



19 March 2013  
Stockholm, Sweden



PSYCHOSOCIAL RISK  
ASSESSMENTS

# ***Campaign on Psychosocial Risks at Work 2012 in Bulgaria***



## ***Campaign Settings***

- ◆ Legal framework:
  - ◆ Psychosocial Risk Assessments set as a legal requirement
  - ◆ Law on Protection against Discrimination covering all its forms, harassment included
- ◆ Sensitive social environment:
  - ◆ Media releases on the issue
  - ◆ Surveys conducted by the Trade Unions
  - ◆ National Survey of the Working Conditions conducted by the Labour Inspectorate
- ◆ Practical reality in the enterprises:
  - ◆ Expert assessments showing the need of a readily available tool, involving also employers, employees and Unions
- ◆ Capacity of the Labour Inspectorate:
  - ◆ Labour inspectors with limited experience in the field of control on psychosocial risks
  - ◆ Unavailability of psychologists and sociologists in the Labour Inspectorate



## ***Campaign Goals***

- ◆ Main goals:
  - ◆ Maximum possible involvement of persons with an impact on the working conditions
  - ◆ Promotion of a comprehensible operational tool for psychosocial risk assessment
- ◆ Specific goals:
  - ◆ Inspection campaign: a big number of inspected sites, covering all state and municipal hospitals and all companies for international transport and large-distance travels
  - ◆ Information campaign: awareness raising for a big number of employers, employees and the general public



## ***Campaign Preparation***

- ◆ The Campaign as a part of the Annual Plan of Action:
  - ◆ planned inspections in the transport and health sectors
  - ◆ planned training for 60 labour inspectors
- ◆ Printed campaign materials (8,000 copies in total):

|                                                           |      |
|-----------------------------------------------------------|------|
| ◆ Mental Workload brochure                                | 1000 |
| ◆ Guidance tool for hotels and restaurants                | 1000 |
| ◆ Guidance – the inspection of psychosocial risks at work | 2000 |
| ◆ Poster                                                  | 2000 |
| ◆ Questionnaire                                           | 1000 |
| ◆ Checklist                                               | 1000 |
- ◆ Developed national guidelines
- ◆ Publication on the website of the Labour Inspectorate with a link to the web page of the European coordinator



## ***Inspectors' Training***

- ◆ Module 1: Psychosocial risks. Importance of the problem
  - ◆ 2-day workshop with 60 trainees
  - ◆ Lecturing: experienced psychologist and occupational health doctor
  
- ◆ Module 2: Checking theory in practice
  - ◆ 30 days for field inspections in 2-man teams
  - ◆ 2 inspections per trainee: one in each sector
  
- ◆ Module 3: Discussions on all steps of the inspection campaign
  - ◆ 2-day workshop
  - ◆ 60 labour inspectors trained how to make the campaign a success



## ***Inspection Campaign Overview***

- ◆ Time period: October – November 2012
- ◆ Participants: 60 trained inspectors
- ◆ Methods:
  - ◆ Questionnaire filled in by employees
  - ◆ Meeting and interview with employer
  - ◆ Observation at workplaces
  - ◆ Interview/conversation with employees
  - ◆ Group discussions (in some cases)
- ◆ Tools:
  - ◆ All printed campaign materials



## ***Chronology of Inspection***

- ◆ Preannouncement of the inspection visit:
  - ◆ Face to face with the employer / the safety officer
  - ◆ By phone / with a letter
- ◆ Step-by-step inspection:
  - ◆ Questionnaires filled in by employees
  - ◆ Workplace observations and oral interviews with workers
  - ◆ Examination of the available risk assessment
  - ◆ Processing of the filled-in questionnaires, the results from the observations and the oral interviews; identifying key moments for the oral interview with the employer
  - ◆ Group discussion with workers' representatives (in some instances)
  - ◆ Interview with the employer
  - ◆ A closing meeting and formulation of administrative measures of compulsion
- ◆ Follow-up inspections (in some cases)



## ***Inspection Campaign Results***

| Sector    | Inspection visits (total number) | Follow-up inspections (part of the total) | Inspected companies (number) | Inspections to companies |                |                  |
|-----------|----------------------------------|-------------------------------------------|------------------------------|--------------------------|----------------|------------------|
|           |                                  |                                           |                              | 1-9 employed             | 10-50 employed | Over 50 employed |
| Health    | 323                              | 68<br>21%                                 | 279                          | 36                       | 134            | 153              |
| Transport | 247                              | 46<br>19%                                 | 221                          | 94                       | 111            | 42               |
| Total     | 570                              | 114<br>20%                                | 500                          | 130                      | 245            | 195              |





## ***Inspection Campaign Findings***

- ◆ Most frequent findings:
  - ◆ Lack of assessment of psychosocial risks
  - ◆ Failure to take measures for identified psychosocial risks
  - ◆ Assessment made by experts with no employee participation
  - ◆ Divergence in employers' and employees' perception of the working environment
  - ◆ Companies with good practice (team building, periodic discussions on psychosocial risk issues, drum therapy)



## ***Information Campaign***

- ◆ Announcement on the Labour Inspectorate's website
- ◆ Press conferences of the Heads of all Regional Labour Inspectorates
- ◆ An inspection visit to a hospital started in the presence of journalists from the national media
- ◆ Information area laid out in all Regional Labour Inspectorates' offices
- ◆ Discussions on the campaign in all District Working Conditions Councils and distribution of information materials among all Council members
- ◆ Dissemination of information materials in the visited companies



## ***Inspectors' Assessment of the Campaign***

|                                                                                          | <b>5</b> | <b>4</b> | <b>3</b> | <b>2</b> | <b>1</b> |
|------------------------------------------------------------------------------------------|----------|----------|----------|----------|----------|
| Did the campaign influence the national priorities?                                      | 100%     | 0.0%     | 0.0%     | 0.0%     | 0.0%     |
| Did the campaign induce measures in the enterprises?                                     | 60.0%    | 30.0%    | 10.0%    | 0.0%     | 0.0%     |
| Did the campaign contribute to the OSH management and prevention culture in enterprises? | 26.7%    | 53.3%    | 20.0%    | 0.0%     | 0.0%     |
| Did the campaign contribute to inform employers and workers?                             | 70.0%    | 30.0%    | 0.0%     | 0.0%     | 0.0%     |
| Did the campaign induce an increase in adequate risk assessments?                        | 51.7%    | 41.4%    | 3.4%     | 3.4%     | 0.0%     |
| Did the campaign improve the national OSH infrastructure?                                | 20.0%    | 50.0%    | 26.7%    | 3.3%     | 0.0%     |
| Did the campaign stimulate enforcement in SME's and high risk sectors?                   | 27.6%    | 51.7%    | 13.8%    | 6.9%     | 0.0%     |
| Did the exchange of information with other member states stimulate national development? | 100.0%   | 0.0%     | 0.0%     | 0.0%     | 0.0%     |



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# Thank you for the attention !

*Irena Dimitrova*

*State Inspector*

*International Labour Migration Department*

*Website of the GLI EA: <http://www.gli.government.bg/>*