malta from 11-17 December 2012 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only 31% of workers in Malta believe older workers have more accidents at work than other workers**

Only 3 in 10 workers in Malta (31%) believe that older workers aged 60+ have more accidents at work than other workers. Fewer than half believe that older workers are less productive than other workers (42%) or take more time off work due to illness than other workers (also 42%). This reflects the view across Europe, where for example 35% of workers believe workers aged 60+ take more time off work due to illness than other workers.

However, two-thirds (68%) of workers in Malta believe that workers aged 60+ are less able to adapt to changes at work than other workers. Across Europe as a whole, fewer workers take this view (60%). Even among workers aged 55+ in Malta, 59% say that workers aged 60+ are less adaptable than other workers.

**A majority think it is unlikely there will be a higher proportion of workers aged 60+ in the workplace by 2020, and few are aware of policies or programmes to support older workers**

Almost 4 in 10 (37%) of workers in Malta think it is likely that the proportion of workers aged 60+ in their workplace will increase by 2020, but over half (55%) think this is unlikely. Across Europe as a whole, half (52%) expect a higher proportion of workers aged 60+ at their workplace by 2020.

A majority of health or care workers tend to think an older workforce in 2020 is likely (60%), and those in workplaces with more than 250 workers are also more likely to say this (54%).

Only 8% of workers in Malta are aware of existing policies or programmes at their workplace to support people working up to or beyond the retirement age, below the European average of 12%. Among those workers who are not aware of existing policies, three-quarters (74%) favour the introduction of such policies, which is the joint fourth highest placed country polled on this measure. Female workers in Malta are more in favour than men (82% vs. 70% respectively).

**Lack of support from colleagues and hours worked or workload are perceived to be the most common causes of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, almost two-thirds of workers in Malta select a lack of support from colleagues or superiors (65%), and hours worked or workload (also 65%). Almost 6 in 10 select being subject to unacceptable behaviours such as bullying or harassment (58%) and job reorganisation or job insecurity (56%).

The situation is somewhat different across Europe overall, with job reorganisation or job insecurity perceived to be the most common cause of work-related stress followed by hours worked or workload. Lack of support from colleagues or superiors is viewed as the fourth most common cause of work-related stress.

Workers in professional or managerial roles in Malta are more likely than average to identify hours worked or workload (74% compared to 65%) and job reorganisation or job insecurity (65% compared to 56%) as causes of work-related stress. Hours worked or workload is also more likely to be selected by workers aged 18-34 (76%) and those in sites with more than 50 workers (72%).

**Six in 10 workers in Malta think work-related stress is common, but as many say it is handled well**

Six in 10 workers in Malta (62%) believe that cases of work-related stress in their workplace are common, while one-third (35%) say they are rare. Opinion is more mixed across Europe overall (51% common, 45% rare). Workers in health or care roles in Malta are more likely to say work-related stress is common (75%), as are those in workplaces with more than 50 workers (72%).

Six in 10 workers in Malta (60%) say that work-related stress is handled well in their workplace, though 36% say the reverse. Across Europe as a whole, fewer (54%) say work-related stress is handled well.

In workplaces where work-related stress is perceived as rare, a large majority of workers say stress is handled well, which contrasts with less than half those saying stress is handled well in workplaces where it is seen as common (83% vs. 46% respectively).

### 2.1.19 Netherlands

**Fieldwork:** 557 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in the Netherlands from 5-19 December 2012 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

#### **Few workers believe that workers aged 60+ have more accidents at work than other workers**

Fewer than 3 in 10 workers in the Netherlands (28%) believe that workers aged 60+ are less productive at work than other workers, which matches the European average. However, there is a marked difference depending on age with 40% of workers aged 18-34 in the Netherlands taking this view, compared with only 19% of workers aged 55+.

Even fewer workers in the Netherlands (just 10%) believe that older workers aged 60+ have more accidents at work than other workers (this is one of the lowest proportions of the 31 countries polled and around half the European average of 22%).

However, almost two-thirds of workers in the Netherlands (64%) believe that workers aged 60+ are less able to adapt to changes at work than other workers, which is above the European average (60%).

#### **Around one in six are aware of policies to support older workers and there is no consensus on whether to expect a higher proportion of workers aged 60+ by 2020**

Around one in six (16%) are aware of existing policies or programmes at their workplace to support people working up to or beyond the retirement age, above the European average (12%). Half of workers in the Netherlands (50%) who are not aware of any existing policies favour their introduction, below the European average (61%). In the Netherlands, older workers aged 55+ are more likely than average to favour such an introduction (66%).

Just under half of workers in the Netherlands (46%) believe it is likely that the proportion of workers aged 60+ will increase in their workplace by 2020, but as many (47%) think it is unlikely. Older workers aged 55+ are more likely than the youngest workers aged 18-34 (53% vs. 38%) to expect such an increase, as are workers in the largest workplaces of 250+ employees (63%). Across Europe, 52% of workers expect an increase in the proportion of workers aged 60+ at their workplace by 2020.

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, 6 in 10 workers (59%) in the Netherlands select job reorganisation or job insecurity, ahead of hours worked or workload (43%) and a lack of clarity on roles and responsibilities (38%). Job insecurity is perceived to be a particular issue for female workers and part-time workers, selected by 63% and 62% respectively. Seven in 10 workers in the largest workplaces with more than 250 employees also select it (69%).

Across Europe, job reorganisation or job security is also perceived to be the most common cause of work-related stress, again followed by hours worked or workload, though unacceptable behaviours such as bullying or harassment comes next.

**Six in 10 workers say work-related stress is common, though even more think it is controlled well**

Six in 10 workers in the Netherlands (59%) believe that cases of work-related stress are common in their workplace, and only 38% say that they are rare. Workers' perceptions across Europe are more divided, as 51% say cases of work-related stress are common in their workplace, and 45% say such cases are rare. In the Netherlands, female workers are significantly more likely than average to say such cases are common in their workplace (64%).

Despite this, almost two-thirds (64%) of all workers in the Netherlands say work-related stress is controlled well at their workplace, while one-third (33%) say the reverse. Workers in manual roles are more likely than those in non-manual roles to say that work-related stress is controlled well where they work (77% vs. 61% respectively), and as many as 72% of workers in the smallest workplaces with 10 employees or fewer say the same. By comparison, across Europe 54% of workers say that work-related stress is controlled well at their workplace.

## 2.1.20 Poland

**Fieldwork:** 523 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Poland from 7-9 December 2012 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only 3 in 10 workers in Poland believe that workers aged 60+ have more accidents at work than other workers**

Three in 10 workers in Poland (31%) think that older workers aged 60+ have more accidents at work than other workers, though this is above the European average (22%). Just under half of workers in Poland (48%) think that workers aged 60+ take more time off work due to illness than other workers, but this varies with age as 57% of workers aged 18-34 take this view compared with just 33% of workers aged 55+. One-third of all European workers share this perception (35%).

As many as three-quarters of workers in Poland (75%) believe that workers aged 60+ are less able to adapt to changes at work than other workers (which is the fourth highest proportion out of the 31 countries polled), and is a view shared by the majority of workers aged 55+ in Poland (65%).

**Around one in eight are aware of policies or programmes to support older workers, and a higher proportion of workers aged 60+ in the workplace by 2020 is seen as unlikely**

Only 12% of workers in Poland are aware of any existing policies or programmes at their workplace to support people working up to or beyond the retirement age, matching the European average, though 18% of workers in sites with 50+ workers in Poland say they are aware of such policies there.

Half (49%) of all workers in Poland who are not aware of any existing policies think that they should be introduced, though as many (51%) think the reverse. Female workers are significantly more likely (55%) than males (44%) to favour the introduction of policies to support older workers, and workers aged 55+ are significantly more likely (57%) than younger workers aged 18-34 (43%) to favour their introduction.

More than half of workers in Poland (55%) believe it is unlikely that the proportion of workers aged 60+ in their workplace will increase by 2020, though 41% think it is likely. Female workers are more likely (47%) than male workers (36%) to expect such an increase. By comparison, across Europe 52% of all workers expect an increased proportion of workers aged 60+ at their workplace by 2020.



**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, more than 8 in 10 workers in Poland (84%) select job reorganisation or job insecurity, ahead of hours worked or workload (65%) and a lack of clarity on roles and responsibilities (59%). Female workers are significantly more likely to select a lack of clarity on roles and responsibilities (65%) and being subjected to unacceptable behaviours such as bullying or harassment (64%) as common causes of work-related stress than average (59% and 57% respectively)

The findings in Poland echo those across Europe, where job reorganisation or job insecurity is also perceived as the most common cause of work-related stress, followed by hours worked or workload.

**Around half of workers in Poland say work-related stress is common, and a similar proportion believe that it is controlled well**

Half of workers in Poland (51%) believe that cases of work-related stress are common in their workplace, though almost as many (48%) believe such cases are rare where they work. This is in line with the situation across Europe, with 51% saying cases of work-related stress are common and 45% saying they are rare. In Poland, female workers (59%) and workers in sites with more than 50 workers (58%) are more likely than average to say cases of work-related stress are common.

Overall, 55% of workers in Poland say work-related stress is controlled well at their workplace, though 42% say the reverse. Younger workers aged 18-34 (61%) and male workers (59%) are more likely than average to say work-related stress is controlled well within their workplace, but only 48% of workers in sites with 50+ workers say the same. Poland is in line with the European average, as 54% of European workers say work-related stress is controlled well at their workplace.

### 2.1.21 Portugal

**Fieldwork:** 502 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Portugal from 28 November–19 December 2012 as part of an ad hoc survey set up specifically to collect data on this subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Fewer than 4 in 10 workers in Portugal think that workers aged 60+ are less productive at work than other workers**

Fewer than 4 in 10 workers in Portugal (36%) believe that older workers aged 60+ are less productive at work than other workers, though fewer workers across Europe as a whole share this perception (28%). Female workers in Portugal are more likely than males to hold this opinion (by 41% to 31%).

However, almost two-thirds of workers in Portugal (63%) think that workers aged 60+ are less able to adapt to changes at work than other workers, though this is similar to the European average of 60%. In Portugal this belief is again held by more female workers (69%) than male workers (59%), but there is little difference in the proportion of younger workers aged 18-34 and older workers aged 55+ who take this view (64% vs. 60% respectively).

**There is little awareness of any programmes or policies to support older workers and a higher proportion of workers aged 60+ by 2020 is seen as unlikely**

Only 8% of workers in Portugal are aware of existing programmes or policies at their workplace to support people working up to or beyond the retirement age, which is below the European average (12%). Of all workers in Portugal who are not aware of such programmes or policies, almost 6 in 10 (57%) believe that they should be introduced where they work, whilst just over 4 in 10 (43%) say the reverse. Two-thirds of workers at sites with more than 50 workers (66%) would like to see policies introduced to support older workers, compared with just 54% of workers in workplaces smaller than this.

More than half of workers in Portugal (54%) believe it is unlikely that there will be a higher proportion of workers aged 60+ within their workplace by 2020. Four in 10 say that it is likely (43%), below the European average (52%). Half of workers aged 55+ in Portugal (51%) do expect there to be a higher proportion of workers aged over 60 within their workplace by 2020, yet only 35% of workers aged between 18-34 say this.

**Job reorganisation or job insecurity, and working hours or workload, are perceived to be the most common causes of work-related stress**

Job reorganisation or job insecurity, and hours worked or workload, are perceived to be the most common causes of work-related stress according to workers in Portugal, each selected by 4 in 10 (41%) when asked to select from a list of six possible causes of work-related stress. This is followed by a lack of support from colleagues or superiors, selected by one-third (33%) of all workers.

Job reorganisation or job insecurity is a particular issue for workers aged 55+, half (52%) of whom mention it compared with 37% of those aged 18-34. Job reorganisation or job insecurity is also perceived to be the most common cause of work-related stress by all European workers, followed by hours worked or workload.

**Six in 10 workers in Portugal believe both that work-related stress is common and that it is controlled well**

Six in 10 workers in Portugal (59%) believe that cases of work-related stress are common in their workplace and 40% say that it is rare. Portugal is ranked joint third highest-placed country for the proportion of workers who say work-related stress is 'very common' (28%) and is almost double the European average (16%). Younger workers aged 18-34 are more likely than older workers aged 55+ to perceive work-related stress as being common where they work (64% vs. 44% respectively).

Despite work-related stress being perceived as relatively common, 6 in 10 workers in Portugal (62%) also say that it is handled well at their workplace, though one-third (35%) disagree. This reflects the situation across Europe, where more workers believe work-related stress is controlled well than not well (by 54% to 41%). In Portugal, workers aged 18-34 are more likely than average to say that work-related stress is handled well (71%, compared with 54% of workers aged 55+ who say the same).

## 2.1.22 Romania

**Fieldwork:** 350 face-to-face interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Romania from 11-17 January 2013 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

### **One in three workers in Romania think that workers aged 60+ have more accidents at work than other workers**

One in three workers in Romania (34%) believe that workers aged 60+ have more accidents at work than other workers, well above the European average (22%).

Four in 10 workers in Romania (40%) say that older workers aged 60+ take more time off work due to illness than other workers, and the same proportion (40%) think older workers are less productive at work than other workers, above the European averages (35% and 28% respectively).

Conversely, half (51%) of workers in Romania believe that older workers tend to be less adaptable to changes at work than other workers, though this is one of the lowest proportions of all the countries polled (and below the European average of 60%).

Half of those aged 18-34 in Romania (49%) say that workers aged 60+ are less productive at work than other workers, but only 36% of workers aged 35+ say this. Similarly, 62% of workers aged 18-34 in Romania perceive older workers aged 60+ as less able to adapt at changes at work than other workers, but only 45% of workers aged 35+ think this.

### **There is low awareness of existing policies for older workers in the workplace**

Just 7% of workers in Romania are aware of programmes or policies at their workplace to make it easier for workers to continue working up to or beyond the retirement age, below the European average (12%). Around 6 in 10 workers in Romania who are not aware of existing policies to support older workers in their workplace favour their introduction (63%), which is similar to the European average (61%).

Around half (53%) of workers in Romania think it is unlikely that there will be a higher proportion of workers aged 60+ in their workplace by 2020, and a further 14% say they do not have any workers aged 60+ at their workplace now and do not expect to in 2020. Only one in four workers (28%) believe that a higher proportion of workers aged 60+ in their workplace in 2020 is likely, which is the lowest proportion of the 31 countries polled.

### **Hours worked or workload is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, nearly 6 in 10 workers in Romania (58%) select hours worked or workload, and the next most common cause of work-related stress is perceived to be job reorganisation or job insecurity (selected by 47%). Young workers aged 18-34 are more likely to select hours worked or workload as a common cause of work-related stress (67%) than workers aged 35+ (53%).

Across Europe, job reorganisation or job insecurity is perceived to be the most common cause of work-related stress (selected by 72%), followed by hours worked or workload (66%). Other possible causes of work-related stress such as unclear roles and responsibilities, unacceptable behaviours such as bullying and harassment, and a lack of support from colleagues or superiors are selected by fewer workers both in Romania and across Europe.

### **Half of workers say work-related stress is common, but half also say that it is controlled well**

Half (51%) of workers in Romania believe that cases of work-related stress are common in their workplace, though a significant minority (39%) say that such cases are rare. This is very similar to the European averages of 51% who say that cases of work related stress are common in their workplace, and 45% who say that such cases are rare. Female workers are more likely than male workers to say that cases of workplace stress are common in their workplace (64% vs. 41% respectively).

Half (49%) of workers in Romania believe that the control of work-related stress is handled well in their workplace, compared with the European average of 54%. A significant minority of workers in Romania (44%) say that work-related stress is not handled well in their workplace.

### 2.1.23 Slovakia

**Fieldwork:** 637 face-to-face interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Slovakia from 10-18 December 2012 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

#### **Fewer than 4 in 10 workers in Slovakia believe workers aged 60+ have more accidents at work than other workers**

Fewer than 4 in 10 workers in Slovakia (36%) believe that older workers aged 60+ have more accidents at work than other workers, with only 24% of workers aged 55+ saying this compared to 38% of workers aged 18-54. Across Europe as a whole, even fewer workers (22%) believe that workers aged 60+ have more accidents at work than other workers.

Half (51%) of workers in Slovakia believe that older workers aged 60+ are less productive at work than other workers, whereas only 35% of all European workers share this perception.

Although 6 in 10 workers in Slovakia (60%) believe that workers aged 60+ are less able to adapt to changes at work than other workers, this matches the European average (also 60%). This is a particularly prevalent view among health or care workers and those aged 35-54 in Slovakia (held by 76% and 65% respectively).

#### **Around one in nine workers in Slovakia are aware of policies or programmes to support older workers in their workplace**

Around one in nine workers in Slovakia (11%) are aware of existing policies or programmes at their workplace to support workers who wish to work up to or beyond the retirement age, in line with the European average (12%). Among those who are not currently aware of existing policies, the majority (58%) oppose the introduction of such policies and 42% are in favour, which is the lowest proportion of all the countries polled. Furthermore, Slovakia is the reverse of the view across Europe where the majority is in favour of such policies (61%).

Workers in Slovakia tend to think it is unlikely that the proportion of workers aged 60+ in their workplace will increase by 2020 (55% say it is unlikely vs. 35% likely). Slovakia (along with Romania) has the lowest proportion of workers of all the countries polled saying it is 'very likely' (9% compared to the European average of 26%). There is an age divide with workers aged 55+ more likely to agree there will be an increase compared to those aged 18-34 (47% vs. 28% respectively).

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, 8 in 10 workers in Slovakia (83%) select job reorganisation or job insecurity, followed by hours worked or workload (74%). Over half select unacceptable behaviours such as bullying or harassment (56%), followed by lack of support from colleagues or superiors (51%), lack of clarity of roles and responsibilities (46%), and limited opportunity to manage work patterns (41%). This closely reflects the European-wide findings.

**A majority of workers in Slovakia say work-related stress is common, but most also believe it is handled well**

Six in 10 workers in Slovakia believe that cases of work-related stress in their workplace are common, although one in three say they are rare (62% and 34% respectively). This differs to the perception across Europe as a whole where opinion is more balanced (51% and 45% respectively). Workers in sites with more than 50 workers in Slovakia are significantly more likely than average to say work-related stress is common (75%). In contrast, 54% of workers in the smallest workplaces with 10 or fewer workers say that such stress is common.

Despite work-related stress being perceived as relatively common in Slovakia, two-thirds (66%) of all workers say it is handled well in their workplace, while 3 in 10 (30%) say the reverse. By comparison, across Europe 54% say work-related stress is handled well. Workers at sites with more than 50 workers in Slovakia are more likely than average to believe stress is not well handled in their workplace (48%).

## 2.1.24 Slovenia

**Fieldwork:** 503 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Slovenia from 5-17 December 2012 in an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

Overall, the findings from **Slovenia** suggest that:

### **Under half of workers in Slovenia think that workers aged 60+ have more accidents at work than other workers**

Fewer than half of workers in Slovenia (43%) believe that older workers aged 60+ have more accidents at work than other workers, though this is twice the European average (22%). Just over half of workers in Slovenia (56%) say that workers aged 60+ are less productive than other workers, again double the European average (28%). A similar pattern is evident for older workers suffering from work-related stress (70% in Slovenia say those aged 60+ suffer more than other workers compared to 42% on average across Europe).

As many as 8 in 10 workers in Slovenia (83%) believe that older workers aged 60+ are less able to adapt to changes at work than other workers which is the highest proportion of the 31 countries polled, though a majority across Europe (60%) share this perception. Significantly more workers aged 18-54 in Slovenia believe this than workers aged 55+ (86% vs. 63% respectively).

### **There is little awareness of any workplace policies or programmes to support older workers**

Only 5% cent of workers in Slovenia are aware of existing programmes and policies at their workplace to support people working up to or beyond the retirement age, which is below the European average (12%). Of all workers in Slovenia who are not aware of such programmes or policies, two-thirds (67%) think that they should be introduced at their workplace, though one-third (33%) say the reverse. Seven in 10 women favour the introduction of programmes or policies to support older workers (71%), which is significantly more than the 63% of men who support it.

Three in 10 workers in Slovenia (31%) say it is likely that the proportion of workers aged 60+ in their workplace will increase by 2020, but nearly 6 in 10 (58%) think it is unlikely. Workers aged 55+ are significantly more likely to expect a higher proportion of workers aged 60+ at their workplace than workers aged 18-34 (38% vs. 26% respectively). Slovenia has one of the lowest proportions who expect to see an increase in older workers at their own workplace out of the 31 countries polled and is well below the European average (52%).



**Working hours or workload, and job reorganisation or job insecurity, are perceived to be the main causes of work-related stress**

Hours worked or workload and job reorganisation or job insecurity are perceived to be the most common causes of work-related stress, each selected by 63% of workers in Slovenia when asked to choose from a list of six possible causes of work-related stress. Being subjected to unacceptable behaviours such as bullying or harassment comes next, selected by 56%. Among younger workers aged 18-34, hours worked or workload is selected by 68% whereas job reorganisation or job insecurity is only selected by 59%. In contrast, 68% of self-employed workers select job reorganisation or job insecurity, whereas only 54% select hours worked or workload.

Workers' perceptions across Europe are similar, with job reorganisation or job insecurity perceived to be the most common cause of work-related stress overall, closely followed by hours worked or workload.

**Most workers say work-related stress is common, though opinion is more split on how well it is controlled**

Seven in 10 workers in Slovenia (72%) believe that cases of work-related stress are common in their workplace, and only 25% say they are rare. Slovenia has one of the highest proportions who say work-related stress is common out of the 31 countries polled and is well above the European average (51%). Work-related stress is a particular issue for self-employed workers in Slovenia (80% say it is common). Younger workers aged 18-34 are significantly more likely than older workers aged 55+ to say it is common in their workplace (77% vs. 57% respectively).

Four in 10 workers in Slovenia (43%) say that work-related stress is controlled well at their workplace, but half (50%) believe that work-related stress is not controlled well. This is the reverse of the situation across Europe, where more workers believe work-related stress is controlled well than not well (by 54% to 41%). Indeed, Slovenia has one of the lowest proportions of the 31 countries polled who say work-related stress is controlled well.

Just over one-third (36%) of workers in Slovenia who say work-related stress is common in their workplace also say it is controlled well, whereas nearly two-thirds (63%) of workers who say work-related stress is rare in their workplace say it is controlled well.

## 2.1.25 Spain

**Fieldwork:** 501 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Spain from 28 January-5 February 2013 as part of an ad hoc survey set up specifically to collect data on this subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only one-quarter of workers in Spain believe that workers aged 60+ are less productive than other workers**

Only one-quarter (25%) say older workers are less productive than other workers and only one-third (33%) of workers in Spain believe that older workers aged 60+ suffer more from work-related stress than other workers. In both cases, this is below the European average (28% and 42% respectively).

However, two-thirds of workers in Spain (66%) believe that older workers aged 60+ are less able to adapt to changes at work than other workers, above the European average (60%). Older workers aged 55+ in Spain are as likely (66%) as younger workers aged 18-34 (65%) to say this, though as many as 8 in 10 self-employed workers (81%) take this view.

**A higher proportion of workers aged 60+ by 2020 is seen as likely, but there is little awareness of any policies or programmes at their workplace to support them**

Around half of workers in Spain (52%) expect the proportion of workers aged 60+ in their workplace to increase by 2020, though almost as many (46%) think this is unlikely. This is in line with the European averages. As many as 62% of health or care workers in Spain expect there to be a higher proportion of workers aged 60+ at their workplace by 2020, and older workers aged 55+ think it is much more likely than those aged 18-34 (60% vs. 41%).

Around one in seven (12%) are aware of any existing policies or programmes at their workplace to support people working up to or beyond the retirement age, again in line with the European average (also 12%). More female workers (15%) than male workers (9%) are aware of such policies, but only 6% of part-time employees say they are aware. Of all workers not aware of any existing policies, 56% favour their introduction.

**Working hours or workload is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, three-quarters of workers in Spain (74%) select hours worked or workload. This is selected by as many as 82% of health or care workers, 81% in sites with more than 50 workers, and 79% of female workers.

The next most common causes of work-related stress are perceived to be job reorganisation or job insecurity (selected by 66%), and unacceptable behaviours such as bullying or harassment (also 66%). Job reorganisation or job insecurity is the most common cause of work-related stress among workers in managerial and professional roles, selected by 76%.

Across Europe as a whole, job reorganisation or job insecurity is perceived to be the most common cause of work-related stress (selected by 72%), followed by hours worked or workload (66%).

**Opinion is divided on whether work-related stress is common or rare, but a majority of workers say it is not controlled well**

Half of workers in Spain (49%) believe cases of work-related stress are common in their workplace, similar to the European average (51%), with as many workers in Spain saying such cases are rare (46%). More than 6 in 10 health or care workers (63%) say work-related stress is common, and those in workplaces with more than 50 workers are significantly more likely than those in smaller workplaces to agree (57% vs. 46% respectively).

Three in 10 workers in Spain (29%) believe work-related stress is controlled well at their workplace, but nearly twice as many (56%) say the reverse and a further one in seven workers (14%) are unable to say either way. This is significantly different to the situation across Europe, where more workers believe work-related stress is controlled well than not well (by 54% to 41%). Indeed, Spain has the lowest proportion of the 31 countries polled who say work-related stress is controlled well (or 'very well'). In Spain, 66% of workers in sites with more than 50 workers say work-related stress is not controlled well, compared with 53% of workers in smaller workplaces. Four in 10 workers aged 18-34 (38%) say that work-related stress is controlled well, but only 25% of workers aged 35+ say the same.

## 2.1.26 Sweden

**Fieldwork:** 550 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Sweden from 14-25 January 2013 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

Overall, the findings from **Sweden** suggest that:

**Few workers in Sweden think that workers aged 60+ have more accidents, are less productive or take more time off due to illness than other workers**

Fewer than one in five workers in Sweden believe that older workers aged 60+ have more accidents at work, take more time off work due to illness, or are less productive than other workers (13%, 15% and 18% respectively), compared with a higher proportion of workers across Europe who share these views (22%, 35% and 28% respectively).

However, two-thirds of workers in Sweden (66%) believe that older workers aged 60+ are less able to adapt to changes at work than other workers, and this perception is shared across Europe (60%). In Sweden, as many as 71% of workers in manual roles, 71% of male workers and 70% of workers aged 18-34 believe that workers aged 60+ are less adaptable to changes at work than other workers, but this view is also held by a clear majority (59%) of workers aged 55+.

**One in seven are aware of any policies or programmes to support older workers and a higher proportion of workers aged 60+ by 2020 is seen as likely**

Just over half (53%) of workers in Sweden expect the proportion of workers aged 60+ in their workplace to increase by 2020, which reflects the European average (52%). Four in 10 workers in Sweden (41%) say such an increase is unlikely. Workers in the largest workplaces with more than 250 workers are significantly more likely than those in the smallest workplaces with 10 workers or fewer to expect a higher proportion of workers aged 60+ in 2020 (67% vs. 44%).

Around one in seven (15%) in Sweden are aware of any policies or programmes at their workplace to support people working up to or beyond the retirement age, which is above the European average (12%). One-quarter (23%) of workers at the largest Swedish workplaces (250+ workers) are aware of such policies, but this falls to just 6% among workers at the smallest workplaces (10 workers or fewer).

Despite this, only 43% of workers who are not aware of existing policies favour their introduction (which is one of the lowest proportions of the 31 countries polled). Just 34% of workers aged 35-54 support introducing such policies, compared with 48% of workers aged 18-34 and 56% of workers aged 55+.

**Job reorganisation or job insecurity, and working hours or workload, are perceived to be the most common causes of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, 6 in 10 workers each select job reorganisation or job insecurity and hours worked or workload (both 59%), ahead of lack of clarity on roles and responsibilities (47%). Job reorganisation or job insecurity is selected by more female workers (65%), older workers aged 55+ (66%) and part-time employees (69%) than average, and hours worked or workload is selected by more female workers (62%), workers aged 35-54 (62%) than average.

Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress among all European workers, followed closely by hours worked or workload.

**Work-related stress is perceived as common by the majority of workers, but opinion is split on how well-controlled it is**

Nearly 6 in 10 workers in Sweden (57%) believe that cases of work-related stress are common in their workplace, though 39% say cases are rare. Health or care workers are significantly more likely than average to perceive work-related stress as common (68%), but it is said to be common by only 48% of workers aged 55+ and 39% of self-employed workers. By comparison, across Europe 51% of workers say work-related stress is common, and 45% rare.

Opinion is more mixed on how well work-related stress is controlled at their workplace (49% well vs. 45% not well), though a majority of part-time workers (54%) think that work-related stress is not controlled well. Two-thirds (65%) of all workers who say work-related stress is rare in their workplace also say it is well-controlled, but only 38% of workers who say work-related stress is common in their workplace say it is controlled well.

## 2.1.27 United Kingdom

**Fieldwork:** 576 telephone omnibus interviews were carried out with full-time, part-time and self-employed workers aged 18+ in the United Kingdom from 23-28 November 2012 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

Overall, findings from the **United Kingdom** suggest that:

**Few workers in the United Kingdom believe that workers aged 60+ are less productive or have more accidents than other workers**

Only one in five workers in the United Kingdom (21%) believe that older workers aged 60+ take more time off work due to illness than other workers, and even fewer think workers aged over 60 are less productive (15%) or have more accidents at work than other workers (12%). All of these figures are well below the European averages of 35%, 28% and 22% respectively.

Half of workers in the United Kingdom (50%) say that older workers aged 60+ are less able to adapt to changes at work than other workers, though this is one of the lowest proportions of all the countries polled and the European average is 60%. Workers aged 18-34 in the United Kingdom are much more likely to take this view (57%) than workers aged 55+ (38%).

**A higher proportion of workers aged 60+ is seen as likely and it is believed that such workers should be better supported through programmes and policies**

Around two-thirds (67%) of workers in the United Kingdom think an increase in the proportion of people aged 60+ at their workplace is likely by 2020. In fact, the United Kingdom has the highest proportion of workers of the 31 countries polled saying the proportion is 'very likely' to increase (42% compared to 26% across Europe). Nearly half (47%) of female workers in the United Kingdom think an increase is 'very likely' compared with 36% of male workers.

Around one-quarter in the United Kingdom (23%) are aware of programmes and policies being in place at their workplace to support people working up to or beyond the retirement age, a rate surpassed only by Switzerland (24%), matched by Denmark (23%) and around double the European average (12%). Of those in the United Kingdom who are not aware of policies, three-quarters (74%) believe that they should be introduced, which is the joint fourth highest-placed country on this measure.

**Job reorganisation or job insecurity, and hours worked or workload, are perceived to be the most common causes of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, 8 in 10 workers in the United Kingdom (80%) select job reorganisation or job insecurity, narrowly ahead of hours worked or workload (78%), which mirrors the position across Europe as a whole.

Over 8 in 10 older workers aged 55+ in the United Kingdom (84%) select job reorganisation or job insecurity, ahead of hours worked or workload (71%). However, workers aged 18-54 are as likely to select hours worked or workload as a cause of work-related stress as they are to select job reorganisation or job insecurity (both 79%).

Other potential causes of work-related stress such as a lack of support from colleagues or supervisors, bullying or harassment, and unclear roles and responsibilities are all less likely to be selected by workers in the United Kingdom (68%, 63% and 55% in turn).

**Fewer than half of workers in the United Kingdom say work-related stress is common and two-thirds say it is controlled well**

Although more than 4 in 10 workers in the United Kingdom (44%) believe that work-related stress is common at their workplace, with 52% saying that it is rare. This pattern differs to Europe as a whole (51% of workers say work-related stress is common and 45% say it is rare).

In the United Kingdom, among those most likely to say work-related stress is common at their workplace are health or care workers (55%), 35-54 year olds (50%) and those working in workplaces with fifty or more workers (also 50%).

Two-thirds of workers in the United Kingdom (65%) say that work-related stress is controlled well at their workplace, with 28% claiming it is not controlled well. Across Europe as a whole, the gap is much smaller (54% say it is controlled well and 41% say it is not). As many as three-quarters (75%) of workers in the United Kingdom in the smallest workplaces (up to 10 employees) say work-related stress is controlled well, and over half (55%) of workers who perceive work-related stress to be common where they work say that it is controlled well.

By comparison, across Europe only 54% of workers say that work-related stress is controlled well where they work. Indeed, the United Kingdom (along with Ireland and Denmark) has one of the highest proportions who say it is controlled 'very well' (24%) out of the 31 countries polled and is almost twice the European average (13%).

## 2.2 EFTA Countries

### 2.2.1 Iceland

**Fieldwork:** 600 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Iceland from 5-17 December 2012 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Only 10% of workers in Iceland believe older workers have more accidents at work than other workers**

Only 1 in 10 workers in Iceland (10%) believe that older workers aged 60+ have more accidents at work than other workers (which is one of the lowest proportions of the 31 countries polled and around half the European average of 22%). Similarly, only 15% of workers in Iceland think that older workers aged 60+ take more time off work due to illness than other workers (again one of the lowest proportions of all the countries polled and against the European average of 35%).

However, two-thirds of workers in Iceland (67%) believe that older workers aged 60+ are less able to adapt to changes at work than other workers, above the European average (60%). Younger workers aged 18-34 in Iceland are most likely (75%) to take this view, but so do 59% of older workers aged 55 or above.

**There is little awareness of any policies or programmes to support older workers, and a higher proportion of workers aged 60+ in the workplace by 2020 is seen as unlikely**

Only 8% of workers in Iceland are aware of existing policies or programmes at their workplace to support people working up to or beyond the retirement age, including only 3% of younger workers aged 18-34. This is below the European average (12%).

Eight in 10 workers in Iceland (78%) who are not aware of policies are in favour of their introduction, which is the joint second highest-placed country on this measure.

Despite this, only one-third of workers in Iceland (34%) believe it is likely that the proportion of workers aged 60+ in their workplace will increase by 2020, with 58% thinking it is unlikely. Older workers aged 55+ are significantly more likely than younger workers aged 18-34 to expect an increase (42% vs. 24%). By comparison, across Europe 52% of workers expect a higher proportion of workers aged 60+ at their workplace by 2020.



**Hours worked or workload is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, over half (55%) of workers in Iceland select hours worked or workload, ahead of job reorganisation or job insecurity (48%). The other causes were each selected by around 3 in 10 workers. Hours worked or workload is perceived to be a more common cause of work-related stress by female workers than male workers (63% vs. 47%), and for younger workers aged 18-34 than older workers aged 55+ (62% vs. 39%). By contrast, job reorganisation or job insecurity is selected by more male workers than female workers (51% vs. 44%).

Across Europe as a whole, job reorganisation or job insecurity is perceived to be the most common cause of work-related stress (72%), followed by hours worked or workload (66%).

**Around half of workers say work-related stress is common where they work, but many say it is controlled well**

Just under half of workers in Iceland (47%) believe that cases of work-related stress are common in their workplace, though as many (49%) say they are rare. By comparison, across Europe 51% say cases of work-related stress are common and 45% say they are rare. Female workers in Iceland are more likely (53%) than male workers (41%) to say such cases are common. Workers at sites with more than 50 workers are also more likely (60%) to say cases of work-related stress are common in their workplace, compared with just 40% of all other workers.

Overall, 51% of workers in Iceland say work-related stress is controlled well at their workplace, though 38% say the reverse. This is broadly in line with the European averages. Workers in Iceland at sites with more than 50 workers are less likely to say work-related stress is controlled well at their workplace compared with workers at smaller workplaces (42% vs. 55% respectively). Two-thirds of workers (64%) who say work-related stress is rare in their workplace also believe it is controlled well, whilst only 36% of those who say work-related stress is common in their workplace say it is controlled well.

## 2.2.2 Liechtenstein

**Fieldwork:** 200 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Liechtenstein from 17-21 December 2012 as part of an ad hoc survey set up specifically to collect data on the subject.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

Overall, the findings from **Liechtenstein** suggest that:

**Only 16% of workers in Liechtenstein believe older workers have more accidents at work than other workers**

Around one in five workers in Liechtenstein believe that older workers aged 60+ have more accidents at work than other workers (16%), or are less productive at work than other workers (19%). This is lower than the European averages (22% and 28% respectively take these views).

However, over half (55%) of workers in Liechtenstein believe that workers aged 60+ are less able to adapt to changes at work than other workers, compared with the European average of 60%. Male workers in Liechtenstein are significantly more likely (61%) than female workers (50%) to take this view, as are workers aged 35-54 (64%, vs. 37% of workers aged 55+).

**There is little awareness of any policies or programmes to support older workers, and little consensus on whether to expect a higher proportion of workers aged 60+ in the workplace by 2020**

Only 8% of workers in Liechtenstein are aware of existing policies or programmes at their workplace to support people working up to or beyond the retirement age, below the European average (12%).

Among workers not aware of policies, 47% favour their introduction, though 53% do not. Older workers aged 55+ are significantly more likely than younger workers aged 18-34 to favour such policies (69% to 35%). By comparison, across Europe 61% of workers who are not aware of any existing policies being in place favour their introduction.

Views are split on whether the proportion of workers aged 60+ in the workplace will increase by 2020 (45% say it is likely, 52% say it is unlikely). Male workers are significantly more likely than female workers to expect such an increase (55% vs. 35%). Across Europe as a whole, 52% of workers expect a higher proportion of workers aged 60+ at their workplace by 2020, but 43% do not.

**Unacceptable behaviours such as bullying or harassment are perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, three-quarters (75%) of workers in Liechtenstein select being subjected to unacceptable behaviours such as bullying or harassment, ahead of job reorganisation or job insecurity (68%) and lack of support from colleagues or superiors (52%).

Workers in Liechtenstein are significantly more likely to select unacceptable behaviours such as bullying or harassment as a common cause of work-related stress than the European average (75% vs. 59%). Conversely, hours worked or workload registers only as the fourth most common cause of work-related stress in Liechtenstein (selected by 48%) but is the second most common cause across Europe (selected by 66%), behind job reorganisation or job insecurity (72%).

**One-third of workers say work-related stress is common where they work, but two-thirds think work-related stress is controlled well**

One-third (35%) of workers in Liechtenstein believe that cases of work-related stress are common in their workplace, while two thirds (64%) say they are rare. Liechtenstein compares favourably to the situation across Europe, where 51% say cases of work-related stress are common, and 45% say cases are rare.

Overall, 64% of workers in Liechtenstein say work-related stress is controlled well at their workplace, while only 32% say the reverse. Seven in 10 (72%) of all workers who say cases of work-related stress are rare in their workplace also believe they are controlled well, whilst only 51% of those who say work-related stress is common say it is controlled well. By comparison, across Europe 54% say work-related stress is controlled well.

### 2.2.3 Norway

**Fieldwork:** 600 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Norway from 14-25 January 2013 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

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

**Few workers in Norway believe that workers aged 60+ are less productive at work or take more time off work due to illness than other workers**

Only 7% in Norway believe that workers aged 60+ have more accidents at work than other workers, which is one of the lowest proportions of the 31 countries polled and significantly lower than the European average of 22%. Similarly, only 10% believe that workers aged 60+ take more time off work due to illness than other workers (again one of the lowest proportions of all the countries polled). The same pattern is evident in relation to those aged 60+ being less productive at work (14% vs. 28% across Europe) and suffering more from work-related stress (22% vs. 42% across Europe).

In contrast, 7 in 10 workers in Norway (71%) believe that older workers aged 60+ are less able to adapt to changes at work than other workers, above the European average (60%). Although younger workers in Norway are more likely to believe this (75% of workers aged 18-34), even 60% of workers aged 55+ share this perception.

**A higher proportion of workers aged 60+ by 2020 is seen as likely, but there is little awareness of any policies or programmes to support them**

Six in 10 workers in Norway (58%) expect the proportion of workers aged 60+ in their workplace to increase by 2020, which is higher than the European average of 52%. Two-thirds (67%) of workers at sites with more than 50 employees expect a higher proportion of workers aged 60+ by 2020, compared with 54% of workers in smaller workplaces. Workers aged 55+ (65%) and those in professional or managerial roles (68%) are also more likely than average to expect such an increase.

Only 14% of workers in Norway are aware of existing policies or programmes at their workplace to support people working up to or beyond the retirement age, in line with the European average (12%), though awareness in Norway ranges from 20% of workers in professional or managerial roles to just 6% of health or care workers. Of those workers not aware of any existing policies, 86% favour their introduction (the highest proportion of the 31 countries polled), with workers aged 18-34 more in favour than workers aged 55+ (90% vs. 81%).

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress**

When asked to choose from a list of six possible causes of work-related stress, 6 in 10 workers in Norway (60%) select job reorganisation or job insecurity, including 70% of workers aged 55+. The next most common perceived causes of work-related stress are hours worked or workload, and lack of support from colleagues and superiors, selected by 49% and 48% respectively, while lack of clarity on roles and responsibilities and unacceptable behaviour such as bullying or harassment are each selected by 47%.

However, among self-employed workers, unacceptable behaviour such as bullying or harassment is the most common perceived cause of work-related stress (54%), ahead of just 48% who select job reorganisation or job insecurity.

Among all European workers, job reorganisation or job insecurity is also perceived to be the most common cause of work-related stress, followed by hours worked or workload.

**A majority of workers say work-related stress is common, though even more think it is controlled well**

Just over half of workers in Norway (53%) believe that cases of work-related stress are common in their workplace, though 45% say they are rare, which reflects the position across Europe as a whole. 57% of female workers say work-related stress is common, and more full-time employees (56%) than self-employed workers (40%) take this view. Only 42% of workers in the smallest workplaces with 10 or fewer workers say cases of work-related stress are common where they work, compared to 57% of workers in larger workplaces.

Seven in 10 workers in Norway (72%) say that work-related stress is controlled well at their workplace, well above the European average (54%). More workers in non-manual roles (74%) than manual roles (65%) believe work-related stress is controlled well where they work. Eight in 10 workers who say that work-related stress is rare in their workplace also believe it is controlled well (83%), while only 62% of those who say work-related stress is common in their workplace say it is controlled well.

## 2.2.4 Switzerland

**Fieldwork:** 770 telephone interviews were carried out with full-time, part-time and self-employed workers aged 18+ in Switzerland from 7-11 January 2013 as part of an omnibus survey where data on a variety of subjects is collected in the same interview.

The poll is based on a sample of workers, rather than the entire population. The results are therefore subject to sampling tolerances, and only those differences between groups of workers that are statistically significant are presented in this report. In addition, it is important to bear in mind that the research deals with perceptions rather than facts. For further information, please refer to the technical summary in section 3.1.

Overall, the findings from **Switzerland** suggest that:

**Less than one in five workers in Switzerland believe that workers aged 60+ have more accidents at work than other workers**

Only 14% of workers in Switzerland think that workers aged 60+ have more accidents at work than other workers, and only one in five (21%) say that older workers are less productive or take more time off due to illness than other workers. The European averages are much higher at 22%, 28% and 35% respectively.

However, 7 in 10 workers in Switzerland (69%) believe that older workers aged 60+ are less able to adapt to changes at work than other workers, above the European average (60%). Three-quarters (77%) of workers aged 18-34 in Switzerland think this, but only half (50%) of workers aged 55+.

**Awareness of workplace programmes and policies for older workers is highest in Switzerland out of the 31 countries polled**

One-quarter of workers in Switzerland (24%) are aware of policies or programmes at their workplace to make it easier for workers to continue working up to or beyond the retirement age, which is the highest proportion of the 31 countries polled and double the European average (12%). Health or care workers (30%) and those in large workplaces with more than 250 workers (29%) in Switzerland are more likely than average to be aware of such policies. Among workers not aware of policies, just under half (45%) favour their introduction which is one of the lowest proportions of all the countries polled.

Indeed, only 41% of workers in Switzerland expect the proportion of workers aged 60+ in their workplace to increase by 2020, compared with 52% saying the same across Europe as a whole. Workers aged 55+ in Switzerland are significantly more likely than those aged 18-34 to expect a higher proportion of workers aged 60+ (48% vs. 34%).

**Job reorganisation or job insecurity is perceived to be the most common cause of work-related stress, though not at small workplaces**

When asked to choose from a list of six possible causes of work-related stress, job reorganisation or job insecurity is selected by 54% of workers in Switzerland, ahead of unacceptable behaviours such as bullying or harassment (47%) and hours worked or workload (46%).

Job reorganisation or job insecurity (59%) and hours worked or workload (54%) are perceived to be the main causes of work-related stress among workers at sites with more than 50 workers, with unacceptable behaviours such as bullying or harassment selected by only 41%. However, among workers at the smallest workplaces with 10 workers or fewer, 51% select unacceptable behaviours as a common cause of work-related stress, ahead of job reorganisation or job insecurity (49%) and hours worked or workload (34%).

Across Europe, job reorganisation or job insecurity is also perceived to be the most common cause of work-related stress, followed closely by hours worked or workload.

**Nearly half of workers say work-related stress is common, though many think it is controlled well**

More than 4 in 10 workers in Switzerland (44%) believe that cases of work-related stress are common in their workplace, though 53% say cases are rare. Younger workers aged 18-34, health or care workers and those in the largest workplaces with more than 250 workers are all significantly more likely than average to say cases are common (51%, 57% and 61% respectively). Conversely, 7 in 10 workers aged 55+ (69%) say work-related stress is rare at their workplace.

Almost two-thirds of workers in Switzerland (64%) believe work-related stress is controlled well at their workplace, including almost half (45%) who say work-related stress cases are common. One-third (33%) say work-related stress is not controlled well, with as many as 46% of those in large workplaces (more than 250 workers) taking this view.

Workers in Switzerland are less likely than all European workers to say that work-related stress is common at their workplace (44% vs. 51% respectively), and more likely than all European workers to say that work-related stress is controlled well (64% vs. 54% respectively).

## 3 Technical Summary

### 3.1 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.

The second European poll was conducted by Ipsos MORI in 2011. This poll also consisted of five questions (including one from the 2009 survey), plus two demographic questions, asked of the general public in 37 countries - the 27 EU Member States, as well as Iceland, Norway, Switzerland and Liechtenstein, plus the six candidate countries (Turkey, Croatia, Serbia, Montenegro, Former Yugoslav Republic of Macedonia [FYROM] and Albania).

Ipsos MORI was commissioned in September 2012 to conduct the **third European poll on occupational safety and health** in 30 countries, though Switzerland subsequently joined the project operating under separate budgetary and contractual arrangements (although results for Switzerland are included in this report). Overall, all 27 EU member states (at time of writing in April 2013) plus Iceland, Liechtenstein, Norway and Switzerland participated. The poll included six new questions and two demographic questions asked across all countries to allow for the analysis of workers by their size of workplace and type of work or role.

The fieldwork was conducted using telephone interviews within wider Omnibus surveys where possible (i.e. where data on a variety of subjects is collected in the same interview)<sup>1</sup> due primarily to the short length of the poll and small number of questions. 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 30 countries (though 31 countries in practice, with the addition of Switzerland as stated above).

### 3.2 Research objectives

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

### 3.3 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 OSH community/general audience/media.

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<sup>1</sup> An omnibus survey is a method of quantitative research where data on a wide variety of subjects is collected during the same interview. Multiple clients place content (questions) on the survey, while sharing the common demographic data collected from each respondent. As an omnibus is a shared data collection tool it is a good way of reducing survey costs and providing survey data quickly. The most common sample design for the telephone omnibus surveys used on this poll is random digit dialling of numbers from telephone books, with quotas set for age, gender, working status and region. The face-to-face omnibus surveys in the Czech Republic and Romania were based on a random location design. As the omnibus surveys are based on representative samples of the general population, people who do not work were screened out.



It was decided that the poll would focus on workers only (full-time, part-time and self-employed workers aged 18+) rather than the general public. This ensured the questions were relevant to the target audience.

A lot of consideration was given to designing the questions regarding 'best practice' and questions that would work well with a mixed methodology approach of telephone and face-to-face interviews. In terms of topics, questions were designed around two main themes to encapsulate current issues and EU-OSHA's strategy:

- New and emerging risks in occupational health and safety (i.e. work-related stress); and
- Active ageing of the European workforce and its impact on the future workplace.

Ipsos MORI initially drew up a longer list of questions for the poll (divided into the main themes) which were reviewed by EU-OSHA and their Communication and Promotion Advisory Group. These questions were piloted in one country (Spain) before a final decision was made on which questions to retain for the main stage of the poll.

The pilot poll contained 10 question units plus two demographic questions whereas it was agreed that the final main stage poll should have seven question units plus two demographic questions. By 'question unit', we mean that one individual question can be asked as a battery of different statements which share a common scale of possible responses – such questions may contain several different statements and hence count as more than one question unit due to their length.

The agreed questions were piloted on an Omnibus survey in Spain between 25th October and 5th November 2012. A total of 521 interviews were conducted with workers, and results were weighted by age, gender and region so the findings were representative of the worker population in Spain. Apart from being used to determine which questions should be retained for the agreed shorter main stage questionnaire, the objectives of the pilot were to test respondents' understanding of the questions, review the proportion of 'Don't knows' to make sure the questions were working as intended, and check self-employed workers' understanding of the questions (as opposed to full-time and part-time employed workers).

Following the pilot, EU-OSHA and Ipsos MORI agreed a final set of six topical questions (including one multi-statement question that counts as two question units) and two demographic questions to be included in the main stage questionnaire.

The final questions consisted of six closed questions covering: (i) proportion of older workers in the workplace in the future; (ii) perceived behaviours of older and younger workers in the workplace; (iii) role of policies in making it easier for older workers to work up to or beyond retirement age; (iv) causes of work-related stress; (v) incidence of work-related stress; and (vi) handling of work-related stress.

The two project-specific demographic questions focused on size of workplace (i.e. number of employees) and type of work (e.g. professional/managerial, health or care, administration or manual work).

A copy of the final questionnaire is included in Appendix 1.

In addition to the project-specific demographic questions, other demographic questions such as age, gender and region were asked in each country as they form part of quotas, and in countries conducting Omnibus surveys each fieldwork agency provides data for their standard set of demographic questions as part of the process. This may include variables such as respondent income, education level or the size of the settlement in which they live in.

Once the final questionnaire (in English) was signed-off by EU-OSHA, it was circulated to Ipsos MORI's international offices and local partners for translation into local languages. All original translations were back-translated into English as an additional quality control measure, and following this all translations were signed off by a local EU-OSHA Focal Point contact. Ipsos MORI and EU-OSHA would like to thank all focal points for their timely responses and helpful suggestions.

### 3.4 Data collection

The vast 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, Malta, Romania and Slovakia), interviews were conducted face-to-face either due to availability or as the generally lower telephone penetration rates may mean phone interviewing is less representative of the worker population. CAPI (Computer Assisted Personal Interviewing) was used in the Czech Republic, with pen-and-paper interviewing used in Bulgaria, Malta, Romania and Slovakia.

Existing omnibus surveys were used in fifteen of the 31 countries (Austria, Czech Republic, Finland, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, Poland, Romania, Sweden, Switzerland and the United Kingdom). In the remaining sixteen countries, suitable omnibus services were not available within the project fieldwork time period so bespoke (ad hoc) surveys were conducted.

### 3.5 Sampling

Most of the telephone omnibus surveys were based on Random Digit Dialling (RDD). The starting part 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 sufficient coverage of the working population, some countries (e.g. Denmark, Estonia and Finland) incorporate an element of mobile phone sampling to ensure inclusion of mobile only households.

The face-to-face omnibus surveys in the Czech Republic and Romania use random location design. For example, in Romania multi-strata random sampling is used with 190 sampling points throughout Romania and interviews conducted in-home. A similar process applies to the other countries conducting face-to-face fieldwork.

To ensure a random selection of households, some countries set extra rules, in addition to using the quotas. For example, for face-to-face fieldwork 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.

There was a higher variation in sample size between countries than in previous EU-OSHA polls which were based on c. 1,000 interviews with the general public due to the differing incidence of workers in each country. Where more interviews are conducted in countries with a relatively small population than in countries with a relatively large population this does not impact on the representativeness of the findings (as explained under 'Weighting' below).

In countries where an omnibus survey was used, c. 1,000 interviews were conducted with the general public, and a screener question was asked to determine whether the respondent qualified as a full-time, part-time or self-employed worker before the EU-OSHA poll questions were asked. The appropriate number of workers that fell out of each omnibus ranged from 350 in Romania to 770 in Switzerland (c. 1,200 interviews with the general public are undertaken for the omnibus survey used in Switzerland). On average, just over 500 interviews with workers aged 18+ were completed by country.

For countries where an ad hoc survey was undertaken, a target of a minimum of 500 interviews was set, though some countries were set a higher target to reflect the number of interviews achieved with workers aged 18+ in the previous EU-OSHA poll. The exception to this was Liechtenstein where 200 interviews were conducted as it was not practical to conduct a larger sample size due to the very small population.

### 3.6 Weighting

Secondary data was sourced on the age, gender and regional breakdown of the working population aged 18+ in each country. Where no separate regional breakdown of the working population was available, the relevant local fieldwork agency provided an alternative or confirmed that it was acceptable to use general population statistics by region as a proxy.

The sampling methods used for omnibus surveys of the general public are designed to be nationally representative of the adult population by key characteristics including age, gender and region. Although the characteristics of the workers that fell out of the omnibus surveys could not be controlled, weighting was undertaken post-fieldwork to correct for any minor deviations and ensure that the data is representative of the age, gender and region of the working population aged 18+ in that country.

For countries where ad hoc surveys were undertaken, details of the age, gender and regional breakdown of that country's working population aged 18+ were communicated in advance and quotas set based on these variables. Weighting was again undertaken post-fieldwork to correct for any small differences between the achieved distribution of interviews and the target for that country.

Crucially, when aggregating the results at the overall level for the 31 European countries (or for groups of countries such as the 27 EU Member States vs. four EFTA members, or the first 'EU15' member states to join vs. the 12 'New Member States' that joined in 2004 or 2007), the data was also weighted by the size of working population in each country so that smaller countries (e.g. Liechtenstein, Malta) are not over-represented in the results or larger countries (e.g. Germany, United Kingdom) under-represented regardless of how many interviews were completed in particular individual countries.

### 3.7 Interpretation of the data

It should be remembered that final data from the quantitative poll are based on a sample of workers aged 18+ from each of the countries, rather than the entire population. Therefore, results are subject to sampling tolerances, and only those differences that are statistically significant are presented in this report. Throughout this report, we report only on differences between groups of workers (e.g. by age or gender) at country level that are statistically significant at the 95% level of confidence, though comparisons between country data and European data may be included for reference purposes. Calculations of statistical significance should be considered indicative, given that surveys are not truly random probability surveys. Please refer to Appendix 2 for further information.

In this report, aggregated scores (e.g. "very likely" plus "fairly likely" to derive an aggregate score for "Likely") are based on combining the counts used rather than by adding the two percentages together. This is also reflected in the PowerPoint reports that have been produced for each country. This maximises the accuracy of the data, but due to rounding this may result in a difference of one percentage point when compared to adding the two percentages together. Furthermore, percentages may not sum to 100% where we have excluded responses (e.g. "Don't know").

Where the terms 'manual workers' and 'non-manual workers' have been used, 'manual workers' refers to codes E-G shown at Q8 on the questionnaire in Appendix 1 (i.e. Skilled trade or technician, Machine operator or driver, and Other manual work). 'Non-manual workers' refers to codes A-D (i.e. Professional or managerial, Health or care work, Other administration or clerical office work, and Customer service dealing directly with the customer).

## 4 Appendices

### 4.1 Appendix 1: Questionnaire

#### Final questionnaire

**Q1 How likely, if at all, do you think it is that there will be a higher proportion of people aged over 60 working at your own workplace in 2020?**

READ OUT SCALE EXCEPT DON'T KNOW AND DO NOT HAVE ANY PEOPLE AGED OVER 60 AT WORKPLACE NOW AND DO NOT EXPECT TO IN 2020.

REVERSE ORDER OF SCALE EXCEPT DON'T KNOW AND DO NOT HAVE ANY PEOPLE AGED OVER 60 AT WORKPLACE NOW AND DO NOT EXPECT TO IN 2020.

SINGLE CODE ONLY

**Very likely**

**Fairly likely**

**Fairly unlikely**

**Very unlikely**

Don't know

Do not have any people aged over 60 at workplace now and do not expect to in 2020

**The following questions use the term “older workers”. By older workers, we mean workers aged over 60**

**Q2 On balance, do you think older workers tend to ... than other workers?**

READ OUT A TO E IN TURN. RANDOMISE ORDER A TO E. DO NOT READ OUT CODES 3 OR 4. SINGLE CODE FOR EACH

	Yes	No	No difference	Don't know
<b>A. Take more time off work due to illness</b>	1	2	3	4
<b>B. Have more accidents at work</b>	1	2	3	4
<b>C. Be less productive at work</b>	1	2	3	4
<b>D. Be less able to adapt to changes at work</b>	1	2	3	4
<b>E. Suffer more from work-related stress</b>	1	2	3	4

- Q3 Do you think that programmes or policies should be introduced at your workplace to make it easier for workers to continue working up to or beyond retirement age if they wish to do so? Please say if you already have such programmes or policies at your workplace.** READ OUT OPTIONS A TO C. DO NOT READ OUT DON'T KNOW. SINGLE CODE ONLY

INTERVIEWER: ADD IF NECESSARY: By workplace, we mean the site you work at.

- A. Yes – programmes and policies should be introduced at your workplace**
  - B. No – programmes and policies should not be introduced at your workplace**
  - C. Programmes and policies already exist at your workplace**
- Don't know

Now some questions about all workers regardless of their age.

- Q4 Which, if any, of the following do you think are the most common causes of work-related stress nowadays?**

READ OUT A TO F. DO NOT READ OUT NONE OF THESE AND DON'T KNOW. RANDOMISE A TO F. CODE ALL THAT ARE SELECTED BY RESPONDENT. MULTICODE OK EXCEPT FOR NONE OF THESE AND DON'T KNOW

- A. Hours worked or workload**
- B. Limited opportunity to manage own work patterns**
- C. Lack of clarity on roles and responsibilities**
- D. Being subject to unacceptable behaviours such as bullying or harassment**
- E. Job reorganisation or job insecurity**
- F. Lack of support to fulfil your role from colleagues or superiors**

None of these

Don't Know

- Q5 How common, if at all, are cases of work-related stress in your workplace? Would you say they are ...?**

READ OUT SCALE EXCEPT DON'T KNOW AND THERE ARE NO CASES OF WORK-RELATED STRESS IN YOUR WORKPLACE.

REVERSE ORDER OF SCALE EXCEPT DON'T KNOW AND THERE ARE NO CASES OF WORK-RELATED STRESS IN YOUR WORKPLACE.

SINGLE CODE ONLY

**Very common**

**Fairly common**

**Fairly rare**

**Very rare**

There are no cases of work-related stress in your workplace

Don't know

**Q6 How well, if at all, do you think the control of work-related stress is handled in your workplace? Would you say....?**

READ OUT SCALE EXCEPT DON'T KNOW. REVERSE ORDER EXCEPT DON'T KNOW.  
SINGLE CODE ONLY

**Very well**

**Fairly well**

**Not very well**

**Not at all well**

Don't know

**Q7 Excluding yourself, how many people in total are employed in your workplace site? Please exclude people working at other sites or premises. WRITE IN NUMBER AND SINGLE CODE TO BAND**

0 – only respondent

1

2-4

5-9

10-49

50-99

100-249

250-499

500+

Don't know

**Q8 Which of the following best describes the type of work that you do?**

READ OUT A TO G. DO NOT READ OUT OTHER. DO NOT RANDOMISE OR REVERSE ORDER. SINGLE CODE ONLY (N.B. CODEFRAME TO BE CHECKED LOCALLY)

**A. Professional or managerial**

**B. Health or care work**

**C. Other administration or clerical office work**

**D. Customer service dealing directly with the customer**

**E. Skilled trade or technician**

**F. Machine operator or driver**

**G. Other manual work**

Other (write in)

## 4.2 Appendix 2: Guide to statistical reliability

The final data are based on a sample of workers, 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 16,622 workers sampled in this poll give a particular answer, the chances are 95 in 100 that this result would not vary more or less than  $\pm 0.8$  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 poll result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
16,622 (all workers interviewed across Europe)	$\pm 0.5$	$\pm 0.7$	$\pm 0.8$
770 workers interviewed in Switzerland (largest national sample)	$\pm 2.1$	$\pm 3.2$	$\pm 3.5$
200 workers interviewed 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 poll results are based	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
8,748 male workers vs. 7,874 female workers in all countries across Europe	$\pm 0.9$	$\pm 1.4$	$\pm 1.5$
12,127 full-time workers vs. 2,734 part-time workers in all countries across Europe	$\pm 1.2$	$\pm 1.9$	$\pm 2.1$
304 male workers vs. 247 female workers in Belgium (as an example)	$\pm 5.0$	$\pm 7.7$	$\pm 8.4$
355 full-time vs. 134 part-time workers in Belgium (as an example)	$\pm 6.0$	$\pm 9.1$	$\pm 10.0$

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.



### 4.3 Appendix 3: Quality assurance

This Poll was undertaken by Ipsos MORI in accordance with the standards laid out in ISO 20252, the International Organisation for Standardisation’s standard that establishes the terms and definitions as well as the service requirements for organisations and professionals conducting market, opinion and social research.

ISO 20252 ensures a consistent quality of work to the highest standards in the industry and annual inspection by external assessors.

Ipsos MORI holds membership of all key market research bodies as shown below.

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